



STATE OF TENNESSEE
 DEPARTMENT OF FINANCE AND ADMINISTRATION
 DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION

REQUEST FOR PROPOSALS # 31865-00459
AMENDMENT # 1
TENNCARE SOLUTIONS UNIT (TSU) CALL CENTER

DATE: March 22, 2017

RFP # 31865-00459 IS AMENDED AS FOLLOWS:

- This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE	UPDATE/ CONFIRMED
1. RFP Issued		March 1, 2017	CONFIRMED
2. Disability Accommodation Request Deadline	2:00 p.m.	March 6, 2017	CONFIRMED
3. Pre-response Conference	2:00 p.m.	March 8, 2017	CONFIRMED
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 9, 2017	CONFIRMED
5. Written "Questions & Comments" Deadline	2:00 p.m.	March 14, 2017	CONFIRMED
6. State Response to Written "Questions & Comments"		March 22, 2017	CONFIRMED
7. Response Deadline	12:00 p.m.	April 7, 2017	CONFIRMED
8. State Completion of Technical Response Evaluations		April 18, 2017	CONFIRMED
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	April 19, 2017	CONFIRMED
10. State Notice of Intent to Award Released <u>and</u> RFP Files <u>Opened</u> for Public Inspection	2:00 p.m.	April 20, 2017	CONFIRMED
11. End of Open File Period		May 1, 2017	CONFIRMED
12. State sends contract to Contractor for signature		May 2, 2017	CONFIRMED
13. Contractor Signature Deadline		May 8, 2017	CONFIRMED
14. Contract Start Date		June 1, 2017	CONFIRMED

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
<p>1 RFP Section 1.1, page 1 Statement of Procurement Purpose</p> <p>Please identify the agent call operator scripting tool and the current version.</p>	<p>Siebel, IP 2014</p>
<p>2 RFP Section 3.1.1.2, page 6 Response Form</p> <p>The requirement is that written text must be in 12 point font for text. Is it acceptable to use 10 point font for tables?</p>	<p>Yes.</p>
<p>3 <i>Pro Forma</i> Contract Section A.2 Page 34</p> <p>Please verify coverage for the State operated TennCare Solutions Unit (TSU) toll-free call center. e.g. 8:00 a.m. to 5:00 p.m., overlapping shifts - 24 hours x 7 days a week.</p>	<p><i>As stated in Pro Forma Section A.2, Unless otherwise instructed in writing by the State, the Contractor shall operate the TSU Call/Contact Center from 8:00a.m. to 4:30 p.m. Central Time (CT) Monday through Friday except on official State holidays (Normal Business Hours).</i></p>
<p>4 <i>Pro Forma</i> Contract Section A.3.a Page 35</p> <p>Please identify Service Level Agreements (SLAs) deficiencies where a penalty has been assessed previously and if any corrective action plans have been required.</p>	<p>Primary reasons for LDs were Call Abandonment Rate and Average Speed of Answer. The total amount of LDs assessed during the term of this contract is approximately \$265,500.00.</p>
<p>5 <i>Pro Forma</i> Contract Section A.3.i Page 36</p> <p>Please identify the current Call Recording System in use and the current version.</p>	<p>ZOOM CallREC – Version 5.5.1</p>
<p>6 <i>Pro Forma</i> Contract Section A.5.b Page 39</p> <p>Please provide the number of calls per week that require language translation services.</p>	<p>Only Spanish speaking answered calls are monitored and collected for data.</p> <p>Approximately 64 per week</p>
<p>7 <i>Pro Forma</i> Contract Section A.6 Page 40</p> <p>Please provide current version of the following:</p> <ul style="list-style-type: none"> • MMIS/Interchange, • Siebel Customer Relationship Management (CRM) system, • RightFAX, • ProLaw. 	<p>-MMIS/Interchange - Citrix XenApp 6.x</p> <p>-Siebel Customer Relationship Management (CRM) System, Version IP 2014</p> <p>-RightFAX, Version 10.6.3.3070</p> <p>-ProLaw Version 3.0</p>
<p>8 <i>Pro Forma</i> Contract Section A.9.b Page 41</p>	<p>- Cisco Version 10.6</p>

QUESTION / COMMENT	STATE RESPONSE
Please provide the current version of Cisco's Automated Call Distribution (ACD) system.	
9 Please explain why incumbent is not meeting current SLA's.	TennCare is required by State of TN procurement rules to re-procure contracts every five (5) years. The re-procurement of this contract has nothing to do with the performance of the incumbent.
10 What performance improvements does the State expect on the new contract?	The State is looking for a vendor to perform all the functions of the contract according to the RFP <i>pro forma</i> contract. Please refer to State's response to question #9.
11 RFP Section 1.1, page 1 Statement of Procurement Purpose Please provide last 2 years volumes, number per category, including redirecting to appropriate areas. Are there any expectations of making outbound calls and if so, is there an estimated number?	Only the last 14 months volumes are available (Jan. 2016 to Feb. 2017). The overall total call volume of all calls was approximately 114,149. TSU Total Calls-69,753 MCO Total Calls-30,673 R & B Total Calls-9,304 Spanish Total Calls-4,419 No, there are no expectations of making outbound calls. We do not currently monitor outbound calls.
12 RFP Section 1.1, page 1 Statement of Procurement Purpose Please provide the current staffing levels. Does the current staffing level meet the required PM's?	The current staffing level is 20 including management. Yes.
13 RFP Section 1.1, page 1 Statement of Procurement Purpose Does the department anticipate any future changes that would impact the number of calls or appeal volumes.	We do anticipate changes that could possibly impact the number of calls. The call volume currently fluctuates due to enrollment periods throughout the year, and is expected to do so in the future. Additionally, there could be changes related to decisions resulting from federal legislation regarding the Affordable Care Act that the State has no way to anticipate.
14 RFP Section 1.1, page 1 Statement of Procurement Purpose <i>The Contractor shall ensure that the staff provide adequate documentation of all calls and comply with operator scripts and processes in the operation of the TSU Call Center. Examples of current operator scripts and TSU forms are provided at the link below.</i>	The statement of work is not identical to the current contract. The current contract was prepared over six years ago and has been updated significantly. Respondents should prepare their responses based on the language and expectations outlined in this RFP.

QUESTION / COMMENT	STATE RESPONSE
Does this SOW differ from the previous SOW. In other words, have any tasks/deliverables been added/deleted since the last procurement.	
15 RFP Section 1.1.2, page 1 Statement of Procurement Purpose <i>There is no way to accurately project the amount of this project until the cost proposals are received, however, the current contract for these services has expenditures of approximately \$1.1 million annually.</i> Is this the current annual contract value? How were estimated expenditures calculated?	Yes. It is based on average of actual payments made in FY 2015 and FY 2016.
16 RFP Section 3.1.1.2, page 6 Response Form Must tables have text in 12 font?	Please refer to State's response to question #2.
17 RFP Section 3.6, page 9 Additional Services What other services would the State like vendors to propose?	The State is not expecting the respondents to propose additional services that what is outlined in the <i>pro forma</i> contract.
18 RFP Attachment 6.1, Section B15.b, Business Relationships, page 21 Does the State want only Tennessee relationships or can we provide across enterprise? Are there points associated with this in the evaluation and is there a minimum number required?	RFP Attachment 6.2, Section B.15.b is not limited to Tennessee relationships. There are not specific points associated with B.15, however, in the evaluation of the entirety of Section B, the response to Section B.15 is considered in the total score (maximum 30 points).
19 RFP Attachment 6.1, Section B.15.d, Workforce, page 22 Are there evaluation points associated with this commitment to diversity?	Please refer to State's response to question #18.
20 RFP Attachment 6.1, Section B.17, page 22 Please clarify – if we have 2 current accounts and 3 completed projects do we need 5 different individual references?	The two accounts of current services and the three completed projects can overlap. The minimum requirement is three references. The references from at least three different individuals is not in addition to the references listed above.
21 RFP Attachment 6.2, Section C.2, page 24 <i>(a) Proposed configuration of the TSU Call Center including the number of customer representatives and manager, and quality audit expectations;</i> <i>(b) Whether the vendor has existing locations and/or the capability to add locations where</i>	Please refer to amended Attachment 6.2, Section C.2 in Item #3 of this amendment.

QUESTION / COMMENT	STATE RESPONSE
<p><i>calls would be routed in the event an established call center location was out of service because of a natural disaster;</i> <i>(c) Service level team configuration including the number and size of the service level operation;</i></p> <p>Please clarify the difference between (a) and (c).</p>	
<p>22 RFP Attachment 6.2, Section C.2(e), page 24 <i>(e) Retention strategies for customer representatives and supervisors.</i></p> <p>Can the state provide current systems to retain CSR staff?</p>	<p>The state does not provide retention strategies for customer representatives and supervisors. Retention strategies are the responsibility of the contractor.</p>
<p>23 RFP Attachment 6.2, Section C.2, page 24</p> <p>Will the State confirm that “C.2” appears twice and allow vendors to renumber correctly?</p>	<p>Confirmed. Please refer to Item # 3 of this amendment for amended RFP Attachment 6.2, Section C.</p>
<p>24 RFP Attachment 6.2, Section C.3(b), page 25 <i>(b) Measures for evaluating customer representative and supervisor performance.</i></p> <p>Will the State provide current evaluation measures for CSR staff?</p>	<p>Yes, refer to Attachment #1 to this amendment.</p>
<p>25 RFP Attachment 6.2, Section C.4, page 25</p> <p>What are current peak demand hours over the past 2 years and why?</p>	<p>Primary peak demands for the call center are approximately the following: <u>8am-10am</u>; <u>12noon – 1pm</u>; and <u>5pm-7pm</u>. (all times CST) Generally, reasons for these peak demand hours are based on members availability to call into the call center, early in the morning before work, on lunch breaks, and after work. The new contract will only have hours of 8:00 a.m. – 4:30 CST.</p> <p>Also, peak demand hours occur during the three months of “open enrollment.” Open enrollment occurs for a member in either: <u>March</u>, <u>May</u>, and <u>July</u>.</p>
<p>26 <i>Pro Forma Contract Section A.2, page 34</i></p> <p><i>The Contractor shall ensure that the staff provide adequate documentation of all calls in the Customer Relationship Management (CRM) system and comply with operator scripts and processes in the operation of the TSU Call Center.</i></p> <p>What are the volumes per type of call and length of call per type of call?</p>	<p>Only the last 14 months volumes are available (Jan. 2016 to Feb. 2017).</p> <p>The overall total call volume of all calls was approximately 114,149.</p> <p>TSU Total Calls-69,753 MCO Total Calls-30,673 R & B Total Calls-9,304 Spanish Total Calls-4,419</p> <p>We do not track length of call per type of call. However, the average length of call for all calls</p>

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	received during the above period was 5.1 minutes
<p>27 <i>Pro Forma Contract Section A.3.a.iii, page 35</i></p> <p><i>The TSU Call Center shall maintain a Daily Average Speed of Answer (ASA) of sixty (60) seconds or less. Calls answered in less than sixty (60) seconds but placed on hold within the first sixty (60) seconds of answer do not contribute to this performance standard.</i></p> <p>How are these 'averages' calculated. Weekly, daily, etc.?</p>	<p>The "averages" are calculated weekly.</p> <p>The contractor will maintain the Average Speed of Answer (ASA) by calculating the weekly average service levels based on the speed of the answered calls.</p>
<p>28 <i>Pro Forma Contract Section A.3.a.iii, page 35</i></p> <p><i>Average Speed of Answer shall mean the mean time between (a) the moment at which a caller to the TSU Call Center first hears an introductory greeting and enters the queue and (b) the time at which a TSU Call Center representative answers the call. For this definition, the term "answer" shall mean begin an uninterrupted dialogue with the caller.</i></p> <p>Does the current state system calculate all of the required PM's or will the vendor need to add additional features? if so, what.</p>	<p>Yes, the current state system calculates the required PM's.</p>
<p>29 <i>Pro Forma Contract Section A.3.a.iii, page 35</i></p> <p><i>For this definition, the term "answer" shall mean begin an uninterrupted dialogue with the caller. If a TSU Call Center representative asks the caller to hold during the first 60 seconds of the dialogue, the Contractor shall not consider the call to be "answered" for purposes of this definition until the TSU Call Center representative returns to the caller and begins an uninterrupted dialogue.</i></p> <p>Does the current state system calculate all of the required PM's or will the vendor need to add additional features? if so, what.</p>	<p>Yes, the current state system calculates all required PM's. No additional features are needed.</p>
<p>30 <i>Pro Forma Contract Section A.3.a.iii, page 35</i></p> <p><i>If a caller requested a returned call using the dial-back feature ASA shall be defined as the time between (a) the moment at which a caller to the TSU Call Center first hears an introductory greeting and enters the queue and (b) the time of the returned call (regardless of whether the applicant or member answered).</i></p> <p>What is the current capacity of the State system. How often has this occurred over the past 2 years and what is the primary root cause?</p>	<p>This information is not available.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>31 <i>Pro Forma Contract Section A.3.a.iii, page 35</i></p> <p><i>Blocked Call Rate. The TSU Call Center shall maintain a Blocked Call Rate of one percent (1 %) or less at all times without exception. Blocked Call shall mean a call that cannot be connected immediately because no circuit is available at the time the call arrives or the telephone system is programmed to block calls from entering the queue when the queue backs up behind a defined threshold.</i></p> <p>a. How is weekly average defined Sun at midnight to the following Sunday?</p> <p>b. How often has this occurred in the past? Does the current system generate this data.</p>	<p>Historically, TennCare has not measured the Blocked Call Rate, and the current system does not generate this data. However, we want the new contractor to maintain a Blocked Call Rate of one percent (1%) or less at all times without exception.</p> <p>The weekly average time period would be from Monday at 8:00 a.m through 4:30 p.m. on Friday.</p>
<p>32 <i>Pro Forma Contract Section A.3.d, page 36</i></p> <p><i>The Contractor shall determine calls related to Expedited Appeals and shall comply with TSU process and policy for Expedited Appeals calls received during Normal Business Hours and for Expedited Appeals calls received at any time other than Normal Business Hours. For purposes of this Contract, Expedited Appeals are defined pursuant to 42 C.F.R. § 438.410.</i></p> <p>Is it acceptable to use a roll over call center to meet performance requirements?</p>	<p>Yes, it is acceptable to use a roll over call center to meet performance requirements.</p>
<p>33 <i>Pro Forma Contract Section A.3.e, page 36</i></p> <p><i>The Contractor shall provide appropriate information and referrals to those callers whose questions or concerns are not Medical Issues/Appeals...</i></p> <p>How often does the state provide the updated telephone directories to the vendor?</p> <p>What is the call back volume?</p>	<p>The state provides updated telephone directories to the contractor as changes are made and updates are needed.</p> <p>The call back volume is approximately approximately 63 a month; however, this data reflects different call center hours.</p>
<p>34 <i>Pro Forma Contract Section A.3.f, page 36</i></p> <p><i>The Contractor shall receive mail and faxes addressed to the TennCare Solutions Unit and shall file mailed and faxed Medical Issues/Appeals using electronic application-based Medical Issue/Appeal forms approved by TennCare</i></p> <p>What is the mail and fax volume. Where is this information coming from?</p> <p>What is the TennCare database? Does the current system allow for electronic scanning directly into the system?</p>	<p>At this time, no data is collected for the mail and fax volume.</p> <p>Essentially, when mail and faxes are received, they are scanned and documented into Siebel (CRM); then based on the information provided in the mail and/or fax, sent to the appropriate TSU department via e-mail included with the call sheets on the appropriate runs).</p> <p>The TennCare database is ProLaw. It allows for electronic scanning directly into the system.</p>

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<p>35 <i>Pro Forma</i> Contract Section A.3.h, page 36</p> <p><i>The Contractor shall comply with established processes to make corrections to Medical Issue/Appeal forms as requested by TSU in accordance to Issue and Appeal Forms Correction Procedures, as provided by TennCare.</i></p> <p>How are these forms currently made available to the public?</p> <p>What system is currently being used now and does it meet the State's needs?</p>	<p>These forms are not made available to the public.</p> <p>The system is an internal shared drive on the State's system.</p>
<p>36 <i>Pro Forma</i> Contract Section A.3.j, page 36</p> <p><i>The Contractor's call recording system shall record one hundred percent (100%) of all calls in an accessible and searchable format.</i></p> <p>Please clarify this statement?</p>	<p>100% of all recorded calls must be searchable and accessible.</p>
<p>37 <i>Pro Forma</i> Contract Section A.3.j, page 36</p> <p>The RFP indicates that the contractors must supply a recording system.</p> <p>Is this correct or will we be utilizing a call recording system owned by the state?</p>	<p>This is correct. The Contractor is required to supply a recording system.</p>
<p>38 <i>Pro Forma</i> Contract Section A.4.a, page 37</p> <p>Does this section refer to the rollover capability or disaster or both?</p> <p>Will the state provide training on the current system in use?</p>	<p>Section A.4.a. refers to all functions required in this contract.</p> <p>Yes, the state will ensure that training will be provided on the current system in use.</p>
<p>39 <i>Pro Forma</i> Contract Section A.4.h.viii, CRM System Programmer/Liaison, page 39</p> <p>How many programming changes we made in the last 2 years and why?</p>	<p>One</p> <p>There was a change in policy regarding expedited appeals that required script changes.</p>
<p>40 <i>Pro Forma</i> Contract Section A.5, page 39</p> <p>Please provide the volume of calls in languages other than English for past 2 years.</p> <p>What are the volumes for interpreter services for past 2 years?</p>	<p>At this time, only Spanish speaking answered calls are monitored and collected for data.</p> <p>Only the last 14 months volumes are available (Jan. 2016 to Feb. 2017).</p> <p>Spanish Total Calls-4,419</p> <p>Currently, 100% of the answered calls where the caller does not speak English use an interpreter service.</p>
<p>41 <i>Pro Forma</i> Contract Section A.5.c, page 40</p> <p><i>The Contractor shall knowledgeably operate a Telecommunication Device for the Deaf/Teletypewriter (TDD/TTY) line to offer</i></p>	<p>Yes, the telecommunication device is available. Current volumes are not available.</p>

QUESTION / COMMENT	STATE RESPONSE
<p><i>those individuals with hearing/speech impairment the opportunity to file a Medical Issue/Appeal by phone. These services shall be provided at no additional cost to the State. These services shall be provided at no additional cost to caller and/or to the State.</i></p> <p>Is this currently part of the State's CRM system?</p> <p>What are the volumes?</p>	
<p>42 <i>Pro Forma Contract Section A.6, page 40</i></p> <p><i>Training topics shall include but not be limited to: customer service, conflict resolution, crisis de-escalation, interpersonal and problem-solving skills, cultural and linguistic awareness of the Limited English Proficiency (LEP) population, effectively communicating with individuals who have disabilities, and sensitivity awareness of the Priority population.</i></p> <p>Please clarify. Is this saying that training regarding MH callers is a priority or that MH callers are a priority? If the later, how would we know that before answering?</p>	<p>The state requires that the phone representatives handle all calls equally, but that they are trained in handling callers with mental health issues.</p>
<p>43 <i>Pro Forma Contract Section A.7.a, page 40</i></p> <p><i>The Contractor's QC/QA Program shall ensure quality control by continually monitoring and documenting calls in the TSU Evaluation Form...</i></p> <p>What is this evaluation form?</p>	<p>The evaluation form is used by the Quality Control/ Quality Assurance reviewer to score each individual call, while simultaneously using the measurement and calibration form.</p> <p>Please refer to Attachment #2 of this amendment.</p>
<p>44 <i>Pro Forma Contract Section A.9.a, page 41</i></p> <p><i>The Contractor shall utilize TennCare's CRM system (Siebel)...</i></p> <p>Does the State have any plans to upgrade the current system in the next 2 years? IF so please provide details of the change.</p> <p>What database platform is the current system built on?</p> <p>Does it allow for direct access to data for querying and reporting?</p> <p>Does it include a built-in reporting application?</p>	<p>No, the state does not have plans to upgrade the current system in the next two years.</p> <p>The current system uses the Oracle. It allows for direct access to data for querying and reporting, and also includes a built-in reporting application.</p> <p>Yes, it allows for direct access to data data for querying and reporting.</p> <p>Yes, built-in reporting application is BIP – Business Intelligence Publisher.</p>
<p>45 <i>Pro Forma Contract Section A.9.a, page 41</i></p> <p>What are the reporting capabilities of the CISCO phone system? Does it allow for customization of reports and manual data extraction?</p> <p>Is the use of the CISCO phone system mandatory, or will an alternative phone</p>	<p>The reporting capabilities of the CISCO phone system are varied, and it does allow for customization of reports and manual data extraction.</p> <p>Yes, the use of the CISCO phone system is mandatory.</p>

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<p>system that includes similar reporting and call recording capabilities acceptable?</p>	
<p>46 <i>Pro Forma</i> Contract Section A.13.a.ii, page 48 <i>If there are fewer than fifty (50) individuals in a language group that is part the population targeted under this Contract that reaches the five percent (5%) trigger in (a), the Contractor shall inform those individuals that it does not provide written translation of vital documents but provides written notice in that group's primary language of the right to receive competent oral interpretation of those written materials, free of cost.</i></p> <p>Will the State provide a list of "vital" documents?</p>	<p>Yes, the state will provide the winning Contractor a list of "vital" documents.</p>
<p>47 <i>Pro Forma</i> Contract Section A.16.a., page 52 Please provide specifics on how much space and equipment is provided and for how many CSR's.</p>	<p>There are workstations for twenty employees including seventeen phone representatives that include CPU's, monitors, and phones.</p>
<p>48 Pg. 24, C.2. There are two sections listed "C.2." Is this a typo? Should Respondents list "C.2." for both sections?</p>	<p>Please refer to State's response to question #23.</p>
<p>49 Pg. 34, A.2. Please clarify how many weeks in the past 3 years call volume has exceeded 2,500 per week, and what the actual call volumes were during those weeks.</p>	<p>Only the last 14 months volumes are available (Jan. 2016 to Feb. 2017). January 2016- Week 4- 2,594 calls May 2016- Week 1- 2,873 calls July 2016- Week 4- 2,603 calls January 2017- Week 4- 3,402 calls Week 5- 2,631 calls</p> <p>All of these weeks were during open enrollment and were further expanded due to erroneously sent calls from another number, which has been corrected.</p>
<p>50 Pg. 34, A.3 Is there a call volume surge period? And, if so, when are the surge periods? How long does each surge period last? What is the average percentage of volume change during each surge period?</p>	<p>Yes, the current call surge volume periods are during March, May, and July, which is our open enrollment. Each surge period lasts 30-45 days. Only the last 14 month's volumes are available (Jan. 2016 to Feb. 2017). The average percentage of volume change during each surge period is 35%.</p>
<p>51 Pg. 34, A.3 During the surge period, does the incumbent currently hire temporary staff to handle surge</p>	<p>No, the incumbent does not currently hire temporary staff to handle surge volumes.</p>

QUESTION / COMMENT	STATE RESPONSE
volumes, then release this staff at the end of the surge period?	
<p>52 Pg. 34, A.3</p> <p>Does the incumbent currently triage calls by skill level or call type? Please describe the current triage process. How many types of calls are routed, and to how many levels/tiers?</p>	<p>No, the incumbent does not currently triage calls by skill level or call type.</p>
<p>53 Pg. 34, A.3.a.iii</p> <p>Please clarify how the contractor should count a call answered in less than 60 seconds, but placed on hold within the first 60 seconds. Should the contractor consider that call unanswered until there is uninterrupted dialogue?</p> <p>And should the contractor consider the time when uninterrupted dialogue began as when the call was officially answered for purposes of calculating Average Speed of Answer (ASA)?</p>	<p>If the call is answered within 60 seconds, the SLA is considered to have been met.</p> <p>Only the speed of the call answered in less than 60 seconds meets the SLA.</p>
<p>54 Pg. 35, A.3.a.iv</p> <p>How will the contractor be held responsible for a Blocked Call Rate when the phone system and equipment are being provided by the State?</p>	<p>We haven't assessed damages to the current contractor for blocked calls because we have not reached capacity for call volume.</p>
<p>55 Pg. 36, A.3.a</p> <p>What is the Average Handle Time (AHT) for calls received over the past 3 years?</p>	<p>The State does not have available three (3) years of data. Based on recent data, the Average Handle Time (AHT) for calls is 5.1 minutes.</p>
<p>56 Pg. 36, A.3.a.</p> <p>Does the AHT change during the surge periods?</p>	<p>No, the AHT does not change during the surge periods.</p>
<p>57 Pg. 36, A.3.e.</p> <p>What is the percentage of total calls requiring callback?</p>	<p>The percentage of total calls requiring callback each month is .approximately 1%</p>
<p>58 Pg. 36, A.3.f.</p> <p>What is the volume for the non-call work (mail/faxes)?</p>	<p>At this time, no information data is collected for the mail and fax volume.</p>
<p>59 Pg. 36, A.3.f.</p> <p>Does the non-call work intake volume change during the surge periods? If so, what is the percentage of volume change?</p>	<p>Yes, the non-call work intake volume does change during the surge periods. We don't currently track non-call work intake volume.</p>
<p>60 Pg. 36, A.3.f.</p>	<p>When mail or faxes are received, an event is created in Seibel and the mail or fax is sent through</p>

QUESTION / COMMENT	STATE RESPONSE
Please describe the process required for document routing of non-call work.	the process just as a call would be processed.
61 Pg. 36, A.3.j. Should it be assumed that the call recording system is provided by the contractor and is in the contractor's environment but is allowed access to the State's PBX and workstations, OR will the contractor install the system within the State's environment?	The contractor will install the system within the state's environment.
62 Pg. 36, A.4.h. Which specific Key Personnel (KP) positions require names/resumes to be submitted with the proposal? (Phone Representatives are included in the list of KP positions.)	The following Key Personnel (KP) positions require names/resumes to be submitted with the proposal: -Manager -Back-up Manager -Quality Control & Quality Assurance Representative -Trainer
63 Pg. 36, A.4.h. Currently, are the KP positions of Manager, Trainer, QC/QA Representative, Call Back Coordinator, and Mail/Fax Intake Coordinator filled by 1 full-time, dedicated person for each position?	Currently, the KP positions of Manager, Trainer, and QC/QA Representative are filled by 1 full-time, dedicated person. The KP positions of Call Back Coordinator, and Mail/Fax Intake Coordinator are not filled by 1 full-time, dedicated person.
64 Pg. 36, A.4.h.iv. How many shift leads are currently used?	One shift lead is currently used.
65 Pg. 36, A.4.h.v. Can you provide any guidance related to the appropriate number of Spanish-speaking phone representatives required? Historically, what has been the ratio of English-only and Spanish-speaking phone representatives?	At least one Spanish-speaking phone representative is required to be on staff at all times. Other needs are filled by third party telephone interpreter services. There are currently no Spanish speaking operators staffed. Historically, when the call center was open 24 hours per day, the ratio of English-only and Spanish-speaking phone representatives was 2:8. Currently, the call center is open Monday- Friday from 8:00a.m. to 4:30p.m., and the ratio of English-only and Spanish-speaking phone representatives is 1:17.
66 Pg. 36, A.4.h.v. What is the total number of phone representatives currently used for this work?	Sixteen phone representatives are currently used for this work.
67 Pg. 36, A.4.h.v. What is the number of Tier 1 vs Tier 2 phone representatives currently used for this work? How do these numbers change during the surge periods?	We don't have tiers.

QUESTION / COMMENT	STATE RESPONSE
<p>68 Pg. 36, A.4.h.v.</p> <p>Do phone representatives actually answer questions and resolve inquiries, or simply follow the script to gather data and then route it to another department for resolution?</p>	<p>The phone representatives answer questions and follow scripts, but they do not resolve issues.</p>
<p>69 Pg. 39, A.5.</p> <p>Please provide the volume of calls (broken out by language) requiring the use of the Phone Interpreter Service each month over the past 3 years.</p>	<p>Currently, 100% of the answered calls where the caller does not speak English use an interpreter service. (At this time, only Spanish speaking answered calls are monitored and collected for data).</p>
<p>70 Pg. 41, A.9.b.</p> <p>What vendor provides the telephone circuits for the TSU Call Center?</p>	<p>The State of Tennessee provides the telephone circuits for the TSU Call Center.</p>
<p>71 Pg. 43, A.10.b(1)</p> <p>Since the contractor is required to submit a Business Continuity (BC)/Disaster Recovery (DR) plan 30 days prior to implementation, will the existing site BC/DR plan be made available as part of the solicitation?</p>	<p>No, the existing site BC/DR plan will not be made available as part of the solicitation.</p>
<p>72 Pg. 43, A.10.b(4) and b(5)</p> <p>Please identify what information will be provided upon contract award that will allow the contractor to develop and submit training material prior to receiving train the trainer sessions.</p>	<p>The state will provide all of the current training materials.</p>
<p>73 RFP Attachment 6.2, Section C, page 24</p> <p>It looks like there may be a typo in this form. There are two items numbered C.2. Will the State please correct the form if necessary?</p>	<p>Please refer to State's response to question #23.</p>
<p>74 RFP Section 3.1.1.2, page 6</p> <p>May Bidders use a smaller, still readable font for the following: headers and footers, requirement text, and tables?</p>	<p>Yes.</p>
<p>75 RFP Section 3.1.1.2, page 6</p> <p>May Bidders use a smaller, still readable font for exhibits/graphics?</p>	<p>Yes.</p>
<p>76 RFP Section 3.1.1.2, page 6</p> <p>Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.</p>	<p>Yes.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>77 RFP Section 3.1.1.2, page 6</p> <p>Can Bidders exclude signed forms, attachments, etc. from the numbering requirement?</p>	<p>Yes.</p>
<p>78 RFP Section 3.1.1.2, page 6</p> <p>We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?</p>	<p>Yes.</p>
<p>79 RFP Section 3.2.2.1, page 7</p> <p>Some requested documents, such as financial documents, may be protected, preventing them from being merged into a single PDF file.</p> <p>Is it acceptable to include these documents as separate, appropriately labeled files on the digital copies?</p>	<p>Yes.</p>
<p>80 <i>Pro Forma</i> Contract Section A.3.a, page 35</p> <p>Does the phone/ACD system that TennCare Information systems (IS) provides have this functionality to report on?</p>	<p>Yes, the phone/ACD system that TennCare Information systems (IS) provides has this functionality to report on.</p>
<p>81 <i>Pro Forma</i> Contract Section A.3.a, page 35</p> <p>Will TennCare Information systems (IS) ensure circuits will be available at the time the call arrives?</p>	<p>Confirmed. The ensures that the circuits will be up 100% of the time.</p>
<p>82 <i>Pro Forma</i> Contract Section A.3.a, page 35</p> <p>Does the phone/ACD system that TennCare Information systems (IS) provides have this functionality to report on?</p>	<p>Yes, the phone/ACD system that TennCare Information systems (IS) provides has this reporting functionality.</p>
<p>83 <i>Pro Forma</i> Contract Section A.3.j, page 36</p> <p>Is the video "computer desktop" recording requirement 100%?</p>	<p>Yes.</p>
<p>84 RFP Section 5.2.3.2 - Negotiations, page 15</p> <p>Would the State confirm that the selected Bidder will have an opportunity to discuss clarifications to contractual terms and conditions prior to final contract signature?</p>	<p>The only negotiation that may occur with this procurement would be Cost. However, should the cost be negotiated, it will be with all bidders prior to award. No contractual terms will be negotiated. In order to meet mandatory requirements of this procurement, (RFP Attachment 6.2, Section A) all respondents are required to sign RFP Attachment 6.1, Statement of Certification and Assurances.</p>
<p>85 <i>Pro Forma</i> Contract Section C.1 – Maximum Liability, page 54</p> <p>Would the State please confirm that the Contractor will be under no obligation to</p>	<p>Confirmed.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>continue to perform under the Contract once the State has been invoiced the Maximum Liability amount, unless the amount is increased through an amendment to the Contract?</p>	
<p>86 <i>Pro Forma</i> Contract Section D.4 – Subject to Funds Availability, page 58</p> <p>Would the State confirm that notice of the non-appropriation of funds for this agreement will be given to the contractor as soon as the State becomes aware the funds will not be appropriated?</p> <p>Would the State also confirm that payment of the final invoice will be made within thirty (30) days of final billing?</p> <p>Would the State also consider amending this agreement to allow for the payment of wind-down costs and loss of profit associated with the early termination of the Agreement?</p>	<p>Confirmed.</p> <p>Yes.</p> <p>No. The State will not amend this language.</p>
<p>87 <i>Pro Forma</i> Contract Section D.5 – Termination for Convenience, page 58</p> <p>Would the State please consider making the termination for convenience clause mutual?</p>	<p>Yes. Please refer to Item #4 of this amendment.</p>
<p>88 <i>Pro Forma</i> Contract Section D.5 – Termination for Convenience, page 58</p> <p>Would the State please consider modifying the notification period to sixty days to allow the Contractor enough time to adequately wind down services?</p>	<p>Yes. Please refer to Item #4 of this amendment.</p>
<p>89 <i>Pro Forma</i> Contract Section D.5 – Termination for Convenience, page 58</p> <p>Would the Contractor please consider amending the agreement to allow for payment of wind-down costs and lost profits to the Contractor?</p>	<p>Request denied.</p>
<p>90 <i>Pro Forma</i> Contract Section D.6 – Termination for Cause, page 58</p> <p>Would the State please consider modifying this requirement to require a notice period for a termination for cause of no less than thirty (30) days during which the Contractor will have the ability to cure the issue leading to the termination?</p> <p>Would the State confirm that the Contractor will be paid the fair compensation for satisfactory work performed prior to receipt of the notice for termination minus any damages caused by the Contractor's breach?</p>	<p>Denied. Termination for Breach would be immediate.</p> <p>Confirmed.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>91 <i>Pro Forma</i> Contract Section D.11 – Records, page 59</p> <p>Would the State please confirm that the only financial records required for an audit are those required to verify the validity of invoices?</p>	<p>Records required include all documentation for all charges under the Contract, including books, records, and documents of the Contractor, for work performed or money received under the contract.</p>
<p>92 <i>Pro Forma</i> Contract Section D.18 –Limitation of Contractor’s Liability, page 60</p> <p>Would the State consider limiting liability to the total aggregate fees paid to the Contractor for the twelve months immediately prior to the incident giving rise to the claim?</p>	<p>Denied. Section D.18 remains as written.</p>
<p>93 <i>Pro Forma</i> Contract Section D.18 –Limitation of Contractor’s Liability, page 60</p> <p>Would the State please consider making subsections (i), (ii), and (iii) subject to the Limitation of Liability?</p>	<p>Denied. Section D.18 remains as written.</p>
<p>94 <i>Pro Forma</i> Contract Section D.18 –Limitation of Contractor’s Liability, page 60</p> <p>Would the State please confirm that the Contractor will not be liable for indirect, special, consequential, incidental, or punitive damages?</p>	<p>Confirmed.</p>
<p>95 <i>Pro Forma</i> Contract Section D.19 – Hold Harmless, page 60</p> <p>Would the State please consider amending the language of this section as follows to more closely align with industry standards?</p> <p>Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all <u>third-party</u> claims, liabilities, losses, and causes of action which may directly arise, accrue, out of or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of <u>from the negligent acts, omissions, or negligence willful misconduct</u> on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to <u>in performance of this Contract</u>. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State to enforce the terms of this Contract. In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the</p>	<p>Denied. Language remains as written.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.</p>	
<p>96 <i>Pro Forma</i> Contract Section D.20.d – HIPAA Compliance, page 61</p> <p>Would the State please consider deleting this requirement as indemnification for a breach of the Privacy Rules is not a requirement under HIPAA and the State has other avenues to recoup losses in the event of a breach of the Privacy rules?</p>	<p>Request denied. Language remains as written.</p>
<p>97 <i>Pro Forma</i> Contract Section D.20.d – HIPAA Compliance, page 61</p> <p>Would the State consider amending the indemnification requirement to limit it to third-party claims for the negligent acts or omissions or willful misconduct of the Contractor or its subcontractors in complying with the Privacy Rules?</p>	<p>Request denied. Language remains as written.</p>
<p>98 <i>Pro Forma</i> Contract Section D.25 – State and Federal Compliance, page 62</p> <p>Would the State confirm that any changes to the applicable state and federal laws and regulations that result in a change in scope that affects price will be handled through the amendment or change management process and negotiated in good faith between the State and Contractor?</p>	<p>Confirmed.</p>
<p>99 <i>Pro Forma</i> Contract Section E.9 – Intellectual Property, page 65</p> <p>Would the State please consider amending the language of this section as follows:</p> <p>Intellectual Property. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all <u>third-party</u> claims or suits which may be brought against the State concerning or arising out of any claim of an alleged <u>for patent, copyright, trade secret or other intellectual property infringement due to the negligent acts or omissions or willful misconduct of the Contractor.</u> In any such claim or action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any settlement or final judgment, and the Contractor shall be responsible for all legal or</p>	<p>Request denied. Language remains as written.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>other fees or expenses incurred by the State arising from any such claim. The State shall give the Contractor notice of any such claim or suit, however, the failure of the State to give such notice shall only relieve Contractor of its obligations under this Section to the extent Contractor can demonstrate actual prejudice arising from the State's failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State of Tennessee in any legal matter, as provided in Tenn. Code Ann. § 8-6-106.</p>	
<p>100 <i>Pro Forma</i> Contract Section E.10 – Liquidated Damages, page 65</p> <p>Would the State please consider capping liquidated damages at \$1,000 per day or 10% of the total aggregate monthly invoice, whichever is lower?</p>	<p>Request denied. Language remains as written.</p>
<p>101 <i>Pro Forma</i> Contract Section E.10 – Liquidated Damages, page 65</p> <p>Would the State consider amending this language to add the following exceptions to the assessment of liquidated damages?</p> <p>Liquidated damages will not be assessed in the following circumstances:</p> <ul style="list-style-type: none"> i. When changes in scope, direction, budget, or program funding are made at the request of the client, and such changes impact the Contractor's ability to perform in accordance with the service levels; ii. When a force majeure event occurs; iii. When program process are changed at the request of the client and such changes impact the Contractor's ability to perform in accordance with the service levels; iv. When any stated assumptions on which a performance goal is based turns out not to have been correct; or v. When the failure is due to the acts or omissions of the client or a third party outside of the Contractor's reasonable control. 	<p>Request denied. Language remains as written.</p>
<p>102 <i>Pro Forma</i> Contract Section E.11 – Partial Takeover of Contract, page 66</p> <p>Would the State please confirm that if the State engages in a partial takeover that the Contractor will be able to renegotiate the Contract including having the ability to terminate the Agreement?</p>	<p>The Contract would not be renegotiated in the event of a partial takeover.</p>
<p>103 <i>Pro Forma</i> Contract Section E.11 – Partial Takeover of Contract, page 66</p>	

QUESTION / COMMENT	STATE RESPONSE
<p>Would the State please confirm that in the event of a partial takeover, the state will pay the Contractor the value of those terminated services and deliverables accepted by the State and those terminated partially completed services and deliverables in process at the time of the partial takeover?</p>	<p>The Contractor would be paid for actual performance of services that have been performed up to the termination date.</p>
<p>104 <i>Pro Forma</i> Contract Section E.16 – Applicable Laws, Rules, Policies and Court Orders, page 68</p> <p>Would the State please consider deleting the last sentence of this provision and confirm that if a change in applicable federal and State laws, rules, regulations, sub-regulatory guidance, executive orders, HCFA waivers, and all current, modified or future Court decrees, orders or judgments applicable to the State’s TennCare program causes a change in the scope of the Agreement affecting price that the parties will renegotiate the price in good faith?</p>	<p>Request denied. Language remains as written.</p>
<p>105 <i>Pro Forma</i> Contract Attachment B, page 79</p> <p>Would the State confirm that Attachment B is subordinate to language in E.10 Liquidated damages and that any changes to the provision of E.10 apply to Attachment B as well?</p>	<p>Attachment B is not subordinate to E.10, it is an extension of it. The State will not make any changes to Section E.10.</p>
<p>106 RFP Section 1.1, page 1</p> <p>What is your current maximum seat capacity for the space in the State facility allocated for the call center?</p>	<p>Please respond to State’s response to question #47.</p>
<p>107 RFP Section 1.1, page 1</p> <p>Should the call volume increase to the level that requires staffing increases that exceed current seat capacity, will there be additional space allocated within the State facility to allow for the staff expansion?</p>	<p>Should the need for this expansion occur, the State would provide allocated space.</p>
<p>108 <i>Pro Forma</i> Contract Section A.9.b – Automatic Call Distribution, page 41</p> <p>Would the Contractor be required to maintain and update the call recordings throughout the term of the project?</p> <p>Are there restrictions to the type of files that can be utilized as recordings (.wav, mp3, etc)?</p>	<p>Yes, the Contractor would be required to maintain and update the call recordings throughout the term of the project.</p> <p>Currently we use mp3 files, but it depends on the equipment the contractor provides and the necessity to integrate with the Siebel system.</p>
<p>109 As a prime contractor, are we allowed to utilize the qualifications of our sub-contractors to help satisfy the experience requirements?</p>	<p>The prime contractor is responsible for meeting the requirements of this procurement.</p>

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110 Will subcontractors experience contribute to the score allocated for each item in Attachment 6.2, Section C: Technical Qualifications, Experience and Approach?	The prime contractor is responsible for meeting the requirements of this procurement.
111 Please confirm the staffing hours required?	Please refer to State's response to question #3.
112 Please provide 2016 inbound and outbound monthly call volumes managed by the incumbent vendor.	The 2016 inbound average monthly call volume was 7,601 calls. Outbound calls are not measured.
113 Please provide average handle time per inbound and outbound call per month.	Based on recent data, the Average Handle Time (AHT) for inbound calls is 5.1 minutes. Outbound calls are not measured.
114 Please provide average answer rate per month provided by the incumbent agency.	The average answer rate per month provided by the current contractor is 79%.
115 Please provide the volume of calls requiring escalation.	Approximately 25 per month.
116 Can you provide documentation regarding the incumbents' performance against SLAs?	Please refer to State's response to question #4.
117 Has the incumbent not met Service Level Performance Standards (SLA's) resulting in liquidated damages? If yes, what amount have they paid during this contract period?	Please refer to State's response to question #4.
118 Does the budget of \$1.1M include the call recording software?	Yes, the budget of \$1.1M includes the call recording software. The vendor should consider all anticipated expenditures when completing the RFP Cost Proposal. The rates that are included in the Cost Proposal and in pro forma Section C.3 are to be inclusive of any expenditures the Contractor will need to make to perform the services of this Contract. No additional funding will be provided to the contractor.
119 What version/release of Siebel is in use and which Base Applications/Modules are in place?	Please refer to State's response to question #7.
120 What version of Cisco Call Manager is being used?	Please refer to State's response to question #8.
121 What recording solution is preferred: a SPAN, Cisco Silent Call Recording, or MediaSense based solution?	The state as no preference as long as the calls are accessible and searchable.
122 How many employees currently fill the Phone Rep role?	Sixteen employees currently fill the phone representative role.
123 What is the current annual turnover rate for the Phone Rep role?	The current annual turnover rate is high.
124 Please describe the employee background check requirements.	Potential employees are required to pass an employee background check administered by the Tennessee Bureau of Investigation and also meet

QUESTION / COMMENT	STATE RESPONSE
	the requirements for any employee background check required by the contractor.
<p>125 Are there current formal new hire training programs for all the contract call center roles? Please indicate the length of time for the formal new hire training period by role.</p> <ul style="list-style-type: none"> • Manager • Trainer • QA/QR Rep • Shift Leads • Phone Reps • Call Back Coordinator • Mail/Fax Intake Coordinator • CRM System Programmer 	<p>Yes.</p> <p>All of the positions receive six to eight weeks of training at a minimum.</p>
<p>126 How often is the new hire training program offered per year for the Phone Reps?</p>	<p>The new hire training program for phone representatives is offered as positions open up and are filled.</p>
<p>127 Is there an assessment at the end of new hire training?</p>	<p>Currently there is not a formal assessment (Test). However, the contractor must monitor calls through a quality assurance program, and the state also monitors calls through a quality assurance program.</p>
<p>128 If there is an existing assessment at the end of new hire training what is the required pass rate?</p>	<p>Please refer to State's response to question #127.</p>
<p>129 If there is an existing assessment at the end of new hire training what is the pass rate?</p>	<p>Please refer to State's response to question #127.</p>
<p>130 What is the turnover rate of call center agents during new hire training?</p>	<p>Please refer to State's response to question #123.</p>
<p>131 Is there currently a nesting period for new hire Phone Reps during or after the training?</p>	<p>The current nesting period for new hire Phone Representatives is two weeks during training.</p>
<p>132 What is the delivery method breakdown for the current Phone Rep new hire training program (e.g., 80% instructor led, 10% on-the-job, 10% elearning)?</p>	<p>The current phone representative training delivery method is 50% instructor led and 50% on-the-job.</p>
<p>133 If e-learning is used, what development tool is used to create and maintain the courseware? Is the State open to additional tool options?</p>	<p>We do not currently use e-learning, however, the state is open to additional tool options.</p>
<p>134 How are Phone Reps currently assessed and how is competency achievement assessed in the current new hire training period?</p>	<p>Please refer to State's response to question #127.</p>
<p>135 What types of performance support tools are currently used?</p>	<p>Please refer to State's response to question #127.</p>
<p>136 Will existing training materials and SOPs be available for the new contractor and if so, what will they include?</p>	<p>Yes, all existing training materials and SOPs will be available for the new contractor.</p>
<p>137 Will all training material be turned over from the incumbent to the newly selected vendor?</p>	<p>Yes, all existing training materials and SOPs will be available for the new contractor.</p>
<p>138 What (if any) content management system is being utilized to manage documentation?</p>	<p>Siebel and ProLaw are currently being used.</p>

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139 What (if any) learning management system (LMS) is being utilized to manage training? If so, what types of information are managed in the LMS?	We currently don't have a learning management system (LMS).
140 Is there a training instance for key systems that can be used for application scenario-based training? Specifically, speak to the following systems: <ul style="list-style-type: none"> • MMIS • CRM • Medical Appeals Tracking System 	The Quality Specialist will provide training for all of these systems.
141 What types of on-going training opportunities are currently offered to call center employees?	Based on the TSU internal audit evaluations sent to the call center through Corrective Action Plan (CAP) requests, call center management will coach call center employees and provide on-going training opportunities.
142 What is your assumption on the level of training plan re-engineering that must occur between the June 1, 2017 contract initiation date and the September 1, 2017 implementation date?	Comprehensive, side-by-side training will occur with the current contractor between the June 1, 2017 contract initiation date and the September 1, 2017 implementation date. Please refer to <i>pro forma</i> Section A.10.
143 What is your assumption on the level of training re-engineering that should occur after the September 1, 2017 implementation date?	The contractor will be responsible for training after the September 1, 2017 implementation date.
144 Is the vendor responsible for scheduling and administering training?	Yes, the vendor is responsible for scheduling and administering training after the transition period.
145 Are there dedicated rooms for instructor-led training? If so, how many?	Yes, there are two dedicated rooms that can be reserved for instructor-led training.
146 Are there computer labs that are used for training? If so, how many rooms are available and how many seats do they have?	Yes, there are two computer labs that can be reserved for training. Each room has approximately fifteen seats.
147 What is the anticipated length of time for the initial train-the-trainer transition training that is delivered by the TennCare team (for Systems Training and Rules/Process Training)?	The anticipated length of time for the initial train-the-trainer transition training will be: (1) a maximum of one week of training with a TennCare Solutions Unit trainer; and (2) a minimum of two-weeks of training with the current contractor. Any additional training will be provided as needed.
148 Will the trainers leave behind materials for training implementation?	Yes, the trainers will leave behind materials for training implementation.

3. **RFP Attachment 6.2, Section C, is deleted in its entirety and replaced with the following:** (any sentence or paragraph containing revised or new text is highlighted):

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and project schedule.		15	
	C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the State's project schedule. These objectives should include: (a) Whether the vendor has existing locations and/or the capability to add locations where calls would be routed in the event an established call center location was out of service because of a natural disaster; (b) Service level team configuration including the number and size of the service level operation; (c) Hiring criteria for customer representatives and supervisors as well as turnover rates for customer representatives and supervisors for previous and existing call center operations conducted by the vendor; and (d) Retention strategies for customer representatives and supervisors.		20	
	C.3.	Provide a sample Training Plan for customer representatives and supervisors.		10	
	C.4.	Provide a sample Quality Assurance Plan that includes: (a) Utilization of advanced supervisor controls for		10	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		listen, record, call recording retrieval, and agent/queue performance monitoring; (b) Measures for evaluating customer representative and supervisor performance.			
	C.5.	Provide a narrative reporting on current performance measures on other accounts as they are ranked against industry benchmarks in the following areas: (a) Service level; (b) Average speed of answer; (c) Abandon call rate (d) Average talk time (e) Agent utilization; (f) Estimated annual agent turnover; and (g) Span of control, i.e., representatives per supervisor.		20	
	C.6.	Provide a narrative that documents ability to increase staffing adequate to meet SLAs in response to periods of peak demand.		10	
	C.7.	Provide narrative that documents Respondent's expertise in call center operation specifically dealing with Medicaid or government agencies.		15	
<i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>			Total Raw Weighted Score: (sum of Raw Weighted Scores above)		
$\frac{\text{Total Raw Weighted Score}}{\text{Maximum Possible Raw Weighted Score (i.e., 5 x the sum of item weights above)}} \times 40 = \text{SCORE:}$					
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

4. **Contract Section D.5 is deleted in its entirety and replaced with the following:**
(any sentence or paragraph containing revised or new text is highlighted):

D.5. **Termination for Convenience.** Either Party may terminate this Contract without cause for any reason. A party's exercise of its right to terminate this Contract for convenience shall not be deemed a breach of contract by either Party. The terminating Party shall give the other Party at least sixty (60) days written notice before the termination date. The Contractor shall be entitled to compensation for all conforming goods delivered and accepted by the State or for satisfactory, authorized services completed as of the termination date, but in no event shall the State be liable to the Contractor for compensation for any good or service that has not been provided, nor shall the Contractor be relieved of any liability to the State for any damages or claims arising under this Contract.

5. **Attachment #1 and Attachment #2 are added to this amendment.**

6. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.

Measure Calibration Form

Measurement	Clarification
Communication/Customer Service Skills	
Did the operator use the appropriate greeting?	Operator says, "Thank you for calling TennCare Solutions Unit, my name is _____, how may I help you?"
Did the operator use a clear tone of voice? (appropriate volume level?)	Operator uses the appropriate tone of voice and volume level throughout the call. Caller heard operator clearly. Operator did not use jargon or slang; and remained professional throughout the call.
Did the operator verify any conflicting member information? (e.g., address)	Verifies member information when caller is hard to hear or soft spoken; verifies/corrects address.
Was the operator courteous, patient, helpful? (over talk; listen to caller?)	Operator gives full attention; sounds helpful, positive, friendly, and patient throughout the call; operator displays good listening skills and is sensitive to the caller's needs; and does not over talk the member.
Did the operator use the appropriate closure to the call?	Operator says, "Thank you for calling TennCare Solutions Unit, Have a great day." Or in the alternative, and at a minimum, uses a proper closure of "Thank you for calling."
Plan/Benefit Knowledge Skills	
Did the operator identify the caller's issue(s) correctly?	Operator asked relevant probing questions to identify caller's issue(s) and/or problem(s); and based on those questions and understanding, the operator properly recognized all issues.
Did operator demonstrate knowledge of TennCare policy & processes?	Operator was familiar with TennCare policy, processes, and procedures; and displayed knowledge of TSU's areas of law. Recognized difference of TennCare Solutions Unit and Eligibility, as well as able to distinguish other state agencies.
Did the operator provide correct information? (member understand info?)	Based upon the TennCare policy, processes, and procedures; did the operator apply the facts from the caller correctly and therefore gave the caller the correct information?
Did operator take correct action(s)? (filed appeal? transfer?)	After identifying the caller's needs, the operator took the appropriate action steps; did the operator set-up an appeal; or did the operator properly transfer the caller/member to the appropriate department? (e.g., THC, LSU, MCC).
Call Control/Technical Skills	
Does the operator stay in control of the call?	Did the operator kept caller on task and avoided arguments or offers of legal or social counseling? Did the operator displayed good control skills by juggling listening and typing information into Siebel, all while being
Did the operator avoid dead air? Communicated before dead air?	Did the operator avoid dead space or long moments of too much typing? Did the caller ask a question and the operator did not answer?
Did the operator utilize proper hold/mute during call?	Did the operator communicate properly with the member when pausing from listening to type information and date into Siebel?
Call Sheet/Issue Form Verification	
Is the correct form used?	Operator correctly identified the area of law - department - within the TennCare Solutions Unit.
Is the demographic information correctly recorded? (Caller/Member Info)	The operator correctly documenting/verifying name(s), SSN, DOB, address, etc.
Is the reason for the call/appeal written in a clear and concise manner?	The operator wrote a clear <i>reason for the call</i> that accurately portrays all relevant points of caller's issue(s) and/or problem(s).
Are all applicable fields completed accurately?	Operator completed all applicable fields on the issue form. COB was correct, type service, etc. Was spelling and grammar good?

TSU Evaluation Form				
Operator Name:		SR#:		
Call Date:	Call Time:	Length of Call:		
Name of Caller:				
Member:		DOB:		
SSN:		Phone:		
Customer Service/Communication Skills - 20 points				
	N/A	Point Value	No	Yes
Did the operator use the appropriate greeting?	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
Was any conflicting member information verified? (eg. Address; e-mail)	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
Did the operator use a clear tone of voice? (appropriate volume level?)	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
Was operator courteous, patient, helpful? (overtalk; listen to caller?)	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
Did the operator use the appropriate closure to the call?	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
Call Control/Technical Skills - 10 points				
	N/A	Point Value	No	Yes
Does the operator stay in control of the call?	<input type="checkbox"/>	8	<input type="checkbox"/>	<input type="checkbox"/>
Did the operator avoid dead air? Communicated before dead air?	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>
Did the operator utilize proper hold/mute during call?	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>
Plan/Benefit Knowledge Skills - 40 points				
	N/A	Point Value	No	Yes
Did the operator identify the caller's issue(s) correctly?	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Did operator demonstrate knowledge of TennCare policy & processes?	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Operator provided correct timeline and information? (member understand?)	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Did operator take correct action(s)? (filed appeal? transfer?)	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Call Sheet/Issue Form Verification Skills- 30 points				
	N/A	Point Value	No	Yes
Is the correct form used?	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>
Is the demographic information correctly recorded? (Caller/Member Info)	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Is the reason for the call/appeal written in a clear and concise manner?	<input type="checkbox"/>	10	<input type="checkbox"/>	<input type="checkbox"/>
Are all applicable fields completed accurately?	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>
Total Evaluation Points:		Transfer?		
Name of reviewer:				
Date:				