

**RFP #:23-0907001-015 TELEPHONE AND WEB-BASED CESSATION SERVICES  
FOR SD QUITLINE**

**Response to written inquiries  
The answers are in Red**

- Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?
  - We do not have any requirements or expectations related to any required subcontracting businesses.
- Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
  - There is not a pricing page in the RFP. Quoting fees that are required in the cost proposal will need to include the following: cost of intake calls, cost of coaching, cost of fax/web referral, cost of dual therapy, costs of outbound text messages, and mailing of quit guides. Please see copy of Cost Proposal attached for a list of required costs that need to be quoted.
- Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
  - The South Dakota Tobacco Control Program is highly satisfied with the current vendor's purchasing activity and history of purchasing activity.
- Has the current contract gone full term?
  - Yes
- Have all options to extend the current contract been exercised?
  - Yes
- Who is the incumbent, and how long has the incumbent been providing the requested services?
  - Avera McKennan Hospital & University. They have been providing services since 2002.
- To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
  - Preference will be given to those located within South Dakota.
- How are fees currently being billed by any incumbent(s), by category, and at what rates?
  - Rates are currently being billed by cost of intake calls (with a minimum amount of calls), cost of coaching calls (with a minimum amount of coaching), cost of fax/web referral, cost of dual therapy, validation of Kickstart Kits, cost of outbound text messages, and mailing of Quit Guides.
    - Intake Calls @ \$54.65>450
    - Coaching @ \$92.90>400
    - Fax/Web Referral @ \$16.39/referral
    - Dual Therapy @ \$21.85/Client
    - Validation of KickStart Kits \$13/kit

- Text messages \$0.65/message
- What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
  - Estimated costs for last month were approximately \$65,479.00.
- Is previous experience with any specific customer information systems, phone systems, or software required?
  - The vendor must assure their functionality and capacity to provide qualified personnel, facilities, and equipment necessary to provide toll-free telephone and fax services to operate a state-wide telephone-based tobacco cessation counseling service.
- What is the minimum required total call capacity?
  - 800 received calls per month, with peak call volumes exceeding 1600.
- What is the minimum simultaneous inbound call capacity?
  - The system must be able to handle multiple, simultaneous incoming and outgoing calls.
- What is the maximum hold time?
  - The average initial answer time shall be within 30 seconds. There shall be less than 5% abandonment for calls waiting greater than 30 seconds following an initial client queue message (if a "live" response is not provided).
- What percentage of calls must be resolved without a transfer, second call, or a return call?
  - 90% to 95% of calls received during operating hours to the SD QuitLine shall be connected to a registration staff or SD QuitLine specialist at the time of the initial call.
- Is there a minimum or maximum number of operators and supervisors?
  - The vendor must develop a staffing plan that will provide live call response and counseling for at least 90 hours per week, preferably 7 days a week; by trained behavioral health specialists. Peak times for calls must be continually monitored and hours of live staffing shall be modified accordingly to meet peak volume times. Volume must be assessed during live hours of coverage, hours outside of live coverage, and as needed in collaboration with media events.
- What are the required language options?
  - The vendor must be able to provide services to the deaf and Hard of Hearing, a TTY line and/or Video Relay Service capability (each must utilize a separate phone number) must be available. Describe your capacity to provide services to non-English speaking callers.
- What is the required degree of dedication for the call center?
  - The vendor will assure a system infrastructure to provide immediate response and counseling for a minimum of 90 hours per week, with availability preference of 7 days per week. Office space must accommodate administrative, counseling and support staff and confidential records as well as sufficient telephone and data lines, telephones and computer hardware. Office space must accommodate administrative, counseling and support staff and confidential records, as well as sufficient telephone and data lines, telephones and computer hardware
- What is the required degree of dedication for the operators?

- The vendor must develop a staffing plan that will provide live call response and counseling for at least 90 hours per week, preferably 7 days a week; by trained behavioral health specialists.
- What are the recording and storage requirements for non-phone communications?
  - Recorded information and voicemail is required for any period outside of the hours of operation. The vendor must implement systems to assure confidentiality of caller records in accordance with HIPAA standards. The vendor must implement precautions to ensure that files and programs can be recreated in the event of loss by any cause, including a plan which safeguards data files.
- What is the current number of seats for operators and supervisors at your existing call center?
  - The health coaches work remotely, and their supervisor works from an office.
- What is the current average wait time for phone calls?
  - Average speed to answer 00:00:07
- What is the current average handle time for phone calls and other types of communications?
  - Average handle time for phone calls: 6:32 and max 47:37
- What is the current average after-call work time for operators?
  - Average handle time for phone calls: 6:32 and max 47:37
- Over the past year, what is the percentage of calls received in English versus non-English?
  - 0.3% based on need for interpreter question from coaching survey.
- Over the past year, what percentage of calls received were in Spanish?
  - 0.2%
- "7.1 Applicants are strongly encouraged to complete the "Cost Proposal" template included with this RFP" I didn't see the template included with this RFP. Could I receive this information?
  - A Cost Proposal Template is attached, but other formats may be used if the listed categories are covered.