

**State of Illinois
Contact Tracing Surge Capacity Call Center
for State of Illinois Contact Tracing Collaborative
Request for Proposals
DUE: February 3, 2021 at 5:00 p.m. CST**

BACKGROUND

The Illinois Department of Public Health (“IDPH”) is seeking vendor(s) with significant, direct, and relevant experience working with municipal or state level operations, to serve as a Virtual Surge Capacity Call Center(s) (the “Surge Center(s)”) to support Illinois’ Contact Tracing Collaborative and their response to the COVID-19 pandemic. The Contact Tracing Collaborative is a program designed to build capacity to contact every person who tests positive with SARS-CoV-2 and to interview, trace, and contact close contacts of those cases (the “Contact Tracing Collaborative”). The Contact Tracing Collaborative – coordinated and managed by IDPH, includes contact tracers at local health departments (“LHDs”), resource coordinators at community-based organizations (“CBOs”), as well as other advisory partners, such as Partners in Health (PIH), who work together collaboratively, to provide a strategic statewide response to the COVID-19 pandemic. Those involved in the Contact Tracing Collaborative utilize IDPH resources, including but not limited to consultants and IDPH-supported technology systems, Salesforce and Twilio, to perform their contact tracing duties. All contact tracers must utilize Salesforce and the integrated softphone solution (Twilio) to contact trace both cases and close contacts. A single state-wide contact tracing solution (Salesforce with Twilio integration) enables efficient state-wide reporting to inform programming response related to the pandemic.

Once a positive test is identified, a case will originate in Illinois’ National Electronic Disease Surveillance System (I-NEDSS) and will then be uploaded to Salesforce, the platform used for case investigation and contact tracing. The Surge Center will receive assignments of cases belonging to jurisdiction(s) that need support. The jurisdiction(s) to support will be determined by IDPH. Staff in the Surge Center will provide buffer capacity in case investigation and contact tracing to engage confirmed cases and contacts. If cases or contacts are in need of resources such as food, housing, rental assistance, etc., the Surge Center will electronically route the request for resources to CBOs, who are providing resource connection and coordination for cases and contacts. Selected vendor(s) will ensure flexible, timely, and responsive staffing, under the direction of IDPH, to help the Illinois Contact Tracing Collaborative achieve its goals

The selected vendor(s) will be responsible for activities including, but not limited to, recruiting, training, retaining, and managing qualified personnel engaged in the activities described in the scope of work below. The selected vendor(s) will be expected to effectively manage under direction of IDPH in support of COVID-19 contact tracing and case management. The selected vendor(s) will be responsible for recruiting a diverse and representative staff, including but not limited to, multilingual staff, that understands the cultural values, defined as the core principles and ideals upon which communities exist including, but not limited to, beliefs and culture which comprise the guiding values of the communities across Illinois with which they will interact.

Throughout the course of the contract, the selected vendor(s) will remain nimble and responsive, adjusting management, plans and strategies, as needed and directed by IDPH. Vendor’s plans should be scalable, based on current conditions.

KEY DATES

January 13:	RFP released
January 20:	All questions from prospective respondents due by 5:00 PM CST. Submit via email

to William.Smith@illinois.gov
January 27: Answers to questions from prospective bidders released and posted at the following link: <http://dph.illinois.gov/rfp/contact-tracing-surge-capacity-call-center>
February 3: Submissions due by 5:00 PM CST via email to William.Smith@illinois.gov
February 9: (estimated): Contract award and start date for service delivery

DIRECTIONS

The Illinois Department of Public Health is seeking proposals from interested vendor(s) to staff, plan, and implement a statewide contact tracing Surge Center to support the goals and objectives of Illinois' Contact Tracing Collaborative and 96 LHDs and CBOs. Proposals should account for an initial contract term of 12 months, renewable thereafter for periods not to exceed six (6) month increments. Proposals should account for an immediate commencement of the Surge Center upon contract execution.

Proposals must be submitted along with a separate pricing proposal in two formats. The first format should show the pricing as all-inclusive of an effective hourly rate charge; the second format should reflect the cost per contact managed. The pricing portion of the proposals must be submitted as a separate, clearly marked attachment using the attached budget template (see Attachment A) so that the pricing portion may be evaluated separately from the technical proposal which relates to the vendor's operational proposal.

Proposals should include:

- name of vendor, vendor's address, and contact person, including work phone, cellular phone, and email address, as well as the information required by the checklist for responsiveness elements provided in this RFP;
- a description of how the vendor will achieve the individual elements within the scope of work;
- a strategy for how the vendor will implement a flexible and responsive staffing model in line with weekly contact tracing demand and case prioritization;
- an identification of tools for tracking the activities and outcomes around effective surge response, including statistics pertaining to initial case outreach as well as subsequent follow-up for all identified contacts;
- a budget using the attached budget template;
- a minimum of 2 call center engagement references of prior projects that demonstrate capabilities required for managing a successful surge call center assistance with a similar scope and magnitude (preferably 100-500 phone representatives) as described throughout this document. One reference should involve an existing client/partner receiving services where you staffed a minimum of 100 representatives. The second should involve an existing or former client/partner receiving services where you staffed a minimum of 250 representatives. Please provide reference contact, phone number, and email address.;
- a timeline that includes key dates for planning and execution of the scope of work;
- a detailed narrative that explains the vendor's policies and practices on diversity and inclusion, as well as policies and practices for employing staff and subcontractors from communities most impacted by COVID-19; and
- Proposals must be submitted via email by 5:00 p.m. CST on February 3, 2021 to:
Bill Smith
Office of Finance and Administration
Illinois Department of Public Health
William.Smith@illinois.gov

The State reserves the right to award a contract to the vendor(s) with the best overall proposal within the State's timelines and to issue supplemental solicitations as warranted.

SCOPE OF WORK

Overview

Vendor shall provide virtual contact tracing call center services to the State that will enable the goals of Illinois' Contact Tracing Collaborative. Vendor shall recruit, staff, and manage a virtual contact tracing workforce. Vendor shall, as directed by IDPH, onboard, train, and operationalize workforce. IDPH frequently publishes "Public Facing Metrics" on its website. These Public Facing Metrics are meant to provide transparency to the public regarding the State's Contact Tracing operations. Broadly speaking, the metrics show the outcomes and results of the contact tracing operations such as how many cases have been attempted, how many cases have been reached, how many contacts were elicited from cases, and more. The vendor operations will be subject to the same public reporting. Statistics and reports are available in and built from data collected in Salesforce and Twilio. Vendor metrics will be made publicly available from the data housed in those two platforms. IDPH will pull the data and update it, weekly on its website. The selected vendor will adhere to the following requirements:

Operational Requirements:

- a) Vendor shall provide qualified staff based on staffing level requirements sent to vendor on a weekly basis;
- b) Vendor shall adhere to goals for established average case per contact handling time, contact attempts, and efficiency standards;
- c) Vendor shall provide translation services for non-English speaking callers for Spanish, Polish, and other languages as defined by IDPH);
- d) Vendor shall propose flexible and responsive staffing model based on case and contact volume;
- e) Vendor shall attract, retain, and support attendant supervisory structure for overseeing and managing contact tracers and case investigators;
- f) Vendor shall have a structure for staff onboarding, training, and additional staff support for between 1 and 1,000 contact tracing and case management personnel;
- g) Vendor's staff shall successfully complete requisite initial and ongoing refresher contact tracing training (e.g., HIPAA Compliance and Association of State and Territorial Health Officials (ASTHO) public health training) as outlined and provided by IDPH;
- 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;
- i) Vendor shall effectively communicate and structure all persons to:
 - i) 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;
 - ii) Immediately when recognized, complete jurisdiction transfers requested by LHDs as necessary.
- j) Vendor shall immediately fully adopt and use requisite technology tools such as Salesforce and Twilio platforms and Contact Tracing workflows and complete all necessary fields in Salesforce as outlined in training documentation and conduct all calls through the Twilio platform;
- k) Vendor shall provide staff 7 days per week as dictated by IDPH, with, at a minimum, work hours from 7am – 8pm Central Standard Time, to assist LHDs and CBOs with case backlogs;
- l) Vendor preferred to have past experience in customer service;
- m) Vendor shall have a quality assurance mechanism to ensure case investigation and contact tracing activities are performed consistently to the standards and expectations outlined by IDPH; and
- n) Vendor shall respond to complaints and inquiries from IDPH within 48 hours.

Technology Requirements:

- a) Laptop or desktop computer for each staff member;
- b) Access to the Internet that meets the following qualifications for each staff member:
 - i) Bandwidth: Opus: 40kbps / 40k bps; PCMU: 100kbps / 100kbps
 - ii) Latency (RTT): <200ms
 - iii) Jitter: < 30ms
 - iv) Packet Loss: < 3%
 - v) Chrome Browser
- c) Headphones with microphones (either Bluetooth or capability to plug into laptop or desktop computer) for each staff member;
- d) Vendor’s staff shall fully adopt and utilize Twilio and Salesforce; and
- e) Vendor preferred to have past experience with Salesforce Service Cloud case management system.

ADDITIONAL REQUIREMENTS

BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN: This solicitation request contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. The BEP goal for this procurement is 4% of the total anticipated award amount. All questions regarding the subcontracting goal must be submitted by January 20, 2021 to William.Smith@illinois.gov with the other questions associated with this solicitation.

The 4% BEP goal is for the total anticipated award amount, including but not limited to payments to subcontractors. Vendor submissions should include all BEP target information through a Utilization Plan. Failure to submit a Utilization Plan shall render the offer non-responsive. Businesses included in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by the Illinois Department of Central Management Services as BEP vendors. Go to <https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements for BEP certification. Vendors may visit <https://cms.diversitycompliance.com/> to search for certified BEP vendors. The NIGP codes used to calculate the Business Enterprise Goal, and a list of vendors associated with those codes, are attached to this solicitation as Attachment B. This is not an all-encompassing list of vendors that may be used as subcontractors to fulfill this goal. If the vendor has a potential subcontracting opportunity for goods or services that would be considered applicable to this contract, the vendor may use that subcontractor to fulfill the BEP goal, assuming that subcontractor is BEP certified with the State of Illinois.

SELECTION OF VENDOR

The vendor must demonstrate that they have adequate understanding of Illinois’ Contact Tracing Collaborative and can respond effectively to the flexible staffing needs required and the result of LHDs, CBOs, and IDPH surge volumes. The State may award to the most responsive and responsible respondent whose proposal best meets the below criteria.

The State determines how well respondents meet the responsiveness requirements. The State ranks submissions without consideration of price first, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Respondents who receive fewer than the minimum required points will not be considered for price evaluation and award.

If the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The

State determines whether the price is fair and reasonable by considering the Offer, including the respondent’s qualifications, the respondent’s reputation, all prices submitted, other known prices, IDPH’s budget, and other relevant factors.

RESPONSIVENESS ELEMENTS

The chart below shows the elements of responsiveness that the State will evaluate in selecting a vendor(s). The technical evaluation includes the following elements:

Element 1: Offerors will demonstrate their previous experience in executing successful contact tracing call center operations of similar size and character. The submitted proposals should illustrate the Offeror’s capacity to meet the responsiveness and flexibility elements listed.

Element 2: Offerors will propose their solution to address the scope of work, and their planning, managing and implementation abilities. The Offerors will propose their customized plan and services and demonstrate their ability to creatively reach both the Local Health Departments’, Community Based Organizations’ and State of Illinois’ contact tracing goals as part of Illinois’ Contact Tracing Collaborative.

Offerors must demonstrate proficiency in the following categories in their response:

Element 1 – Responsiveness and Flexibility	
Ability to Flex Staffing	The Vendor must have demonstrated capability and access to sufficient workforce in order to flex staff up or down on a weekly basis, in accordance with IDPH’s and LHDs’ needs
Reach Objectives	Vendor’s staffing plan and proposal demonstrates their capacity as a surge call center with adequate staff and resources that will enable them to reach the following case and contact metric objectives, including: <ol style="list-style-type: none"> a. Initiate contact with 95% of assigned cases with positive test results for SARS-CoV-2 within 24 hours of notification in INEDSS and 100% of cases within 48 hours. b. Attempt to solicit close contacts from all positive cases interviewed. c. Attempt to contact all identified close contacts of each case. Initiate contact by telephone with 95% of positive case contacts within 24 hours of being identified and with 100% of contacts within 48 hours. d. For all positive cases and close contacts of positives cases, make a minimum of 3 phone attempts in the first 24 hours, and a minimum of 6 phone attempts in the first 48 hours.
Previous Surge Call Center Execution	Examples of previous contact/call/surge call center executions that have successfully reached metrics, specifically those around staffing requirement adherence
Previous Community-Based Work	Examples of prior projects that demonstrate their ability working in hard to reach communities and/or with CBOs. Some examples of hard to reach communities are: <ol style="list-style-type: none"> i. People with Limited English Proficiency (LEP) ii. Undocumented immigrants iii. People living close to or below the poverty line iv. Renters v. People who are young and mobile (often age 16-24, not enrolled in school and/or unemployed) vi. People experiencing homelessness or unstable housing vii. People who live in rural areas

	<ul style="list-style-type: none"> viii. Persons with disabilities (including deaf and hard of hearing) ix. Seniors and older adults x. People experiencing domestic abuse xi. Migrant workers
Staffing Timeline Expectations	Vendor to demonstrate estimated timeline in staffing up the workforce in both scenario a) from 10-100 contact tracers and b) 100-500 contact tracers
Success Measures	Vendor shall recommend key performance indicators (KPIs) and discuss why they were chosen as measurements of success
Ability to Flex	Adaptive to changing circumstances and needs, in real time
Ability to Flex	Proposed plan is dynamic and flexible to the needs of IDPH
Element 2 – Planning, Managing, and Implementation	
Planning	Plan to coordinate staffing and contact tracing strategy with IDPH and other stakeholders
Roles	Clear delineation of roles and responsibilities as well as expectations for roles to engage with on IDPH or LHDs behalf
Training	Ability to launch work and contact tracer onboarding/training plan immediately using existing tools and course materials provided by IDPH
Administrative	Ability to manage public’s cooperation roadblocks
Administrative	Ability to manage workforce and staffing schedules
Relationships	Relationship management with IDPH, and other stakeholders
Relationships	Ability to meet with the IDPH, LHDs, and CBOs as needed
Process Feedback	Ability to analyze Surge Center and contact tracing data and metrics on an ongoing basis, and recommend best practices to IDPH
Reporting	Ability to communicate progress regularly to IDPH, including, but not limited to, hiring, workforce, training, and performance training
Closure	Proposed plan takes into consideration the transition planning, retrospective, and formal closure of the work with IDPH supervision