

RESPONSE TO RFP 113578 03

Additional Call Center Support Services for
ACCESSNebraska



December 6, 2022

Prepared by
North End Teleservices, LLC

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Table of Contents

Form A

Page 3

Form B

Page 4

Completed Sections II--VII

Page 5

Acknowledgment of Amendments

Page 33

Corporate Overview

Page 34

Solution Approach

Page 66

Bidder Responses

Page 83

ATTACHMENT 1

Form A Bidder Point of Contact Request for Proposal Number 113578 O3

Form A should be completed and submitted with each response to this solicitation. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	North End Teleservices, LLC
Bidder Address:	1500 N 24 th St. Suite 111, Omaha, NE 68110
Contact Person & Title:	Carmen Tapio, President and Chief Executive Officer (CEO)
E-mail Address:	ctapio@northendteleservices.com
Telephone Number (Office):	402-506-5975
Telephone Number (Cellular):	402-510-3484
Fax Number:	402-934-8518

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	North End Teleservices, LLC
Bidder Address:	1500 N 24 th St. Suite 111, Omaha, NE 68110
Contact Person & Title:	Christopher Phillips, Chief Operating Officer (COO)
E-mail Address:	cphillips@northendteleservices.com
Telephone Number (Office):	402-506-5975
Telephone Number (Cellular):	919-623-6064
Fax Number:	402-934-8518

ATTACHMENT 2**FORM B****REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM**

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance

BIDDER MUST COMPLETE THE FOLLOWING

with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation.

I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

FIRM:	North End Teleservices, LLC
COMPLETE ADDRESS:	1500 N 24th St. Suite 111, Omaha, NE 68110
TELEPHONE NUMBER:	402-934-5482
FAX NUMBER:	402-934-8518
DATE:	12/6/2022
SIGNATURE:	DocuSigned by: <i>Carmen Tapio</i>
TYPED NAME & TITLE OF SIGNER:	Carmen Tapio, CEO

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VII as part of their proposal. Bidder should read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the solicitation, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this solicitation. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
CT			

The contract resulting from this solicitation shall incorporate the following documents:


1. Request for Proposal and Addenda;
2. Amendments to the solicitation;
3. Questions and Answers;
4. Contractor's proposal (Contractor's response to the solicitation and properly submitted documents); and
5. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to solicitation and any Questions and Answers, 4) the original solicitation document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
			

Bidder and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth below, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or five (5) calendar days following deposit in the mail.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

C. NOTICE (POC)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
			

The State reserves the right to appoint a Contract Manager to manage the contract on behalf of the State. The Contract Manager will be appointed in writing, and the appointment document will specify the extent of the Contract Manager authority and responsibilities. If a Contract Manager is appointed, the Contractor will be notified, and is expected to cooperate accordingly with the Contract Manager. The Contract Manager has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

E. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The awarded bidder shall not commence any billable work until a valid contract has been fully executed by the State. The Contractor will be notified in writing when work may begin.

F. AMENDMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

This Contract may be amended in writing, within scope, upon the agreement of both parties.

G. CHANGE ORDERS OR SUBSTITUTIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the solicitation. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost proposal sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

In the event any product is discontinued or replaced upon mutual consent during the contract period or prior to delivery, the State reserves the right to amend the contract or purchase order to include the alternate product at the same price.

*****Contractor will not substitute any item that has been awarded without prior written approval of DHHS*****

H. VENDOR PERFORMANCE REPORT(S)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or solicitation specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

J. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages defined in UCC Section 2-715, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

K. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

L. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

M. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this solicitation.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (§ 81-8,294), Tort (§ 81-8,209), and Contract Claim Acts (§ 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

N. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

O. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

P. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
^{DS} 			

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party (“Force Majeure Event”). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party’s own employees will not be considered a Force Majeure Event.

Q. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
^{DS} 			

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

R. OFFICE OF PUBLIC COUNSEL (Statutory)

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract.

S. LONG-TERM CARE OMBUDSMAN (Statutory)

Contractor must comply with the Long-Term Care Ombudsman Act, per Neb. Rev. Stat. §§ 81-2237 et seq. This section shall survive the termination of this contract.

T. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
^{DS} 			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
 - e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
 - g. Contractor intentionally discloses confidential information;
 - h. Contractor has or announces it will discontinue support of the deliverable; and,
 - i. In the event funding is no longer available.

U. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
^{DS} 			

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
4. Cooperate with any successor Contractor, person or entity in the assumption of any or all of the obligations of this contract;

5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor’s representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the contractor's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial) DS	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
CT			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at https://das.nebraska.gov/materiel/purchase_bureau/vendor-info.html
2. The completed United States Attestation Form should be submitted with the solicitation response.
3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
4. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for goods and services to be covered by any contract resulting from this solicitation.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial) DS	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
CT			

Contractor may be required to work with other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within five (5) years of termination or expiration of the contract, the contractor shall obtain an extended discovery

or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and five (5) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

1. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter.** The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. COMMERCIAL GENERAL LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter.**

REQUIRED INSURANCE COVERAGE		
COMMERCIAL GENERAL LIABILITY		
General Aggregate		\$2,000,000
Products/Completed Operations Aggregate		\$2,000,000
Personal/Advertising Injury		\$1,000,000 per occurrence
Bodily Injury/Property Damage		\$1,000,000 per occurrence
Medical Payments		\$10,000 any one person
Damage to Rented Premises (Fire)		\$300,000 each occurrence
Contractual		Included
XCU Liability (Explosion, Collapse, and Underground Damage)		Included
Independent Contractors		Included
Abuse & Molestation		Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>		
WORKER'S COMPENSATION		
Employers Liability Limits		\$500K/\$500K/\$500K
Statutory Limits- All States		Statutory - State of Nebraska
USL&H Endorsement		Statutory
Voluntary Compensation		Statutory
UMBRELLA/EXCESS LIABILITY		
Over Primary Insurance		\$5,000,000 per occurrence
COMMERCIAL CRIME		
Crime/Employee Dishonesty Including 3rd Party Fidelity		\$1,000,000
CYBER LIABILITY		
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties		\$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE		
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."		
MANDATORY COI LIABILITY WAIVER LANGUAGE		
"Commercial General Liability & policy shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."		

3. EVIDENCE OF COVERAGE

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work.

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. DEVIATIONS

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

J. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

K. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

L. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

M. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

N. WARRANTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

O. LOBBYING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

1. No federal or state funds paid under this RFP shall be paid for any lobbying costs as set forth herein.
2. Lobbying Prohibited by 31 U.S.C. § 1352 and 45 CFR §§ 93 et seq, and Required Disclosures.
 - a. Contractor certifies that no federal or state appropriated funds shall be paid, by or on behalf of Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of

Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this award for: (a) the awarding of any federal agreement; (b) the making of any federal grant; (c) the entering into of any cooperative agreement; and (d) the extension, continuation, renewal, amendment, or modification of any federal agreement, grant, loan, or cooperative agreement.

- b. If any funds, other than federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence: an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with Contractor, Contractor shall complete and submit Federal Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- 3. Lobbying Activities Prohibited under Federal Appropriations Bills.
 - a. No paid under this RFP shall be used, other than for normal and recognized executive-legislative relationships, for publicity or propaganda purposes, for the preparation, distribution, or use of any kit, pamphlet, booklet, publication, electronic communication, radio, television, or video presentation designed to support or defeat the enactment of legislation before the Congress or any State or local legislature or legislative body, except in presentation of the Congress or any State or local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government itself.
 - b. No funds paid under this RFP shall be used to pay the salary or expenses of any grant or contract recipient, or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations, regulation, administrative action, or Executive order proposed or pending before the Congress or any State government, State legislature or local legislature or legislative body, other than normal and recognized executive legislative relationships or participation by an agency or officer of an State, local or tribal government in policymaking and administrative processes within the executive branch of that government.
 - c. The prohibitions in the two sections immediately above shall include any activity to advocate or promote any proposed, pending or future federal, state or local tax increase, or any proposed, pending, or future requirement or restriction on any legal consumer product, including its sale of marketing, including but not limited to the advocacy or promotion of gun control.
- 4. Lobbying Costs Unallowable Under the Cost Principles. In addition to the above, no funds shall be paid for executive lobbying costs as set forth in 45 CFR § 75.450(b). If Contractor is a nonprofit organization or an Institute of Higher Education, other costs of lobbying are also unallowable as set forth in 45 CFR § 75.450(c).

P. AMERICAN WITH DISABILITIES ACT

Accept (Initial) <small>DS</small>	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
CT			

Contractor shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12131–12134), as amended by the ADA Amendments Act of 2008 (ADA Amendments Act) (Pub.L. 110–325, 122 Stat. 3553 (2008)), which prohibits discrimination on the basis of disability by public entities.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Neb. Rev. Stat. §81-2403 states, “[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency.”

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Invoices must include the following information:

- Billing period
- Number of calls handled and/or made
- Average Handled Time (AHT)
- The tier you are billing for and the dollar amount
- Printing and postage dollar amount. On an attached document itemize the postage and printing with. Customer name, number of pages printed, postage amount and the mailing date.

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
DS CT			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any corporate premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

E. PAYMENT (Statutory)

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Statutory)

The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H. RIGHT TO AUDIT (First Paragraph is Statutory)

The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<div style="border: 1px solid black; padding: 2px; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;"> DS CT </div>			

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds three (3) percent of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

V. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska is issuing this Request for Proposal (RFP) to solicit proposals from qualified bidders to provide additional call center support services for ACCESSNebraska. The State of Nebraska requires additional customer service resources to answer inbound calls and/or perform customer outreach activities including providing back-office processing services. Bidder must submit proposals to provide all services.

The Department of Health and Human Services administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska. ACCESSNebraska provides a convenient way for Nebraskans to apply for the following Nebraska Medicaid and Economic Assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Aid to Dependent Children (ADC)
- Aid to Aged, Blind and Disabled (AABD) Payment
- Low Income Home Energy Assistance Program (LIHEAP)
- State Disability Program
- Child Care Subsidy
- Refugee Resettlement Program
- Social Services for the Aged and Disabled (SSAD)

B. PROJECT ENVIRONMENT

ACCESSNebraska provides services to obtain benefits through a number of methods:

- Five (5) Customer Service Centers (CSC) - Fremont, Lexington, Lincoln, Omaha and Scottsbluff.
- Currently augmented by two (2) contracted call centers, which assist by handling change requests, entering applications and responding to status calls.
- 54 (fifty-four) Local offices across Nebraska
- ACCESSNebraska Document Imaging Center in Omaha
- Web – ACCESSNebraska.ne.gov

Currently the CSCs:

- Receive between 51,000 (fifty-one thousand) – 68,000 (sixty-eight thousand) incoming calls a month.
- Receive 5,200 (five thousand two hundred) -6,700 (six thousand seven hundred) calls per day, on the peak days of the month.
- Peak day(s) are generally the first week of the month and the day after a holiday.
- The average length of a call is 12 (twelve) to 30 (thirty) minutes.

C. SCOPE OF WORK

Contractor will receive inbound calls from individuals seeking ACCESSNebraska services; vendor will provide updates of the status of service requests processing and assistance in the completion of change requests and application(s). Bidders will provide per call costs, training per hour per person cost and the cost for start-up expenses. Printing and postage costs for mailings to individuals will be reimbursed monthly by DHHS with no additional markup. DHHS will supply pre-printed envelopes. Bidder will provide a cost for start-up expenses incurred prior to beginning to provide inbound call services.

Contractor will provide outreach services for individuals seeking ACCESSNebraska services; vendor will provide outbound calling and back-office processing services to assist in the completion of application(s). Outreach will include but not limited to tasks such as scheduling appointments for interviews and processing returned mail. Back-office processing is work the Contractor would be assigned to support some aspect of ACCESSNebraska. The work includes but not limited to tasks like data entry, data lookup, document indexing or document scanning. One example of back-office processing would be handling returned mail, looking up new addresses in online tools, and updating the address of record in the designated system. Assignment of this work will be done through the ACCESSNebraska web-based system, lists or other electronic means. Bidders will provide per outreach activity costs and the cost for start-up expenses. Printing and postage costs for any mailings will be reimbursed monthly by DHHS With

no additional markup. DHHS will supply pre-printed envelopes. Bidder will provide a cost for start-up expenses incurred prior to beginning to provide services. The call center and remote workers shall all be located within the United States.

1. BUSINESS REQUIREMENTS

- a. Answer inbound calls routed to them and conduct outreach calls on behalf of ACCESSNebraska from 8:00 AM through 6:00 PM Central time, Monday through Friday, with the exception of State holidays defined in state law.
- b. Provide an (800) number for routing of calls.
- c. Contractor must answer calls with a maximum Average Speed of Answer (ASA) of five (5) minutes.
- d. Contractor will enter information regarding the call as needed, either utilizing the ACCESSNebraska web application located at www.accessnebraska.ne.gov, DHHS N-FOCUS application, or other DHHS systems that may be made available.
- e. Information and data received or created by the Contractor in providing services under this contract will only be entered into the ACCESSNebraska.ne.gov website, the contractor's Customer Relationship Management system, or other systems that may be made available by DHHS. Contractor will ensure that no information and data gathered in providing services under this contract is entered, stored, or maintained elsewhere, except as necessary to perform the work. Additionally, such information and data will only be used for the purposes identified in this contract and is the property of DHHS.
- f. Contractor will store and process information and data received or created by Contractor in providing services under this contract in a secure manner such that unauthorized persons cannot gain access to it by means of a computer, remote terminal, or other means, and to ensure that only authorized persons will have access to such information and data.
- g. Contractor will provide and utilize a Customer Relationship Management (CRM) system to document the number and category of services provided. The information in this system shall be made available to DHHS upon request.
- h. Contractor must ensure all agents are supplied with telephony software, telephony equipment, computer equipment and software, and all network infrastructure to provide the service. The State will not provide any equipment.
- i. Contractor must adhere to all DHHS and Nebraska Information Technology Commission (NITC) security standards and policies. Links are found here: [https://dhhs.ne.gov/Documents/Information%20Technology%20\(IT\)%20Security%20Policies%20and%20Standards.pdf](https://dhhs.ne.gov/Documents/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf) and <https://nitc.nebraska.gov/standards/index.html>
- j. If the Contractor is utilizing telework, the Contractor must ensure that staff has the equipment necessary to perform the work effectively and efficiently, this may include but not be limited to a suitable laptop or other device, additional monitor(s) and a phone. Contractor will also ensure that the staff has a secure location to do business that will keep all client information confidential and safe.
- k. Contractor will support remote access technologies as defined by DHHS (virtual desktop infrastructure and multi-factor authentication).
- l. Contractor will follow all DHHS procedures provided through training, using a "Train the Trainer" method, initially during the contract startup of the contract and as needed for any new processes amended into the contract.
- m. The Contractor is responsible for all oversight and management of staff including hiring, training, onboarding, tracking time sheets and performing payroll.
- n. Contractor shall protect any Personal Health Information (PHI) and Personal Identifying Information (PII) in accordance with federal law, including 42 CFR Part 431 Subpart F, and Centers for Medicare and Medicaid Services (CMS) guidance using the National Institute of Standards and Technology (NIST 800-53) control framework. Adherence to the guidance shall be evaluated by a qualified independent third party at the Contractor's expense, evaluation includes annual security controls assessment and a penetration test.
- o. Contractor will provide DHHS view only access to Contractor's automatic call distribution (ACD) system to assist with call volume distribution.
- p. Contractor shall provide both English and Spanish language interpretation services. At all times during Business Hours, at least 10% (ten percent) of agents must be fluent in reading, writing, and speaking in Spanish and English. For non-English and non-Spanish language interpretation services, the Contractor must supply a method of telephonic interpretation. Cost of interpretation services shall be included in cost per call.
- q. Upon termination of this contract, Contractor shall transfer or return all information and data obtained in providing services under this contract to DHHS and/or delete such data upon DHHS

- written request. The parties agree to negotiate in good faith, and mutually agree upon the format, timing, and manner for such transfer or return of information and data.
- r. Contractor must record all inbound and outbound calls.
 - i. Recorded calls shall be named in the following format: [automatic number identification (ANI)] [Call Type] [@] [HH_MM AM (or PM)] [MM DD YY].
 - ii. Audio files of the recorded calls shall be sent to DHHS daily, via secure method approved by DHHS. Audio files shall be delivered to DHHS by 10:00AM on the next business day.
 - iii. Recorded calls shall be permanently deleted after successful transfer to DHHS.
 - iv. Call transfer validation process shall be established by the contractor with the review and approval by DHHS.
 - s. Any data that is stored on site including multi-function devices, needs to be secured per DHHS policies. Links are found here:
[https://dhhs.ne.gov/Documents/Information%20Technology%20\(IT\)%20Security%20Policies%20and%20Standards.pdf](https://dhhs.ne.gov/Documents/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf) and <https://nitc.nebraska.gov/standards/index.html>
 - t. Mail customers a paper copy of the requested changes and/or applications, if applicable.
 - u. Contractor must only print personal client information when necessary, and only in private office space that is distinctly separate from any publicly accessible area by a wall or other suitable barrier. Any door accessing this private office space shall be secured by a locking mechanism (key, number combination, access card, etc).
 - v. Contractor will maintain Quality Assurance (QA) accuracy at or above an agreed upon level using an agreed upon evaluation tool. An established timeline to meet this performance measure will be included in Contractor Start-Up Plan. Attachment 5 - Sample Quality Assurance Form.
 - w. Contractor will monitor at least five (5) calls from each agent per month. Quality scores for each agent will be made available for DHHS oversight staff.
 - x. Contractor will utilize the DHHS approved quality evaluation tool to evaluate specific interactions between staff and clients.
 - i. Will meet with DHHS bi-weekly for calibration sessions.
 - ii. DHHS will select and send four (4) random contractor received calls to score at least 3 days prior to the calibration session.
 - iii. All participants will score each call-in advance using an agreed-upon evaluation form. Attachment 6 – Sample Quality Evaluation Scoring Report Template.
 - iv. Sessions will consist of introducing each call and then sharing evaluation scores to see how evaluations can be completed more consistently.
 - v. Notes will be taken by DHHS for general coaching notes for staff and any enhancement requests for training in these meetings.
 - vi. DHHS will conduct regular call evaluations and provide feedback to the contractor.
 - vii. All feedback will be logged by DHHS on a secured shared drive. Access to the secured shared drive will be provided to the contractor. DHHS will specify which evaluations require feedback from the contractor which will include documentation of action taken and the date.

2. REPORT REQUIREMENTS

Contractor must provide the following reports via email or file share:

- a. Daily report with number of offered and number of handled calls, Average Speed of Answer (ASA), Average Handled Time (AHT) by queue. See Attachment 7 – Daily Report Sample.
- b. Daily report the number of completed items by category:
 - i. Change Requests;
 - ii. Applications;
 - iii. Application status;
 - iv. Denial status inquiries from Contractor's CRM.
- c. Daily report for the outreach activities including:
 - i. Number of outreach activities per hour per agent;
 - ii. Average talk time per outreach;
 - iii. Most frequently asked questions/topics of concern;
 - iv. Most frequently used resources;
 - v. Number of outreach actions completed per hour/day/week;
 - vi. Number of voicemails left;
 - vii. Number of repeat callers.
- d. Ad hoc outreach statistic reports as requested. Due date for ad hoc call statistic reports will be determined by the Parties.
- e. Daily report with the quantity of calls or tasks completed for any other assigned work types
- f. Weekly report of QA monitoring metrics.

- g. Weekly QA Calibration reporting.
- h. Weekly summary reports shall be provided via email to the DHHS Contract Manager or designee, no later than 12:00 noon (Central Time) Tuesday of each week.
- i. Daily reports of the prior workday shall be provided via email no later than 9:30 am CST.
- j. Contractor shall provide ad hoc reports as requested by the State. Due date for ad hoc reports will be determined by mutual agreement of the parties.

3. STATE RESPONSIBILITIES

- a. Provide and maintain Contractor access to DHHS systems as required.
- b. Provide access to location where recorded calls will be stored.
- c. Make telephone line(s) available for Contractor's use.
- d. Route calls to the Contractor.
- e. Provide system testing to ensure call transfer operates properly.
- f. Provide Contractor with procedures for voice signature and other processes as needed.
- g. Provide written reference and consultative materials Contractor must use when answering questions from callers. The State will provide updates to reference and consultative materials as necessary.
- h. Provide training materials and train-the-trainer sessions, including but not limited to,

ACCESSNebraska Base Curriculum (12 hours total)

- i. Confidentiality -HIPAA
- ii. Eligibility Operations
- iii. Getting Started
- iv. Navigation Options
- v. N-FOCUS Help
- vi. Finding Persons in N-FOCUS
- vii. Person List Window
- viii. Search by SSN
- ix. Additional Person Search Options
- x. Performing Person Search Quiz
- xi. Master Case Search
- xii. Search by MC by Name
- xiii. Managed Care
- xiv. EBT Card
- xv. Authorized Representative
- xvi. Applications - The Basics
- xvii. Duplicate Application
- xviii. Phone Applications
- xix. Spanish Application
- xx. Viewing Applications
- xxi. Renewal/Recertification
- xxii. Document Imaging
- xxiii. Where can I find Correspondence?
- xxiv. Correspondence Examples
- xxv. Scheduled Interview
- xxvi. Assignments
- xxvii. Required Verifications
- xxviii. Verification Request
- xxix. Change Reports
- xxx. Programs
- xxxi. Eligibility Summary
- xxxii. Commonly Asked Questions
- xxxiii. Escalated Calls
- xxxiv. AccessNebraska Website Education

VERIFICATION REQUEST FOLLOW UP TRAINING (3 hours total)

- i. What is a Verification Request
- ii. Verification Request Follow Up Engagement
- iii. How to view a Verification Request
- iv. Verification Request is Open
- v. Partial Verification Request

INTERVIEW FOLLOW UP TRAINING (1.5 hours total)

- i. What is an interview
- ii. Interview Follow Up Engagement

- iii. Scheduled Interview
- iv. Interview Has Not Been Completed
- i. Provide access to Annual Security Awareness Training.
- j. Schedule weekly meetings with Contractor to review performance.
- k. See Attachment 8 – Monthly Call Volume for estimated monthly and daily call volumes to be answered by the contractor(s).
- l. Upon execution of the contract, DHHS will supply current half-hour call volumes to the contractor(s).
- m. Provide pre-printed DHHS mailing envelopes.

4. PRICING STRUCTURE

Because of the uncertain future extent of the need for additional ACCESSNebraska call center assistance in Nebraska, the State is requesting proposals to provide per call/action pricing for tiered levels of inbound call services, outreach services and back-office processing services per month according to the table below.

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Number of calls/actions Tier II	Number of calls/actions Tier III
Inbound	A	11:00-15:00	6,000-16,999	17,000-27,999	28,000-40,000
	B	15:01-20:00	1,400-3,599	3,600-5,799	5,800-8,000
	C	20:01-25:00	1,400-3,599	3,600-5,799	5,800-8,000
	D	25:01-30:00	1,400-3,599	3,600-5,799	5,800-8,000
	E	30:01-35:00	1,400-3,599	3,600-5,799	5,800-8,000
Outreach	A	8:00 -12:00	1,400-3,599	3,600-5,799	5,800-8,000
	B	12:01 - 16:00	1,400-3,599	3,600-5,799	5,800-8,000
	C	16:01 - 20:00	1,400-3,599	3,600-5,799	5,800-8,000
Back Office Processing	A	4:00-8:00	1,400-3,599	3,600-5,799	5,800-8,000
	B	8:01 - 12:00	1,400-3,599	3,600-5,799	5,800-8,000
	C	12:01-16:00	1,400-3,599	3,600-5,799	5,800-8,000

- a. Contractor must provide:
 - i. Training cost per hour per agent.
 - ii. Any Telecom costs for outbound calls must be included within tiered pricing structure.
 - iii. Any report costs must be included within tiered pricing structure.
 - iv. Printing at cost per page as defined by the bidder on Attachment 4 – Cost Proposal Sheet
 - v. Postage monthly expenses are reimbursed at cost by DHHS.
- b. If the State requires additional inbound call capacity, the State will notify Contractor, in writing, of the increased call capacity required. Contractor will provide additional inbound call capacity and begin training no later than three (3) weeks after receipt of request from the State.
- c. The State and Contract may negotiate pricing and capacity for any increase in volume over Tier III. Contractor may request up to thirty (30) days’ notice for any such negotiated increase over Tier III call volume.

5. DELIVERABLES

The Contractor shall provide the following deliverables:

- a. Start-Up Plan, which includes a schedule, Gantt chart, and milestones for the first month of services. The Contractor's Start-Up Plan must contain the following items:
 - i. Program Implementation;
 - ii. Discovery Phase;
 - iii. Standard Operating Procedure (SOP) Process Mapping;
 - iv. SOP Read-out;

- v.** Technology Set-up
 - vi.** Custom CRM;
 - vii.** ACD/IVR;
 - viii.** Email Platform;
 - ix.** Quality Assurance System;
 - x.** Initial Training Development;
 - xi.** Training for staff; and,
 - xii.** Go-live date.
 - xiii.** Third-party IT security attestation completion date and report.
- b. Training for contractor's call center staff as a pass-through cost.
 - c. Provide daily services and reports as specified in this RFP.
 - d. Per page printing at proposed pass-through cost.
 - e. Mailing reimbursement at cost.

VI. PROPOSAL REQUIREMENTS

PROPOSAL INSTRUCTIONS

This section documents the requirements that should be met by bidders in preparing the Solution and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Solution and Cost Proposal are presented separately in the following subdivisions; format and order:

A. PROPOSAL SUBMISSION

1. CORPORATE OVERVIEW

The Corporate Overview section of the Solution Proposal should consist of the following subdivisions:

a. CONTRACTOR IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded bidder(s) will require notification to the State.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

e. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom

employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

g. **CONTRACT PERFORMANCE**

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the contractor submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

h. **SUMMARY OF BIDDER'S CORPORATE EXPERIENCE**

The bidder should provide a summary matrix listing the bidder's previous projects similar to this solicitation in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

- i. Provide narrative descriptions to highlight the similarities between the contractor's experience and this solicitation. These descriptions should include:
 - a) The time period of the project;
 - b) The scheduled and actual completion dates;
 - c) The bidder's responsibilities;
 - d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
 - e) Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a contractor performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the bidders above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

i. **SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH**

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this solicitation. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the solicitation in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

j. **SUBCONTRACTORS**

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:

- iv. name, address, and telephone number of the Subcontractor(s);
- v. specific tasks for each Subcontractor(s);
- vi. percentage of performance hours intended for each Subcontract; and
- vii. total percentage of Subcontractor(s) performance hours.

2. SOLUTION APPROACH

The solution approach section of the Proposal should consist of the following subsections:

- 1. Understanding of the project requirements;
- 2. Proposed development approach;
- 3. Technical considerations;
- 4. Detailed project work plan; and
- 5. Deliverables and due dates.

3. REQUIRED BIDDER RESPONSES

Attachment 3 - Required Bidder Responses

4. COST PROPOSAL

Attachment 4 – Cost Proposal Sheet

VII. ATTACHMENTS

- 1. Attachment 1 -- Form A - Bidder Proposal Point of Contact
- 2. Attachment 2 -- Form B - Request for Proposal for Contractual Services Form
- 3. Attachment 3 -- Required Bidder Responses
- 4. Attachment 4 – Cost Proposal Sheet
- 5. Attachment 5 -- Sample Quality Assurance Form
- 6. Attachment 6 – Sample Quality Evaluation Scoring Report Template
- 7. Attachment 7 – Daily Report Sample
- 8. Attachment 8 – Monthly Call Volume

ACKNOWLEDGEMENT OF AMENDMENTS

ACKNOWLEDGEMENT OF AMENDMENTS		
North End Teleservices, LLC (NET) acknowledges receipt of amendments by indicating the amendment number and its date of issue.		
Project Documents	Date Posted	NET Acknowledgment
Request for Proposal	10/18/2022	Yes
Attachment 3 – Required Bidder Responses	10/18/2022	Yes
Attachment 4 – Cost Proposal Sheet	10/18/2022	Yes
Attachment 5 – Sample Quality Assurance Form	10/18/2022	Yes
Attachment 6 – Sample Quality Evaluation Scoring Report Template	10/18/2022	Yes
Attachment 7 – Daily Report Sample	10/18/2022	Yes
Attachment 8 – Monthly Call Volume	10/18/2022	Yes
Evaluation Criteria	10/18/2022	Yes
Addendum One – Revised Schedule of Events	11/02/2022	Yes
Addendum Two – Questions and Answers	11/16/2022	Yes



RFP 113578 O3 CORPORATE OVERVIEW

Nebraska Department of Health and Human Services
December 2022

Prepared by
North End Teleservices, LLC

Chris Phillips
Chief Operating Officer
1500 N 24th Street, Suite 111
Omaha, NE 68110
402-506-5975
cphillips@northendteleservices.com

a. CONTRACTOR IDENTIFICATION AND INFORMATION

COMPANY NAME	North End Teleservices, LLC
HEADQUARTERS	1500 N 24 th Street, Suite 111, Omaha, NE 68110
TYPE	Limited Liability Corporation (LLC)
STATE OF INCORPORATION	Nebraska
FIRST ORGANIZED	2015
NAME CHANGE	The original name of our organization was North End Teleservices L.L.C. The name of the company was amended and restated to be North End Teleservices, LLC through a certificate of organization, amended by the Secretary of State John A. Gale on October 15, 2018.

b. FINANCIAL STATEMENTS

North End Teleservices, LLC (NET) is not a publicly held organization.

NET is a well-established enterprise, capable, confident, and currently proving our ability to act as the contractor for this opportunity.

NET is a Nebraska Limited Liability Corporation (LLC) specializing in multi-channel contact center/call center services on an outsourced basis on behalf of commercial, government, and non-profit entities. NET currently has approximately 300 employees and was recognized as #610 on the Inc. 5000 list of fastest-growing private companies in America for 2022, the third year in a row NET has made the Inc. 5000 list. NET is the largest African-American-owned company in the State of Nebraska and has been operating since September 2015. Our client base includes a variety of sectors, including and not limited to education, health care, retail, banking, transportation and logistics, non-profit organizations, and State and federal government agencies.

Our areas of specialization include but are not limited to:

- Customer Service
- Help Desk/Technical Support
- Back-Office Administration
- Account Management
- Loan Servicing
- Market Research
- Dispatch
- Appointment Setting
- Independent Third-Party Quality Assurance Compliance Checking
- Contact Tracing
- Unemployment Claims Support
- State Assistance Programs Support
- Medicaid Applications Support
- Grant Application Support
- Health Care Claims

NET has completed rigorous commercial vetting and certification processes. These certifications prove our stability, financial strength, and ability to execute contracts successfully with satisfactory performance. These certifications include:

- Small Business Administration (SBA) certified HUBZone business in a designated Enterprise Zone within the State of Nebraska.
- SBA Woman Owned Small Business (WOSB) certified
- National Minority Supplier Diversity Council (NMSDC) certified Minority-Owned Business Enterprise (MBE)
- Women's Business Enterprise National Council (WBENC)
- Women's Business Enterprise (WBE) certified

NET has demonstrated the financial ability and wherewithal to deliver upon all our contracts, including the previous and existing contracts within the State, specifically DHHS Agreement #: 90235 O4 – incumbent to this RFP's Scope of Work and previously DHHS Agreement #: 93064-O4, NDED Agreement #: 20-01-101 and NDOL Agreement #: 023-0013-2020.

NET has a reputation of exceptional integrity for what we have delivered and accomplished in our industry and community. The company and our CEO have received numerous accolades, including:

- Greater Omaha Chamber of Commerce Small Business of the Month 2016
- Greater Omaha Chamber of Commerce Business Excellence Small Business of the Year 2016
- Best Corporate Culture by the Urban League of Nebraska Young Professionals 2018
- Greater Omaha Chamber of Commerce Business Excellence Award in Innovation 2020
- Urban League of Nebraska's 2020 Diversity and Inclusion Champion
- Inc. 5000 list of Fastest Growing Privately Held Companies in America--2020 (Rank #677), 2021(Rank #754), and 2022 (Rank #610)
- Greater Omaha Chamber of Commerce Business Excellence Award in Leadership 2021
- BBB Torch Award winner for Business Ethics in 2022
- Our CEO received the 100 Black Women Legacy Award 2019
- Our CEO received the Urban League's African American Leadership Award for Business in 2020
- Our CEO was a Women's Center for Advancement 2020 Tribute to Women Honoree
- Our CEO named the Greater Omaha Chamber of Commerce Volunteer of the Year for 2020
- Our CEO is a 2021 Enterprising Women of the Year.
- Our CEO raised the most money, over \$50,000, for YES Omaha's "Dance for a Chance" (Youth Emergency Services). This non-profit assist youth experiencing homelessness and near-homelessness by providing critically needed resources which support them in their desire to be self-sufficient.
- Our CEO was named the Nebraska Honoree of USA TODAY's Women of the Year in 2022

With NET being in a Nebraska Enterprise Zone, where there's limited economic activity compared to other locations in the State, these jobs are more critical in Northeast Omaha as we have the highest unemployment rate in the State.

With the help of Dr. Chris Decker, former Economics Chair at the University of Nebraska at Omaha, we can look at our economic impact. NET has created over **\$200 million** in economic impact, money that is churning through our local economy. For example, one person buys gas, the gas station attendant gets a haircut with that same dollar, and the barber buys a new pair of shoes.

Awarding this RFP to a Nebraska-based company, like NET – there is a measurable economic reward for the State of Nebraska. The economic impact calculated uses the IMPLAN Methodology widely accepted by economists across the country. IMPLAN would show a \$4,000,000 annual contract which will provide \$708,000 in State and Local Taxes every year. Over the initial three years, this is over **\$2 million** in tax revenues.

Banking References:

The following banking references are presented on behalf of NET:

i3 Bank

Debbie Lutton – Vice President
15645 Spaulding Street
Omaha, NE 68116

American National Bank

Ernest White – Vice President
3147 Ames Avenue
Omaha, NE 68111

No such condition exists regarding the question of NET having any judgments, pending, or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of our organization.

c. CHANGE OF OWNERSHIP

North End Teleservices, LLC has no plans to change ownership in the next year. If such change occurs, NET will advise the State well in advance.

d. OFFICE LOCATION

North End Teleservices, LLC (NET)'s primary office is at 1500 N 24th Street, Suite 111, Omaha, NE 68110. NET currently provides work-at-home (WAH), work in office, and hybrid work models. Our WAH model has been successful in supporting up to 400 operational employees. Remote employees use secure hardware/software packages to ensure data security, effective monitoring, quality assurance, and compliance processes.

e. RELATIONSHIPS WITH THE STATE

Since April 2020, North End Teleservices, LLC (NET) has provided up to 272 full-time representatives for Nebraska State agencies. NET maintains representatives available daily to fill in if a volume surge happens unexpectedly. We currently provide flexible staffing to DHHS as changes in benefits and programs have evolved through the COVID-19 pandemic. NET currently provides 53 full-time representatives to meet the needs of DHHS as outlined in detail below.

Nebraska Department of Health and Human Services, Division of Children and Family Services: NET established a contact center, audit, and mail fulfillment team to address the surge in Medicaid and Economic Assistance applications, process changes to existing cases, assists in the surge of calls related to P-EBT benefits and completes outbound verification. NET exceeds expectations on all client-specific key performance indicators, including call quality measurements. This current contract with NET covers majority of the Scope of Work for this RFP. DHHS Agreement #: 90235 O4

Nebraska Department of Labor (Unemployment Insurance Teleservices): NET established a contact center within one week to handle unemployment claim calls due to the COVID-19 pandemic. We staffed 40 representatives, which allowed the agency to cross-train in-house staff to process claims. After the start of this program, NET expanded staff beyond the initial 40 representatives, decreased hold times for claimants, and expanded the scope of work to include appeals, escalations, and special off-phone projects. Additionally, NET designed and built a Customer Relationship Management system (CRM) used internally and rolled out to agency field staff. The CRM allowed the state to free up its internal Subject Matter Experts (SMEs) to handle more complex, Tier 2 inquiries and manage productivity to ensure efficiency in handling claimants needs. NDOL Agreement #: 023-0013-2020

Nebraska Department of Health and Human Services, Division of Public Health: NET provided Contact Tracing services in response to the COVID-19 pandemic for the State of Nebraska. NET worked with State Systems calling newly diagnosed patients to trace individuals they had contact with and determined exposure. NET's initial contract started with 50 employees and quickly ramped to 175. NET continued to provide flexibility in staffing keeping an adequate amount of employees on deck ready to be hired should a surge arise. NET was never out of compliance with the state's guidance and established timelines for callbacks. KPIs were met and exceeded expectations for the Nebraska Contact Tracing program. DHHS Agreement#: 93064-O4

Nebraska Department of Economic Development (Information Support Teleservices): NET responded to inquiries supporting CARES Act state grants and programs. NDED Agreement #: 20-01-101

f. BIDDER'S EMPLOYEE RELATIONS TO THE STATE

No party named in this proposal working on this contract is or was an employee of the State of Nebraska within the past 12 months.

No employee of any agency of the State of Nebraska is employed by NET or is a subcontractor to NET as of the due date for proposal submission.

g. CONTRACT PERFORMANCE

North End Teleservices, LLC (NET) declares that no contracts have been terminated for default, non-performance, and/or convenience during the last five years.

NET has had two contracts terminated for non-allocation of funds or other reasons during the last five years.

- The Nebraska Department of Labor NDOL Agreement #: 023-0013-2020 supporting the surge in Unemployment Claims starting in March 2020. **The contract was terminated as federal funding supporting the expansion to assist with State Unemployment Offices expired, not renewed as the COVID emergency had passed.**
 - Contact information from the termination notice provided to NET from NDOL is as follows:
 - Angela Hansen-Kruse
 - NDOL Director of Administrative Services

550 South 16th St.
Lincoln, NE 68508
402-471-3405

- NET’s contract with Cypress-Fairbanks Independent School District (ISD) was terminated due to the COVID-19 pandemic. NET entered the contract with Cypress-Fairbanks ISD on April 26, 2018. The contract was in good standing and the client was extremely satisfied with our performance. NET received a notice of termination on April 8, 2020, with a 30-day notice of termination effective May 8, 2020. The termination reason was stated in a letter: **“the uncertainty of when the school will return to operation and the financial impact of the COVID-19 pandemic had unanticipatedly affected our ability to continue with the partnership.”**
 - Contact information from the termination notice provided to NET from Cypress-Fairbanks ISD is as follows:

Jennifer Chiu
Director of Purchasing Services Cypress-Fairbanks ISD
12510 Windfern Road
Houston TX 77064
281-897-4583

h. SUMMARY OF BIDDER’S CORPORATE EXPERIENCE

The following sections describe North End Teleservices, LLC (NET)’s experience providing successful services to contracts, like the Nebraska DHHS’s request in this RFP.

Nebraska Department of Health and Human Services, Division of Children and Family Services DHHS Agreement #: 90235 O4

Role: Prime Contractor

Time Period of the Project:

- **Contract Start:** 04/15/2020
- **Contract End:** Currently Working
- **Original Expiration Date:** 04/15/2021
- **Contract Renewal:** 04/12/2021
- **Contract Renewal:** 10/14/2022
- **Scheduled Completion:** 04/13/2023
- **Planned Budget:** \$2,534,840.00
- **Actual Budget:** \$6,403,040.00

Responsibilities: NET established and currently provides contact center, audit, and mail fulfillment operations to support the surge in Medicaid and Economic Assistance applications and process changes to existing cases. We also assist in the surge of calls related to P-EBT benefits and complete outbound verifications. Like this proposed contract, NET is required to use State Systems, ramp quickly, and provide oversight and flexibility in staffing.



NET started the contract with 25 representatives and has since expanded to a contractual requirement of 53 representatives. We've helped the State reduce its overall Average Speed to Answer (ASA) and implemented an internal auditing and mailing process. In addition, we also designed and built a Customer Relationship Management system (CRM). The client is currently satisfied with the performance of this contract.

Primary Contact:

Sharon Kruse
 301 Centennial Mall S.
 Lincoln, NE 68509
 Office: (402) 326-3941
 Facsimile: (402) 471-9034
Sharon.Kruse@nebraska.gov

Nebraska Department of Labor (Unemployment Insurance Teleservices) NDOL Agreement#: 023-0013-2020 and 023-0091-2020

Role: Prime Contractor

Time Period of the Project:

- **023-0013-2020 Contract Start:** 03/30/2020
- **023-0013-2020 Scheduled Completion:** 09/30/2020 with 1 6-month renewal executed (merged into new contract number following)
- **023-0091-2020 Contract Start:** 01/04/2021
- **023-0091-2020 Scheduled Completion:** 03/14/2021 with 28 1-month renewals and 5 renewals executed
- **023-0091-2020 Actual Contract End:** 8/13/2021
- **Planned Budget:** \$1,345,209.50
- **Actual Budget:** \$2,651,034.50

Responsibilities: NET established a contact center within one week to support unemployment claims due to the COVID-19 pandemic. NET utilized State Systems, ramped quickly, and provided oversight and flexibility in staffing. We initially onboarded 40 representatives, ramped up to 59 representatives, providing the agency greater throughput capabilities for claims case management and adjudication. Partnering with NET allowed NDOL to refocus their in-house team. NET utilized the State's Systems to view claimant information and completed all required outbound callbacks within the same business day. We significantly helped to reduce NDOL agency complaints through decreased wait times for claimants. NET suggested and NDOL accepted implementing a NET internal Tier 2 escalation and audit team for enhanced First Contact Resolution (FCR). Implementing Tier 2 significantly reduced the number of non-adjudications required claims, needing completion by the agency. In addition, NET



designed and built a custom Customer Relationship Management system (CRM) used internally and rolled out to the agency. The contract expanded to include special projects, appeals support, and off-phone support at the request of NDOL. NET significantly reduced appeals and tribunal complaints through decreased wait times and dedicated assistance, in one week!

Primary Contact:

Angela Hansen-Kruse
550 South 16th St.
Lincoln, NE 68508
Office: (402) 471-8358
Facsimile: (402) 471-9917
Angela.Hansen-Kruse@nebraska.gov

**Nebraska Department of Health and Human Services, Division of Public Health DHHS
Agreement #: 93064-O4**

Role: Prime Contractor

Time Period of the Project:

- **Contract Start:** 11/20/2020
- **Original Expiration Date:** 02/1/2021 with 1 3-month renewal option that was executed
- **Contract Renewal:** 05/09/2021
- **Scheduled Completion:** 07/28/2021
- **Contract End:** 07/28/2021
- **Planned Budget:** \$1,250,000
- **Actual Budget:** \$4,272,985

Responsibilities: NET provided contact tracing services in response to the COVID-19 pandemic for the State of Nebraska. We started the program with 50 FTE, and within 10 days were asked to add 125 representatives. Hiring was accomplished in 3 days with no issues in quality. In addition, we helped the state with the outreach required to help fight the COVID-19 pandemic. NET assisted with the first contact outreach to positive COVID-19 cases and follow-up outreach to contacts of positive COVID-19 patients. Our support included:

- inbound and outbound phone service,
- data entry, and
- recording accurate accounts of phone calls.

As the COVID-19 pandemic progressed, we were able to quickly ramp up and down as the needs of the program changed.



Primary Contact:

Jeff Fry
301 Centennial Mall S.

Lincoln, NE 68509
Office: (402) 471-1239
Facsimile: n/a
Jeff.fry@nebraska.gov

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

North End Teleservices, LLC (NET) approach to providing the services and requirements outlined in this RFP will mimic our current partnership with DHHS. NET foresees no change in the current leadership DHHS knows or the proven implementation of projects to achieve and continue providing the desired results outlined while working as a partner to enhance the program. Our structure provides the background, expertise, and approach to continue supporting DHHS, providing leadership and quality representatives.

Our current team will expand based on staffing ratios related to the number of scheduled staff based on call volume.

NET provides an operational structure with the following leadership roles:

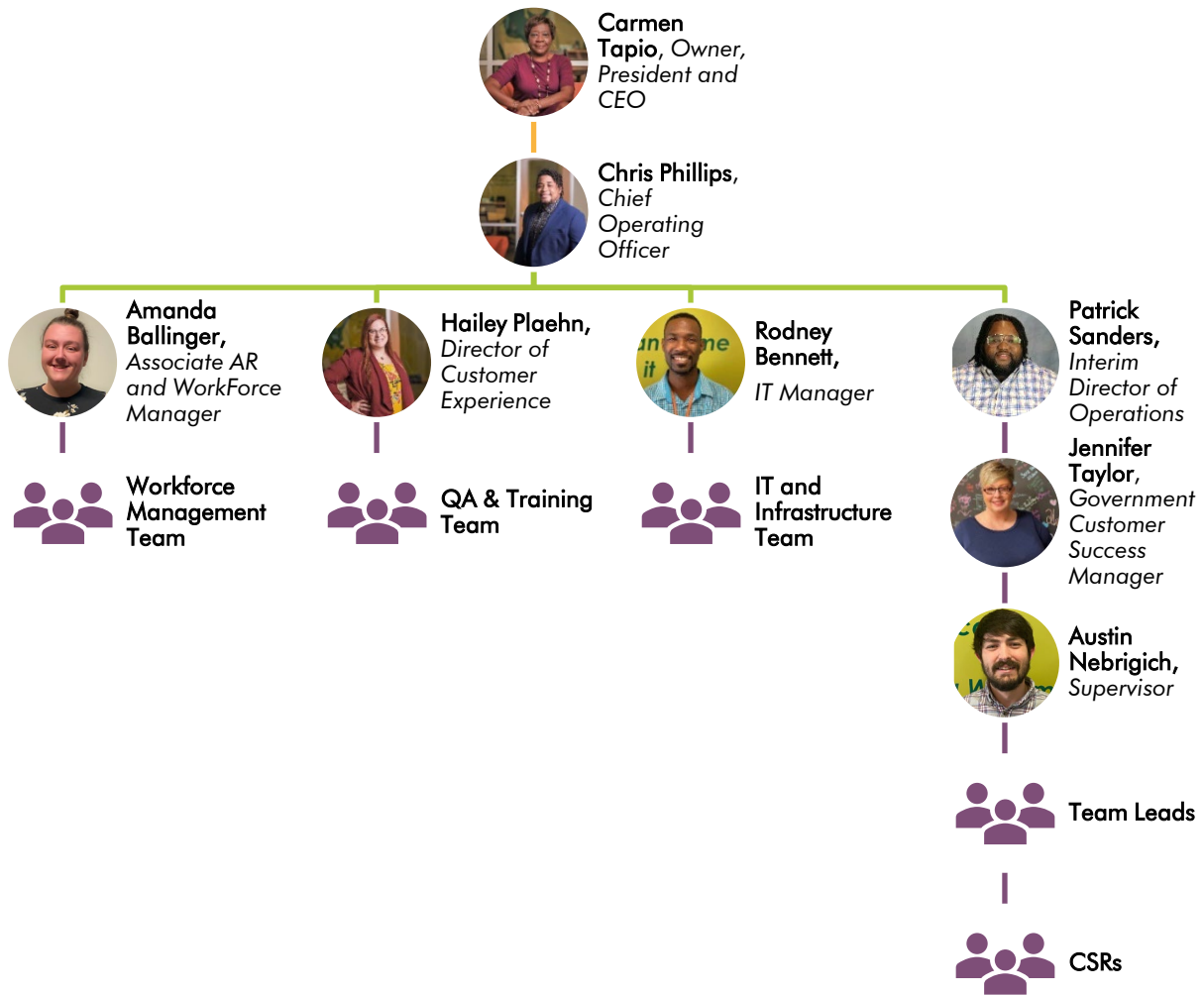
Director: Is the main point of contact for DHHS on high-level issues. The main point of contact throughout the implementation. Assists with technology setup for contact center associates facilitates weekly project calls and quarterly Partner Innovation Meetings.

Manager: Accountable for execution of strategy and tactical direction, and responsible for delivering performance in adherence to the contract, maintaining quality standards, and interacting effectively with cross-functional teams.

Account Supervisor: The main daily point of contact for DHHS. Responsible for leadership of team-level duties, including timecards, performance monitoring, team meetings, hiring and termination, and liaising for all cross-functional departmental needs. Supervisors and team leads work in tandem to support the day-to-day needs of their teams.

Team Lead: A first-level leadership role with responsibilities ranging from coaching, call reviews, agent-level performance management, queue monitoring, and general leadership support.

Organizational Chart





CARMEN TAPIÓ

President and CEO

Areas of Expertise

- Communication
- Strategic/Tactical Management
- Resource Management
- Financial Management
- Economic Development



5C Federal Security Clearance

- Technical, Data and Information Standards Compliance
- Process Improvement
- People Management
- Influence

QUALIFICATIONS SUMMARY

Carmen is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. C-Suite executive and strategic visionary with a track record of successfully leading organizations and developing people while increasing profitability and exceeding business goals and objectives. Sees the big picture and guides the organization to deliver results. Influences and motivates stakeholders with a high degree of relationship-building, trust, development, and collaboration with clients and employees.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2015-Present

President, CEO and Owner (2017-Present)

Strategic and operational leadership and direction for the overall operation. Plans, directs, and coordinates the development of short and long-range objectives. Responsible for achieving the organizations financial and non-financial goals. Serves as the face of the organization within the community.

President and COO (2015-2017)

Ensured the company had the proper operational controls, administrative and reporting procedures, and people systems to grow the organization and business from the ground up while ensuring financial viability and operating efficiency. Accomplished through a respectful, constructive, and energetic style, guided by the company's objectives.

Nebraska Black Women United
Omaha, NE | 2021-Present

Founder (2017-Present)

The largest group of its kind to connect Nebraska's nearly 45,000 black women statewide. As such, NBWU convenes, empowers, and supports women from various backgrounds, ages, and stations in life. The group is committed to celebrating and encouraging one another through peer-mentoring, programming, and positive association to amplify opportunities for all. It was conceived to network women across the state. NBWU serves as a database of talented women. We agree we are better served in uplifting, supporting, celebrating, and encouraging each other. It is a connector for the community and business and a means through which we can mentor and sponsor each other into opportunities in life.

Core Advantage Consulting Inc.
Omaha, NE | 2010-2015

Owner/Manager

Strategic planning and implementation management for national and international companies focusing on multi-channel and multi-media customer care and contact center strategies, business process improvement/integration, process automation and supporting technology platforms.

EDUCATION

Bellevue University
University of Nebraska Omaha

Professional Certificates: Carlson Executive Leadership Program-Carlson School of Management, University of Minnesota. Six Sigma-Green Belt.

REFERENCES

David Brown
Omaha, NE
402-616-4175

Dr. Cheryl Logan
Omaha, NE
531-299-9822

Derek Leathers
Omaha, NE
402-894-3529



CHRIS PHILLIPS

Chief Operating Officer

Areas of Expertise

- Contract Management/Negotiations
- Change Management
- Budget Optimization
- Service Quality/Productivity Improvement
- Business Process Engineering
- Contact Center Operations



5C Federal Security Clearance

- Accelerated Growth
- Contact Center Information Technology
- Conflict Resolution
- Technical, Data and Information Standards Compliance
- Financial Management

QUALIFICATIONS SUMMARY

Chris is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. Results-producing management executive with experience leading profit-generating operations through strategic operations planning and innovative team development. Skilled consultant in analyzing existing operations and implementing the strategies, processes, and technology to improve productivity and efficiency. Maintaining lines of business and increasing revenue through program growth and new lines of business.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2015-Present

Chief Operating Officer (2020-Present)

Creating and implementing a multifunctional business strategy and overseeing daily operations. Leads a team of 400 contact center and back-office representatives to support government and commercial contracts. Oversees the BPO operations responsible for supporting multiple government and commercial clients, the operational performance of teams, and the overall office management.

Senior Director, Business Operations (2018-2020)

Work with executives and their teams across the organization especially within Human Resources, Business Development, Client Support Services and Workforce Management to strategize internal and external operational practices. Planning and execution of internal and external communications, initiatives, operational processes, and client implementations. Update and enhance key performance management practices, pricing, and service offerings.

Operations Manager (2016-2018)

Responsible for the work-force management, strategic planning, workflow, continuous improvement, productivity, service levels, quality assurance, training, cost control, customer, and employee retention, mentoring and coaching of 75 seat call center (200 employees).

Workforce Manager (2015-2016)

Designed, implemented, and managed an efficient workforce scheduling process that met the needs of agent and senior leadership. Accurately forecasted and determined future staffing needs based on business plans and expected call volume. Developed reporting tools to capture and centralize statistical call center data from multiple systems. Encouraged higher agent productivity through education and creation of contests. Assisted in developing CX Engage, a next generation ACD/IVR platform.

Workforce Analyst (2015)

Track volume and compare to scheduled personnel to ensure contact center is staffed appropriately. Monitor real-time queue and adjust as needed to meet service level. Monitor agent adherence to their schedules. Schedule and track time off phones for miscellaneous activities such as meetings, training, and coaching. Administer and maintain vacation and other time off allowances for the contact center. Work with supervisors and managers to manage daily operations to meet Service Level goals. Collect, analyze, and summarize agent productivity, adherence, and call center data. Participates in special projects, teams and initiatives as needed.

Core Advantage Consulting

Omaha, NE | 2015

Office and Construction Manager/Executive Administrative Assistant

Vendor management and oversight of new construction project. Tier 1 accounting, event planning, and day to day support of the President and CEO. Multi-functional role in building a new business start-up-North End Teleservices, LLC.

Hillcrest Health and Rehab

Bellevue, NE | 2005-2015

Chef Supervisor

24-hour responsibility and accountability for the delivery of quality dining experiences while maintaining regulatory compliance. Responsible for the coordination, administration, and supervision of dietary personnel including staffing, orientation, training, commending, performance appraisals and implementing appropriate disciplinary action. Operate within the authorized budget.

EDUCATION

Metropolitan Community College | Associates in Liberal Arts (2010)

Professional Certificates: Gallup Leadership Program

REFERENCES

Jennifer Goetsch
Lincoln, NE
402-421-0501

Angeline Larson
Omaha, NE
402-457-1202

Trevis Sallis
Omaha, NE
531-299-9879



PATRICK SANDERS

Interim Director of Operations

Areas of Expertise

- Cash Handling
- Training
- Microsoft Office
- Program Design
- Behavior Management
- Revenue Management
- Mobile Applications
- Hotel Management
- Program Management
- Operations Management
- Management
- Quality Assurance
- Profit & Loss
- Payroll
- Pricing
- Guest Services
- Negotiation
- Forecasting

QUALIFICATIONS SUMMARY

Patrick is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. Motivated and skilled individual. Excellent with crafting and managing effective programs to improve employee performance and lead to mutual success and achievement.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2022-Present

Interim Director of Operations (2022)

Work with executives and their teams across the organization to strategize internal and external operational practices. Update and enhance key performance management practices, pricing, and service offerings. Creating and implementing a multifunctional business strategy and overseeing daily operations. Provide strong, dynamic leadership that mentors, develops, and guides team members to efficiently leverage the value of every call for maximum net reservation revenue to clients. Responsible for development and administration of annual department budget to attain business goals with operational stability. Deliver results against a defined scope of work that includes measurable ROI, strategic innovation, performance reporting, and human capital development. Develop, implement and maintain effective internal and external Quality Assurance (QA) programs fostering continuous improvement and exceeding Service Level Agreement (SLA) performance. Proven experience managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Call Center. Develop and maintain effective organization of responsibility, including efficient recruiting, training, coaching, recognition, workflow patterns, performance standards, delineation of duties and responsibilities, staffing levels and supervision. Coordinate analytic, strategic and technical resources to

meet client expectations and insure satisfaction. Manage and expand client and coworker relationships. Find and close new revenue opportunities within the existing client base. Insure compliance with regulatory agency guidelines and standards.

RHW Hotel Management
Omaha, NE | 2020-2022

Assistant General Manager

Monitoring supplies and inventory to ensure they're used properly and efficiently and adhere to the hotel budget. Assign duties to front desk members and create work schedules. Interview and hire new employees. Direct administrative activities. Look over financial statements, sales reports and other performance data to gauge productivity and achieve daily, weekly, and monthly sales goals. Engage in educational opportunities to remain up to date on the latest industry techniques, tools, and trends. Engage in opportunities that can add to overall workplace accomplishments.

Ubiquity Global Services
Omaha, NE | 2018-2020

Operations Manager

Provided daily direction and communication to employees so customer service calls are answered in a timely, efficient, and knowledgeable manner. Provided continual evaluation of process and procedures. Responsible for suggesting methods to improve area operations, efficiency, and service to internal and external customers. Provided statistical performance feedback and coaching regularly to each team member. Ensures employees have appropriate training and other resources to perform their jobs. Experience with communicating at all levels of the organization. Created and maintained a high-quality work environment to motivate team members to perform at their highest level. Communicate and coordinate with internal departments. Strong ability to multi-task with complex escalation processes. Comfortable with using mobile applications. Demonstrate the attention to detail and accuracy when dealing with account information. Serves as a resource to teammates to assist in handling difficult situations.

TPG Telemanagement Inc
Omaha, NE | 2017-2018

Corporate Trainer

Developed competency and skill sets in an individual to perform effectively and efficiently in the workplace. Communicated to trainees what is expected from training simply and professionally according to various learning styles. Developed extensive training plans and prepared training materials and aids. Initiated and developed training methods and sessions with clients to provide proper experience. Evaluated training courses and attendees post training. Developed break out groups post training to provide updates to staff. Worked with management to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies. Provided feedback to operations to improve collector's call quality, productivity, customer service and compliance with client and company standards. Developed,

conducted, and scheduled training sessions as needed (i.e., special client training, refresher training, advanced training classes, compliance training). Evaluated existing training programs and recommend appropriate changes. Assist in maintaining and development of SOPs.

Omaha Public Schools
Omaha, NE | 2012-2018

Behavior Skills Specialist

Design, implement, and monitor progress of behavioral management programs for students to remediate behavioral and social problems. Provide individual and group counseling to the students regularly to include socialization activities. Design programs for students that are consistent with the total educational philosophy of the district. Monitor, collect data, and maintain records regarding student performance and progress. Maintain open lines of communication with parent, guardians, and staff. Develop plans for students' cognitive, emotional, and social capacities and respect for learning. Maintain classroom atmosphere conducive to enhancing interpersonal relationships, social skills, problem resolution and decision making while achieving academic success. Created the development of crisis prevention.

EDUCATION

University of Nebraska, Omaha | Bachelors in Multidisciplinary Studies (2017)

REFERENCES

Cassandra Marisett Banks
Omaha, NE
402-709-0660

Maurice Debro
Omaha, NE
402-510-2865

Paris Taylor
Omaha, NE
402-682-2457



JENNIFER TAYLOR

Government Customer Success Manager

Areas of Expertise

- Change Management
- Budget Optimization
- Service Quality/Productivity Improvement
- Business Process Engineering
- Contact Center Operations
- Accelerated Growth
- Conflict Resolution



5C Federal Security Clearance

- Technical, Data and Information Standards Compliance
- Employee Development
- Data Driven Performance Management
- Leadership Development
- Financial Management

QUALIFICATIONS SUMMARY

Jennifer is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. Sales and customer service manager with proven success in corporate global companies. Demonstrates leadership in guiding and empowering a team of sales and customer service leaders including representatives in closing performance gaps and delivering superior results.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2020-Present

Government Customer Success Manager (2022-Present)

Leadership and management of Account Supervisors and front-line team members responsible for leading the day-to-day operations and ensuring customer success. Accountable for execution of strategy and tactical direction, and responsible for delivering performance in adherence to contract, maintaining quality standards, and interacting effectively with cross-functional teams. Managing a team of 100+ while creating and implementing a multifunctional business strategy and overseeing all facets of daily operations. Partnering cross-functionally to set best practices and continuous improvement for the success of all state and government programs.

Senior Account Supervisor (2020-2022)

Supervising and managing high-profile programs exceeding 20 representatives and multiple leaders. Ensuring client communications, conflict resolution, and compliance on client deliverables and revenue is handled efficiently. Providing strategic and analytic insight to clients regarding operational issues, solutions, and ways of improving business operations (reducing costs, contacts, improving satisfaction, quality, etc.). Managing across functional areas keeping abreast of status and issues, and remaining proactive in supporting your clients. Reviewing all major deliverables (i.e., strategic brief, function spec,

tech spec, etc.) to ensure quality standards and client expectations meet expectations. Ensuring client issues are dealt with efficiently, informing the management team of any critical issues. Maintaining a continuous knowledge of project status to identify potential issues and/or opportunities within or related to the project. Ensuring all processes and procedures are completed, quality standards are met and exceeded, and are profitable.

Fortegra Financial
Omaha, NE | 2018-2020

Customer Service Manager I

Optimizing operations improving efficiencies and achieving established quality and service standards. Evaluating individual performance, determining trends, analyzing strengths and/or weaknesses and developing action plans for improvement. Coaching / developing staff to meet and exceed goals, ensuring adherence to established business processes and policies. Maintaining high levels of performance for customer service metrics including service level, call quality, customer service ratings (NPS), order accuracy. Working with third-party vendors to influence and drive continuous process improvement efforts. Ensuring proper employment levels through selecting, interviewing, and training of personnel; conduct performance management activities within each assigned area of responsibility. Contributing to long- and short-term organizational planning which includes planning for initiatives geared toward operational excellence. Creating a positive and dynamic work environment.

Sitel Corporation
Omaha, NE | 2008-2018

Sales Manager/Agent and Coach Development (2016-2018)

Traveling to multiple sites to identify performance gap and their root causes. Creating solutions that provide immediate and sustainable improvement in key client sales metrics. Developing and Training site leaders in metric improvement tactics and coaching techniques that empower staff to self-assess and drive performance. Continuing with responsibilities listed for Operations Manager Apprentice.

Operations Manager Apprentice (2016)

Managing first line supervisors that are responsible for managing the day-to-day operations of a team of call center representatives. Ensuring client and corporate service, financial, metric, and associate satisfaction goals within the site are met. Providing leadership and management to associates; providing training and development of supervisory team. Coach and mentor team leaders. Conducting regular team leader meetings. Supervising multiple teams for client.

Continuous Improvement Management System (CIMS) Change Agent (2014-2016)

Providing support to leaders and managers and coach them on how to utilize the CIMS toolkit to improve performance and create a culture of frontline empowerment. Responsible for providing structured feedback to a peer or colleague on a process with an expected standard. (e.g., huddles, problem solving sessions) - supporting a culture of feedback through regularly holding coaching conversations with leaders. Holding teams and individuals accountable for driving performance. Fostering environment of continuous improvement through setting site aspirations. Communicating

with other site leads to share frontline identified issues and solutions. Identifying performance gaps and pushing teams to identify root causes/solutions through problem statements. Setting quarterly, monthly, and weekly goals and then holding teams accountable. Prioritizing identified issues. Synthesizing best practices and disseminating across teams; confirming communication cascades to all levels and teams.

Premium Saves Team Coach/Supervisor (2013-2014)

Providing direction and guidance to ensure consistent achievement of key performance metric using Variation Based Management. Applying a process of continuous review and proactive management of absenteeism and attrition. Continually reviewing and monitoring work performance against agreed metrics. Leading individual weekly and monthly performance reviews through 1:1 meeting and team meetings to ensure achievement of business objectives. Providing recognition for achievements and attainment of goals. Ensure accurate and timely communication of issues Operations Manager. Developing agents for skills expansion and promotional opportunities.

Coach Apprentice (2012-2013)

Coaching agents to ensure performance growth and submit weekly quality assessments to document agents' performance. Assisting fellow coaches with their team's maintenance, including covering responsibilities in coach's absence. Working with all areas of production to ensure a high level of team productivity.

Real Time Analyst (RTA) (2010-2012)

Maintaining, entering, and managing associate schedules within the site. Working with IEX and AVAYA systems to manage client metrics and costs. Answering real-time client queries regarding the queues and making corresponding schedule changes. Using Microsoft Office programs like Excel and Word to create and maintain reports.

Sales and Customer Service Agent (2008-2010)

Handling customer account inquiries accurately by providing information in a timely manner. Ensuring resolution of customer complaints and assisting with technical support. Handling high call volume with multiple types of customer request like setting up new equipment orders, educating customers on special offers and answering billing inquiries. Retaining customers through customized solutions and building value in client products. Researching client products daily to keep up on current on any updates and share information with co-workers.

EDUCATION

Metropolitan Community College | (2015-2017)

REFERENCES

Brenda Hein
Omaha, NE
402-206-8261

Melissa Jackson
Wynot, NE
402-515-0259

Rain Suverkrubbe
Omaha, NE
402-515-2905



AUSTIN NEBRIGICH

Government Operations Supervisor

Areas of Expertise

- Relationship Building
- Coaching and Mentoring
- Handling Internal/Customer Complaints
- Documentation and Recordkeeping
- Quality Assurance
- Time Management
- Team Leadership
- Team Building
- Staff Development and Training
- Complex Problem Solving
- Multitasking
- Motivational Leadership
- Performance Management
- Report Preparation and Analysis
- Decision Making
- Staff Supervision

QUALIFICATIONS SUMMARY

Austin is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. Highly qualified Operations Supervisor successfully took on routine and complex business challenges with a resourceful and creative approach. Recognized as a driven, dedicated, and hard-working leader with a history of streamlining operations and increasing productivity.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2020-Present

Government Operations Supervisor

Train, mentor, and motivate employees to maximize team productivity. Build and develop employee talent to drive engagement, resulting in advancement within North End Teleservice. Execute and optimize operational responsibilities to promote seamless delivery of services. Implemented process innovations to improve overall performance and morale. Reduce process lags and train team members on best practices and procedures. Built operational solid teams to meet process and production demands. Delegate work to staff, setting priorities and goals.

Le Voltaire
Omaha, NE | 2019-2020

Assistant Sous Chef/Pastry Assistant

Trained kitchen workers on culinary techniques. Supervised kitchen food preparation in demanding, high-volume environments. Performed as head chef to maintain team productivity and restaurant quality. Plated food according to artistic restaurant guidelines to promote attractive presentation. Assessed inventory levels and placed orders to replenish goods before supplies were depleted. Monitored food products, driving quality, freshness, and integrity. Communicated effectively with wait staff regarding patron food allergies and dietary restrictions. Observed food safety and sanitation protocols to reduce germ spread.

First National Bank Omaha

Omaha, NE | 2016-2019

Senior Fraud Prevention Specialist/Analyst

Conducted reviews of flagged transactions and reports that showed potential suspicious activity. Identified fraud patterns and anomalies through analysis of large quantities of data. Communicated with customers and company personnel, utilizing active listening and interpersonal skills. Input information regarding fraud investigations into detailed reports for submission to clients. Analyzed and reviewed confidential and susceptible investigative material concerning various parties. Made recommendations for closing accounts and performed associated follow-ups. Monitored real-time queues and analyzed high-risk transactions from specified points of sale within the business portfolio. Determined existing fraud trends by analyzing reports and transaction patterns.

EDUCATION

Metropolitan Community College | (2022)

Professional Certificates: Peregrine Global Services Management Assessment, Licensed Food Service Safety Manager

REFERENCES

Angela Dymeck
Omaha, NE
800-444-6938

Cedric Fichepain
Omaha, NE
402-934-9374

Brian O'Malley
Omaha, NE
531-622-2615



HAILEY PLAETHN

Director, Customer Experience

Areas of Expertise

- Discovery and Implementation of Project Requirements
- Client Onboarding
- Client Relationship Building
- Continuous Process Improvement
- Contract Execution



5C Federal Security Clearance

- Training Development and Planning
- Quality Assurance Development and Planning
- Service Quality/Productivity Improvement
- Technical, Data and Information Standards Compliance

QUALIFICATIONS SUMMARY

Hailey is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. 14+ years of training and development experience with 16+ years of customer service. Trains and develops individuals, develops new training methods, designs curriculum, and manages agents in a classroom setting as well as in virtual classrooms.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2016-Present

Director, Customer Experience (2021-Present)

Accountable for maintaining effective customer-driven processes throughout the organization. Built and grew Quality Assurance and Training Department. Focused on creating, implementing, and achieving the customer-centric vision for the organization. Primary lead for transforming customer experience throughout the entire organization. Built a team of customer experience professionals. Responsible for leading clients through implementation processes and innovating ways to amplify the service offerings provided to clients keeping their customers in mind. Engaging internal and external customers through effective service, taking ownership of customer issues, deploying strategies in favor of NET's goal and our clients, analyzing statistics, managing budgets, and maintaining an orderly workflow.

Client Support Services Manager (2018-2021)

Responsible for customer success of internal staff and the client. Oversees all aspects of training, quality, and standard operating procedure development and documentation. Serves as a senior member of the project team during the implementation and onboarding process to facilitate the transfer of requirements to operational and service delivery areas. Responsible for continuous capacity

building of skills and knowledge and contributing towards overall service delivery infrastructure foundation. Conduct regular reviews of training, quality, and SOP documentation and processes and provide input and recommendations for process improvement. Create and use Quality and Training data to inform process improvement.

Client Support Services (2016-2018)

Participate in the discovery and requirements definition phase of client onboarding. Responsible for the day-to-day training and quality service delivery operations. Oversees the development of quality and training programs and curricula designed for each client. Maintained and update program materials in collaboration with clients, ensuring all changes were incorporated and up to date. Analyze trending and report data to develop appropriate action.

Training and Quality Assurance Team Lead (2016-2017)

Select appropriate training and documentation methods based on the complexity of the content and intended audience. Review and assess employee progress during and following training to evaluate the effectiveness of training methods. Work closely with the operational team and resources to design, develop, and maintain training programs and materials. Review and update documents (e.g., work guides) to ensure content is accurate and reflects current compliance, regulatory, and on-the-job expectations/practices. Led QA and training staff to fulfill duties and assignments promptly. Assist in the selection process of potential candidates.

Training and Quality Specialist (2016)

Responsible for developing and documenting client operating procedures; creating CSR and facilitator training program materials and skills assessments. Manage and coach CSR during the new hire training process to adhere to NET policy and guidelines while documenting performance issues as appropriate. Conduct post-training monitoring of CSR's multichannel customer contacts and provide feedback. Evaluate training requirements and establish training agenda, goals/completion milestones. Participate in and conduct "train-the-trainer." Schedule and facilitate quality calibrations with clients. Assist in the development of client Quarterly Business Reviews. Work with the team to develop and promote motivational activities for CSRs. Responsible for branding of documents and management of document branding.

Nebraska Book Company Lincoln, NE | 2013-2015

Escalation Specialist (2014-2015)

Customer service escalation specialist. Assisted in helping guests with complex issues and providing appropriate solutions. Completed supervisory customer service tasks. Trained new employees with the partnered contact center. Provided training updates. Develop and create new training material and programs for the contact center.

Communications and Events Coordinator (2014)

Brand and create documents and forms for all departments within the company to ensure the NBC brand was applied and visually noticed. Maintained and update the company intranet, company

communication boards, and templates. Draft and send company-targeted email communications. Create and analyze surveys to gauge opportunities to improve current company practices.

Instructional Development/Training Coordinator (2013-2014)

Instruct and design training material. Find areas of opportunity within the company to develop training opportunities. Brand items per company criteria. Schedule training meetings and classes for development. Help to ensure company communications go out promptly and update the company's intranet.

EDUCATION

Metropolitan Community College | Career Certificate in Customer Service (2022)

Professional Certificates: Kappa Beta Delta International Honor Society

REFERENCES

Diana Prauner
Omaha, NE
402-544-7769

Halia Allen
Omaha, NE
402-399-5036

Tammy Madsen
Omaha, NE
531-622-2496



RODNEY BENNETT

IT Manager

Areas of Expertise

- Call Center Leadership
- Training/Hiring/coaching
- Communication/Interpersonal
- Customer Relationship Management
- Omni-Channel/Multi-Channel Communication
- Conflict Resolution
- Customer Service
- Strategic Planning
- Organizational Creation and Development
- Change Management
- Hospitality Management
- Social Media

QUALIFICATIONS SUMMARY

Rodney is currently active on NET’s DHHS contract and has a thorough understanding of the requirements of this RFP. Experienced professional in hospitality, tourism, training, operations, quality, and information technology management. Fifteen years of experience leading high-performing teams in multi-channel contact centers. Demonstrates a history of working in customer service-oriented fields as well as a background in diversity and inclusion, including employee resource group leadership. Driven to improve performance and processes to better support customers and develop future leaders. Ability to multitask and juggle multiple goals, schedules, requirements, job tools, and techniques. Managed various teams at one time. Excels in a fast-paced setting and thrives in ever-changing environments.

SOFTWARE KNOWLEDGE

- CISCO
- Salesforce: Empower
- MS Office
- Avaya Systems
- Nexidia
- NICE
- ATLAS
- OnQ
- FOSSE
- PMS
- Opera Express PMS
- PBX/Telephony Systems
- Sales Pro
- UltiPro
- Oracle/PeopleSoft
- Quore Systems
- ServiceNow
- Revinat
- Social Studio
- Microsoft Dynamics CRM

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2021-Present

Manager of IT and Help Desk Support (2022-Present)

Directing a team of qualified IT professionals. Creating, developing, and implementing overall processes, strategy, and controls for NET's infrastructure and technology safety and maintenance. Developing new network troubleshooting strategies to help reduce downtime and decrease maintenance costs. Creating and implementing a multifunctional business strategy and overseeing daily operations.

Customer Experience Manager (2021-2022)

Oversees all aspects of training and quality. Serves as a senior project team member during the implementation and onboarding process to facilitate the transfer of requirements to operational and service delivery areas. Conduct regular reviews of training, quality, and SOP documentation and processes and provide input and recommendations for process improvement. Create, develop and implement optimized customer experience programs and initiatives that ensure a best-in-class training experience. Responsible for managing the overall quality assurance and training of customer contact center professionals. Improved and reorganized the Quality Management program and culture to a behavioral approach. Improved efficiency quality management processes by restructuring the quality team into the primary disciplines of Quality Assurance and Quality Control. Created Performance Management tracking so that all internal representative and front-line touchpoints are documented, analyzed, and coached. Utilized technical knowledge to implement automation.

BennWell Enterprises

Omaha, NE | 2021-Present

Owner and Founder

BennWell Enterprises LLC is the parent company to SunFlare Brands Company, Cousin Mercury Consulting and Solutions and the Neon Well Company.

Marriott International

Omaha, NE | 2015-2020

Core Services Manager (2018-2020)

Named Leader of the Quarter in 2019 and Chapter of the Year in 2018. Managed a team of up to 40 remote and on-site associates of 3 different knowledge groups of multiple channels. Successfully maintained the organization and communication of 3 different knowledge groups, being able to transition while juggling multiple goals, schedules, training requirements, quality assurance requirements, various job tools, and techniques. Assisted with training Core Service Managers on new Quality Assurance Standards and implementing a new evaluation and monitoring system.

Developed and facilitated presentations for the training and educating Center Managers on Microsoft Teams. Assisted with the revamping and creating the center's Virtual Manager on Duty Program using Microsoft Teams to help support departments and 1000+ on-site & remote associates. Evaluated and developed the performance of the Loyalty Care Email team with key metrics focusing on accuracy and handling time to consistently achieve outstanding performance, which resulted in the team reaching

targeted monthly goals and reducing customer response time. Guided and instructed associates displaced into different roles as an after-effect of the company merger. Incorporated chat rooms and learning sites to allow Managers and associates to learn about their new procedures, resources, responsibilities, and understanding of their roles. Monitored real-time and daily statistics, metrics, and reports from support departments and Executive Leadership and adjusted Team goals accordingly through coaching opportunities and other methods.

Quality Assurance Evaluator and Trainer (2017-2018)

Prepared and conducted training classes for new hire customer care and international associates. Appraised the customer service provided to all internal and external customers by monitoring and evaluating associates' interactions so that managers can provide productive feedback. Monitored associates' accuracy, quality, and productivity using Nexidia, Avaya 15, and Salesforce: Empower. Assist Customer Care Senior Leadership Team with backup assignments such as assisting with the Crisis Line and assisting Human Resources with recruitment efforts. Worked on special projects from Quality Management to analyze specific trends or targets and provided our evaluations on what we were assigned to analyze.

Customer Care Text Consultant (2015-2017)

Assisted all Marriott hotels with troubleshooting and navigating difficult case management concerns. Clarified and resolved any issues or conflicts to ensure a timely and satisfactory outcome for guest inquiries and concerns. Worked on special projects assigned by management, including secondary roles as a Voice Consultant and a Social Media Alert and Response Team associate. Served as the point of contact for customers, communicating by email, phone, written letter, or social media. Entered and retrieved information into multiple computer systems, including Empower, Avaya, PeopleSoft, and more.

EDUCATION

Florida International University | (2012)

Kansas State University | (2009-2012)

Professional Certificates: ServSafe Certified, Project Manager Essentials Certified (PMEC), Remote Workforce Manager Certified (RWMC), Call Center Supervisor Certified (CCSC), Certified Social Media Manager (CSMM), Certified Ethics Associate – Information Technology (CEA-IT), Lean Six Sigma White Belt Certification (LSSWB), Corporate Trainer Certified (CTC)

REFERENCES

Cicely Truitt
Omaha, NE
402-301-1400

Alison Burns
Omaha, NE
402-578-1423

Katina Maddox
Omaha, NE
402-812-7710



AMANDA BALLINGER

Associate AR and Workforce Manager

Areas of Expertise

- Advanced Microsoft Applications
- Advanced Reporting tools
- ACD Platform Management
- Detail Oriented
- Analyzing Data
- Multi-tasking
- Critical Thinking
- Strong Communication Skills



5C Federal Security Clearance

- Diverse Workforce
- Forecasting Trends
- Analyzing Trends
- Creating and Producing Reports
- Assess Change
- Self-Driven
- Team Player
- Call Center

QUALIFICATIONS SUMMARY

Amanda is currently active on NET's DHHS contract and has a thorough understanding of the requirements of this RFP. An adaptable, results-driven, and self-motivated professional with a proven record of working with diverse teams to reach the desired outcome for our clients and company. The ability to make critical decisions in a fast-paced environment resulted in financial success while demonstrating exceptional communication skills.

WORK EXPERIENCE

North End Teleservices, LLC
Omaha, NE | 2017-Present

Associate AR and Workforce Manager (2022-Present)

Manage a team of employees dedicated to providing data analytics on financial and call center statistics. Work on developing, teaching, and growing individuals to provide them with skills and opportunities. Support clients with data needed to support their customer base. Produce financial documents for the CEO to show the standing of North End Teleservices.

Accounts Receivable Specialist (2022)

Manage invoicing and collection of invoices, provide financial documents to the company, and create staffing models for contracts based on average handle time and call volume. Created reporting dashboards to track financial concerns with on-time rates, outstanding invoices, and past due times.

Senior Workforce Analyst (2018-2021)

Effectively forecast, manage staff, create schedules, and adjust for the future call volume based on client data and past and present trends while delivering upon client and company metrics. Oversee the productivity of a given program, skill, or team. Research historical data to map directions and determine how they will influence the business. Accurately analyzed data to produce internal and external reports and participated in client calls to discuss current service levels, agent utilization, and occupancy goals. Create internal/external reports, ad-hoc reporting, and dashboards for internal and client displays for the desired outcome. Analyze hourly call arrival patterns and determine steps to optimize the labor for any program. Produce schedule adherence, occupancy, and agent statistic reports while collaborating with other internal teams. Manage all time off requests, schedule changes, and disciplines for 350+ employees. Built client relationships, provided ad hoc reporting, presented data in quarterly business reviews and partner innovation meetings to clients, and created processes and policies that facilitated internal and client calls to determine KPIs and contractual metrics. Present data in Quarterly Business Reviews and Partner Innovation meetings.

Customer Service Representative (2017-2018)

Interacting with customers over the phone and/or via email and social media while maintaining professionalism and adding value to the organization. Worked on customer accounts, adjusting late charges, returned check fees, costs and refunds, payments, and other responsibilities as assigned.

Nebraska Furniture Mart Omaha, NE | 2015-2016

Customer Service Representative

Responsible for handling an array of tier 1 and 2 customer interactions. Interacting with customers over the phone and/or via email and social media while maintaining professionalism and adding value to the organization. Worked on customer accounts, adjusting late charges, returned check fees, costs and refunds, payments, and other responsibilities as assigned. Worked on various special projects while supporting others in a lead function, monitoring deliveries, incoming shipments, and critical communication with all vendors or departments to meet and exceed the customer experience. Worked with various applications and systems.

EDUCATION

Burke High School | HS Diploma (2008)

REFERENCES

Jeremy Bilenda
San Ramone, CA
602-418-4520

Raye Kenney
Richardson, TX
877-688-6870 ext. 816

Joel Kretzinger
San Ramone, CA
925-574-8193

i. SUBCONTRACTORS

North End Teleservices, LLC does not intend to utilize subcontractors.



RFP 113578 03 ***SOLUTION APPROACH***

Nebraska Department of Health and Human Services
December 2022

Prepared by
North End Teleservices, LLC

Chris Phillips
Chief Operating Officer
1500 N 24th Street, Suite 111
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UNDERSTANDING OF THE PROJECT REQUIREMENTS

North End Teleservices, LLC (NET) currently supports the Nebraska Department of Health and Human Services (DHHS) for most of the services cited in the RFP. NET has proven its ability and growth in quality and quantity over the last two-and-a-half years in supporting DHHS.

NET currently has trained associates completing most of the work outlined in this RFP. If awarded, there would be two new service offerings to implement; appointments and returned mail. From our understanding of the RFP, there will be no new systems to integrate as we are already connected and are compliant with all that is in this RFP.

During the course of NET's engagement with DHHS on the majority of the services listed in this project:

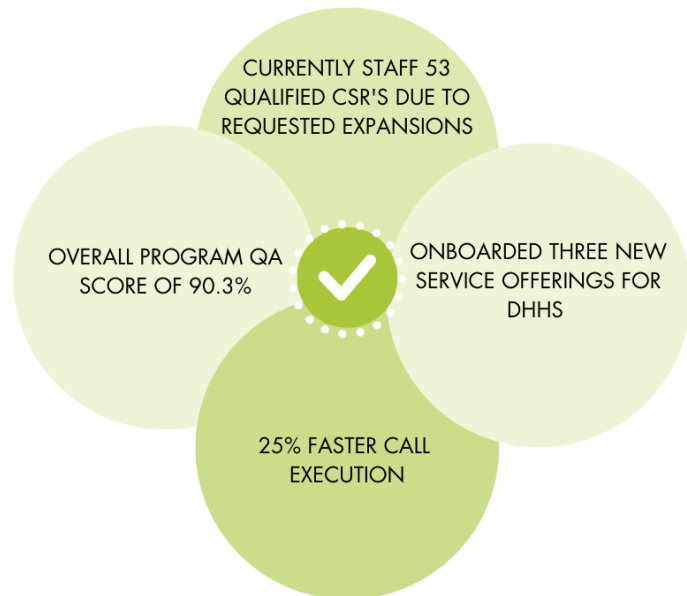
- NET has onboarded three new service offerings; the PEBT service, the NFOCUS system, and the outbound verification outreach have all been launched and successfully executed.
- NET's Average Handle Time of 10.5 minutes, compared to the overall 14-minute AHT, provides 25% faster execution of the calls for clients.
- NET has maintained an overall Quality Score of 90.3% for our current contract, exceeding the goal.
- NET is providing a staff of 53 front-line representatives for our current contract with DHHS.

In summary, NET is one of two currently augmented contracted call centers, and we provide half of the current contracted staff for this program, meeting the quality goal of 90% while handling two-thirds of the call volume. NET has proven satisfaction through expanded volume, high quality, and productivity in each metric.

NET has been supporting DHHS since April 2020. During this time, we have had multiple expansions of the scope of services outlined in our contract, providing more services and additional staff to DHHS. We are honored to help the citizens of our State. As the incumbent provider, we understand and perform the business and reporting requirements successfully. NET has the capability and capacity to provide and continue providing the proposed requirements of this RFP. Below is a list of the new business and reporting requirements that we have not yet been asked to provide to DHHS and will successfully be able to if awarded.

1. NET is currently not providing an appointment setting for DHHS staff eligibility workers to interview the clients. NET can be ready to set these scheduled interviews and re-set those missed appointments as needed with a train-the-trainer session.

PROVEN SATISFACTORY PERFORMANCE



2. NET currently does not process returned mail for DHHS; however, NET is confident we can with a train-the-trainer session. NET is presently processing outgoing mail for DHHS and will leverage that experience to satisfy this need. NET can look up and edit information at ACCESSNebraska.
3. NET currently provides intraday updates (ASA Report) to DHHS and will continue to do so. This report includes call volume, calls in queue, the average speed of answer (ASA), service level, and average queue time. In addition to these updates/reports, NET can provide DHHS view-only access to our automatic call distribution (ACD) system to assist with call volume distribution.
4. NET will provide a Language Line for other than English and Spanish calls. NET will change the phone number we dial for such services and incorporate the pricing into our costs.
5. When NET started performing calibration sessions, the frequency was weekly. However, the frequency decreased as the DHHS staff felt increasingly confident in our quality. Calibration sessions are at monthly intervals, and NET will happily increase the frequency to the bi-weekly requirement.

After reviewing all the requirements, we found those five new requirements above being those we are not currently providing DHHS as the incumbent of this Request for Proposal. As for the requirements not listed, not only do we understand them, but we are also doing them to the satisfaction of DHHS.

Average Handle Time Matters When Paying per Call

The overall Average Handle Time (AHT) cited in the RFP is 14-minutes.

- NET is averaging close to 11 minutes per call, this is within the lowest pricing tier (11-14 minutes) in the pricing spreadsheet provided.
 - $(11 \text{ minutes} + X \text{ minutes}) / 2 = 14 \text{ minutes overall average}$
- A simple average tells us Contractor B may have an AHT of 17-minutes.
- A 17-minute AHT moves the cost to the next higher pricing tier, 15–20 minutes per call.

NET's shorter AHT means a lower pricing tier and less time required from DHHS clients.

NET is the "lightest training lift"

Our organization compared the monthly volume provided in the RFP for outsourced calls and against NET's internal numbers. NET is answering about two-thirds of the calls.

- NET has proven to meet the metrics while handling the majority of the calls.
- If awarded the contract; NET will only need to train about 30 additional full-time people.
- Any other contractor would need to train at least two or three times the number of staff.

When considering the cost to train staff, NET would have the lowest number of Training hours needed.

NET thoroughly understands and will meet the requirements in the scope of work, business requirements, report requirements, training, systems, and deliverables outlined in this RFP.

PROPOSED DEVELOPMENT APPROACH

We specialize in contact center management at North End Teleservices, LLC (NET). Our leadership team has a combined industry experience exceeding 150 years. We view the contact center as a real-

time operation and manage it as such. In doing so, we have the speed, agility, and flexibility to be responsive to the fluctuating demands of our clients and this contract.

NET is capable and agrees to the established timeline in this RFP. NET will deliver our RFP proposal response on time. We will be prepared to participate in oral interviews if required. We are currently staffed with 53 customer service representatives and two mailers. We remain confident in our qualified candidate pool, recruitment sources, and applicant database to meet the needs of the State for any increases to staffing upon award. NET is also skilled in cross-training staff and can implement this practice for this RFP. NET's policy is that staff can only work on one service type at any time. This can and will create a model suitable to meet the desired KPIs for each specified area in this RFP, including inbound phone, outbound outreach, back-office work, mailing, auditing, follow-up, return mail processing, interview scheduling, etc.

NET has an organization and service delivery structure experienced with implementing large-scale contact centers and access to a vast qualified recruitment pool. This, coupled with our culture of empowerment to deliver on client requirements in a quality and efficient manner, allows us to match our workforce to the skilled demands of this RFP. NET has demonstrated this same flexibility and service to the State of Nebraska under DHHS Agreement#: 93064-O4, DHHS Agreement #: 90235 O4, NDED Agreement #: 20-01-101, and NDOL Agreement #: 023-0013-2020.

NET's approach to project management is assigning responsibilities and resources as close as possible to the Subject Matter Expert or person with the knowledge, skills, and abilities to deliver upon the requirement. As we operate within this capacity, we do not foresee any changes to the current leadership overseeing the program and its success.

NET has a philosophy that every employee assigned to a client project or program has visibility to the Scope of Work, performance metrics, and desired outcomes with an understanding of the role they play in the program's overall success. The management approach is evident, beginning with the contracting phase and assignment of the NET contract point of contact (POC), working side by side with the Lead Account Supervisor for a seamless transition to the implementation phase. We utilize a HEAT (High Energy Attention Team) team model to rapidly internalize requirements and activate the Project Management, Discovery, Baseline, Planning, and Execution phases. This is all done in conjunction and collaboration with the State POC and other identified members of the State team.

With our cloud-based technology, we have dedicated and redundant fiber to the building and internet backup. We utilize some of the fastest thin-client technology with dual monitors and high-quality headsets equipped with noise-canceling microphones.

NET is a people-centered organization enabled by some of the best technology in the industry.

Our Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) platforms are rated in the Magic Quadrant top quartile of contact center platforms by Frost and Sullivan. NET's ACD and IVR platforms offer real-time and customized reporting in a facilities-based and Work-at-Home environment. These platforms transfer contacts to the correct departments inside and outside your organization as a seamless process.

NET's platform provides fully integrated inbound and outbound phone capabilities and can include email, chat, and SMS if needed. This platform allows NET to create contingency and redundancy in call-flows and platform configurations. All NET technology platforms meet State requirements, and our IT team, in conjunction with our management team, can troubleshoot for staff and maintain required security procedures.

Beyond the online application process, we utilize typing and data entry tests as initial hiring assessments. We also have every applicant complete an attribute index assessment so that we can understand more in-depth the strengths and character of everyone for the role. This drill-down of strengths allows us to understand if someone is a problem solver, understands motivational needs, handles stress professionally, has an empathetic outlook, is ethical, plus over 60 other identifiers. Bilingual staff additionally complete a language competency screening.

In addition to interviewing with Human Resources and an interview with the Lead Account Supervisor, we conduct various background checks on all applicants before extending an offer. This is our standard process.

NET believes Northeast Omaha offers rich access to employees not currently available in other parts of the city, where the candidate market is saturated. Our location intentionally brings jobs to the community, allowing people to work where they live.

Our organization works with the following organizations as hiring and recruitment partners:

- Heartland Workforce Solutions
- Urban League of Nebraska
- The Department of Labor's WIOA Adult/Dislocated Workers program
- Handshake (for college recruitment)
- Heartland Ministries
- NE Works website
- Skillbridge website
- LinkedIn
- Indeed

We have a highly qualified candidate pool who come to us with years of experience, which we enhance through various mentoring and development programs.

Our training is consistent and flexible. We focus on the right things. Our team constantly evaluates and monitors trends to gain efficiencies and best practices. Our training team is proficient in the State's DHHS training and other State-based and government training. Our goal is always to act as a direct extension of the State. A training and quality program that sets the stage for excellence and creates a high-level customer experience is essential to the full-circle approach that sets NET apart from the rest. As training commences, the staff is moved into their operational team. We staff our account teams with the appropriate number of Lead Account Supervisors, Team Leads, Customer Experience Coach, Customer Experience Monitor, Workforce Management Analyst, Workforce Management Real-Time Analyst (RTA), IT Support, and Training Specialist. This support team helps our staff with call

procedures, troubleshooting, escalations, coaching, mentoring, refresher training, updating processes, and so much more.

Our Leadership team works seamlessly to provide ongoing quality assurance, real-time performance management, weekly/bi-weekly performance review sessions, refresher training, and continuous coaching. Our Leadership team participates in all required training, including HIPPA. Our mission is to create jobs and change lives, with 90% of our Leadership staff being internal promotions.

Our Workforce Management (WFM) team at NET works closely with our leadership teams. At NET, we are experts in WFM, acting as a control center for contacts. Work queues are closely monitored by NET for routing based on staffing and volume. We measure and document everything, and knowing these numbers is key to providing continuous improvement and refinement. The NET WFM team strives to provide our clients with impactful business intelligence and data for our Leadership staff to coach performance metrics with their team.

Our Customer Experience team works closely with our leadership team ensuring all items from a training and quality standpoint are fit to continuously provide a thriving environment for our representatives and clients. If awarded this contract, NET will work with the State on the new deliverable training material while also completing a review of current material to ensure no changes to the current training we have received from the State. NET will then provide the State with a schedule to train new staff needed to meet the required staffing for the contract beyond our current staff and train our existing staff on the new deliverables. Training our current staff will be done in segments to have a lesser impact on current volumes and upskill the present representatives in place.

In alignment with our mission, we do not outsource our staffing and can meet all staffing requirements of this RFP. Through various hiring practices and partnerships, we are honored to have a diverse staff reflective of our core values.

TECHNICAL CONSIDERATIONS

NET is currently compliant with and understands the Nebraska Information Technology Commission Technical Standards and Guidelines, required to establish and maintain a secure environment. Additionally, NET is NIST compliant and understands the Cybersecurity Framework behind NIST. Our IT team has conducted a recent audit of our network, system, and application security. NET also has formal data destruction procedures in place to minimize security risks with certificates of destruction included. All DHHS data is encrypted in transit and encrypted at rest. Outside of summary reporting that would be encrypted when backed up to our cloud server, NET will not be doing data backups on State and Government information.

NET not only prepares for day-to-day operations but is also fully prepared for any unexpected and/or unforeseen events. Our disaster recovery plan provides a defined outline of all critical players and their identified tasks to ensure continuity of business. This is inclusive of timelines and directives which include emergency location assignments and indicate the system and organization within our agency.

The proactive establishment of contingency plans for potential issues ensures NETs success. These contingency plans might include recorded messages, escalation trees, contact lists, etc. NET will identify rapid response plans if needed in the instance of critical communications. In these situations, we

efficiently ramp up staffing and address any issues that may require additional resources, for example, weather-related events.

NET is proactive in planning and preparing for incidents through our Disaster Recovery, Parallel, Continuity, and Operational Readiness test plans. These plans are audited and updated yearly to ensure compliance with the State's technical requirements. NET maintains baseline configuration documentation in use throughout the IT infrastructure. These baseline configuration documents are categorized as CONFIDENTIAL information and secured appropriately. The baseline documents are reviewed and updated on an annual basis or after any significant changes to the baseline have been installed.

Our IT infrastructure and application development changes follow a change management process to ensure the change is approved for release and does not unknowingly add security risks to the state's environment. NET recently got approval from the Nebraska Department of Health and Human Services to extend our data storage into an overflow platform. Data is currently being captured on the program through Microsoft Dynamics Customer Relationship Management (CRM) System. NET is connected to a secure Microsoft SharePoint site to archive information that is over six months old, pulling it from the current CRM system to allow for better data management and control.

NET has a system security plan in place that outlines the responsibilities and expected behavior of all associates that access both State and NET internal systems. Our system security plan adheres to the 9 requirements stated in section 8-211 of the NITC standards document. NET evaluates PCI, HIPAA, and NIST compliance at various cadences, at a minimum of six times per year. Our internal self-assessments for security and privacy compliance are available upon request. We have not had any security breaches in our organization.

Beyond standard hiring procedures, such as checking references, etc., NET requires all new employees to consent to criminal background checks and an illegal drug screen. This helps NET provide both a safe working environment and protect access to state records. We will apply these same standards for DHHS, including use of a magnetic badge (designed to limit access to non-sensitive areas), or an escort in secure areas.

All vendors visiting and working with NET are required to sign an NDA. We have a vendor specific management policy in place that outlines our requirements (available upon request). Whenever vendors arrive on-site, they are checked in with security and allowed in unsecured areas or are escorted into secure areas to address any cases of incidental viewing.

NET takes our technical processes into our physical security as well. Physical (on-site security representatives), cameras monitoring all entrances, badge access at all entrances, and access monitored by the security team. All agent personal items are maintained in lockers, such as personal cell phones, purses, etc. Agent authentication is achieved by password; however, we are looking at applying voice biometrics as well. Every desktop is set to auto-lock when a representative leaves their station, with password encryption.

NET will inspect and review operations for potential risks to operations or data. This review may include a planned and unplanned physical site inspection, technical vulnerability testing, and an inspection of documentation, such as security test results, IT audits, and disaster recovery plans.

NET's IT team verifies compliance through various methods, periodic walk-throughs, video monitoring, business tool reports and internal and external audits. NET has redundant WatchGuard firewall routers that have intrusion detection capability. WatchGuard firewall continuously prevents our network from DDoS attacks. Our Managed Service Provider (MSP) performs monthly proactive scans on all clients which checks systems and firewalls. Our MSP monitors our network and systems with LabTech and Auvik. Encryption keys are managed inside PassPortal software. NET runs system scans when the machine is idle, at startup, and when a drive is mounted. Patch management is monitored by 3rd party MSP – Patch management is an ongoing process rolling out patches weekly. An Active directory account is created with an access control policy reviewed quarterly.

Network-wide tests are performed in real-time to indicate any signs of unauthorized access, off-peak activity, irregular movement of data files, and unauthorized or suspicious logins. This immediately alerts our Network support team. Windows patching is fully automated, while updates are applied within 30 days pending stability and exploit examination by the Network support and community. NET has not had any security breaches.

Additionally, NET utilizes intrusion testing. The info logged is response times, upload/download speeds and other KPIs. We maintain audit logs for 3 years. Additionally, to be proactive, NET addresses individual security with a Non-Disclosure Agreement (NDA) and specific client security requirements in training. NET maintains zero customer information on the Agent Desktop or our local servers. All customer data is accessed in the cloud, or NET remotely connects to client systems.

NET uses Sentinel 1 for end user protection at our network level, including the Work at Home (WAH) machines. This disables anything that does not have a proven, trusted signing certificate. The WAH machines all have a secure VPN that must be logged into to enter our client's systems. Lastly, all NET desktop login passwords are changed monthly.

NET also utilizes and activates incident response practices to ensure incidents are handled appropriately and in the most detailed process. NET's incident response policies stem from the following 6 practices:

- **Preparation** – Proper training on security policies, mock drills.
- **Identification** – When did the event occur, how was it discovered, has source of event been identified?
- **Containment** – Measures in place to contain breach long term and short term, auditing of security patches and updates.
- **Eradication** – Reimaging system, removal of artifacts/malware from the attacker
- **Recovery**- System patching, (File integrity monitoring, intrusion detection/protection, etc.)
- **Lessons Learned** – Ensuring similar breach does not recur

NET also utilizes an incident reporting form that addresses any workplace accident, injury, incident that covers the following:

- **Details of person injured or involved** – Person completing incident report, the date of incident and person(s) involved.
- **Event details** – Event date, location of event, time of event and witnesses involved.
- **Description of events** – Description of tasks being performed and sequence of events
- **Determine if the event/injury was caused by an unsafe act** – Activity or movement or an unsafe condition (machinery or weather)

In addition to our internal teams, NET partners with one, third-party vendor to help oversee the infrastructure, technology assessments and needs of our organization to maintain current practices and continue to keep NET and our client’s information secured.

DETAILED PROJECT WORK PLAN

North End Teleservices, LLC (NET) utilizes a multi-layer project work planning process that allows for successful and efficient onboarding of programs while ensuring all requirements are met.

REQUIREMENTS MANAGEMENT PLAN

The purpose of the NET Requirements Management Plan is to establish a common understanding of how requirements will be identified, analyzed, documented, and managed.

Requirements will be divided into two categories: project requirements and product requirements. Project requirements are the requirements identified to meet the needs of the project and ensure its completion and readiness to hand over to operations. These consist mostly of non-technical requirements. Product requirements are the requirements identified to meet the technical specifications of the product being produced because of the project. These will consist of requirements to ensure performance specifications are met, properties are properly documented, and thresholds are identified and documented.

The inputs for the Requirements Management Plan include the NET Project Charter and Stakeholder Register.

The approach we will use for requirements management for the NET project will be broken down into four areas: requirements identification, requirements analysis, requirements documentation, and ongoing requirements management.

Requirements Analysis: The NET project team will analyze requirements to determine if they fall into project or product categories. Additionally, this analysis will determine what work activities correspond to requirements. Accountability and priority for each requirement will also be determined as part of the analysis. Finally, metrics and acceptance criteria must be determined for all requirements to provide a baseline for understanding when a requirement has been fulfilled to an acceptable level.

Requirements Documentation: Once requirements have been identified and analyzed, they will be documented and assigned to accountable personnel. These requirements will be added to the NET project plan and the project team will determine what methodology the accountable personnel will use to track and report on the status of each requirement. All requirements will be added to the project requirements checklist which must be completed before formal project closure is accepted by the project sponsor.

Ongoing Requirements Management: Throughout the project lifecycle, the manager will ensure all team members are reporting requirement status and raising any issues or concerns with their assigned requirements as appropriate. As the project matures there may be situations in which requirements must change or be altered in some way. The project team must follow the established change control process to propose any changes to requirements and receive approval from the change control board. Ongoing requirements management also includes receiving approval of all requirements by all vested parties as part of project closure.

The Requirements Management Plan will utilize the configuration management activities outlined in the Configuration Management Plan. Key items include documentation/version control and change control:

Change Control Board (CCB): Any proposed changes in project requirements must be carefully considered before approval and implementation. Such changes are likely to impact project scope, time, and/or cost, perhaps significantly. Any proposed changes to project requirements will be reviewed by the CCB. The role of the CCB is to determine the impact of the proposed change on the project, seek clarification on proposed change, and ensure any approved changes are added to the Change Management Database (CMDB). The project sponsor, who also sits on the CCB, is responsible for approving any changes in project scope, time, or cost and is an integral part of the change review and approval process.

The NET project manager will facilitate stakeholder meetings to establish priorities for all project requirements. This project will use a three-level scale to prioritize requirements. The chart below illustrates these levels and defines how requirements will be grouped; Importance, Impact, and Urgency.

	URGENT	NOT URGENT
IMPORTANT	<p>Urgent and Important</p> <ul style="list-style-type: none"> • Change due tomorrow • Change due at the end of the week • Do, now! 	<p>Not Urgent but Important</p> <ul style="list-style-type: none"> • IVR recording change for the Holiday next month • Time to plan
NOT IMPORTANT	<p>Urgent but Not Important</p> <ul style="list-style-type: none"> • Meeting cadences • Re-design report visuals • Delegate 	<p>Not Urgent and Not Important</p> <ul style="list-style-type: none"> • Create new logo • Eliminate for now

Note: This is also known as the Eisenhower Decision Matrix

As the project moves forward and additional constraints are identified or there are issues with resources, it may be necessary for the project team and stakeholders to meet to determine what requirements must be achieved, which can be re-baselined, or omitted. These determinations will be made in a collaborative effort based on the priorities of the requirements and which level they are

assigned in accordance with the chart above. As any changes in requirements are made, all project documentation is updated in the CMDB and communicated to all project stakeholders.

Metrics for the NET project will be based on cost, quality, and performance requirements as outlined in the project charter. To achieve project success, the project must meet or exceed all established metrics.

PARALLEL TEST PLAN

We use a variety of test beds to point out the key indicators for functionality, speed, and accuracy of the various systems cited below.

Testing

STEP	ACTION	TEAM	RESULTS/COMMENTS/TIME
1	INTERNAL Test NET internet connection	IT Team	[Results/Comments/Time]
2	INTERNAL Testing VOIP	IT Team	[Results/Comments/Time]
3	INTERNAL CRM required for custom reporting (i.e., additional work scopes needing customized CRM case forms)	IT and Customer Experience Team	[Results/Comments/Time]
4	INTERNAL CRM required for custom reporting (Design, build supplemental CRM for tracking)	IT and Customer Experience Team	[Results/Comments/Time]
5	INTERNAL CRM required for custom reporting (Testing of CRM logins, reading, writing, etc.)	IT and Customer Experience Team	[Results/Comments/Time]
6	INTERNAL AND EXTERNAL Test IVR	IT and WFM Team	[Results/Comments/Time]
7	INTERNAL AND EXTERNAL ACD groups and skills (Spanish and one for general public)	IT and WFM Team	[Results/Comments/Time]
8	INTERNAL create NET platform, logins, permissions, and licensing	IT Team	[Results/Comments/Time]
10	INTERNAL AND EXTERNAL Testing logins	Entire Account Team	[Results/Comments/Time]
11	Establish secure VPN	IT Team	[Results/Comments/Time]
12	INTERNAL AND EXTERNAL systems Test	IT and WFM Team	[Results/Comments/Time]
13	INTERNAL AND EXTERNAL SCWIC system Test	IT and WFM Team	[Results/Comments/Time]
15	INTERNAL AND EXTERNAL NFocus system Test	Entire Account Team	[Results/Comments/Time]
17	INTERNAL campaign report testing	WFM and Customer Success Team	[Results/Comments/Time]

OPERATIONAL READINESS TEST PLAN

NET Operational Readiness Test (ORT) verifies the production environment's ability to handle the new system. It consists of three components:

The operations test verifies the correct functionality, architecture, and procedures are defined and implemented to allow production support teams to run, maintain, and support the system.

The deployment test verifies all system components can correctly deploy to the production environment in the time required.

The deployment verification test verifies the system is correctly installed and configured in the production environment.

OPERATIONAL READINESS TEST PLAN

The first task is to plan for the Operational Readiness Test.

Process steps for operational readiness test:

- Plan for Deployment Test
- Plan for Deployment Verification Test
- Plan for Operations Test

Inputs:

- Conversion design
- Requirements
- Testing Strategy
- Test Plan

Deliverables:

- Test Plan

Checklists:

- Application Operability Checklist

Project Details:

Site	Company	Location	NET POC
Omaha, NE	North End Teleservices, LLC	Omaha, NE	Chris Phillips

Operational Readiness Checklist:

Record keeping

Are the written procedures reviewed for update at least annually and when significant changes occur?

Yes / No / NA

Do employees have access to all the appropriate systems, tools, databases, and records to perform their responsibilities and ensure compliance with recordkeeping procedures?

Yes / No / NA

Has the length of time for record retention been identified?

Yes / No / NA

Notes

Accompanying attachments, rider, or conditions

Yes / No / NA

Are there written procedures to comply with recordkeeping requirements?

Yes / No / NA

Do the written procedures clearly describe detailed step-by-step processes that employees are expected to follow?

Yes / No / NA

Are all records in each process included in the records maintained?

Yes / No / NA

Are the written and operational procedures consistent?

Yes / No / NA

Is there a designated employee responsible for management and maintenance of recordkeeping?

Yes / No / NA

Designated Employees

Employee	Role/Responsibility
Chris Phillips	COO
Keisha Thomas	VP Human Resources, Employee and Community Relations
Hailey Plaehn	Director of Customer Experience
Patrick Sanders	Interim Director of Operations
Amanda Ballinger	Associate AR and Workforce Management Manager
Kiara Ferguson	Associate AP and Workforce Management Manager
Rodney Bennet	IT Manager

Do the designated employees know who is responsible for the next action to be taken in the process?

Yes / No / NA

Do employees understand the importance of their roles related to the overall recordkeeping requirement?

Yes / No / NA

Do employees have the appropriate budgetary, staff, and supporting resources to perform their responsibilities?

Yes / No / NA

Is appropriate and specific training provided regarding recordkeeping?

Yes / No / NA

Is the training included on an annual schedule of employee training?

Yes / No / NA

Have appropriate parties been identified who will retain records?

Yes / No / NA

Auditing

Are written procedures established to verify ongoing compliance?

Yes / No / NA

Is there a qualified individual (or auditing group) designated to conduct internal audits?

Yes / No / NA

Is there a schedule for audits?

Yes / No / NA

Are internal reviews performed annually, every six months, quarterly, etc.?

Yes / No / NA

Is there a step-by-step description of the audit process?

Yes / No / NA

Is a standard audit module or self-assessment tool used?

Yes / No / NA

Is there a written report of each internal audit?

Yes / No / NA

Is the appropriate manager notified if action is needed?

Yes / No / NA

Notes

Are spot checks/informal self-assessments performed?

Yes / No / NA

Are written procedures established to verify ongoing compliance?

Yes / No / NA

Is there a potential conflict of interest between the auditor and the division being audited?

Yes / No / NA

Is there a step-by-step description of the audit process?

Yes / No / NA

Reporting, Escalation & Corrective Action

Are there internal procedures in place to notify management within the company if a party is determined to be in noncompliance?

Yes / No / NA

Is there a 24-hour mechanism for notifying compliance management of possible export violations or problems?

Yes / No / NA

Does the company have an anonymous reporting mechanism for employees?

Yes / No / NA

Is there a process for evaluating lessons learned?

Yes / No / NA

Are there internal procedures in place to notify management within the company if a party is determined to be in noncompliance?

Yes / No / NA

Corrective Actions

Issue	Corrective Action	Next Steps
Employees do not have access to all the appropriate systems, tools, databases, and records to perform their responsibilities and ensure compliance with recordkeeping procedures	Invite all relevant employees to digital Information Management System (IMS)	Contact the Systems Manager to get employees invited and onboarded
Recruit qualified individual designated to conduct internal audits	Recruit qualified personnel	Speak with HR to arrange an ad hoc relationship with specialist

Additional observations:

ONBOARDING/IMPLEMENTATION PROJECT PLAN

NET will review the start-up plan from our original contract execution with DHHS to ensure all items are reviewed and meet new expectations as well as adding additional needs based on the added services outlined in this RFP.

DELIVERABLES AND DUE DATES

North End Teleservices, LLC (NET) will complete and provide all required deliverables upon contract award. Project onboarding is a detailed and structured process that our experienced leadership staff will oversee from start to completion. NET's team will ensure all requirements are met. As NET is currently performing most of the work outlined in the RFP, we do feel the onboarding process will be expedited as many deliverables are already completed and currently operating or just need reviewed to add any new enhancements needed by the State.

DELIVERABLE	DESCRIPTION	STATUS
Program Implementation	Startup plan approved by DHHS.	Complete
Discovery Phase	Project kick-off meeting to identify roles and responsibilities and begin discussions on the detailed requirements and project schedule.	Complete
SOP Process Mapping	NET to work with DHHS on adding new standard operating procedures for the new project requirements.	Complete
SOP Read-Out	DHHS review of NET's documented standard operating procedures.	Complete
Technology Set-up	NET to review Workgroup Routing and Scripts, set up language line,	Complete

	and establish additional CRM dispositions and login credentials.	
Custom CRM	NET to provide DHHS with read-only access to custom-built CRM.	Complete
ACD/IVR	NET to provide complete telephony software, including complete IT infrastructure.	Complete
Email Platform	Company-domain established email to securely send escalated items to DHHS.	Complete
Quality Assurance System	QA report monitoring tool and get approval from DHHS.	Complete
Initial Training Development	DHHS procedures are provided through training, using a "Train the Trainer" method, initially during the contract startup of the contract and as needed for any new processes amended into the contract.	Complete
Training for Staff	Training for representatives is provided by NET trainers.	Ongoing
Go Live Date	Training complete, DHHS to allocate call volume.	Complete
3rd Party Security Attestation Completion Date and Report	3rd party audit on NET to evaluate NET's compliance with all the physical and IT security in the fulfillment of the resulting contract.	Ongoing



RFP 113578 O3 BIDDER RESPONSES

Nebraska Department of Health and Human Services
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ATTACHMENT 3

REQUIRED BIDDER RESPONSES

<p>1.</p>	<p><i>Describe your understanding of the business requirements, including reporting requirements. Describe your approach of how you will accomplish the business and reporting requirements.</i></p> <p>Bidder's Response: North End Teleservices LLC (NET) has been supporting DHHS since April 2020 on this specific program. During this time, we have had additional expansions of the scope providing more services and additional staff to DHHS. We are honored to help the citizens of our State. As the incumbent provider, we understand the business and reporting requirements and are performing them successfully. NET has the capability and capacity to provide and continue providing the proposed requirements of this RFP. Below is a list of the new business and reporting requirements that we have not yet been asked to provide to DHHS.</p> <ol style="list-style-type: none"> 1. NET is currently not providing appointment setting for DHHS staff eligibility workers to interview the clients. NET can be ready to set these scheduled interviews and re-set those missed appointments as needed with a train-the-trainer session. 2. NET currently does not process returned mail for DHHS, however, NET is confident we can with a train-the-trainer session. NET is currently processing outgoing mail for DHHS and will leverage that experience to satisfy this need. NET can look up and edit information at ACCESSNebraska. 3. NET currently provides intraday updates (ASA Report) to DHHS and will continue to do so. This report includes call volume, calls in queue, average speed of answer (ASA), service level and average queue time. In addition to these updates/reports, NET can provide DHHS view only access to our automatic call distribution (ACD) system to assist with call volume distribution. 4. NET will provide a Language Line for other than English and Spanish calls. This is a matter of NET changing the phone number we dial and incorporating the pricing for such into our costs. 5. When NET started performing calibration sessions the frequency was weekly. However, as the DHHS staff has felt increasingly confident in our quality, the frequency decreased. Currently, calibration sessions are at monthly intervals. NET will happily increase the frequency to the bi-weekly requirement. <p>After reviewing all the requirements, we found those five new requirements above that we are not currently providing DHHS as the incumbent of this Request for Proposal. As for the requirements listed, not only do we understand them, but we are also doing them to the satisfaction of DHHS and measured in quality.</p>
<p>2.</p>	<p><i>Describe your site security and how you will maintain security for remote workers. Both physical and technology security.</i></p> <p>Bidder's Response: NET has physical security (on-site security guards), cameras monitoring all entrances, and magnetic photo badge access, observed by the security team. All representatives' items, such as cell phones and purses, are maintained in lockers. Visitors must sign a visitor's log, including the following information: name, organization, signature, the purpose of visit, date, time in, time out, and person</p>

to see. Visitors are assigned a temporary badge that must always be visible. Visitors are not allowed into secure areas. If a visitor must enter a secure area, NET security will escort them. The visitor must sign out and return the badge while under staff supervision when exiting the facility.

NET is proactive by addressing individual security with a Non-Disclosure Agreement (NDA) and specific client security requirements in training. NET maintains zero customer information on the representatives' desktops or our local servers. NET remotely connects to client systems or retains data in a secured cloud environment. NET controls the network within our facility, including website access. All passwords are required to change every 90 days.

All desktops are set to auto-lock when a representative leaves their station or is idle. We conduct random compliance audits and a full review of security practices every quarter. Additionally, NET conducts monthly email phishing training and real-world testing campaigns to ensure compliance. NET uses redundant WatchGuard firewall routers with intrusion detection and prevention live-subscription services. Network-wide tests are completed in real-time to indicate any signs of unauthorized access, off-peak activity, irregular movement of data files, unauthorized or suspicious logins and immediately alert our Network support. Windows patching is fully automated, while updates are applied within 30 days, pending stability and exploit examination by the Network support and community. NET has yet to have any breach, either physical or network security. DHHS data is partitioned from any other client using Microsoft Power Platform environments and reviewed quarterly.

WatchGuard firewall continuously prevents our network from Distributed Denial of Service (DDoS) attacks. Our Managed Service Provider (MSP) performs monthly proactive system checks on all equipment and logging. We leverage our MSPs toolset for both workstation and server health, as well as network traffic monitoring. Privileged credentials are secure inside the PassPortal platform, requiring multi-factor authentication (MFA) access.

NET uses Sentinel One for endpoint protection on-premises and Work-At-Home (WAH) machines. All the WAH machines have a secure VPN connection to access business functions.

Our domain controller and Dynamic Host Configuration Protocol (DHCP) have redundancy via Azure resources.











NET understands that this contract will allow for remote working capabilities. To maintain both physical and network security for the WAH representatives, we have the following WAH requirements:

- Representatives must have a secured workspace, free from distractions and where others cannot see or hear PII information.
- Current WAH DHHS representatives must maintain a high-speed, wired internet connection with a minimum network speed of 100 Mbps – Internet bandwidth speeds of at least 15 Mbps upload and 30 Mbps download. NET completes frequent random testing with our representatives to ensure speeds are met.
- A fixed broadband, DSL, or fiber optic connection is acceptable if it meets the abovementioned requirements.
- A direct connection to a modem or router using a network (ethernet) cable to ensure the bandwidth necessary for DHHS job activities.
- Representatives must ensure the protection of all data and client information.

- Representatives must ensure family members, visitors, and non-DHHS personnel do not encounter personally identifiable and other private or confidential information, including information discussed during meetings and phone calls.
- The home workspace must have either a locking door or a locking cabinet where DHHS work is secured and inaccessible to others.

DATA SECURITY STANDARDS AND PRACTICES

As an outsourcer, we maintain a secure, cloud-based environment for client's data with the following security components.

 <p>Cloud Security Alliance (CSA)</p> <p>We use standards and best practices such as securing with ISO 27001/27002, COBIT and PCI DSS.</p>	 <p>Trust Services Security and Availability Principles (SOC 2 AICPA)</p> <p>One of the highest forms of assurance, a SOC 2 type 2 audit in accordance with American Institute of Certified Public Accountants (AICPA)</p>	 <p>Payment Card Industry Data Security Standard (PCI DSS)</p> <p>Annual Attestation of Compliance (AOC) covering all 12 PCI DSS requirements to safeguard data and sensitive information.</p>	 <p>Customer Proprietary Network Information (CPNI)</p> <p>We comply with FCC regulations protecting CPNI data. We do not disclose CPNI data without client consent, except as provided by law.</p>	 <p>Health Insurance Portability and Accountability Act (HIPAA)</p> <p>Safeguards for Protected Health Information (PHI) in transit and at rest in compliance with HIPAA.</p>
 <p>Geographic Redundancy</p> <p>We have redundant Data Centers located in the US, 3 time zones away from each other.</p>	 <p>Secure Data Centers</p> <p>Regular audits under AICPA AT 101 or SSAE 16 standards. Two-factor building access, 24/7 on-site security, video monitoring and more.</p>	 <p>Patch Management</p> <p>Patch management and operational policies ensuring all systems have the latest critical security and anti-virus patches.</p>	 <p>Intrusion and Vulnerability Management</p> <p>Real-time intrusion detection and prevention also vulnerability detections to immediately identify and respond to threats.</p>	 <p>Data Partitioning</p> <p>All data partitioned within our structure so that it cannot be viewed by another client.</p>

NET complies with the National Institute of Standards and Technology (NIST), conducting regular data and physical security audits of our systems, processes, facility, workspaces, and people. Systems security testing and monitoring occur on a scheduled basis, maintaining compliance. All authorized NET personnel involved in the maintenance and operations of the Information Systems and its critical infrastructure are responsible for adhering to the policies and procedures set forth by NET, our clients, and NIST physical and environmental security requirements. All NET information systems and accompanying assets meet the security controls defined in the NIST SP 800-53, Rev 4, Security and Privacy Controls.

Our computer telephony platform is SOC 2 compliant with the American Institute of Certified Public Accountants. All NET telecommunications systems have local and national geographic redundancy. Since working with DHHS in April 2020, we have had no physical or technological security breaches.

Describe your language capabilities, including the percentage of call center staff who are bilingual in English and Spanish, and any other languages available. Describe how you will ensure that call center staff are able to communicate with individuals in multiple languages.

Bidder's Response:

North End Teleservices, LLC (NET) is currently providing both English and Spanish Languages under this DHHS project as an incumbent. NET provides 10% of bilingual representatives proficient in English and Spanish as required. We proactively monitor "other-than-English" to see if there are needs or if exceeding the 10% scope for Spanish bilinguals.

NET does support Karen Burmese calls with English bilingual representatives for another client.

NET maintains close relationships with local colleges and universities, including Creighton University, Metropolitan Community College, and Bellevue University. We utilize these

	<p>relationships to leverage foreign language-speaking students from their international student programs.</p> <p>To ensure optimal outcomes, we route any “other-than-English” call to our bilingual Representatives team to assist. The only change we see in the requirements of this RFP is dialing a different phone number for language line services. In this RFP, the cost will be billed to NET to be incorporated into the overall cost.</p>
4.	<p><i>Describe your experience handling Personal Protected Information (PPI) and Health Insurance Portability and Accountability Act (HIPAA) information, including any HIPAA training that employees have previously received. If you are a covered entity under HIPAA, please provide the number of breach notifications you reported to Office of Civil Rights in the last 3 years. If you are a business associate under HIPAA, please provide the number of security incidents which required notifications to Office of Civil Rights for any covered entities for which you are a business associate in the last three (3) years.</i></p> <p>Bidder’s Response:</p> <p>It starts with education. Each representative must clearly understand just how important HIPAA compliance is, knowing the “why” behind the law has helped our staff to take extra steps to strengthen our procedures. We have provided live classroom and video training on HIPAA. We validate the understanding with testing of course, but HIPAA is not a once-a-year thing, it’s an everyday thing. Our HIPAA training also outlines discussions around Fraud, Waste and Abuse.</p> <p>NET is currently supporting the state with these calls for DHHS. Since the contract start in April 2020, NET has maintained compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Balanced Budget Act of 1997 and will remain such. North End Teleservices, LLC (NET) has experience with state and healthcare clients who have Protected Health Information (PHI) under HIPAA guidelines.</p> <p>Our cyber security framework is proven to pass the most rigid security approval processes, from a Fortune 150 company to State and Federal Government Agencies.</p> <p>NET is compliant with the State of Nebraska HIPAA requirements, utilizing the University of Nebraska Medical Center (UNMC) HIPAA training, Department of Health and Human Services HIPAA basics, and specific courses through iSolved University. This training at a minimum includes.</p> <ul style="list-style-type: none"> • Policy • Purpose • Procedures • Minimum necessary requirement • Use/disclosure of PHI <ul style="list-style-type: none"> ○ Transporting PHI ○ Securing PHI ○ Transmitting PHI ○ Disclosures to law enforcement • Phishing and security threats • Portable devices • Social networking

- Reporting violations
- Disposal and safeguarding of confidential information
- Review of the HHS.gov website
- Accessing and storing client information

This also includes annual and ad hoc retraining to maintain certification and awareness of any changes in guidelines. Additionally, NET conducts formal email phishing training and real-world testing campaigns monthly to ensure compliance.

Our organization understands and supports the importance of protecting PHI. NET has had zero (0) security incidents that required notification to the Office of Civil Rights in the last three (3) years, or ever. NET has been successfully and securely servicing clients with HIPAA requirements for over five (5) years, with no security issues.

NET evaluates PCI, HIPAA, and NIST compliance at various cadences, at minimum six times per year. Our internal self-assessments for security and privacy compliance are available upon request. We have not had any security breaches in our organization.

Describe how you will securely print and mail documents.

Bidder's Response:

The Document Processing Person (DPP) has dual computer screens on their desk, facing toward a wall to avoid anyone inadvertently walking behind and viewing sensitive, personally identifiable information. This is inside a private office with a (key) locked door. The printer is adjacent to the DPP station so they will have "arms-reach" access to the printed items for sealing and fulfillment. Additionally, the DPP has auto screen locking when they leave their seat or finish for the day. The US Postal Service mail tray holding the mail is also located out of sight for anyone within the private office. The printer used to securely print documents is password enabled, requiring a Windows PIN to securely sign on. We also ensure all DHHS paper and envelope stock is kept in a secure, (key) locked cabinet.

All mail trays are tightly sealed and escorted daily by our security staff to our nearest US Post office for acceptance by postal employees.

Describe how you will ensure that any data resulting from services provided is properly secured according to the requirements in this RFP and is not used, accessed, or disseminated by any method or for any reason not authorized by DHHS.

Bidder's Response:

NET is National Institute of Standards and Technology (NIST) compliant. NET's IT team verifies compliance through various methods, periodic walk-throughs, video monitoring, business tool reports, and internal and external audits. NET has redundant WatchGuard firewall routers with intrusion detection capability. The data is safe inside the firewall where it is partitioned and segmented by the client. Network-wide tests are performed in real-time to indicate any signs of unauthorized access, off-peak activity, irregular movement of data files, and unauthorized or suspicious logins. This immediately alerts our Network support team. Windows patching is fully automated while updates are applied within 30 days pending stability and exploit examination by the Network support and community. NET has yet to have any such breach.

All DHHS data is encrypted in transit and encrypted at rest.

Proactively, NET addresses individual security with a Non-Disclosure Agreement (NDA) and specific client security requirements in training. NET maintains zero customer information on the Agent

	<p>Desktop or our local servers. All client's customer data is accessed in the cloud or NET remotely connects to client systems. Within our facility, NET controls the network including website access.</p> <p>As for any potential misprints or mistakes made in the printing and mail processing, NET has a contracted secure shred bin used for confidential document destruction.</p>
7.	<p><i>Describe your ability to meet the facility requirements for the printing functions?</i></p> <p>Bidder's Response:</p> <p>The printer is in a private office with (key) locked access; however, the ability to inadvertently see on-screen, printed, or ready-to-be mailed details are managed so only our Document Processing Person (DPP) has visual access. The office door has a glass window that is intentionally obscured. Print jobs are immediately spooled and printed at the printer, never stored after sending.</p>
8.	<p><i>Describe your approach to workforce planning, including the speed, agility, and flexibility necessary to match your workforce to the fluctuating demand of this contract. Response should include a description of equipment provided to staff.</i></p> <p>Bidder's Response:</p> <p>NET has a Workforce Management (WFM) team dedicated to forecasting staffing needs, and monitoring them in real-time, adjusting as needed. NET includes attrition rates in forecast models and staffing to ensure full optimization of all resources, to ensure that we have the means to adjust as needed for all clients we work with, and to the fluctuating demand of this contract. Our WFM team monitors call and work queues, representative statuses, and stats in real-time by monitoring various dashboards across multiple systems. NET also uses a Workforce Optimization (WFO) system that is synched to our cloud based ACD/IVR (Interactive Voice Response) platform. The WFM system gathers data from the ACD/IVR platform and establishes a forecast and staffing model to meet established Key Performance Indicators (KPIs). NET forecasts volume on a weekly, daily, and hourly interval, but can also get as granular as 15-minute intervals. We will use the historical information from our ACD/IVR telephony platform to provide the State with an added level of business intelligence.</p> <p>NET provides all representatives with the equipment necessary to perform the scope of work for our clients effectively and efficiently. Our Workforce Management team works off two monitors, so they are better equipped to monitor multiple dashboards at once. They also receive a keyboard, mouse, headset, and computer. Our representatives have a mini-desktop computer to access the State's systems, a desktop monitor, a mouse, and a telephony headset for voice interactions.</p> <p>NET's WFM team has seen the following trends with volume:</p> <p>Monday and Tuesday tend to have higher volumes in comparison to Wednesdays, Thursdays, and Fridays. Our team offsets this by allocating more staff to the higher volume days while maintaining our current contractual staffing obligations. NET forecasts have also shown higher volumes for the beginning of the month and a few days following a holiday.</p>
9.	<p><i>Describe your quality monitoring processes.</i></p> <p>Bidder's Response:</p> <p>North End Teleservices Quality Management process utilizes a 'Health Check' approach that focuses on employee behaviors and trends rather than a numerical approach. This approach can be wrapped around any client's requirements to their quality needs and fits right in with the</p>

sample evaluation form provided in Attachment 5. This approach allows the representative to focus on the behaviors they need to improve their quality skills. This method is utilized via all Customer Experience touchpoints including phone calls and mailings. This method allows more time back for the operational team leaders to coach and grow each representative on their team. We divide our quality method into the two disciplines of Quality Assurance and Quality Control.

Our Quality Assurance metrics center around 8 Key Behaviors for every interaction and every representative.

The NET Key Behaviors are:

- Interaction Control and Ownership
- Smooth and Effortless Experience
- Gauging Needs Assessment
- Procedure Accuracy
- Delivering the Correct Expectations
- Human and Hospitable Interaction
- Resourceful and Qualified Decision-Making
- Brand Commitment and Sales Champion

Each Quality Monitor and Quality Coach is trained in quality ethics and quality feedback expectations before being allowed to monitor or evaluate any interactions.

The Quality Monitoring and Evaluation process is divided into 4 stages:

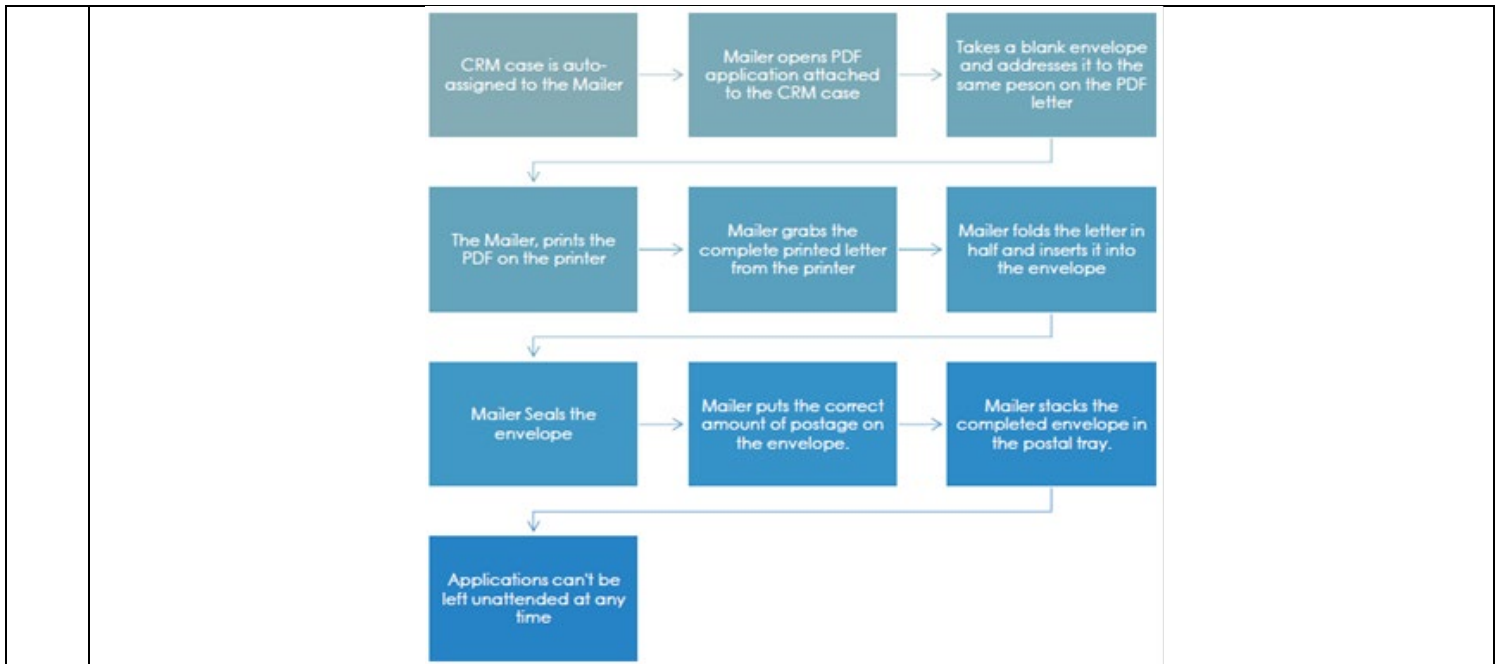
1. Preparation
2. Pre-monitoring trend analysis
3. Interaction Selection
 - a. Live Interactions/Service Observation
 - b. Recorded Interactions
4. Monitoring and Evaluating

Audit Process

- New case is assigned to Auditor
- Auditor reviews, corrects, and validates information provided by Agent into CRM
- Auditor assigns the case to Mailer

After thousands of cases were audited, this process solidified the accuracy and efficiency of the auditing process. With these checks and balances built in and consistent attention to revising the procedures, our Auditors provide a precise and effective turn-around for each case.

Mailing Process



10. *Describe your ability to meet the timelines established in this RFP for reporting and quality monitoring.*
Bidder's Response:
 NET is currently meeting the timelines outlined for daily reports sent by 9:30 am for the previous business day. Weekly summary reports are usually provided every Monday, well in advance of the Tuesday noon requirement. These are reports dealing with the quantities rather than the quality monitoring, cited below.

 NET currently provides weekly reporting for quality monitoring. NET has provided ad-hoc reporting for DHHS, an example of this is a sum of daily totals over a multiple-month period.

11. *Describe your maximum call capacity and the timeframe required to increase call capacity.*
Bidder's Response:
 When looking at inbound call capacity, you need to consider the entire flow from the Public Switched Telephone Network (PSTN) to your Automated Call Distribution (ACD) system and your system's internal connections.

World -To-NET (From the greater world to our cloud-based system.) A major benefit of being cloud-based is the ability to expand with thousands of "call paths" (or phone lines) within 24 hours.

 North End Teleservices is connected by dual fiber optic cable strands to our cloud based ACD. These fiber optic cables have thousands of concurrent calls as capacity now. NET has the ability to "light up" more of the throughput capacity to push that into the tens of thousands of concurrent calls in 24-48 hours.

 One challenge this does not answer is the capacity to provide high-quality representatives to answer the calls. NET is uniquely positioned with a database of over 4,000 recent applicants. When a need to expand capacity arrives, NET has proven to deliver. In November 2020, we were 10-days into Contact Tracing for Nebraska DHHS with 50 FTE. NET was asked to expand, adding 125 more FTE within 3 calendar days. This included the interview, hiring, training, and implementation processes. North End Teleservices met the request with no drop in quality.

12. *Describe your capacity of in-house trainers and approach to onboarding new call center staff to the project.*

Bidder's Response:

NET currently provides, maintains, and will provide and maintain qualified trainers and staffing to enable the deliverables to be provided in accordance with the contract. NET has a substantial in-house training capacity that consists of experienced trainers with backgrounds from a variety of environments and applications. NET currently has four dedicated in-house trainers and a capacity of up to eight if the backup is needed for an immediate surge or change of training needs. Our trainers are well versed and are capable of and currently provide brick-and-mortar in-person training, virtual training, and the nuances that come with each. Our trainers pay attention to the various adult learning styles and needs of the trainee while broadly addressing the group, providing concentrated focus training to the individual, as necessary. NET's training team addresses the foundational skills including soft skills, technical skills, and the integration of the practicum, tools, and technology required to bring it all together to do the job. We incorporate a structured sequence with certification and testing for all client training. NET's project onboarding follows a detailed, phased project plan to ensure all deliverable requirements are met. NET leadership will be responsible for all coordination, oversight, reporting, and communication as we meet objectives and onboarding requirements. We are already executing many phases of the onboarding process, except for the new training requirement involving scheduling interviews.

NET offers a strategic implementation approach that ensures risk mitigation, streamlined operations, and strict adherence to DHHS requirements. The NET onboarding process includes:

- Applicants complete an application
- Reference checks
- Drug screening and criminal background checks
- Phone interview
- Face-to-face interview
- Typing and data-entry testing
- Attribute Index (measures how one cognitively thinks and makes decisions)
- Interview with hiring manager

NET provides both a safe working environment and protects access to state records. Prior to the training start date and during our robust interview process, new hires are assigned several onboarding assessments through our interactive Learning Management System (LMS) that allows us to craft additional training needs, resources, and update agendas to meet our employees where they are and drive them toward success. These include at a minimum, call center, financial services, and basic skills assessments. Upon the kick-off of training, NET representatives receive solutions-focused training designed and executed continuously. Training protocols include testing and re-testing of skills, as well as compliance with training requirements. All our new hires complete the following at a minimum:

- Diversity, Equity and Inclusion training
- Computer Information and Security training
- Customer experience training
- Microsoft Word, PowerPoint, and Excel training

- For DHHS specifically: HIPAA Training as outlined in question 4

Additional courses are assigned throughout their career with North End Teleservices.

Our approach to training often but not always utilizes a train-the-trainer approach. NET can be flexible in the delivery, method, and extent of train-the-trainer under this contract based on the processes and requirements.

NET has a longstanding positive relationship with the State across multiple departments and is confident a smooth transition from current services to the services outlined in this RFP will occur if awarded.

Describe your staff retention policies and the average employee length of service.

Bidder's Response:

NET provides various employee engagements to help with retention. This begins with our foundational concept of our location allowing our employees to live and work in the same community. We are intentionally located in Northeast Omaha to "create jobs and change lives". NET pays our employees over the median income for our area. Unlike most suburban call centers, our employees can afford to live nearby. This has a substantial impact on tardiness and absenteeism.

NET has avenues for retention of our employees that include but are not limited to:

- Engagement activities and incentives before the hiring date,
- Green time (personal time off)
- WOWs (specific employee recognition)
- Employee of the Month
- Employee of the Year
- Skyway program (attendance bonus program)
- A Paid Volunteer Program
- Career Pathing
- Performance Incentives
- Person Innovating Greatness (P.I.G) Award
- In-house Navigator (Social worker)
- A robust, diverse and inclusive culture

Understanding the importance of employee engagement and knowing every representative is unique is a strong point for NET. We provide all representatives with a "How I Want to Be Coached" tool. This helps representatives clarify and share their needs and expectations while in a coaching relationship with their direct leadership team and peers.

NET provides subsidized health insurance, and fully paid life, dental, vision, and both short and long-term disability. We provide tuition assistance and pay 100% of the college courses in our Customer Experience Cohort and Registered Apprenticeship (RA) programs. Our Supervisor RA program is the first of its kind in our industry, through the U.S. Department of Labor. We provide mentoring and college courses specifically in management and leadership.

The average employee length of service is 2 years and 1 month.

13.

	<p><i>Describe your ability to meet the reporting requirements set forth in Section V.C.2. including ad hoc reporting capabilities.</i></p>
14.	<p>Bidder's Response:</p> <p>NET currently provides all the reporting requirements set forth in Section V.C.2. The daily report is provided via email to the DHHS Contract Manager no later than 9:30 AM (Central Time) that includes:</p> <p>The number of offered and number of handled calls, Average Speed of Answer (ASA), and Average Handle Time (AHT) by queue.</p> <p>NET emails weekly cumulative reports to the DHHS Contract Manager every Monday, the requirement of this RFP is no later than Tuesday 12:00 PM (Central Time).</p> <p>NET has the flexibility to provide ad hoc reports as requested by the State and as determined between NET and the State. NET has proven performance with our current DHHS Program with ad hoc reporting requests.</p> <p>NET provides Ad hoc reporting for one-off special insights. NET will review any report customization needs at an hourly price for the report creation. We define custom reporting as nonstandard reports. Ad-hoc reporting requests will be processed once it's determined what information is desired.</p>
15.	<p><i>Describe how DHHS staff will access your Automated Call Distribution (ACD) software to view real-time wait times and available call capacity.</i></p> <p>Bidder's Response:</p> <p>NET currently provides intraday updates (ASA Report) to DHHS and will continue to do so. This report includes call volume, calls in queue, average speed of answer (ASA), service level and average queue time.</p> <p>NET can provide a cloud-based browser, and custom dashboard within our Automated Call Distribution (ACD) software to allow DHHS to view real-time, wait times and available call capacity.</p>
16.	<p><i>Do you use an off-the-shelf Customer Relationship Management system, or one developed in house? If off the shelf, please specify the product and company. Please describe the capabilities of the Customer Relationship Management systems in use.</i></p> <p>Bidder's Response:</p> <p>NET utilizes Microsoft Dynamics and has knowledge with additional CRM products such as Salesforce and Zoho. NET utilizes Microsoft Dynamics's CRM to enhance data capture and retrieve information regarding customer interaction. NET holds a high standard in customer relationship management and requires 100% compliance in the creation of all cases for every single contact.</p> <p>NET currently provides a customized Microsoft Dynamics CRM solution to the Nebraska Department of Health and Human Services.</p> <p>Here are some of the reasons we use Microsoft Dynamics compared to other CRMs:</p>

- **User Friendliness** – The ease of use of Dynamics 365 is due in part to its similarity and compatibility with many well-known and well-used programs.
- **Development** – Dynamics 365 employs universally accepted programming languages including HTML, C#, .net, and JScript to extend and integrate with customer Line of Business (LOB) applications. Dynamics 365 customers have a wider pool of developers to choose from, and these developers can quickly learn how to work with the Dynamics SDK and API. Dynamics 365 includes free access to the API.
- **Data Warehousing and Business Intelligence (BI)** – We put data into their CRM, but sometimes want to report on that data in integration with other systems. Using Data warehouses allows this type of deep analysis which can link CRM data, Enterprise Resource Planning (ERP) data, and other Large Object (LOB) data. Dynamics provides an open API for this type of data warehouse function. As far as Business Intelligence – Dynamics integrates natively with PowerBI – a powerful data analysis and visualization tool. PowerBI is included with certain Office 365 subscriptions for a low or no-cost data analysis solution.
- **Innovation** – Because of Microsoft’s ongoing innovation and investment in AI and machine learning, they continue to be a leader in the Digital Transformation movement. Microsoft is continually looking for ways to use technology to improve the way companies do business.
- **Data Visualization** – Most CRMs include basic dashboards as part of their base solution. Dynamics 365 allows dashboards and charts to be surfaced on entity forms as well as custom dashboards. Not only that but end users are enabled to create their dashboards using simple-to-use tools built into Dynamics 365. Dynamics 365 dashboards show real-time data.
- **Extendibility** – As mentioned previously, customization is much easier with Microsoft Dynamics 365. As companies grow and evolve, it is crucial to customize views quickly.

NET is currently in the process of integrating the Microsoft Dynamics CRM with the ACD platform to provide greater efficiencies with data lookup.

RESPONSE TO RFP 113578 03

Additional Call Center Support Services for
ACCESSNebraska



December 6, 2022

Prepared by
North End Teleservices, LLC

Chris Phillips
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RFP 113578 O3 COST PROPOSAL

Nebraska Department of Health and Human Services
December 2022

Prepared by
North End Teleservices, LLC

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**ATTACHMENT 4
COST PROPOSAL SHEET**

Bidder Name North End Teleservices, LLC

ONE TIME COST

Startup Plan/Implementation Cost \$ 1.00

PASS THROUGH COSTS

Cost per page, single sided printing \$ 0.03

Training Cost Per Hour/Per Person \$ 30.00

Note: Mailing cost will be reimbursed per current US Postal rates with no additional markup.

COST PER CALL FOR INITIAL THREE YEAR PERIOD

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 12.82	17,000-27,999	\$ 12.19	28,000-40,000	\$ 11.80
	B	15:01-20:00	1,400-3,599	\$ 17.09	3,600-5,799	\$ 16.25	5,800-8,000	\$ 15.74
	C	20:01-25:00	1,400-3,599	\$ 21.37	3,600-5,799	\$ 20.32	5,800-8,000	\$ 19.67
	D	25:01-30:00	1,400-3,599	\$ 25.64	3,600-5,799	\$ 24.38	5,800-8,000	\$ 23.61
	E	30:01-35:00	1,400-3,599	\$ 29.91	3,600-5,799	\$ 28.44	5,800-8,000	\$ 27.54
Outreach	A	8:00 -12:00	1,400-3,599	\$ 13.99	3,600-5,799	\$ 13.30	5,800-8,000	\$ 12.88
	B	12:01 - 16:00	1,400-3,599	\$ 18.65	3,600-5,799	\$ 17.73	5,800-8,000	\$ 17.17
	C	16:01 - 20:00	1,400-3,599	\$ 23.31	3,600-5,799	\$ 22.16	5,800-8,000	\$ 21.46
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 3.51	3,600-5,799	\$ 3.51	5,800-8,000	\$ 3.51
	B	8:01 - 12:00	1,400-3,599	\$ 5.86	3,600-5,799	\$ 5.86	5,800-8,000	\$ 5.86
	C	12:01-16:00	1,400-3,599	\$ 8.20	3,600-5,799	\$ 8.20	5,800-8,000	\$ 8.20

COST PER CALL FOR RENEWAL PERIOD 1

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 14.74	17,000-27,999	\$ 14.02	28,000-40,000	\$ 13.57
	B	15:01-20:00	1,400-3,599	\$ 19.66	3,600-5,799	\$ 18.69	5,800-8,000	\$ 18.10
	C	20:01-25:00	1,400-3,599	\$ 24.57	3,600-5,799	\$ 23.36	5,800-8,000	\$ 22.62
	D	25:01-30:00	1,400-3,599	\$ 29.49	3,600-5,799	\$ 28.04	5,800-8,000	\$ 27.15
	E	30:01-35:00	1,400-3,599	\$ 34.40	3,600-5,799	\$ 32.71	5,800-8,000	\$ 31.67
Outreach	A	8:00 -12:00	1,400-3,599	\$ 16.08	3,600-5,799	\$ 15.29	5,800-8,000	\$ 14.81
	B	12:01 - 16:00	1,400-3,599	\$ 21.45	3,600-5,799	\$ 20.39	5,800-8,000	\$ 19.74
	C	16:01 - 20:00	1,400-3,599	\$ 26.81	3,600-5,799	\$ 25.49	5,800-8,000	\$ 24.68
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.04	3,600-5,799	\$ 4.04	5,800-8,000	\$ 4.04
	B	8:01 - 12:00	1,400-3,599	\$ 6.74	3,600-5,799	\$ 6.74	5,800-8,000	\$ 6.74
	C	12:01-16:00	1,400-3,599	\$ 9.43	3,600-5,799	\$ 9.43	5,800-8,000	\$ 9.43

COST PER CALL FOR RENEWAL PERIOD 2

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 15.48	17,000-27,999	\$ 14.72	28,000-40,000	\$ 14.25
	B	15:01-20:00	1,400-3,599	\$ 20.64	3,600-5,799	\$ 19.63	5,800-8,000	\$ 19.00
	C	20:01-25:00	1,400-3,599	\$ 25.80	3,600-5,799	\$ 24.53	5,800-8,000	\$ 23.75
	D	25:01-30:00	1,400-3,599	\$ 30.96	3,600-5,799	\$ 29.44	5,800-8,000	\$ 28.50
	E	30:01-35:00	1,400-3,599	\$ 36.12	3,600-5,799	\$ 34.35	5,800-8,000	\$ 33.26
Outreach	A	8:00 -12:00	1,400-3,599	\$ 16.89	3,600-5,799	\$ 16.06	5,800-8,000	\$ 15.55
	B	12:01 - 16:00	1,400-3,599	\$ 22.52	3,600-5,799	\$ 21.41	5,800-8,000	\$ 20.73
	C	16:01 - 20:00	1,400-3,599	\$ 28.15	3,600-5,799	\$ 26.76	5,800-8,000	\$ 25.91
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.24	3,600-5,799	\$ 4.24	5,800-8,000	\$ 4.24
	B	8:01 - 12:00	1,400-3,599	\$ 7.08	3,600-5,799	\$ 7.08	5,800-8,000	\$ 7.08
	C	12:01-16:00	1,400-3,599	\$ 9.90	3,600-5,799	\$ 9.90	5,800-8,000	\$ 9.90

COST PER CALL FOR RENEWAL PERIOD 3

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 16.26	17,000-27,999	\$ 15.46	28,000-40,000	\$ 14.96
	B	15:01-20:00	1,400-3,599	\$ 21.67	3,600-5,799	\$ 20.61	5,800-8,000	\$ 19.95
	C	20:01-25:00	1,400-3,599	\$ 27.09	3,600-5,799	\$ 25.76	5,800-8,000	\$ 24.94
	D	25:01-30:00	1,400-3,599	\$ 32.51	3,600-5,799	\$ 30.91	5,800-8,000	\$ 29.93
	E	30:01-35:00	1,400-3,599	\$ 37.93	3,600-5,799	\$ 36.06	5,800-8,000	\$ 34.92
Outreach	A	8:00 -12:00	1,400-3,599	\$ 17.73	3,600-5,799	\$ 16.86	5,800-8,000	\$ 16.33
	B	12:01 - 16:00	1,400-3,599	\$ 23.64	3,600-5,799	\$ 22.48	5,800-8,000	\$ 21.77
	C	16:01 - 20:00	1,400-3,599	\$ 29.55	3,600-5,799	\$ 28.10	5,800-8,000	\$ 27.21
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.45	3,600-5,799	\$ 4.45	5,800-8,000	\$ 4.45
	B	8:01 - 12:00	1,400-3,599	\$ 7.43	3,600-5,799	\$ 7.43	5,800-8,000	\$ 7.43
	C	12:01-16:00	1,400-3,599	\$ 10.40	3,600-5,799	\$ 10.40	5,800-8,000	\$ 10.40