

## Contact Tracing Surge Capacity Call Center for State of Illinois Contact Tracing Collaborative

### Prospective Vendor Questions

#### Staffing

#1 Question - The RFP states an “immediate commencement” upon contract execution. How many agents will the selected vendor be required to have on staff at the start of the engagement, and how many days will we have to hire and train before launching?

Answer – While there are no minimum requirements, as stated, the State expects the ability to have as many as 1,000 agents available. We would expect there to be a reasonable ramp-up period to achieve those numbers.

#2 Question - No Minimum Volume – It does not appear that bidders should consider a minimum volume or minimum number of staff in their estimation for this work. While it is understandable that the State will want the ability to flex staff to account for surge in need, vendors need to be able to cover the fixed costs of maintaining trained staff and infrastructure. Without a minimum number of staff or contacts to account for these fixed costs, bidders will need to account for this risk in their price.

Answer – The State understands the above and assumes bidders will need to account for the above risk in their price.

#### Pricing

#1 Question - On the Budget Template – In our other call center contracts for other states, we pay the agents a higher rate for working the weekend. Will the State of Illinois and IDPH recognize the higher pay for weekend work and how can we reflect that on the Budget Template?

Answer – We would expect one blended rate for all resources, acknowledging that there will be requirements to work days, evenings, and weekends as described within the RFP.

#2 Question - For the pricing model in Attachment A, is a firm fixed price model an option, or is the only pricing model option variable pricing?

Answer – At a minimum, RFP respondents are required to complete the pricing templates for consideration. Respondents are, however, free to append as desired.

#3 Question - Per Managed Contact Pricing – Requiring bidders to provide pricing both by labor cost and by contact it indicates a level of risk that we cannot accept. Per contact pricing puts unreasonable risk on the vendor to carry fixed costs that may never recover if contacts are not realized.

Answer – The State understands the above and assumes bidders will need to account for the above risk in their price.

#4 Question - If bidders can only offer all-inclusive hourly pricing, will that be acceptable?

Answer – No. As indicated, both pricing formats must be submitted so all vendor submissions can be compared across the two formats.

## **Technical**

#1 Question - On page 4 under Technical Requirements d) Vendor's staff shall fully adopt and utilize Twilio and Salesforce. Can you confirm the vendor(s) is to sign into IDPH's installation of Salesforce/Twilio or is it expected the vendor(s) to purchase their own subscription? If adding users to IDPH's installation of Salesforce/Twilio, can IDPH provide user fees for budgeting purposes?

Answer – IDPH will provide access to the aforementioned systems to vendors and no additional cost.

## **Operations**

#1 Question - On page 3 under Operation Requirements Item I (ii) Immediately when recognized, complete jurisdiction transfers requested by LHDs as necessary. When you indicate transfer immediately, our experience is there is usually hold times when these are transferred back to the client. What is your current hold time?

Answer – Vendors will be accountable for the immediate transfer of a case within Salesforce to the proper jurisdiction. Vendors will not be held accountable for receipt and subsequent processes at the jurisdiction level.

#2 Question - On page 3 under Operation Requirements Item I (i) Vendor shall effectively communicate and structure all persons to: Provide appropriate follow up communications to IDPH, LHDs, CBOs (specifically related to resource referrals), and any other partners, IDPH deems necessary, within 24 hours inclusive of weekends and holidays. If these communications are consumer-based and occur via phone on the weekend and they are transfers, how do we handle since the transfer could not take place? Or please clarify if these communications are internal only between vendor and IDPH, LHD, CBO or related partners?

Answer – These communications are intended to be internal and not consumer-facing.

#3 Question - On page 3 under Operational Requirements item h) Vendor shall ensure that any operational systems, tools, and/or general process improvement feedback is provided to IDPH within not more than 2 calendar days and include sufficient data and/or supporting detail. Can you please expand what these areas may entail as these are broad areas?

Answer – Business, technology, and process improvements come in many forms, and their frequency may change by vendor. We would anticipate all vendors to provide improvement recommendations in accordance with time frame dictated above.

#4 Question - Does the State anticipate lower need for contact tracing in the coming months as vaccine distribution accelerates?

Answer – Due to the dynamic nature of the pandemic, the State is in no position to predict or commit to future volumes or outcomes.

## **RFP Submission and Award**

#1 Question - For the BEP Utilization plan that each vendor is required to provide at the time of submission, can you please provide the document?

Answer - The BEP Utilization Plan Form can be found on the following website link:

<https://www2.illinois.gov/sites/cpo-he/Documents/Utilization%20Plan%20Version%2020.0%20Final%201.10.2020-1.pdf>

#2 Question - Bid Submission Time Frame – The State has allowed for only seven (7) calendar days between the release of answers to questions and the date the proposals are due. This time frame will be challenging for credible bidders to make substantive changes based on these answers to questions and will necessitate assumptions that will drive up the pricing.

Answer – The State understands the above and assumes bidders will need to account for the above in their price.

#3 Question - Will the State be awarding work to one single vendor, or multiple vendors?

Answer – The State makes no commitments on award or number of suppliers.

#4 Question - Multi-Vendor Award – The prospect of this contract being awarded to multiple vendors has the potential for driving up the price to the State unnecessarily as vendors are not able to consider economies of scale across a large enough number of contacts.

Answer – The State understands the above and assumes bidders will need to account for the above in their price.

#5 Questions - Do you have established SLA's?

Answer – All expected SLAs are detailed in the RFP.

#6 Question - Is it acceptable to bid on the 100 Contract Tracer Option only?

Answer – Prospective vendors should bid on, and within, their known capabilities and/or limitations.

#7 Question - What is the current AHT for each contact?

Answer – Handling times vary from one jurisdiction to the next. Average successful calls to close contacts range from less than 5mins to 17mins.

#8 Question - Please let us know where we can find the terms and conditions for this RFP. We did not see them listed in the attached documents.

Answer – The contract agreement will be shared only with selected vendors.