



**Coast Professional, Inc. Response to
RFP 113578 03 for**

**Contractual Services for
the State of Nebraska,
Department of Health
and Human Services**

Submitted to:

René Botts and Carrie DeFreece
State of Nebraska, Department of
Health and Human Services
301 Centennial Mall South, Suite 500
Lincoln, NE 68509
(402) 471-0727
dhhs.rfpquestions@nebraska.gov

Submitted by:

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Mission Statement:

Coast Professional, Inc. is a top-performing accounts receivable management and customer support center specializing in communications for private, public, and government entities across the United States. Our mission is to perform services with the highest standards of integrity, efficiency, and ethics.

We develop rapport with companies and consumers, create long-term relationships with clients, and improve communities through philanthropic initiatives. We further our corporate culture of compliance, customer service, and teamwork by investing in our most valuable asset: our people. We maintain a professional environment and always do what is right.

Vision Statement:

Coast strengthens relationships between consumers and our partners while empowering employees to excel.

Core Values:

In all decisions, actions, and outcomes, Coast's guiding principle is to do what is right. We believe in:

- **Community:** Volunteer efforts and philanthropic initiatives are essential to the improvement of our communities.
- **Compliance:** Strict compliance with applicable laws and regulations is an absolute requirement in all aspects of our business.
- **Influence:** Our efforts make a positive impact on consumers, clients, employees, and our local communities.
- **Integrity:** Fair, proper, credible, and honest communication is required in every interaction.
- **People:** Hiring competent individuals and providing them with support and advancement opportunities improves our organization.
- **Performance:** Our technology advancements, compliance initiatives, and experience makes us an industry leader.
- **Perseverance:** Our company stability and longevity requires adaptability, agility, grit, and decisiveness.
- **Respect:** People deserve to be treated with respect, professionalism, and responsiveness.
- **Trust:** Preserving the integrity and the reputation of the partners we serve is of the utmost importance.

Coast is proud of our employees. Coast is proud of our accomplishments. Coast is proud of what we do.

Equal Opportunity Employer

Coast Professional, Inc. is an equal opportunity employer and federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.



December 5, 2022

René Botts and Carrie DeFreece
State of Nebraska, Department of Health and Human Services
301 Centennial Mall South, Suite 500
Lincoln, NE 68509

Dear René Botts and Carrie DeFreece:

Coast Professional, Inc. (Coast) is pleased to have the opportunity to respond to RFP 113578 03 for the State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services, issued by the State of Nebraska, Department of Health and Human Services (the State). Coast has the personnel, resources, experience, and expertise to deliver world-class customer service to the State.

Coast has read and understands the State's intents and objectives. Through our extensive experience operating call centers for public and private clients of similar size and scope, Coast will deliver first-rate service to the State.

Coast has provided call center services since our founding in 1976. Specializing in both the government and higher education industries, our clients include more than 200 public and private entities across the United States. At a federal level, Coast has provided services for the Department of the Treasury, Bureau of the Fiscal Service (Fiscal Service), the Internal Revenue Service (IRS), and the Department of Education, Federal Student Aid (FSA).

With 46 years of call center experience, including 14 years of experience providing call center operations specifically to governments, Coast has worked closely with hundreds of clients to help residents during challenging times. The State can rest assured that Coast will quickly implement, tailor, and provide a solution that exceeds your exacting performance expectations.

If you have any questions about the services discussed herein or require additional information about what Coast can do for the State, please contact your Director of Business Development, Jim Benjamin. Mr. Benjamin can be reached by phone at (614) 582-9572 or by email at jibenjamin@coastprofessional.com.

On behalf of the entire Coast Team, thank you for this opportunity.

Sincerely,

A handwritten signature in blue ink that reads "Jonathan Prince".

Jonathan Prince
Chief Executive Officer

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Exhibits:

Exhibit I: Financial Statement – **Confidential and Proprietary**

Exhibit II: Claim of Business Confidentiality

II. TERMS & 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.

Coast has read, understands, and agrees to comply. Coast has provided Sections II through VII in the sections below as a part of our proposal.

The following pages include the Terms and Conditions in which we have either accepted, rejected, or rejected and provided alternative language to each clause.

I. 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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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 Contactor, 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

Coast has provided the Contractor Duties on the following pages.

I. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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:
JP			

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:
JP			

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:
JP			

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:
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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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:
JP			

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:

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

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

Coast has provided the Payment information on the following pages.

I. 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:
JP			

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:
JP			

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:
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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)

Coast has read, understands, and agrees to comply.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

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.

Coast has read, understands, and agrees to comply.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

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.

Coast has read, understands, and agrees to comply.

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.

Coast has read, understands, and agrees to comply. Coast will utilize the Salesforce Workforce Management platform to efficiently manage inbound calls 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 as defined in state law.

b. Provide an (800) number for routing of calls.

Coast has read, understands, and agrees to comply. Coast has provided toll-free numbers to clients on prior government contracts and is fully adept at procuring and maintaining a toll-free number.

c. Contractor must answer calls with a maximum Average Speed of Answer (ASA) of five (5) minutes.

Coast has read, understands, and agrees to comply. We intentionally staff our contracts with more employees than other agencies to allow more opportunity to communicate with consumers via telephone. By staffing our contracts with appropriate ratios of Customer Service Representative (CSR) to expected call volume, Coast ensures that our Average Speed of Answer (ASA) is within the expectations

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

of the State's requirements of maximum ASA of five (5) minutes. On similar government call center contracts, such as the IRS contract, Coast maintains an ASA rate of less than four seconds.

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.

Coast has read, understands, and agrees to comply. Depending on the tools the State would like Coast to provide, we can enter call information into a State provided system, or into Coast's proprietary omnichannel solution which is a powerful combination of Salesforce Service Cloud Voice and Amazon Web Services (omnichannel platform). This platform can interface with the State's systems. We are flexible in how we go about the submission of call information to the State, while maintaining a commitment to provide information to the State regardless of the system preference.

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.

Coast has read, understands, and agrees to comply. Our system and data storage will remain separated from other services and data entrusted with Coast. We will ensure data segmentation, encryption, and security throughout our contract with the State and not to co-mingle data unless required to do so. Coast understands that information and data are to be used only for contractual purposes and that it 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.

Coast has read, understands, and agrees to comply. Coast has outlined our data security processes and procedures in Attachment 3 – Required Bidder Responses, questions five (5) and seven (7). Coast will ensure that only authorized persons have access to information and data provided by the State.

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.

Coast utilizes a combination of Salesforce Service Cloud Voice and Amazon Web Services as our omnichannel contact platform as a Customer Relationship Management (CRM) system to document the number and category of services provided. This information will be made available to the State 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.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast has read, understands, and agrees to comply. Coast maintains the required property and equipment necessary to provide call center services to the State and can procure additional equipment as necessary. Coast provides our staff with state-of-the-art equipment and programs to ensure that all services required under the contract will be delivered with the highest levels of data security, compliance, and accuracy. Coast understands that 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>

Coast has read, understands, and agrees to comply.

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.

Coast has read, understands, and agrees to comply.

k. Contractor will support remote access technologies as defined by DHHS (virtual desktop infrastructure and multi-factor authentication).

Coast has read, understands, and agrees to comply.

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.

Coast has read, understands, and agrees to comply.

m. The Contractor is responsible for all oversight and management of staff including hiring, training, onboarding, tracking time sheets and performing payroll.

Coast has read, understands, and agrees to comply.

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.

Coast has read, understands, and agrees to comply. We understand proper training regarding the protection of Personal Identifying Information (PII) and Personal Health Information (PHI) is as important as contract performance. Our meticulous employee training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential compliance breach. We maintain compliance to the National Institute of Standards and Technology (NIST) 800-53 rev 5 / Federal Information Security Management Act (FISMA) framework.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast understands the necessity to protect personal information and has implemented safeguards to ensure our continued compliance. This includes, but is not limited to:

- **Administrative Safeguards:** Designed to develop processes ensuring the continued protection of PHI, including establishing appropriate security measures, identifying roles and responsibilities, creating and implementing training, and ensuring staff are evaluated in their understanding.
- **Policies and Procedures:** We utilize policies and procedures designed to ensure staff understand how to properly handle PHI, reduce the amount of PHI that is written down, and control PHI provided to us.
- **Risk Analysis and Management:** We undergo a yearly audit of our security measures which tests for HIPAA compliance, establishes appropriate Business Associate Agreements with clients, and maintains appropriate security protections for data entrusted to us.

o. Contractor will provide DHHS view only access to Contractor's automatic call distribution (ACD) system to assist with call volume distribution.

Coast has read, understands, and agrees to comply.

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.

Coast has read, understands, and agrees to comply. Coast will maintain bilingual staff or establish agreements with an interpreter service for the duration of any price agreement if bilingual staff is not available on Coast's staff. Coast actively recruits bilingual and multilingual staff to provide and ensure effective communication with clients.

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.

Coast has read, understands, and agrees to comply. Coast will delete data from our system in accordance with the contract and laws pertaining to data retention periods.

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.

Coast has read, understands, and agrees to comply. Coast may request to hold call recordings in compliance with retention requirements under federal and state laws.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast will work with the State to setup the required electronic file transfer process. Whether we are utilizing the Secure File Transfer Protocol (SFTP) or a site-to-site Virtual Private Network (VPN) connection, Coast is committed to ensuring the transfer of information electronically is completed securely. Coast is also committed to ensuring that our system is configured and ready to accept accounts via the State's file layouts. Coast will utilize a Software Development Life Cycle (SDLC) for setting up the secure system area and conduct proper testing to ensure the continuation of data integrity and security.

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>

Coast has read, understands, and agrees to comply.

t. Mail customers a paper copy of the requested changes and/or applications, if applicable.

Coast has read, understands, and agrees to comply.

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).

Coast has read, understands, and agrees to comply. Coast only prints client information when necessary, and never in a space that is publicly accessible.

We are vigilant about protecting any paper documents. We safely store all paper documents in a format that can easily be retrieved and reviewed. This is achieved by scanning documents and shredding the originals in house. Coast contracts for onsite shredding and destruction of all regular correspondence, documents containing personal information, and other sensitive documents.

Coast's shredding firm maintains several secure shred bins onsite. Each week, firm representatives arrive at our facilities to pick up the contents of the shred bins for secure, on-site destruction. A Coast employee escorts the representatives to each shred bin to verify the contents are emptied and shredded. After the process is complete, the pickup log is signed by both the Coast employee and the representative. A copy of the log is kept on file.

Coast understands the importance of protecting the sensitive information and data entrusted to our care. We limit employee access to information to only those who have a business reason to know such information. Coast requires a signed employee acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information.

All Coast offices and storage facilities that maintain protected information limit unauthorized access and are appropriately secured. **Coast production, support, and systems facilities are under 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies.** Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services



Coast facilities have both physical and administrative controls to prevent unauthorized entry. Coast has 100% controlled access and requires all employees to wear a blue lanyard with a badge displaying photo identification (around the neck only) at all times. Employees must utilize their cardkeys (badges) to enter the building and various doors within the facilities, providing both authorization and accountability. The following physical access controls are in place at each Coast facility:

- All Data Center visitors must sign a data center visitor's log
- All firewalls, switches, servers, and Local Area Network (LAN) are in secured data closets
- Card access system to enter/exit the Data Center (including card logging system)
- Data Center has no external windows
- Data Center is in an unidentified room
- Employees are required to display their photo identification badges while in the facility, as well as utilize their ID badges for authorized entrance to all secured areas.
- Front desk receptionist at the entrance to the facility monitors all access by employees and visitors
- No personal cell phones allowed in the building (C-Level Executives and Directors receive a company-issued phones for business purposes only)

Document Shredding

Coast's shredding firm maintains several secure shred bins onsite. Each week, firm representatives arrive at our facilities to pick up the contents of the shred bins for secure, on-site destruction. A Coast employee escorts the representatives to each shred bin to verify the contents are emptied and shredded. After the process is complete, the pickup log is signed by both the Coast employee and the representative. A copy of the log is kept on file.

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.

Coast has read, understands, and agrees to comply.

The ethical and respectful treatment of consumers is at the forefront of Coast's actions and guides our overall mission. Coast communicates in an empathetic, considerate, and concise manner, driven by our culture of compliance and quality assurance monitoring. **We maintain an internal Compliance Department, employ a full-time General Counsel and Chief Compliance Officer, utilize voice analytic software, ensure the proper training of staff, and establish appropriate internal audits and call monitoring procedures.**

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Quality Assurance Overview

Our Quality Assurance Plan and procedures are designed to furnish management with the information needed to respond quickly to potential concerns when they first arise, while also delivering complaint-free call center services for the State. This comprehensive strategy is essential to Coast and will be monitored and adjusted accordingly. Coast's Quality Assurance Plan is designed to ensure Coast retains the highest level of resident protection, resident satisfaction/experience, and operational performance.

Coast's state-of-the-art call center software is designed to support an effective Quality Assurance Plan. Our system allows outputs of key data points to generate specific measurements to be produced on demand. An extensive set of audits, reviews, and reports are integrated into our business to assure excellent, compliant call center services for the State. Coast's Compliance Department is comprised of multiple teams focused on different areas of company compliance, including the Quality Assurance (QA) team. The QA team is responsible for our call monitoring, audits, and QA tasks. Coast's QA program is designed to measure and monitor call center and administrative processes. By creating measurements and reviewing employee actions, Coast can quickly correct, improve, and resolve complaints or problems as they arise.

Blueprint Quality Standards

Coast follows Blueprint Quality Management standards to maintain an efficient, fiscally sound, ethically responsible, and legally compliant organization. This includes developing an individualized professional practices system of management, creating supporting documents such as a company manual, and submitting specific business records to an independent auditor to assure compliance with the program's high standards for call center operations.

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.

Coast has read, understands, and agrees to comply.

- 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.

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Coast has read, understands, and agrees to comply. Coast will work directly with the State to develop the necessary calibration sessions and follow-up tasks.

Quality Assurance (QA): Coast's QA team performs call-monitoring analysis of call recordings, account notations, anti-browsing, and call center system requests. They manage the call-monitoring process, including completing scorecards and conducting daily call-monitoring reviews of significant account sample sizes.

Compliance Scorecards: Coast's Compliance Department utilizes an extensive, internal call-monitoring review process to audit our CSR behavior against compliance standards and the State's operational objectives. Each CSR is reviewed consistently and given a combined score derived from a compliance and operational score. These scorecards are used to identify trends in an individual's performance standards and to create a training program designed to rectify any deficiencies.

Tracking and Training for Corrective Action: Coast has a thorough, written corrective action policy and procedures to ensure that our employees have stated goals, and that unsuccessful performance is managed. When an employee is not meeting expectations, we enable our training team to provide retraining. Should it be necessary, Coast has an escalation policy that can be enacted to provide corrective action up-to and including termination.

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.

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Coast has read, understands, and agrees to comply. Coast's internal Business Analytics Department has developed a reporting process to create custom and ad hoc reporting requests as needed for specific contracts and/or clients in conjunction with Coast's IT Department. This includes developing reports for Compliance and Operations. Coast's reporting process is engaged to ensure that we establish the necessary report structures, data elements, timing, and information hierarchy to be certain the right people, receive the right information, at the right time.

Reporting Experience

Coast understands the importance of receiving comprehensive and timely reports and will comply with any reporting requirements the State has. Our standard suite of reports is available for viewing and downloading. Most reports are generated monthly, but the frequency can be modified to suit the State's needs. Customized reports can be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the client's secure web folder and are available online for as long as required. Generally, historical reports are not archived until a contract has ended and any record retention period requirement has been met.

Coast has the technology and expertise to generate reports, graphs, and spreadsheets as specified by the State including, but not limited to:

- **Agent Statistics Reports:** Call Detail Report, Chat Function Detail Reports, Activity Report, Summary Report, Unavailability Report, Disposition Code Report
- **Call Center Reports:** Incoming Call Reports, Outbound Call Report, Abandoned Call Report, Presented Calls Report, Summary Report, Service Level Report, Call Detail Report

Customized Reports

Coast has the technology and expertise to integrate with the State's systems, process data electronically, and generate customized reports for the State. Reports will be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the State's secure web folder and are available online for as long as required.

Creating and Sending Status Files

Coast will create and send status update files in the State's desired formats. The required fields in the file will be mapped to our omnichannel contact platform. If a field does not have predetermined mapping, appropriate mapping will be created and provided in our customizable platform. We can develop custom workflows to capture manual and system generated fields to accommodate requests for specific information. This information will be programmed and implemented by Coast's Application Development Team, an internal team of industry experts, during the implementation testing process.

Coast's ability to generate the State's required reports and program them into our platform will create accurate, timely, and information-rich reports for the State. This will increase the transparency between Coast and the State and ensure all contract requirements are being met.

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3. State Responsibilities

a. Provide and maintain Contractor access to DHHS systems as required.

Coast has read and understands.

b. Provide access to location where recorded calls will be stored.

Coast has read and understands.

Coast records all telephone calls, where allowed by law, after notifying the consumer that we are recording the conversation. We will provide the State with all recorded calls.

c. Make telephone line(s) available for Contractor's use.

Coast has read and understands.

d. Route calls to the Contractor.

Coast has read and understands.

e. Provide system testing to ensure call transfer operates properly.

Coast has read and understands.

f. Provide Contractor with procedures for voice signature and other processes as needed.

Coast has read and understands. Coast's omnichannel contact platform includes Amazon Connect Voice ID (Voice ID). With Voice ID, consumers can be passively enrolled for voice authentication without requiring the consumer to repeat a particular word or phrase, migrate consumers into Voice ID by enrolling them in batch, verify the enrolled consumer's identity by analyzing their unique voice characteristics, detect fraudsters from a watchlist that has been created, and detect voice spoofing.

Consumer Enrollment

1. When a consumer calls for the first time, the agent confirms the identity of the caller by using existing security measures, such as asking for mother's maiden name, or a one-time passcode (OTP) delivered by SMS. This ensures that only genuine consumers are enrolled in Voice ID.
2. Voice ID starts listening to the consumer's speech after the contact has encountered the Set Voice ID block, where Voice ID is enabled. Voice ID listens to the call until one of the following happens:
 - It gets enough audio to evaluate the speaker for authentication, fraud, and enroll the speaker (if requested). This is 30 seconds of consumer speech, excluding silence
 - The call ends
3. Voice ID then creates the enrollment voiceprint. A voiceprint is a mathematical representation that implicitly captures unique aspects of an individual's voice such as speech rhythm, pitch, intonation, and loudness.

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Consumer Authentication

1. When the enrolled consumer calls back in, they are verified through an interaction with an IVR, or during their interaction with an agent. By default, Voice ID is configured to require 10 seconds of a caller's speech to authenticate, which can be done as part of a typical customer interaction with the IVR or with the agent (such as "what's your first and last name?" and "what are you calling about?"). The amount of required speech can be adjusted using the Authentication response time property in the Set Voice ID block.
2. Voice ID uses the audio to generate the caller's voiceprint and compares it with the enrolled voiceprint corresponding to the claimed identity and returns an authentication result.

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.

Coast has read, understands, and agrees to use the provided material when answering questions from callers.

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

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- 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

Coast has read and understands.

Staff Training

Coast trains its employees through an award-winning training program built to prepare individuals for a successful career in a call center atmosphere. We also employ a Director of Training and Education, as well as multiple Training Specialists who are dedicated to system training, telephone etiquette training, teaching adherence to specific laws and regulations, and contract familiarity. Coast, for the second year in a row, received a Training Top 100 Award from Training Magazine. For 2021, the program reduced the total number of awards from 125 to 100, identifying Coast among the top training programs in the world.

All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including the Health Insurance Portability and Accountability Act (HIPAA). Employees participate in an extensive and detailed training followed by an agent mentoring period to acclimate them into our contact center. This allows new agents to see how the laws are applied in real-world situations.

Our employees are also required to complete yearly HIPAA and Security training refresher courses. These courses require employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI and with data security regulations and protocols. Our meticulous employment training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential compliance breach.

Coast understands the necessity to protect Personal Health Information (PHI) and has implemented safeguards to ensure our continued compliance with HIPAA. This includes, but is not limited to:

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- **Administrative Safeguards:** Designed to develop processes ensuring the continued protection of PHI including establishing appropriate security measures, identifying roles and responsibilities, creating and implementing training, and ensuring staff are evaluated in their understanding.
- **Policies and Procedures:** We utilize policies and procedures designed to ensure staff understand how to properly handle PHI, reduce the amount of PHI that is written down, and control PHI provided to us.
- **Risk Analysis and Management:** We undergo a yearly audit of our security measures which tests for HIPAA compliance, establish appropriate Business Associate Agreements with clients, and maintain appropriate security protections for data entrusted to us.
- **Technical Safeguards:** Coast will ensure that our staff have appropriate access to the Department's web-based software application developed by DOMO.

i. Provide access to Annual Security Awareness Training.

Coast has read and understands. Coast employees undergo Security Awareness training semi-annually and are required to sign a statement indicating that training has occurred, as well as pass a quiz. **This training is required of each employee**, not just CSRs, as any employee could potentially have access to sensitive data in various formats. As industry requirements change, training is provided, and CSRs are kept informed of legal changes, regulations, and policies. When Coast adds a client, assigned teams are briefed on the client-specific programs needs and expectations. The teams become familiar with its location, culture, portfolio, staff, and goals.

j. Schedule weekly meetings with Contractor to review performance.

Coast has read and understands.

k. See Attachment 8 – Monthly Call Volume for estimated monthly and daily call volumes to be answered by the contractor(s).

Coast has received, read, and understands.

l. Upon execution of the contract, DHHS will supply current half-hour call volumes to the contractor(s).

Coast has read and understands.

m. Provide pre-printed DHHS mailing envelopes.

Coast has read and understands.

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.

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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.

Coast has read, understands, and agrees to comply. Coast has provided our pricing in **Attachment 4 – Cost Proposal Sheet**.

5. Deliverables

The Contractor shall provide the following deliverables:

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- 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.

Coast has read, understands, and agrees to comply. Upon award of this contract, Coast will provide the above-mentioned deliverables. Coast has experience developing similar plans for government call center contracts including quality control plans, standard operating plans, as well as disaster recovery and business continuity plans. Coast will also assign a Project Manager to the State's contract. The Project Manager will develop a Gantt Chart to task and timeline all contract deliverables towards our go-live schedule.

VI. PROPOSAL REQUIREMENTS

A. Proposal Submission

1. Corporate Overview

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.

Full Company Name: Coast Professional, Inc.

Headquarters Address: 4273 Volunteer Road
Geneseo, NY 14454

Entity Organization: S Corporation

State of Incorporation: Nevada

Previous Firm Names:

Coast was originally formed in 1976 as LA County Professional Services, Inc. The company underwent three (3) subsequent changes, ultimately becoming Coast Professional, Inc. in 2003. Coast has been in continuous operations since that time. Please see the history of our firm names below:

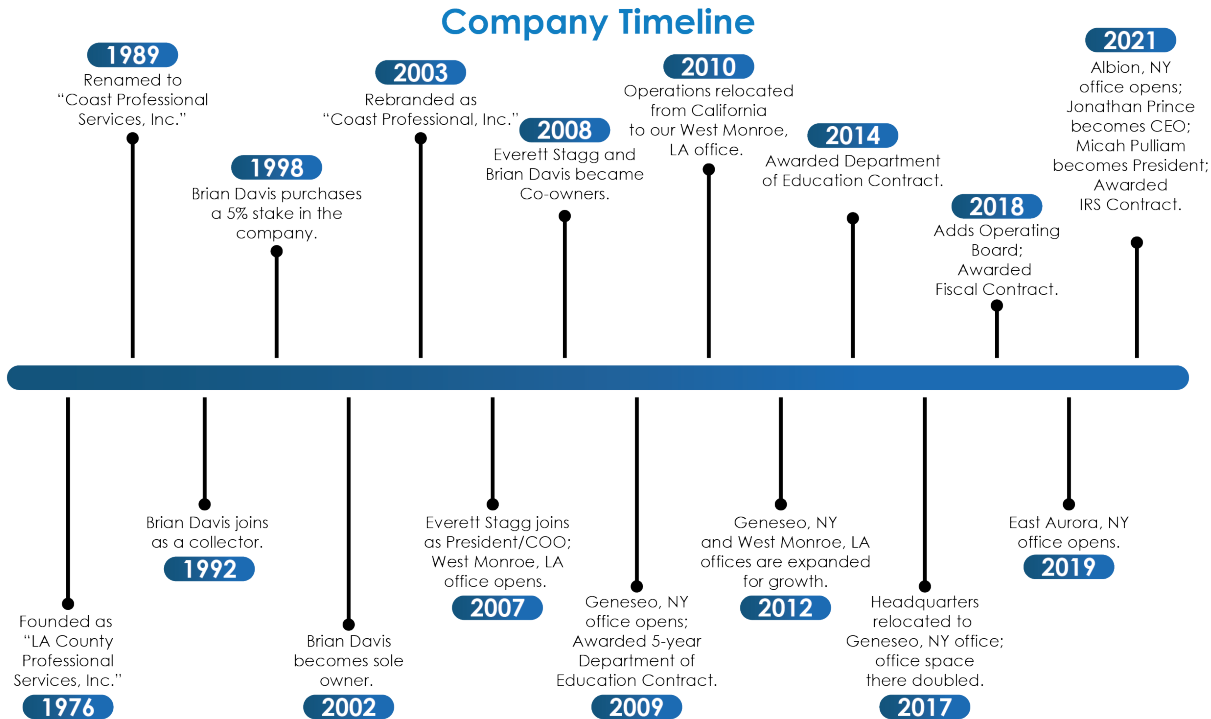
1976 – 1989	LA County Professional Services, Inc.
1989 – 1998	Coast Professional Services, Inc.
1998 – 2003	St. Clair Financial Services, Inc.
2003 – Present	Coast Professional, Inc.

Company History

Coast was founded in 1976 as LA County Professional Services, Inc., eventually evolving into a multi-state organization operating today as Coast Professional, Inc. (Coast). With 46 years of experience, Coast has demonstrated unprecedented growth across several decades. What began as a single office location in California more than four decades ago has grown into a robust, top-performing call center provider.

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In 2007, Coast opened offices in Louisiana and New York. Ten years later, Coast relocated headquarters to our Geneseo, NY office. Coast opened an additional office in East Aurora, NY (a suburb of Buffalo, NY) in 2019. Another new location was opened in 2021 in Albion, NY.



Ownership/Corporate Structure

Coast is owned by Co-Chairmen of the Shareholders Board, Brian Davis and Everett Stagg.

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.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast has provided its latest audited financial statement and banking reference in **Exhibit I** as a separate and distinct file per the solicitation requirements. Coast considers this information to be **Confidential and Proprietary** and should be withheld from public disclosure. Please refer to **Exhibit II: Claim of Business Confidentiality** for a rationale of the material's confidential and proprietary nature under NE Code § 84-712.05.

Coast is a privately held business, and there are no known judgments, pending or expected litigation, or other known real or potential financial reversals, which might materially affect the viability or stability of Coast.

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.

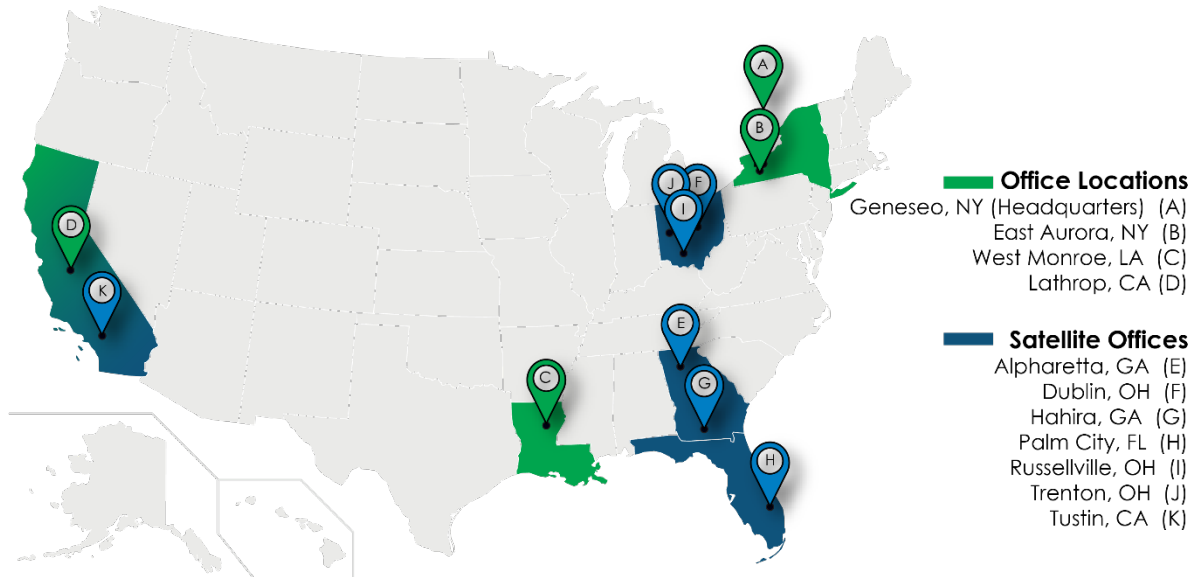
Coast does not anticipate any change in ownership during the 12 months following the proposal due date. If, by chance, circumstances change, Coast will notify the State with any potential change in ownership.

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.

Coast's Geneseo, New York office will be the primary place of performance serving the State. Coast's Accounting Department and Data Processing Activities takes place in the West Monroe, LA office. Currently, Coast employs approximately 700 employees at four (4) call center locations and seven (7) satellite office locations nationwide. Please note, Coast utilizes a network of satellite offices to allow our Directors of Business Development to meet with clients across the United States. These satellite offices are solely utilized for business development purposes and are not used to conduct call center activity. None of the State's accounts will be worked from our satellite offices.

Office Locations

Nationwide Presence



Geneseo, NY Office (Company Headquarters)

4273 Volunteer Road
Geneseo, NY 14454

East Aurora, NY

300 Glead Avenue
East Aurora, NY 14052

West Monroe, LA

651 Downing Pines Road
West Monroe, LA 71292

Lathrop, CA

17072 South Harlan Road
Lathrop, CA 95330

Satellite Offices

Coast maintains seven (7) satellite sales, marketing, and executive offices.

- Alpharetta, GA
- Dublin, OH
- Hahira, GA

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

- Palm City, FL
- Russellville, OH
- Trenton, OH
- Tustin, CA

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.

Coast collects for the University of Nebraska system, including University of Nebraska - Omaha and University of Nebraska - Lincoln. They are a client since July 2017. Debt types are accounts receivables and Federal Perkins loans.

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.

Coast does not have anyone included in our response that is or was an employee of the State within the past 12 months.

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.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast has not had any contracts terminated for cause in the past five (5) years. A contract with the Department of Education, Federal Student Aid (FSA) was terminated for convenience when FSA recalled all student loans from all private collection agencies in 2021. Coast demonstrated consistent success on this contract with three (3) first place finishes out of five (5) competitive review quarters which measures compliance (50%) and performance (50%).

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.

Coast is an experienced call center service provider and has the demonstrated ability to quickly implement, adapt, and exceed performance expectations on large scale government contracts. The State can be confident that we have the human capital, security infrastructure, and decades of experience working with consumers during difficult times, including our current work with the State of Louisiana, Louisiana Office of Public Health (OPH) on COVID-19 contact tracing.

At present, we have empathetic, compassionate call center agents ready to deploy within seven (7) business days of contract award. Coast meets the minimum requirements outlined in the RFP including being a for-profit S-Corporation and providing the Department with an email for electronic communications of cs@coastprofessional.com.

Call Center Operation Overview:

- Field over 15 million calls annually with 500,000 pieces of mailed correspondence processed
- Storied history of compliant, ethical, and empathetic communication with consumers
- Founded in 1976, with decades of experience providing call center operations to large government clients
 - Current contact tracing contract with the State of Louisiana, Louisiana Office of Public Health
- Employees available in seven (7) days with the capability to work from home or from one of Coast's five (5) offices across the United States.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

- Employees have completed our training program which received an award as one of the top 100 Training Programs in the world in February 2021 (as awarded by Training Magazine).
 - Independent Compliance Department monitors calls and provides regulatory support
 - A secure technological infrastructure that meets FISMA / NIST 800-53 rev 4 standards
 - Compliance with HIPAA, UDAAP, and other applicable information security and consumer communication standards
 - 2017 Better Business Bureau Torch Award winner for business ethics
 - Surge capacity ability for call volume fluctuation
- Dedicated Business Analytics Department to deliver portfolio insights

Louisiana Office of Public Health Experience

Time Period: 2020-Present

Scheduled Date: 5/11/2020-6/30/2023

Actual Completion Dates: 5/11/2020-6/30/2023

Contact Person: Brant Mitchell

Phone Number: (225) 205-0523

Email: bmitch9@lsu.edu

Value: \$16.5 million

In May 2020, Coast onboarded more than 250 employees to fulfill the Louisiana OPH's need for contract tracing services for the COVID-19 pandemic. The contract elements were implemented within 10 days. Currently, we provide OPH with COVID-19 contact tracing services by communicating with individuals who have tested positive for COVID-19 and identifying contacts who may have been exposed. We are one (1) of four (4) agencies assigned to provide these services to OPH. We utilize call center technology to provide these services.

As of January 2022, Coast helped over 208,000 residents to further reduce the spread of COVID-19 and developed a key relationship with the state that has expanded to new BPO services including:

- Vaccine scheduling and customer service
- Monoclonal antibody immune system treatment scheduling
- Sweepstakes open to residents who have chosen to receive the COVID-19 vaccine
- COVID-19 testing options for schools

Coast recognized that, during the national pandemic, we could transition part of our services to help states and local governments combat the spread of COVID-19 by utilizing our experience and expertise in call center management with our highly trained staff. We developed a training program that has been utilized by other agencies at the request of the State of Louisiana due to its efficacy in delivering outstanding contact rates and services on the contract.

Our process includes utilizing provided consumer data, scripted conversations focused on empathetic and information sharing communications, and a remote workforce of employees. Our representatives make initial contact with individuals to discuss their situation and attempt to determine potential exposed contacts. Coast refers these individuals to OPH resource coordinators to help them identify any needs such as a housing, groceries, or daycare. Coast is responsible for communication and follow-up with potentially exposed individuals to suggest they quarantine. **We have assisted more than 150,000**

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Louisiana citizens over the last seven (7) months and maintain an average contact rate of 64.4 % (with an average of 81.5% for contacts of positive cases).

State of Arkansas, Arkansas Transformation & Shared Services

Time Period: 2020

Scheduled Dates: 10/4/2020-12/15/2020

Actual Completion Dates: 10/4/2020-12/15/2020

Contact Person: Alex Johnston

Phone Number: (501) 319-6552

Email: Alex.Johnston@arkansas.gov

Value: \$228,000

As part of our HUBFirst, LLC joint venture with Mid-South Adjustment Co., Inc., Coast provided large-scale contact center services to notify retired employees of pending changes in Medicare and insurance coverage options and services and refer them to appropriate resources.

HUBFirst's speedy, thorough, and compliant Business Processing Outsourcing (BPO) solution was made possible by a unique Mentor-Protégé Agreement (MPA) established between Coast and Mid-South Adjustment Co., Inc. in 2019 in accordance with Small Business Administration (SBA) standards.

Selected from a pool of hundreds of qualified employees, HUBFirst representatives are proficient with scripted conversations with individuals of varied backgrounds, abilities, and needs, which was especially critical to this contract. Also of key importance: representatives are trained to understand the necessity to protect PHI and work in an environment that is safeguarded to ensure compliance with HIPAA.

Department of the Treasury, Bureau of the Fiscal Service Experience

Time Period: 2018-Present

Scheduled Date: 8/18/2018-8/17/2023

Actual Completion Dates: 8/18/2018-8/17/2023

Contact Person: Julie Slaughter

Phone Number: (202) 847-7879

Email: Julie.Slaughter@fiscal.treasury.gov

Value: \$25.1 million

Coast has been providing collection services for the Department of the Treasury, Bureau of the Fiscal Service (Fiscal Service) since 2018. We have the necessary federal government collection experience, technological and operational infrastructure, contract knowledge, account volume, staffing capacity, and successful past performance to provide exceptional recoveries to the State.

Coast currently manages 65,000 government accounts worth \$817 million for the federal government. These accounts include 229 unique debt types for 34 different government entities. This work demonstrates Coast's ability to manage varying account types and program requirements for various clients.

ii. Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast does not anticipate the use of subcontractors for this contract.

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.

Coast does not anticipate the use of subcontractors for this contract.

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.

Coast's management approach emphasizes compliance, consumer experience, and operational performance. Our documented success is a result of our unique ability to understand our client's requirements and develop strategies that incorporate our dedication to compliance, our core competencies, and our top-down approach to contract management. As part of our management strategy to ensure successful performance, Coast has developed a Business Analytics Department to provide information which creates actionable strategies for contract requirements.

Managerial Personnel and Key Staff

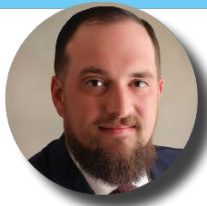
Coast provides dedicated client managers and staff to assist its clients with processing, technical, and operational issues. The experience and backgrounds of the individuals who will be directly responsible for providing services to the State are as follows. Each of these individuals possesses years of experience and deep understanding of Business Process Outsourcing and the call center industry, having been directly involved with the majority of our most successful call center services programs.

Jonathan Prince • Chief Executive Officer



Mr. Prince has been with Coast since 2009 and has more than 19 years of experience. He develops company policies and procedures, oversees company operation, promotes vision, establishes strategic direction, and completes operational analysis. Mr. Prince directs, administers, and coordinates the internal operational activities of the company. He was promoted to Chief Operating Officer in 2018, and Chief Executive Officer in 2021. Mr. Prince earned his associate degree in accounting from Alfred State College and Credit & Collection Compliance Officer (CCCO) designation from the Association of Credit and Collection Professionals (ACA International). He is also a member of the Livingston County Chamber of Commerce and Tourism Board of Directors.

Christopher Brown • Vice President of BPO Operations
Operations Leader



Mr. Brown oversees the operations of our West Monroe, LA office location, with a particular emphasis on our BPO clients. He provides leadership and guidance to our BPO-dedicated representatives, ensuring they follow all client guidelines, laws, and regulations. Mr. Brown received bachelor's degrees in accounting and marketing from the University of Louisiana at Monroe.

Jim Benjamin • Director of Business Development
Project Liaison and Relationship Management



Mr. Benjamin joined Coast in 2021 and has more than 40 years of experience in the Business Process Outsourcing and Account Receivable Management industries. He has served in executive roles overseeing Client Relationship Management, Sales, and Operations for some of the nation's largest government and private-industry companies, such as the US Department of Education, Army & Air Force Exchange Service, and several state agencies, including the State of Indiana, State of Iowa, and State of Oklahoma. Mr. Benjamin has a long history of overseeing key contracts throughout periods of growth and mergers and has managed call center teams of 700 people or more. He has a Business Administration degree from Columbus State University and is a graduate of several executive leadership and management programs.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services



Jonathan Prince

Chief Executive Officer

Mr. Prince is responsible for the strategic direction of Coast Professional, Inc., as an active Board member for the Operating Board. He also oversees the operations of each of Coast's locations and is tasked with providing leadership and guidance to all levels of management, ensuring that Coast maintains a track record of success with our clients. He directs, administers, and coordinates the internal operational activities of the company by focusing on the optimization of day-to-day operations of the company.

Contact

Phone
585-991-5202

Email
jprince@coastprofessional.com

Education

Associates Degree in Accounting

Alfred State College

Accomplishments and Memberships

- Association of Credit and Collection Professionals (ACA International) Member
- International Association of Commercial Collectors (IACC) Member
- Department of the Treasury, Bureau of Fiscal Service Debt Collection Contract - Earned first place in performance in 6 of 8 performance periods
- Department of Education, Federal Student Aid, Small Business Set-Aside Private Debt Collection
 - 2009 Contract:
 - CPCS: 14 of 20 first place scores
 - Five consecutive periods with perfect 100-point scores
 - Never finished below second place
 - 2014 Contract:
 - CPME: 3 of 5 first place finishes

Years of Experience

21

Experience

Coast Professional, Inc.

2021 - Present
Chief Executive Officer

2018 - 2021
Chief Operating Officer

2012 - 2018
Vice President of Operations

2009 - 2012
Director of Operations

Pioneer Credit Recovery

2001 - 2008
Director of Operations

Functional Roles and Responsibilities

- Responsible for strategic planning, resource allocation, and formal direction of the company
- Serves as Key Personnel for several Federal and State contracts
- Provides day-to-day operational oversight of Coast's Operations Department
- Appraises and evaluates the results of overall operations regularly and systematically
- Directs the development and installation of procedures and controls

References

Kevin Baker, Chief Executive Officer National Recovery Solutions	716-923-7486 6425 Dysinger Rd., Lockport, NY 14094
Erick Foulk, Executive Consultant Equifax	402-637-3080 1550 Peachtree St. NE, Atlanta, GA 30309
Janette Fontaine, Senior Client Executive Experian	302-567-5967 475 Anton Blvd., Costa Mesa, CA 92626





Christopher Brown

Vice President of Operations

Mr. Brown is responsible for overseeing the operations of our West Monroe, LA office with a particular emphasis on call center contracts. He provides leadership and guidance to our call center representatives, ensuring that Coast is successful in meeting client expectations. Mr. Brown is an expert in call center strategy and has a full understanding of what it takes to lead his team during challenging times. He is an expert in Microsoft Excel and Coast's call center system report generator, allowing him to effectively monitor, track, and provide compliance in all areas of responsibility.

Contact

Phone

318-807-6327

Email

cbrown@coastprofessional.com

Education

Bachelor's Degree in Business Administration, Accounting
University of Louisiana at Monroe

Bachelor's Degree in Business Administration, Marketing
University of Louisiana at Monroe

Accomplishments and Memberships

- Maintained high levels of account representative satisfaction, helping minimize turnover and strengthen teams
- Northeast Louisiana Young Professionals Top 20 Under 40 Award Recipient, 2014
- The Association of Credit and Collection Professionals (ACA International) Credit and Collection Compliance Officer Designation (CCCO)

Years of Experience

12

Experience

Coast Professional, Inc.

2018 - Present

Vice President of Operations

2016 - 2018

Senior Director of Operations

2013 - 2015

Director of Operations

2010 - 2013

Senior Manager

Basic Your Best Buy

2009 - 2010

Merchandising Manager

2008 - 2009

Technology Sales Manager

Graphic Packaging International

2008 - 2009

Financial Analyst

Functional Roles and Responsibilities

- Collaborates with training directors to implement the correct training procedures and requirements
- Implements company policies and procedures across call center contracts
- Manages representatives to ensure they are following client guidelines and all related laws and regulations
- Develops and executes contract progress reports

References

Golden Rueckert PDA Investigations	303-442-4882 928 N. 4th St., Wilmington, NC 28401
Beverly Hill Beverly Hill's Inc.	970-226-1386 2156 W. 95th St., Chicago, IL 60643
Terry Johnson B1 Bank	318-322-8388 500 Laurel St., Baton Rouge, LA 70801



Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services



Jim Benjamin

Director of Business Development

Mr. Benjamin has 40 years of experience in the BPO/ARM industry in Executive roles overseeing Client Relationship Management (CRM), Sales and Operations for some of the largest government and private companies, such as the Department of Education, AAFES, as well as several state agencies like the State of Indiana, State of Iowa, and the State of Oklahoma. He offered Executive oversight for the recovery contract for the merger of SunTrust and BBT Bank into Truist Bank.

Mr. Benjamin was the Executive leader overseeing the CRM and Operations for the Department of Education contract while he was employed at NCO/TSI from 2008 - 2015 while managing over 700 Customer Service Representatives (CSRs) in three (3) call centers in Dublin, Ohio, Getzville, New York, and Horsham, Pennsylvania. He led the OSI Government Division with Executive oversight of onsite staff for the State of Iowa in Des Moines and the State of Oklahoma in Oklahoma City from 2004 - 2008.

Contact

Phone

614-582-9572

Email

jibenjamin@coastprofessional.com

Education

Business Administration
Columbus State University

**Two-year Management
Training Program**
Payco American Corporation

**Executive Management
Program**
OSI Leadership Program

Accomplishments and Memberships

- Certified trainer for OSI/NCO's Skill Development and Management Operating System
- HFMA-ACA member since 1992
- RMAI certified member since 2018

Years of Experience

40

Experience

Coast Professional, Inc.

2021 - Present

Director of Business Development

Mammoth Tech, Inc. formerly CAI

2020 - 2021

Vice President, Sales

Value Recovery, acquired by Credit Control, LLC.

2019 - 2020

Senior Vice President of Global Sales

2015 - 2019

Vice President Growth Strategies

TSI Transworld Systems, Inc. formerly NCO and OSI

1995 - 2015

Vice President/Operations

Functional Roles and Responsibilities

- Ensure the successful implementation of new contracts
- Management of relationships with prospective and current clients
- Provide Coast with year over year growth
- Work with Coast departments to ensure that our organization is meeting our clients' needs
- Provide prompt resolution of any client issues or concerns
- Ensure the continued recovery growth for all clients

References

Dan Picciano, Chief Operations Officer
Resurgent Capital Services

864-248-8730
55 Beattie Pl. Suite 110, Greenville, SC
29601

Bill Girsch, Vice President, Patient Service Center
Conifer Health Solutions, Inc.

832-242-3495
7624 Warren Pkwy., Frisco, TX 75034

Tim Galloway, Chief Operations Officer
OSG Billing Services

201-871-1100
100 Challenger Rd. Suite 303,
Ridgefield Park, NY 07660



Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

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.

Coast does not anticipate needing to utilize a third-party subcontractor, except for the potential of using an interpretation service. Coast does not have a finalized interpretation service and will work with the State to determine the need for such service and the requirements to obtain it.

2. Solution Approach

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.

Project Control Methods

Once the project requirements have been identified and detailed, each specific item is addressed and assigned during the implementation phase. Ongoing deliverables are programmed as needed and are assigned to the appropriate team member.

Contract Implementation

- Coast's contract implementation team includes senior staff members from all departments. This team will meet once the steps and onboarding call referenced in the project management approach have been completed. Specific implementation information will be reviewed during the initial team meeting to assign tasks to ensure deliverables meet contract deadlines.
- System programming will begin after initial contract implementation team meeting.
- Weekly contract implementation team meetings will be held to verify progress and address any questions or concerns that arise during the implementation process.
- Once Coast and the State's IT teams are ready, testing will be conducted using the State's DHHS platform to exchange test data to and from the State and Coast.
- Confirm all parties are ready for a go live exchange of actual placement data.

Ongoing Program Control and Reporting

- Coast will deliver verified source information to the State through the DHHS platform on the State's preferred schedule. This can be done daily or weekly.
- Reports will be delivered in format agreed upon by the State and can be updated as needed to meet the State's needs.
- Coast will deliver other required reports at the frequency requested by the State.
- Coast will invoice the State according to instructions or requirements from the State.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

3. Required Bidder Responses

Attachment 3 - Required Bidder Responses

Coast has provided our responses to Attachment 3 below.

1. Describe your understanding of the business requirements, including reporting requirements. Describe your approach of how you will accomplish the business and reporting requirements.

Bidder's Response:

Coast has a thorough understanding of the business requirements, including the reporting requirements which are outlined in Section V.C.1 and V.C.2.

Our clients benefit from personalized, one-on-one service from a dedicated account business development director and a staff of professional, friendly client service representatives to ensure the State's satisfaction throughout the life of the contract. Coast designates Jim Benjamin, Director of Business Development, as the primary point of contact and contract administrator for the State. He can be reached by phone at (614) 582-9572 or by email jjbenjamin@coastprofessional.com. After contract execution and project implementation, Jim Benjamin will remain involved to ensure that your expectations are not only met but exceeded.

Our Client Service team is dedicated to addressing routine transactions and providing expert aid to resolve any issue. We will provide the State with one simple email address for Client Service and a toll-free number for contacting Coast. We provide hours of operation that mirror our clients' hours so that a client service representative is readily available to assist when you need them the most. We strive to provide excellent communication and an ongoing exchange of ideas between our teams and our clients, as evidenced by quarterly webinar training sessions, email addresses that go straight to the owners of our firm, and our "no client to voicemail" policy.

2. Describe your site security and how you will maintain security for remote workers. Both physical and technology security.

Bidder's Response:

Work From Home (WFH) Network: For staff who take advantage of a Work from Home model, Coast has established the necessary technological infrastructure to provide our employees with the ability to work from home. Coast has enacted the following WFH measures (non-exhaustive):

- Provided employees with computer equipment owned and maintained by Coast.
- Created secure Virtual Private Network (VPN) access that requires Two-Factor Authentication (TFA).
- Created operational workflows to ensure adequate staffing and communication.
- Ensure any employee in the WFH program is maintaining the company's high compliance standards.
- Adjusted our call capabilities to accommodate employee telephonic capabilities including utilizing cell phones, land lines, and VOIP services.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast's WFH network is held to our physical and technical security standards outlined in Section VI.A.3 Bidder Responses under question 6.

3. 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:

Coast will maintain bilingual staff or establish agreements with an interpreter service during the duration of any price agreement if bilingual staff is not available on Coast's staff. Coast actively recruits bilingual and multilingual staff to provide ensure effective communication with clients. If necessary, Coast may utilize an outside interpreter service.

4. 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.

Bidder's Response:

Protecting callers' PHI is of paramount concern, and Coast's strict protocols and procedures have been designed, developed, and tested to protect internal data in the event of a cybersecurity or other data security breach. We are entrusted with several federal contracts that require strict security and privacy standards, external audits, and significant investments in information technology equipment and applications. This makes Coast uniquely qualified to protect PHI. Coast does not have any security incidents in the last three (3) years.

Coast understands the necessity to protect PHI and has implemented safeguards to ensure our continued compliance with HIPAA. This includes, but is not limited to:

- **Administrative Safeguards:** Designed to develop processes ensuring the continued protection of PHI including establishing appropriate security measures, identifying roles and responsibilities, creating and implementing training, and ensuring staff are evaluated in their understanding.
- **Policies and Procedures:** We utilize policies and procedures designed to ensure staff understand how to properly handle PHI, reduce the amount of PHI that is written down, and control PHI provided to us.
- **Risk Analysis and Management:** We undergo a yearly audit of our security measures which tests for HIPAA compliance, establish appropriate Business Associate Agreements with clients, and maintain appropriate security protections for data entrusted to us.
- **Technical Safeguards:** Coast will ensure that our staff have appropriate access to the Department's web-based software application developed by DOMO.

Training (Contact Center)

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

We understand proper training regarding the protection of PII and PHI is as important as contract performance. We will train employees through our award-winning training program, built upon our experience working on COVID-19 contact tracing and other government contracts.

All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Employees participate in an extensive and detailed training, followed by an agent mentoring period to acclimate them into our call center. This allows new agents to see how the script adherence is applied in real-world situations.

Our employees are also required to complete a yearly HIPAA training refresher course. This course requires employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI. Our meticulous employment training, along with our stringent physical and network security protocols, creates the largest buffer between our clients and a potential compliance breach.

5. Describe how you will securely print and mail documents.

Bidder's Response:

Coast understands the importance of protecting the sensitive information and data entrusted to our care. We limit employee access to information to only those who have a business reason to know such information. Coast requires a signed employee acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information.

All Coast offices and storage facilities that maintain protected information limit unauthorized access and are appropriately secured. **Coast production, support, and systems facilities are under 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies.** Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.

Work will be completed in a segregated area in which all printing and mail preparation (stuffing, metering, sealing) will occur.

6. 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:

Data Security

Our firewalls protect internal servers and internal/external access through layers of defense including but not limited to deny-all permit by exception rulesets, next generation firewall inspection configurations, and strong multi-factor authentication and encryption at multiple levels of our network.

Coast has standards and guidelines governing the use of electronic resources including firewall and wireless access and use policies. Coast takes reasonable and appropriate steps consistent with current technological developments to make sure that all PII is secure and to safeguard the integrity of records in storage.

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Data Security Efforts

Coast is devoted to safeguarding the confidential information with which we have been entrusted. We comply with the:

- Federal Information Security Management Act of 2002 (FISMA)
- Gramm-Leach-Bliley Act (GLBA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Payment Card Industry Data Security Standard (PCI DSS)
- Red Flags Rules
- And all other regulations covering data security



Coast's strict protocols and procedures have been designed, developed, and tested to protect internal data in the event of a cybersecurity or other data security breach. In addition, internal and external physical and facility access and control are maintained through layers of right to use parameters at multiple levels of our hardware, software, network, data center and production areas.

Access control to the software and hardware is only permitted by authorized personnel under rigorous physical, software, and password protection. All staff is required to complete regular security awareness training including facility, data access, and document control, as well as all other federal security requirements, specifically including the GLBA concerning privacy.

All Coast employees working on our system and network are required to use MFA. Staff members are issued unique user IDs and passwords along with a security token that safeguard passage within Coast's omnichannel contact platform servers.

Physical Security

Coast has addressed the physical security of employees and the sensitive data entrusted to our care by limiting access to only those employees who have a business reason to know such information. Coast requires a signed acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information. Offices and storage facilities that maintain protected information limit unauthorized access and are secured. Paper documents that contain protected information are shredded before disposal. **Coast production, support and systems' facilities are under a 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies.** Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.

Physical and administrative controls to prevent unauthorized entry into Coast facilities have been established. Coast has 100% controlled access requiring photo identification and access permissions from management to enter the buildings. Cardkeys provide both authorization and accountability. The following physical access controls are in place at each Coast facility:

- All Data Center visitors must sign a data center visitor's log

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- All firewalls, switches, servers, and LAN are in secured data closets
- All visitors must always have an escort with them while in the facility
- All visitors require visitor badges and must sign in at the front desk
- Card access system to enter/exit the Data Center (including card logging system)
- Data Center has no external windows
- Data Center is in an unidentified room
- Employees are required to display their photo identification badges while in the facility, as well as utilize their fobs for entrance to all secured areas.
- Front desk receptionist at the entrance to the facility monitor all access by visitors and employees
- Receptionists maintain logs to record the entry and departure of all visitors

Environmental Security Controls

Network components are housed in an environmentally controlled data center at the Coast facility. The following environmental controls have been implemented to protect the system resources:

- Air Conditioning (AC) unit, including redundant AC
- Emergency Power
- Emergency Shutoff
- Fire extinguishers
- Moisture detectors are installed
- Plumbing lines are located under the raised floor
- Raised floors (where applicable)
- Smoke detectors
- Temperature, Flood, and Humidity sensors
- Uninterruptible Power System (UPS)

FISMA / NIST 800-53 Compliant

As a contractor for FSA, Coast is required to obtain an ATO and follow the Federal Information Security Management Act of 2002 (FISMA, 44 U.S.C. § 3541, et seq.), a federal law intended to strengthen information security systems and refine the transmission of electronic data. This law extends beyond the systems managed by the federal government to cover any third-party service providers who aid in the management of government data. FISMA compliance is obtained by an entity submitting to a process in which the company's complete IT structure, equipment and security controls are recorded and assessed. Once FISMA compliance is achieved, regulations require frequent monitoring to maintain compliance. Although our contractual obligations to the Department of Education were the catalyst for Coast to pursue compliance, all business lines benefit from working with a FISMA compliant entity due to the advanced security practices enforced.



7. Describe your ability to meet the facility requirements for the printing functions?

Bidder's Response:

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Coast's system utilized a sophisticated pool technology which captures consumers by various statuses and creates work queues for representative follow-up. This helps ensure that Coast is maintaining the performance of the contract.

Letters can be generated and exported from our system and printed manually using pre-approved templates, customized for specific situations, and distributed for fulfillment.

As stated previously, Coast understands the importance of protecting the sensitive information and data entrusted to our care. We limit employee access to information to only those who have a business reason to know such information. Coast requires a signed employee acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information.

All Coast offices and storage facilities that maintain protected information limit unauthorized access and are appropriately secured. **Coast production, support, and systems facilities are under 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies.** Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.

Work will be completed in a segregated area in which all printing and mail preparation (stuffing, metering, sealing) will occur.

8. 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.

Bidder's Response:

CSRs and Customer Service Managers (CSMs) make up the bulk of the Coast workforce. These employees are cross trained to seamlessly handle the needs of multiple clients, ensuring there are no gaps in service. Additionally, Coast has access to a vast labor pool of potential candidates if needed. As inventory volumes fluctuate, Coast can adjust individual contract staffing without negative implications.

Coast utilizes a sophisticated real-time call monitoring technology to analyze all aspects of calls including real-time call volumes. In addition, Coast's dedicated Business Analytics team reviews trends in call volumes and frequencies to provide our Operations Department with valuable forecast information. The reports and datasets provided by the Business Analytics Team provide important metrics on trends in our strategy and allow our management team to adjust as necessary. For example, should we identify through review of our ASA and answer rate that the answer rate is decreasing, and ASA is increasing, we could respond by deploying more staff hours to the contract (e.g., increasing the availability of overtime, hiring additional staff, creating set schedules during peak call volume time).

Coast also utilizes a multi-faceted approach to determine if the staff to call volume needs to be reassessed including reviewing a system dashboard and developing necessary reporting processes. Coast utilizes our omnichannel contact platform to unite voice calls, digital channels, and CRM data. Part of this solution is a digital dashboard to inform management personnel of all interactions and associated data as they happen. Managers can monitor information in real-time to determine if the number of CSRs assigned to the contract should fluctuate at any time. Utilizing thorough, integrated performance and

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volume metrics empowers CSMs to shift priorities of individual agents or teams in ways that maximize support for the State's most immediate needs while never losing sight of long-term goals.

Furthermore, Coast utilizes various custom built call reports and omnichannel contact platform dashboards which help predict staffing levels, call volumes, peak times, and how they correlate with each other. Our process is to review these reports throughout the day to determine micro-changes in call volumes as well as in a monthly view to see larger trends in call volumes, allowing Coast to adjust as necessary. In similar contracts, Coast has enacted Voluntary Time-Off which allowed employees to take unpaid time off based on overages in the specific contract hour requirements. This allows Coast to adjust to small changes in call volumes while making adding or removing staff from contracts based on larger call volume trends.

Staffing needs are determined based on:

- The number (volume) of incoming and outgoing calls, chats, emails, and other forms of communication
- The number of staff assigned to the contract
- The average call length
- Hours of operation
- Call tier requirements
- Pricing model
- and other contract requirements

Should contract changes or call volume changes occur, Coast will utilize our internal staffing model to determine necessary staffing changes to accommodate minor and major staffing adjustments.

Staff Expertise

Coast CSRs are proficient with scripted conversations with individuals of varied ages, backgrounds, abilities, and needs. Coast has hundreds of trained employees ready for work on this contract, with a reserve of qualified applicants ready to hire as needed. We maintain a low CSR to CSM ratio to ensure we have the required supervision and leadership to provide high quality services to the State. Coast CSRs have an average tenure of more than two (2) years on the job, and the average experience of a CSM is 4.3 years. We closely monitor and adjust our staffing model as needed. As a result, we meet and exceed the needs of hundreds of clients on comparable projects where timely, professional, and accurate communication with audiences is the highest priority. Coast is the first choice for contact center communications for hundreds of public and private colleges and universities nationwide, as well as other noteworthy federal, state, and local clients.

Our subject matter experts are available to clients for both training and script development. When the need arises for additional scripted materials beyond those provided by the State, Coast can quickly and accurately deliver results to the State's specifications, as we have for dozens of other clients. We encourage our clients to use us as a highly capable knowledge resource.

9. Describe your quality monitoring processes.

Bidder's Response:

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Coast will utilize our Compliance Management System (CMS), monitored, and controlled by our internal Compliance Department, to accomplish the requirements of the contract. This includes creating and deploying approved scorecards to ensure our calls meet and exceed the State's standards.

Coast records all telephone calls, where allowed by law, after notifying the consumer that we are recording the conversation. This is an excellent tool for reducing liability because all records may be retrieved and reviewed at any time by management or at the request of the client to determine if the call was appropriately conducted and adhered to the State's standards.

Coast's Compliance Department reviews a statistically significant sample of calls monthly to ensure CSRs are adhering to state and federal laws. Information is maintained, tracked, and retained in the company's CMS for audit and compliance purposes. We have experience in comprehensive compliance program development, including developing approved compliance programs for the Department of Education, Federal Student Aid in which we monitored efforts across more than 13 million interactions per year.

10. Describe your ability to meet the timelines established in this RFP for reporting and quality monitoring.

Bidder's Response:

Coast will meet the timelines established by the State for reporting and quality monitoring through our implementation team, consisting of industry professionals with experience on prior call center services contracts. We will assign a Project Manager to the State's contract. The Project Manager will develop a Gantt Chart to task and timeline all contract deliverables towards our go-live schedule.

Our Quality Assurance Plan and procedures are designed to furnish management with the information needed to respond quickly to potential concerns when they first arise, while also delivering complaint-free call center services for the State. This comprehensive strategy is essential to Coast and will be monitored and adjusted accordingly. Coast's Quality Assurance Plan is designed to ensure Coast retains the highest level of consumer protection, consumer satisfaction/experience, and operational performance.

11. Describe your maximum call capacity and the timeframe required to increase call capacity.

Bidder's Response:

Coast is prepared to allocate an ample number of technically competent and experienced staff members to meet the contract requirements. Coast is well equipped to respond to approximately one million calls per year where Level One Agents handle inbound phone calls, webchat, and email inquiries, as specified in Attachment 8 - Monthly Call Volume and can accommodate additional contract requirements and service requests. Depending on the volume of capacity change, updates can be made within days for smaller updates and up to two weeks for larger ones. The timeframe also depends on the number of staff needed to affect the change.

Coast's Workforce Management Team is constantly reviewing staffing to call volume for all BPO client solutions and has the authority to extend hours, offer overtime, and reallocate staff, as appropriate. The Workforce Management Team works directly with our HR/Recruiting Team to consistently source for exceptional CSRs.

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Coast has a team of knowledgeable, experienced employees who are available and ready to begin work immediately. We have developed a staffing model to accommodate a seven-day work week and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring a sufficient number of staff, and continually monitoring call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation. Coast will immediately assign experienced staff to begin providing services to the State. Coast will increase staff for this contract as needed and will quickly ramp up efforts to meet the State requirements and expectations.

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

Bidder's Response:

Coast has hundreds of knowledgeable, experienced agents, technicians, managers, trainers, and other employees who are available and ready to begin work immediately. We have developed a staffing model to accommodate a seven-day work week and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring enough staff, and continually monitoring call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation. Our CSRs and s CSMs will provide proper and timely communications with the State's residents ensuring they receive information in an accurate, prompt, and complete manner.

Coast is prepared to immediately assign experienced staff to begin providing services to the State. Coast will increase staff for this contract as needed and can quickly ramp up efforts to meet State requirements and expectations.

Coast's call center staff will be trained in accordance with the State's needs and specifications to provide information to callers. We will ensure the training quality standards and update training materials at the State's direction. We have full-time trainers at each location who are responsible for new hire training, client requirements, and ongoing training needs. Coast has provided additional information regarding our training program below.

Staff Training

Coast trains its employees through an award-winning training program built to prepare individuals for a successful career in a call center atmosphere. We also employ a Director of Training and Education, as well as multiple Training Specialists who are dedicated to system training, telephone etiquette training, teaching adherence to specific laws and regulations, and contract familiarity. Coast, for the second year in a row, received a Training Top 100 Award from Training Magazine. For 2021, the program reduced the total number of awards from 125 to 100, identifying Coast among the top training programs in the world.



All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Employees participate in an extensive

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and detailed training followed by an agent mentoring period to acclimate them into our contact center. This allows new agents to see how the script adherence is applied in real-world situations.

Our employees are also required to complete yearly HIPAA and Security training refresher courses. These courses require employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI and with data security regulations and protocols. Our meticulous employment training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential compliance breach.

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

Bidder's Response:

Coast offers competitive benefits, award-winning training, and a positive work environment to encourage staff retention. Our low manager-to-employee ratios helps to ensure that each employee receives one-on-one attention from the manager and that they are engaged. Coast managers routinely interact with staff for a "pulse check" to determine if there are any issues or frustrations that can be addressed to improve staff morale and promote retention. Coast CSRs have an average tenure of more than two (2) years on the job, and the average experience of a CSM is 4.3 years. We closely monitor and adjust our staffing model as needed.

14. Describe your ability to meet the reporting requirements set forth in Section V.C.2. including ad hoc reporting capabilities.

Bidder's Response

Real-Time and Ad Hoc Reporting

Coast understands the importance of receiving comprehensive and timely reports and will comply with any reporting requirements the State has. Many of our clients have special reporting requirements we are happy to address. Customized reports can be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the client's secure web folder and are available online for as long as required. Generally, historical reports are not archived until a contract has ended and any record retention period requirement has been met.

Customized Reports

Coast has the technology and expertise to integrate with the State's systems, process data electronically, and generate customized reports for the State. Reports will be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the State's secure web folder and are available online for as long as required.

Coast's ability to generate the State's required reports and program them into our omnichannel Platform will create accurate, timely, and information-rich reports for the State. This will increase the transparency between Coast and the State and ensure all contract requirements are being met.

15. Describe how DHHS staff will access your Automated Call Distribution (ACD) software to view real-time wait times and available call capacity.

Bidder's Response:

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Coast has selected an omnichannel customer service platform to unite voice calls, digital channels, and CRM data. Part of this solution is a digital dashboard to inform management personnel of all interactions and associated data as they happen. The wait times and available call capacity reports can be refreshed by the State to see the reports in real-time.

To access Coast’s Automated Call Distribution (ACD), the State will be given a link with login credentials giving access to the specific dashboard for your platform. The State will have anytime access to view the needed metrics which can be updated with any data needing to be added, edited, removed, etc. Reports and reporting requirements can also be viewed as needed within the Experience cloud site.

16. 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.




Bidder’s Response:

Coast uses our proprietary omnichannel platform. Coast will work with the State to customize the CRM system to the specifications required by the State.

Coast utilizes the omnichannel contact platform's powerful workforce management capabilities to optimize shifts with human-centric scheduling. Agents are assigned based on an intelligent algorithm that considers agent skills, location, work preference, and business rules. Employee engagement is kept high as agent-provided preferences such as working hours and time off requests are seamlessly integrated and considered in the scheduling process.

Service Cloud Voice with Amazon Connect



Use Case	Value Drivers	Success Metrics
 <p>Run Your Contact Center from Anywhere</p>	<ul style="list-style-type: none"> •Single Console + 360° view of the customer •Out-of-the-box telephony integration (AWS) •CRM-integrated voice, chat, and messaging •Real-time call transcriptions (AWS) •Built-in automation and AI •Modern, agile IVR (AWS) •Conversations in CRM data model •Call center insights and analytics •Consolidated supervisor view •Real-time agent guidance 	<ul style="list-style-type: none"> ↑ Customer Retention ↑ First Contact Resolution ↑ CSAT / NPS ↑ Cross-sell / Upsell ↑ Call Deflection ↑ Agent Performance ↓ Supervisor Admin Time ↓ Average Handle Time ↓ Call Wrap-up Time
 <p>Boost Agent Productivity on the Phone Call</p>		
 <p>Supervise and Coach Agents from Anywhere</p>		

AWS = Value driven by pre-integrated Amazon Connect

A typical three-tier design to respond to calls according to complexity or call type for ease of service and customer support is listed below. Please note that solutions are customizable based on the State’s needs and capabilities.

Coast Professional, Inc. Response to State of Nebraska, Department of Health and Human Services Request for Proposal for Contractual Services

Tier 1: Virtual assistance via live chat with a programmable Einstein Bot, a feature of Coast's omnichannel contact platform used to interact with customers quickly and accurately without waiting for a human agent.

Tier 2 Escalation: Live assistance from a knowledgeable, trained agent assigned to the client's contract.

Tier 3 Client Escalation: Live assistance from a supervisor assigned to the client's contract.

4. Cost Proposal

Coast has provided our cost proposal in Attachment 4 – Cost Proposal Sheet.

VII. ATTACHMENTS

1. Attachment 1 – Form A – Bidder Proposal Point of Contact

Coast has provided Attachment 1 – Form A – Bidder Proposal Point of Contact on the following page.

ATTACHMENT 1

Form A Bidder Proposal 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:	Coast Professional, Inc.
Bidder Address:	4273 Volunteer Road Geneseo, NY 14454
Contact Person & Title:	Jonathan Prince, Chief Executive Officer
E-mail Address:	jprince@coastprofessional.com
Telephone Number (Office):	(585) 991-5200
Telephone Number (Cellular):	(585) 519-3426
Fax Number:	(318) 807-5100

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:	Coast Professional, Inc.
Bidder Address:	4273 Volunteer Road Geneseo, NY 14454
Contact Person & Title:	Jim Benjamin
E-mail Address:	jibenjamin@coastprofessional.com
Telephone Number (Office):	(614) 582-9572
Telephone Number (Cellular):	(614) 582-9572
Fax Number:	(866) 682-1915

2. Attachment 2 – Form B – Request for Proposal for Contractual Services Form

Coast has provided Attachment 2 – Form B – Request for Proposal Contractual Services Form on the following page.

ATTACHMENT 2

FORM B

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance 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:	Coast Professional, Inc.
COMPLETE ADDRESS:	4273 Volunteer Road, Geneseo, NY 14454
TELEPHONE NUMBER:	(585) 991-5200
FAX NUMBER:	(318) 807-5100
DATE:	December 5, 2022
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Jonathan Prince, Chief Executive Officer

3. Attachment 3 – Required Bidder Responses

Coast has provided Attachment 3 – Required Bidder Responses on the following pages.

ATTACHMENT 3

REQUIRED BIDDER RESPONSES

1.	<p>Describe your understanding of the business requirements, including reporting requirements. Describe your approach of how you will accomplish the business and reporting requirements.</p> <hr/> <p>Bidder's Response: Coast has a thorough understanding of the business requirements, including the reporting requirements which are outlined in Section V.C.1 and V.C.2.</p> <p>Our clients benefit from personalized, one-on-one service from a dedicated account business development director and a staff of professional, friendly client service representatives to ensure the State's satisfaction throughout the life of the contract. Coast designates Jim Benjamin, Director of Business Development, as the primary point of contact and contract administrator for the State. He can be reached by phone at (614) 582-9572 or by email jibenjamin@coastprofessional.com. After contract execution and project implementation, Jim Benjamin will remain involved to ensure that your expectations are not only met but exceeded.</p> <p>Our Client Service team is dedicated to addressing routine transactions and providing expert aid to resolve any issue. We will provide the State with one simple email address for Client Service and a toll-free number for contacting Coast. We provide hours of operation that mirror our clients' hours so that a client service representative is readily available to assist when you need them the most. We strive to provide excellent communication and an ongoing exchange of ideas between our teams and our clients, as evidenced by quarterly webinar training sessions, email addresses that go straight to the owners of our firm, and our "no client to voicemail" policy.</p>
2.	<p>Describe your site security and how you will maintain security for remote workers. Both physical and technology security.</p> <hr/> <p>Bidder's Response: Work From Home (WFH) Network: For staff who take advantage of a Work from Home model, Coast has established the necessary technological infrastructure to provide our employees with the ability to work from home. Coast has enacted the following WFH measures (non-exhaustive):</p> <ul style="list-style-type: none"> • Provided employees with computer equipment owned and maintained by Coast. • Created secure Virtual Private Network (VPN) access that requires Two-Factor Authentication (TFA). • Created operational workflows to ensure adequate staffing and communication. • Ensure any employee in the WFH program is maintaining the company's high compliance standards. • Adjusted our call capabilities to accommodate employee telephonic capabilities including utilizing cell phones, land lines, and VOIP services.
3.	<p>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.</p> <hr/> <p>Bidder's Response: Coast will maintain bilingual staff or establish agreements with an interpreter service during the duration of any price agreement if bilingual staff is not available on Coast's staff. Coast actively recruits bilingual and multilingual staff to provide ensure effective communication with clients. If necessary, Coast may utilize an outside interpreter service.</p>
4.	<p>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.</p> <hr/> <p>Bidder's Response: Protecting callers' PHI is of paramount concern, and Coast's strict protocols and procedures have been designed, developed, and tested to protect internal data in the event of a cybersecurity or other data security breach. We are entrusted with several federal contracts that</p>

	<p>require strict security and privacy standards, external audits, and significant investments in information technology equipment and applications. This makes Coast uniquely qualified to protect PHI. Coast does not have any security incidents in the last three (3) years.</p> <p>Coast understands the necessity to protect PHI and has implemented safeguards to ensure our continued compliance with HIPAA. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Administrative Safeguards: Designed to develop processes ensuring the continued protection of PHI including establishing appropriate security measures, identifying roles and responsibilities, creating and implementing training, and ensuring staff are evaluated in their understanding. • Policies and Procedures: We utilize policies and procedures designed to ensure staff understand how to properly handle PHI, reduce the amount of PHI that is written down, and control PHI provided to us. • Risk Analysis and Management: We undergo a yearly audit of our security measures which tests for HIPAA compliance, establish appropriate Business Associate Agreements with clients, and maintain appropriate security protections for data entrusted to us. • Technical Safeguards: Coast will ensure that our staff have appropriate access to the Department's web-based software application developed by DOMO. <p>Training (Contact Center) We understand proper training regarding the protection of PII and PHI is as important as contract performance. We will train employees through our award-winning training program, built upon our experience working on COVID-19 contact tracing and other government contracts.</p> <p>All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Employees participate in an extensive and detailed training, followed by an agent mentoring period to acclimate them into our call center. This allows new agents to see how the script adherence is applied in real-world situations.</p> <p>Our employees are also required to complete a yearly HIPAA training refresher course. This course requires employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI. Our meticulous employment training, along with our stringent physical and network security protocols, creates the largest buffer between our clients and a potential compliance breach.</p>
5.	<p>Describe how you will securely print and mail documents.</p> <p>Bidder's Response: Coast understands the importance of protecting the sensitive information and data entrusted to our care. We limit employee access to information to only those who have a business reason to know such information. Coast requires a signed employee acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information.</p> <p>All Coast offices and storage facilities that maintain protected information limit unauthorized access and are appropriately secured. Coast production, support, and systems facilities are under 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies. Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.</p> <p>Work will be completed in a segregated area in which all printing and mail preparation (stuffing, metering, sealing) will occur.</p>
6.	<p>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.</p> <p>Bidder's Response: Data Security</p>

Our firewalls protect internal servers and internal/external access through layers of defense including but not limited to deny-all permit by exception rulesets, next generation firewall inspection configurations, and strong multi-factor authentication and encryption at multiple levels of our network.

Coast has standards and guidelines governing the use of electronic resources including firewall and wireless access and use policies. Coast takes reasonable and appropriate steps consistent with current technological developments to make sure that all PII is secure and to safeguard the integrity of records in storage.

Data Security Efforts

Coast is devoted to safeguarding the confidential information with which we have been entrusted. We comply with the:

- Federal Information Security Management Act of 2002 (FISMA)
- Gramm-Leach-Bliley Act (GLBA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Payment Card Industry Data Security Standard (PCI DSS)
- Red Flags Rules
- And all other regulations covering data security

Coast's strict protocols and procedures have been designed, developed, and tested to protect internal data in the event of a cybersecurity or other data security breach. In addition, internal and external physical and facility access and control are maintained through layers of right to use parameters at multiple levels of our hardware, software, network, data center and production areas. Access control to the software and hardware is only permitted by authorized personnel under rigorous physical, software, and password protection. All staff is required to complete regular security awareness training including facility, data access, and document control, as well as all other federal security requirements, specifically including the GLBA concerning privacy.

All Coast employees working on our system and network are required to use MFA. Staff members are issued unique user IDs and passwords along with a security token that safeguard passage within Coast's omnichannel contact platform servers.

Physical Security

Coast has addressed the physical security of employees and the sensitive data entrusted to our care by limiting access to only those employees who have a business reason to know such information. Coast requires a signed acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information. Offices and storage facilities that maintain protected information limit unauthorized access and are secured. Paper documents that contain protected information are shredded before disposal. Coast production, support and systems' facilities are under a 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies. Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.

Physical and administrative controls to prevent unauthorized entry into Coast facilities have been established. Coast has 100% controlled access requiring photo identification and access permissions from management to enter the buildings. Cardkeys provide both authorization and accountability. The following physical access controls are in place at each Coast facility:

- All Data Center visitors must sign a data center visitor's log
- All firewalls, switches, servers, and LAN are in secured data closets
- All visitors must always have an escort with them while in the facility
- All visitors require visitor badges and must sign in at the front desk
- Card access system to enter/exit the Data Center (including card logging system)
- Data Center has no external windows
- Data Center is in an unidentified room
- Employees are required to display their photo identification badges while in the facility, as well as utilize their fobs for entrance to all secured areas.
- Front desk receptionist at the entrance to the facility monitor all access by visitors and employees
- Receptionists maintain logs to record the entry and departure of all visitors

	<p>Environmental Security Controls Network components are housed in an environmentally controlled data center at the Coast facility. The following environmental controls have been implemented to protect the system resources:</p> <ul style="list-style-type: none"> • Air Conditioning (AC) unit, including redundant AC • Emergency Power • Emergency Shutoff • Fire extinguishers • Moisture detectors are installed • Plumbing lines are located under the raised floor • Raised floors (where applicable) • Smoke detectors • Temperature, Flood, and Humidity sensors • Uninterruptible Power System (UPS) <p>FISMA / NIST 800-53 Compliant As a contractor for FSA, Coast is required to obtain an ATO and follow the Federal Information Security Management Act of 2002 (FISMA, 44 U.S.C. § 3541, et seq.), a federal law intended to strengthen information security systems and refine the transmission of electronic data. This law extends beyond the systems managed by the federal government to cover any third-party service providers who aid in the management of government data. FISMA compliance is obtained by an entity submitting to a process in which the company's complete IT structure, equipment and security controls are recorded and assessed. Once FISMA compliance is achieved, regulations require frequent monitoring to maintain compliance. Although our contractual obligations to the Department of Education were the catalyst for Coast to pursue compliance, all business lines benefit from working with a FISMA compliant entity due to the advanced security practices enforced.</p> <p>.</p>
7.	<p>Describe your ability to meet the facility requirements for the printing functions?</p> <hr/> <p>Bidder's Response: Coast's system utilized a sophisticated pool technology which captures consumers by various statuses and creates work queues for representative follow-up. This helps ensure that Coast is maintaining the performance of the contract.</p> <p>Letters can be generated and exported from our system and printed manually using pre-approved templates, customized for specific situations, and distributed for fulfillment.</p> <p>As stated previously, Coast understands the importance of protecting the sensitive information and data entrusted to our care. We limit employee access to information to only those who have a business reason to know such information. Coast requires a signed employee acknowledgment of the requirement to keep protected information private. Existing policies establish a procedure for the prompt reporting of the loss or theft of protected information.</p> <p>All Coast offices and storage facilities that maintain protected information limit unauthorized access and are appropriately secured. Coast production, support, and systems facilities are under 24/7/365 monitored alarm, electronically monitored and controlled access card system, 24/7 camera surveillance, and all operations are contained inside physically locked door areas with stringent security password and access policies. Our database hardware is housed in a locking rack chassis located within a further access-controlled, restricted-entry data center.</p> <p>Work will be completed in a segregated area in which all printing and mail preparation (stuffing, metering, sealing) will occur.</p>
8.	<p>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.</p> <hr/> <p>Bidder's Response: CSRs and Customer Service Managers (CSMs) make up the bulk of the Coast workforce. These employees are cross trained to seamlessly handle the needs of multiple clients, ensuring there are no gaps in service. Additionally, Coast has access to a vast labor pool of potential</p>

	<p>candidates if needed. As inventory volumes fluctuate, Coast can adjust individual contract staffing without negative implications.</p> <p>Coast utilizes a sophisticated real-time call monitoring technology to analyze all aspects of calls including real-time call volumes. In addition, Coast's dedicated Business Analytics team reviews trends in call volumes and frequencies to provide our Operations Department with valuable forecast information. The reports and datasets provided by the Business Analytics Team provide important metrics on trends in our strategy and allow our management team to adjust as necessary. For example, should we identify through review of our ASA and answer rate that the answer rate is decreasing, and ASA is increasing, we could respond by deploying more staff hours to the contract (e.g., increasing the availability of overtime, hiring additional staff, creating set schedules during peak call volume time).</p> <p>Coast also utilizes a multi-faceted approach to determine if the staff to call volume needs to be reassessed including reviewing a system dashboard and developing necessary reporting processes. Coast utilizes our omnichannel contact platform to unite voice calls, digital channels, and CRM data. Part of this solution is a digital dashboard to inform management personnel of all interactions and associated data as they happen. Managers can monitor information in real-time to determine if the number of CSRs assigned to the contract should fluctuate at any time. Utilizing thorough, integrated performance and volume metrics empowers CSMs to shift priorities of individual agents or teams in ways that maximize support for the State's most immediate needs while never losing sight of long-term goals.</p> <p>Furthermore, Coast utilizes various custom built call reports and omnichannel contact platform dashboards which help predict staffing levels, call volumes, peak times, and how they correlate with each other. Our process is to review these reports throughout the day to determine micro-changes in call volumes as well as in a monthly view to see larger trends in call volumes, allowing Coast to adjust as necessary. In similar contracts, Coast has enacted Voluntary Time-Off which allowed employees to take unpaid time off based on overages in the specific contract hour requirements. This allows Coast to adjust to small changes in call volumes while making adding or removing staff from contracts based on larger call volume trends.</p> <p>Staffing needs are determined based on:</p> <ul style="list-style-type: none"> • The number (volume) of incoming and outgoing calls, chats, emails, and other forms of communication • The number of staff assigned to the contract • The average call length • Hours of operation • Call tier requirements • Pricing model • and other contract requirements <p>Should contract changes or call volume changes occur, Coast will utilize our internal staffing model to determine necessary staffing changes to accommodate minor and major staffing adjustments.</p> <p>Staff Expertise</p> <p>Coast CSRs are proficient with scripted conversations with individuals of varied ages, backgrounds, abilities, and needs. Coast has hundreds of trained employees ready for work on this contract, with a reserve of qualified applicants ready to hire as needed. We maintain a low CSR to CSM ratio to ensure we have the required supervision and leadership to provide high quality services to the State. Coast CSRs have an average tenure of more than two (2) years on the job, and the average experience of a CSM is 4.3 years. We closely monitor and adjust our staffing model as needed. As a result, we meet and exceed the needs of hundreds of clients on comparable projects where timely, professional, and accurate communication with audiences is the highest priority. Coast is the first choice for contact center communications for hundreds of public and private colleges and universities nationwide, as well as other noteworthy federal, state, and local clients.</p> <p>Our subject matter experts are available to clients for both training and script development. When the need arises for additional scripted materials beyond those provided by the State, Coast can quickly and accurately deliver results to the State's specifications, as we have for dozens of other clients. We encourage our clients to use us as a highly capable knowledge resource.</p>
9.	Describe your quality monitoring processes.

	<p>Bidder's Response: Coast will utilize our Compliance Management System (CMS), monitored, and controlled by our internal Compliance Department, to accomplish the requirements of the contract. This includes creating and deploying approved scorecards to ensure our calls meet and exceed the State's standards.</p> <p>Coast records all telephone calls, where allowed by law, after notifying the consumer that we are recording the conversation. This is an excellent tool for reducing liability because all records may be retrieved and reviewed at any time by management or at the request of the client to determine if the call was appropriately conducted and adhered to the State's standards.</p> <p>Coast's Compliance Department reviews a statistically significant sample of calls monthly to ensure CSRs are adhering to state and federal laws. Information is maintained, tracked, and retained in the company's CMS for audit and compliance purposes. We have experience in comprehensive compliance program development, including developing approved compliance programs for the Department of Education, Federal Student Aid in which we monitored efforts across more than 13 million interactions per year.</p>
10.	<p>Describe your ability to meet the timelines established in this RFP for reporting and quality monitoring.</p> <p>Coast will meet the timelines established by the State for reporting and quality monitoring through our implementation team, consisting of industry professionals with experience on prior call center services contracts. We will assign a Project Manager to the State's contract. The Project Manager will develop a Gantt Chart to task and timeline all contract deliverables towards our go-live schedule.</p> <p>Our Quality Assurance Plan and procedures are designed to furnish management with the information needed to respond quickly to potential concerns when they first arise, while also delivering complaint-free call center services for the State. This comprehensive strategy is essential to Coast and will be monitored and adjusted accordingly. Coast's Quality Assurance Plan is designed to ensure Coast retains the highest level of consumer protection, consumer satisfaction/experience, and operational performance.</p>
11.	<p>Describe your maximum call capacity and the timeframe required to increase call capacity.</p> <p>Bidder's Response: Coast is prepared to allocate an ample number of technically competent and experienced staff members to meet the contract requirements. Coast is well equipped to respond to approximately one million calls per year where Level One Agents handle inbound phone calls, webchat, and email inquiries, as specified in Attachment 8 - Monthly Call Volume and can accommodate additional contract requirements and service requests. Depending on the volume of capacity change, updates can be made within days for smaller updates and up to two weeks for larger ones. The timeframe also depends on the number of staff needed to affect the change.</p> <p>Coast's Workforce Management Team is constantly reviewing staffing to call volume for all BPO client solutions and has the authority to extend hours, offer overtime, and reallocate staff, as appropriate. The Workforce Management Team works directly with our HR/Recruiting Team to consistently source for exceptional CSRs.</p> <p>Coast has a team of knowledgeable, experienced employees who are available and ready to begin work immediately. We have developed a staffing model to accommodate a seven-day work week and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring a sufficient number of staff, and continually monitoring call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation. Coast will immediately assign experienced staff to begin providing services to the State. Coast will increase staff for this contract as needed and will quickly ramp up efforts to meet the State requirements and expectations..</p>
12.	<p>Describe your capacity of in-house trainers and approach to on-boarding new call center staff to the project.</p> <p>Bidder's Response: Coast has hundreds of knowledgeable, experienced agents, technicians, managers, trainers, and other employees who are available and ready to begin work immediately. We have developed a staffing model to accommodate a seven-day work week and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring enough staff, and continually monitoring call volume fluctuations to ensure we maintain appropriate staff for the</p>

	<p>State's requested hours of operation. Our CSRs and s CSMs will provide proper and timely communications with the State's residents ensuring they receive information in an accurate, prompt, and complete manner.</p> <p>Coast is prepared to immediately assign experienced staff to begin providing services to the State. Coast will increase staff for this contract as needed and can quickly ramp up efforts to meet State requirements and expectations.</p> <p>Coast's call center staff will be trained in accordance with the State's needs and specifications to provide information to callers. We will ensure the training quality standards and update training materials at the State's direction. We have full-time trainers at each location who are responsible for new hire training, client requirements, and ongoing training needs. Coast has provided additional information regarding our training program below.</p> <p>Staff Training Coast trains its employees through an award-winning training program built to prepare individuals for a successful career in a call center atmosphere. We also employ a Director of Training and Education, as well as multiple Training Specialists who are dedicated to system training, telephone etiquette training, teaching adherence to specific laws and regulations, and contract familiarity. Coast, for the second year in a row, received a Training Top 100 Award from Training Magazine. For 2021, the program reduced the total number of awards from 125 to 100, identifying Coast among the top training programs in the world.</p> <p>All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Employees participate in an extensive and detailed training followed by an agent mentoring period to acclimate them into our contact center. This allows new agents to see how the script adherence is applied in real-world situations.</p> <p>Our employees are also required to complete yearly HIPAA and Security training refresher courses. These courses require employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI and with data security regulations and protocols. Our meticulous employment training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential compliance breach.</p>
13.	<p>Describe your staff retention policies and the average employee length of service.</p> <p>Bidder's Response: Coast offers competitive benefits, award-winning training, and a positive work environment to encourage staff retention. Our low manager-to-employee ratios helps to ensure that each employee receives one-on-one attention from the manager and that they are engaged. Coast managers routinely interact with staff for a "pulse check" to determine if there are any issues or frustrations that can be addressed to improve staff morale and promote retention. Coast CSRs have an average tenure of more than two (2) years on the job, and the average experience of a CSM is 4.3 years. We closely monitor and adjust our staffing model as needed.</p>
14.	<p>Describe your ability to meet the reporting requirements set forth in Section V.C.2. including ad hoc reporting capabilities.</p> <p>Bidder's Response: Real-Time and Ad Hoc Reporting Coast understands the importance of receiving comprehensive and timely reports and will comply with any reporting requirements the State has. Many of our clients have special reporting requirements we are happy to address. Customized reports can be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the client's secure web folder and are available online for as long as required. Generally, historical reports are not archived until a contract has ended and any record retention period requirement has been met.</p> <p>Customized Reports Coast has the technology and expertise to integrate with the State's systems, process data electronically, and generate customized reports for the State. Reports will be programmed and generated according to the schedule required by the State. Reports for prior periods are maintained within the State's secure web folder and are available online for as long as required.</p>

	Coast's ability to generate the State's required reports and program them into our omnichannel Platform will create accurate, timely, and information-rich reports for the State. This will increase the transparency between Coast and the State and ensure all contract requirements are being met.
15.	<p>Describe how DHHS staff will access your Automated Call Distribution (ACD) software to view real-time wait times and available call capacity.</p> <p>Bidder's Response: Coast has selected an omnichannel customer service platform to unite voice calls, digital channels, and CRM data. Part of this solution is a digital dashboard to inform management personnel of all interactions and associated data as they happen. The wait times and available call capacity reports can be refreshed by the State to see the reports in real-time.</p> <p>To access Coast's Automated Call Distribution (ACD), the State will be given a link with login credentials giving access to the specific dashboard for your platform. The State will have anytime access to view the needed metrics which can be updated with any data needing to be added, edited, removed, etc. Reports and reporting requirements can also be viewed as needed within the Experience cloud site.</p>
16.	<p>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.</p> <p>Bidder's Response: Coast uses our proprietary omnichannel platform. Coast will work with the State to customize the CRM system to the specifications required by the State.</p> <p>Coast utilizes the omnichannel contact platform's powerful workforce management capabilities to optimize shifts with human-centric scheduling. Agents are assigned based on an intelligent algorithm that considers agent skills, location, work preference, and business rules. Employee engagement is kept high as agent-provided preferences such as working hours and time off requests are seamlessly integrated and considered in the scheduling process.</p> <p>A typical three-tier design to respond to calls according to complexity or call type for ease of service and customer support is listed below. Please note that solutions are customizable based on the State's needs and capabilities.</p>

4. Attachment 4 – Cost Proposal Sheet

Coast has provided Attachment 4 – Cost Proposal Sheet on the following pages.

**ATTACHMENT 4
COST PROPOSAL SHEET**

Bidder Name **Coast Professional, Inc.**

ONE TIME COST

Startup Plan/Implementation
Cost

\$ N/A

PASS THROUGH COSTS

Cost per page, single sided
printing

\$ **1.0095**

Training Cost Per Hour/Per
Person

\$ **33.93**

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	\$ 7.81	17,000-27,999	\$ 7.78	28,000-40,000	\$ 7.76
	B	15:01-20:00	1,400-3,599	\$ 10.51	3,600-5,799	\$ 10.49	5,800-8,000	\$ 10.45
	C	20:01-25:00	1,400-3,599	\$ 13.51	3,600-5,799	\$ 13.47	5,800-8,000	\$ 13.44
	D	25:01-30:00	1,400-3,599	\$ 16.52	3,600-5,799	\$ 16.47	5,800-8,000	\$ 16.43
	E	30:01-35:00	1,400-3,599	\$ 19.52	3,600-5,799	\$ 19.46	5,800-8,000	\$ 19.41
Outreach	A	8:00 -12:00	1,400-3,599	\$ 6.01	3,600-5,799	\$ 5.99	5,800-8,000	\$ 5.97
	B	12:01 - 16:00	1,400-3,599	\$ 8.41	3,600-5,799	\$ 8.38	5,800-8,000	\$ 8.36
	C	16:01 - 20:00	1,400-3,599	\$ 10.81	3,600-5,799	\$ 10.78	5,800-8,000	\$ 10.75
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 3.50	3,600-5,799	\$ 3.50	5,800-8,000	\$ 3.48

B	8:01 - 12:00	1,400-3,599	\$ 5.85	3,600-5,799	\$ 5.83	5,800-8,000	\$ 5.81
C	12:01-16:00	1,400-3,599	\$ 8.18	3,600-5,799	\$ 8.15	5,800-8,000	\$ 8.13

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	\$ 8.46	17,000-27,999	\$ 8.43	28,000-40,000	\$ 8.41
	B	15:01-20:00	1,400-3,599	\$ 11.39	3,600-5,799	\$ 11.36	5,800-8,000	\$ 11.32
	C	20:01-25:00	1,400-3,599	\$ 14.63	3,600-5,799	\$ 14.60	5,800-8,000	\$ 14.56
	D	25:01-30:00	1,400-3,599	\$ 17.90	3,600-5,799	\$ 17.85	5,800-8,000	\$ 17.80
	E	30:01-35:00	1,400-3,599	\$ 21.15	3,600-5,799	\$ 21.09	5,800-8,000	\$ 21.03
Outreach	A	8:00 -12:00	1,400-3,599	\$ 6.51	3,600-5,799	\$ 6.49	5,800-8,000	\$ 6.47
	B	12:01 - 16:00	1,400-3,599	\$ 9.11	3,600-5,799	\$ 9.08	5,800-8,000	\$ 9.06
	C	16:01 - 20:00	1,400-3,599	\$ 11.71	3,600-5,799	\$ 11.69	5,800-8,000	\$ 11.64
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 3.80	3,600-5,799	\$ 3.80	5,800-8,000	\$ 3.78
	B	8:01 - 12:00	1,400-3,599	\$ 6.35	3,600-5,799	\$ 6.33	5,800-8,000	\$ 6.31
	C	12:01-16:00	1,400-3,599	\$ 8.88	3,600-5,799	\$ 8.85	5,800-8,000	\$ 8.83

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	\$ 8.82	17,000-27,999	\$ 8.79	28,000-40,000	\$ 8.77
	B	15:01-20:00	1,400-3,599	\$ 11.87	3,600-5,799	\$ 11.85	5,800-8,000	\$ 11.80
	C	20:01-25:00	1,400-3,599	\$ 15.26	3,600-5,799	\$ 15.22	5,800-8,000	\$ 15.18
	D	25:01-30:00	1,400-3,599	\$ 18.66	3,600-5,799	\$ 18.61	5,800-8,000	\$ 18.56
	E	30:01-35:00	1,400-3,599	\$ 22.05	3,600-5,799	\$ 21.98	5,800-8,000	\$ 21.92
Outreach	A	8:00 -12:00	1,400-3,599	\$ 6.79	3,600-5,799	\$ 6.76	5,800-8,000	\$ 6.74
	B	12:01 - 16:00	1,400-3,599	\$ 9.50	3,600-5,799	\$ 9.47	5,800-8,000	\$ 9.45
	C	16:01 - 20:00	1,400-3,599	\$ 12.21	3,600-5,799	\$ 12.18	5,800-8,000	\$ 12.14
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 3.96	3,600-5,799	\$ 3.96	5,800-8,000	\$ 3.95
	B	8:01 - 12:00	1,400-3,599	\$ 6.63	3,600-5,799	\$ 6.60	5,800-8,000	\$ 6.58
	C	12:01-16:00	1,400-3,599	\$ 9.27	3,600-5,799	\$ 9.24	5,800-8,000	\$ 9.22

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	\$ 9.20	17,000-27,999	\$ 9.18	28,000-40,000	\$ 9.15
	B	15:01-20:00	1,400-3,599	\$ 12.39	3,600-5,799	\$ 12.36	5,800-8,000	\$ 12.32
	C	20:01-25:00	1,400-3,599	\$ 15.92	3,600-5,799	\$ 15.88	5,800-8,000	\$ 15.84
	D	25:01-30:00	1,400-3,599	\$ 19.48	3,600-5,799	\$ 19.42	5,800-8,000	\$ 19.37
	E	30:01-35:00	1,400-3,599	\$ 23.01	3,600-5,799	\$ 22.94	5,800-8,000	\$ 22.88
Outreach	A	8:00 -12:00	1,400-3,599	\$ 7.09	3,600-5,799	\$ 7.06	5,800-8,000	\$ 7.04
	B	12:01 - 16:00	1,400-3,599	\$ 9.92	3,600-5,799	\$ 9.88	5,800-8,000	\$ 9.86
	C	16:01 - 20:00	1,400-3,599	\$ 12.74	3,600-5,799	\$ 12.72	5,800-8,000	\$ 12.67
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.14	3,600-5,799	\$ 4.14	5,800-8,000	\$ 4.13
	B	8:01 - 12:00	1,400-3,599	\$ 6.93	3,600-5,799	\$ 6.90	5,800-8,000	\$ 6.88
	C	12:01-16:00	1,400-3,599	\$ 9.69	3,600-5,799	\$ 9.65	5,800-8,000	\$ 9.63

5. Attachment 5 – Sample Quality Assurance Form

Coast has read, understands, and agrees to comply with the State’s Quality Assurance document.

6. Attachment 6 – Sample Quality Evaluation Scoring Report Template

Coast has read, understands, and agrees to comply with the State’s Quality Evaluation Scoring Report document.

7. Attachment 7 – Daily Report Sample

Coast has read, understands, and agrees to comply with the State’s Daily Report document.

8. Attachment 8 - Monthly Call Volume

Coast has read and understands the State's Monthly Call Volume document.

EXHIBIT I: AUDITED FINANCIAL STATEMENTS

Coast has provided its latest audited financial statement and banking reference in **Exhibit I** as a separate and distinct file per the solicitation requirements. Coast considers this information to be **Confidential and Proprietary** and should be withheld from public disclosure.

EXHIBIT II: CLAIM OF BUSINESS CONFIDENTIALITY

Please see the following letter for a rationale of Coast's confidential and proprietary documents under NE Code § 84-712.05.



December 6, 2022

René Botts and Carrie DeFreece
State of Nebraska, Department of Health and Human Services
301 Centennial Mall South, Suite 500
Lincoln, NE 68509

Re: Coast Written Claim of Business Confidentiality

Dear René Botts and Carrie DeFreece:

In submitting our proposal, Coast Professional, Inc. has deemed one (1) required item in our response to be protected records under NE Code § 84-712.05 that are confidential and proprietary in nature subject to a claim of business confidentiality:

1. The confidential financial statements required in **VI. PROPOSAL REQUIREMENTS, A. Proposal Submission, 1. CORPORATE OVERVIEW, Response b.**

The above information and documents are not considered public knowledge, nor are they available to the public. This information is not "public record" as defined by NE Code § 84-712.05, and as a result, these items are not required to be open or disclosed.

Coast undertakes substantial effort to maintain the secrecy of these records. The financial statements are trade secrets and a compilation that derives independent economic value to Coast in not being generally known and not being readily ascertainable by other persons who would obtain economic value from its disclosure. The release of our financial statements could cause substantial hardship and put the company at a competitive disadvantage should they be released. If released, our competitors could gain a potential advantage by viewing our financials, allowing them to determine how we strategically price items. Detailed examples include the following:

- Detailed expenditures
- Detailed information about our benefits and employee compensation are outlined. Employee benefits and compensation are an area which has a positive impact on our net income and sets us apart from our competitors.
- Grant information is included in our financial statements. Coast uses grants and as a business strategy for hiring and recruiting - again an area where we differ from our competition.

Coast appreciates the opportunity to provide protected information in a separate, confidential manner. We understand that the State of Nebraska, Department of Health and Human Services is subject to Nebraska public records law and has sole discretion to determine if the information identified in our request is exempt from disclosure.

Should you have any questions regarding our request for the confidential treatment of the aforementioned material, please reach out to proposals@coastprofessional.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jonathan Prince".

Jonathan Prince
Chief Executive Officer

