



The Center for Health Care Services

SUBJECT: Request for Proposal (RFP) for Enrollment Screening Hotline Services, **RFP 2023-015**, Scheduled to Open: **October 11, 2023** Date of Issue: **August 30, 2023**

FROM: Adam Velez
Sr. Director, Contracting and Procurement

DATE: September 27, 2023

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR PROPOSAL

1. Edit: RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 1, page 4, is hereby amended to read, “The Contract Awardee shall provide a single, dedicated, toll-free hotline number that will have one hundred percent (100%) of calls answered by a qualified and trained individual Monday through Friday from 7:00 AM to 5:30 PM Central Standard Time (CST).”
2. Edit: RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 6, page 4, is hereby amended to read, “The Contract Awardee shall own and be responsible for maintenance of the recording equipment and preservation of the recordings and any protected health information that may be stored therein. Recordings are to be maintained for a minimum of seven (7) years from the date of termination of the awarded contract.”
3. Add: RFP Section 004 – Scope of Services, I. Administrative Requirements, page 7 is hereby amended to add no. 31 which reads, “The Contract Awardee shall have a minimum capacity of three (3) simultaneous inbound call.”
4. Add: RFP Section 004 – Scope of Services, I. Administrative Requirements, page 7 is hereby amended to add no. 32 which reads, “The Contract Awardee’s call center, if applicable, should be located in the Continental United States.”

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 010, RESTRICTIONS ON COMMUNICATION

Question 1: Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Response: Please refer to RFP Section 013 – Schedule of Events.

Question 2: What is the date by which you will answer these questions?

Response: All questions will be answered after the deadline for written questions. Please refer to RFP Section 013 – Schedule of Events

Question 3: Why has this bid been released at this time?

Response: Per the Center's Procurement Policy, the Center is required to follow established procurement processes to ensure the appropriate use of Center resources in the procurement of goods and services.

Question 4: Is attendance at the bidder's conference mandatory or optional?

Response: The Pre-Submittal conference was not mandatory.

Question 5: When is the anticipated award date?

Response: The Center anticipates making a recommendation for contract award by the end December 2023.

Question 6: Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Response: Please refer to RFP Section 011 Evaluation of Criteria.

Question 7: When is the anticipated contract start date?

Response: Anticipated contract start date is yet to be determined.

Question 8: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Response: RFP Attachment B – Price Schedule must be used in responses to this solicitation.

Question 9: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response: Please refer to the answer for question no. 3.

Question 10: Has the current contract gone full term?

Response: The current contract terminates 12/31/2023.

Question 11: Have all options to extend the current contract been exercised?

Response: Not applicable.

Question 12: Who is the incumbent, and how long has the incumbent been providing the requested services?

Response: The incumbent is Avail Solutions, Inc. has provided this service for three (3) years.

Question 13: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response: Current rates are billed monthly at a rate of \$7,500 per month.

Question 14: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response: Please refer to the answer to question no. 13.

Question 15: Is previous experience with any specific customer information systems, phone systems, or software required?

Response: Please refer to RFP Section 004 – Scope of Services.

Question 16: What is the minimum required total call capacity?

Response: A minimum total call capacity is not identified.

Question 17: What is the minimum simultaneous inbound call capacity?

Response: Please see RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 31.

Question 18: What percentage of inbound calls must be answered by a live operator?

Response: Please refer to RFP Section 004 – Scope of Services, III. Service Requirements, no. 1.

Question 19: What percentage of calls must be resolved without a transfer, second call, or a return call?

Response: Please refer to RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 1.

Question 20: What is the maximum percentage of calls that can be terminated by the caller without resolution?

Response: Not applicable.

Question 21: Is there a minimum or maximum number of operators and supervisors?

Response: Please refer to RFP Section 004 – Scope of Services, II. Staffing Requirements.

Question 22: Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Response: Please refer to the response to question no. 18.

Question 23: What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Response: Please refer to RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 6.

Question 24: What are the recording and storage requirements for non-phone communications?

Response: Refer to the answer to question no. 23.

Question 25: What information is to be included in call logs?

Response: This information will be provided to contract awardee upon selection.

Question 26: What was your average monthly call volume over the past year?

Response: Average was 536 per month.

Question 27: What is the current number of seats for operators and supervisors at your existing call center?

Response: This service is not provided by the Center.

Question 28: What is the current average wait time for phone calls?

Response: Current average is fourteen (14) seconds.

Question 29: What is the current average handle time for phone calls and other types of communications?

Response: Current average is nine (9) minutes.

Question 30: What is the current average after-call work time for operators?

Response: Current average is twenty (20) seconds.

Question 31: Over the past year, what is the percentage of calls received in English versus non-English?

Response: The approximate percentages are ninety-five (95) percent in English and five (5) percent in Spanish.

Question 32: Over the past year, what percentage of calls received were in Spanish?

Response: Please refer to the answer to question no. 31.

Question 33: What time of day, days of the week, or times of the year do calls typically peak?

Response: This information is not formally tracked.

Question 34: What is the current location of call center services?

Response: Contracted services are provided at Avail Solutions, Inc. call centers located in Tyler, TX and Corpus Christi, TX.

Question 35: Is there a requirement or preference for location?

Response: Please refer to RFP Section 004 – Scope of Services, I. Administrative Requirements, no. 32.

Question 36: Is there a requirement for the percentage of the enrollment screening employees that must have a certain degree?

Response: Please refer to RFP Section 004 – Scope of Service, II. Staffing Requirements, No. 2.

All other RFP conditions remain unchanged.

RFP documents may be downloaded from <http://www.chcsbc.org/contracting-opportunities/>