



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 2, 2016

HSS 16 013

DELAWARE QUITLINE AND RELATED TOBACCO CESSATION SERVICES
FOR
DIVISION OF PUBLIC HEALTH

Date Due: June 30, 2016
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED BID.

Responses to questions received and addressed at the pre-bid meeting
June 2, 2016.

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Delaware Quitline and Related Tobacco Cessation Services
Questions & Answers
RFP #HSS 16 013
June 2, 2016

Q1: Should vendors assume that the budget will be based on 8 weeks of cessation aids provided to a participant.

A: Yes.

Q2: Can you provide a breakdown by percentage the voucher distribution?

A: Based on Fiscal Year 15:

- Patch – 75% (Includes 21, 14 & 7 mg)
- Gum - 8 % (Includes 4 & 2 mg)
- Lozenge – 5.5% (Includes regular & mini, 4 & 2 mg)
- Zyban – 0.2%
- Chantix – 10%
- Inhaler – 1.1%
- Nasal Spray – 0.2%

Q 3: Can companies from outside the USA apply (for example from India or Canada)?

A: Yes

Q 4: Can we perform the tasks (related to the RFP) outside USA

A: Some portions could be completed outside of the US (call center- but they would have to be able to communicate with the people in Delaware). However, there are some portions that would be required to take place in Delaware; for example the face to face counseling.

Q 5: Do we need to come over there for meetings?

A: Yes, a face to face meeting would be ideal (at least initially).

Q 6: Can we submit proposals via e-mail?

A: No. Rules of submission can be found on page 11 of the request for proposal.

Q 7: What are the profiles of the call center staff?

A: The call center staff have at least a BA.

Q 8: What are the requirements of the face to face counselors?

A: They should be a licensed health care professional. There can be some exceptions on a case by case basis depending on previous experience.

Q 9: What is the staff for each process?

A: Process includes Quitline call center- 142 coaches and 111 for registration intake, 57 face to face counselors, one local program coordinator, one voucher coordinator and one overall company contact.

Q 10: Are the face to face counselors independent?

A: Yes, the current vendor has subcontracts which each individual face to face counselor. A list of the counselors will be provided to the selected vendor.

Q 11: Will Delaware provide training material for the counseling process to be followed?

A: No

Q 12: Does the vendor train the face to face counselors?

A: Yes

Q 13: Is there a requirement for skill level of the call center counselors?

A: The vendor hires the call center staff and makes that determination. However, we will be looking at the qualifications of your call center staff in your proposal. The qualifications for face to face counselors are a requirement that we have chosen for Delaware.

Q 14: Is there any specific requirement for calls recording?

A: A live person should answer.

Q 15: Are we covered by HIPAA?

A: Yes, the vendor should be HIPAA compliant.

Q 16: What is the procedure to obtain online cessation service?

A: Delaware provides the domain: QuitSupport.com. The vendor needs to provide the actual content of the online cessation service.

Q 17: What are the tools used for Extensive Reporting Requirements including disposition of every call?

A: We are looking for you to explain the tools that you will use.

Q 18: Chantix has to be prescribed at a doctor's office?

A: Yes. We will cover the cost of Chantix, but the person's doctor has to prescribe it first.

Q 19: Please confirm the vendor evaluation and reporting of success/progress of users both state and federal.

A: We have to report quarterly to the CDC National Quitline Data Warehouse, also annual Quitline supplement. For the state, we have to report to the Delaware Health Fund, which provides the bulk of the funding for the Quitline contract.

Q 20: How many weeks of process training will be required for each process?

A: That's something you should explain to us in your proposal.

Q 21: How many sites are involved in the transition from client side?

A: That would have to be worked out with current vendor. The selected vendor will have to be prepared to start services September 1, 2016. The current vendor subcontracts with a local vendor for the vouchers. The call center is in Washington State. The face to face counselors are in Delaware. Those are the main "sites".

Q 22: How many teams are required to be transitioned since 5 processes are in scope?

A: That would depend on what you are proposing to provide to us.

Q 23: Is the go live of all teams required together?

A: Probably.

Q 24: Is there a cap? What is anticipated?

A: \$1,022,800 is the anticipated budget for the contract.

Q 25: How many months of learning curve/hyper care period should be considered?

A: The vendor should be prepared to offer all services September 1, 2016.

Q 26: What is the mechanism and frequency for performance review?

A: Site visit conducted annually- vendor comes to us. We review invoices, process etc. There are customer satisfaction surveys. We review quit rates.

Q 27: Will we need access to callers health insurance details?

A: Just the basics as to whether they have insurance or not and what type. If they have Medicaid, we ask for the Medicaid ID.

Q 28: Please provide the process for face to face counseling. Do we need to have counselors on our staff or can they be subcontracted/freelancers?

A: They can be subcontractors. The person calls the Quitline and is given the option to receive telephone counseling or counseling in person.

Q 29: What is the breakdown of English and Spanish callers?

A: There were a total of 10654 calls in Fiscal year 15. There were 25 callers that spoke Spanish (representing .6 of the callers that fiscal year).

Q 30: Do we know why so low?

A: No, we don't know why. However, we have campaigns and do outreach with materials in Spanish. We have conducted focus groups in Spanish to seek input on campaign and outreach efforts.

Q 31: Please define your trainer accreditation process.

A: The vendor provides the training for the call center counselors. The vendor also conducts the training of the face to face counselors which is currently two days in Delaware. Vendor designs the training, but we have input. For example we wanted a portion of the training to address mental health issues.

Q 32: Can the training be longer than two days? Yes, it is up to the vendor to design. But sometimes it is hard for people to get away from work more than two days. The vendor also provides some continuing education via phone/webinar.

Q 33: Please provide details on the storage of cessation aids/NRT.

A: You explain to us in your proposal how you will store the NRT. Currently, with the voucher process, the client picks up the NRT at the pharmacy.

Q 34: How are subcontractors approved (including face to face counselors)?

A: Subcontractors can be outlined in the proposal. They also can be e-mailed for approval during throughout the contract year. Once face to face counselors are trained, they are considered eligible to be subcontractors (if they are not employed by Delaware Health and Social Services).

Q 35: How many references are required?

A: The RFP provides space for three references.

Q 36: What are service levels required for all processes?

A. Would vary as far as call times. Some calls may take 10 minutes, some longer depends on the caller. We look at satisfaction surveys, monthly reports, Adult Tobacco Survey, comment cards. We are looking for you to tell us about past metrics and how you will perform.

Q 37: Are there any benchmarks that you are trying to meet.

A: Standard metrics that can be found in North American Quitline Consortium (NAQC) website regarding metrics. For example NAQC standard that calls be answered within 20-30 seconds. Here is a link to some standard metrics from NAQC: <http://abccallcenter.com/Images/files/callcentermetrics.pdf>

Q 38: For TTY can we assume that only one line is enough considering call volume.

A: At least one.

Q 39: What about the database of current clients if a new vendor is selected?

A: Since we own all the data, we would facilitate the transfer of the database to the new vendor. However, we don't house the database on state property. The vendor maintains the database.

Q 40: Call volume pattern?

A. The total number of unique enrollees in the Quitline for SFY 2015 was 2275, including 1697 in telephonic and 578 enrolled in face to face services.

Q 41: Do you need a separate requirement for TTY and Language?

A: No. Callers will all use the same toll-free Delaware Quitline number.

Q 42: Please share the process of Standalone Cessation Service.

A. We provide the name: QuitSupport.com. The vendor designs and hosts the service. Please describe what will be included in your proposal.

Q 43: Please confirm if text messages services are required on any other channel such as e-mail, web.

A. Texts are a service that can be included. Please tell us any services that you can provide.

Q 44: Is there an application list required for operational access, connectivity desire for data center and technology software requirements?

A: We don't house the database. It is up to the vendor on bandwidth, software, MS Office etc.

Q 45: Any requirement of printing?

A: Yes. The self-help booklets are printed by the vendor.

Q 46: Is there a requirement of scanning?

A: No

Q 47: Is there any requirement of e-mail accounts?

A: The vendor will use their own e-mail accounts to communicate with Delaware Quitline clients.

Q 48: Is there any preferred pricing model?

A: Budget requirements are stated on Section II.C.7 on Page 7 of the RFP. However, you should also include further breakdown of costs- costs per counseling session, NRT provided etc.

Q 49: Will there be contract negotiations?

A: After the vendor is selected, we will enter into contract negotiations.

Q 50: Can we propose the location to be another state instead of Delaware?

A: Yes, the current call center is in Washington State. However, there are some services that must take place in Delaware, such as the face to face counseling.

Q 51: Provide clarity on the evaluation that is required?

A: We want to see what the vendor can provide. The total number of unique enrollees in the Quitline for SFY 2015 was 2275, including 1697 in telephonic and 578 enrolled in face to face services. The aim of the evaluation is to obtain a state-wide representative sample of 600 completes.

Vendor should specify sampling procedure to be used, including estimated response and survey completion rates. Vendor should specify the methods and protocols for contacting clients/customers, and any innovations or enhancements to boost survey participation and completion rates. Vendor should specify the procedure used to calculate respondent only and intent to treat quit rates. Vendor should describe their overall evaluation capacity, including description of evaluation staff, their qualifications and training and demonstrate proficiency in the National Quitline standard 7-month follow-up evaluation practices, and federal, state, departmental and division privacy protection laws and standards. Vendor should describe standard evaluation analyses to be conducted, and provide examples of additional optional comparisons. Vendor should provide cost estimate(s) of evaluation services included in their proposal.

Q 52: Do you want us to follow the same old same old or enhance the services?

A: As long as the basic requirements of the scope of work are met, you can propose enhancements to services (should fall within the budget).