

From: [Laurie Speaks](#)
To: [Botts, Rene](#)
Subject: RFP 113578 O3
Date: Monday, March 6, 2023 12:54:54 PM

Hi René,

Please consider this email official notice that PRC is withdrawing the proprietary and confidential restriction from our RFP response document in its entirety.

Please reach out if you have any questions.

Kind regards,
Laurie

Laurie Speaks

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RFP 113578 O3

PROPOSAL FOR

CALL CENTER SUPPORT SERVICES FOR ACCESSNEBRASKA

DECEMBER 6, 2022

*The contents of this proposal are confidential
and intended only for State of Nebraska,
Department of Health and Human Services
(DHHS) and its associated personnel.*

PREPARED FOR:

The State of Nebraska, Department of Health
and Human Services (DHHS)
Attn: René A. Botts/Carrie DeFreece

SUBMITTED BY:

PRC, Inc.
Laurie Speaks, SVP Client Success
lspeaks@prccustomresearch.com
818-939-4121



INTRODUCTORY LETTER

Dear State of Nebraska, Department of Health and Human Services team,

Enclosed please find PRC's response to RFP 113578 O3 for call center support services for ACCESSNebraska. We believe PRC offers you the best path forward to providing an excellent experience for Nebraska residents participating in the ACCESSNebraska program. It would be an honor to collaborate together to support the residents of our home state.

PRC is a leading healthcare experience company specializing in high-quality phone survey research, analytics tools, and consulting services. With over 40 years of experience conducting phone interviews with patients, community members, physicians and employees, PRC's mission is to drive excellence in all aspects of human care and has expertise in the following areas:

- Public Health information lines
- Patient Experience surveys including: CAHPS phone survey outreach (HCAHPS, Home Health CAHPS, OAS, Dialysis, ACO/MIPS, CG-CAHPS, Primary Care First, GPDC, Hospice, Cancer, ED, Child). Separate training is required for each
- Consumer phone surveys
- Community (state and county residents) surveys, outreach and information hotlines
- Public Health Initiatives

PRC is a privately held, minority owned company and our original founder, Dr. Joe Inguanzo, remains the President and CEO. PRC has over 520 employees as of December 1, 2022, including over 350 call center agents with call center backgrounds and experience. We are a Resident Bidder with our headquarters based in Omaha, Nebraska and the majority of our employees working in Nebraska.

PRC has the experience, ability, and capacity to deliver and implement the project outlined in this RFP. PRC has previous experience supporting the State of Nebraska DHHS with public health initiatives including contact tracing and vaccine helpline support. We have a proven history of being able to tailor our project plans, Quality Assurance programs, training, and reporting to support DHHS's specific needs and goals. We are confident our references can attest that working with PRC is a true partnership and positive experience which would allow for a seamless transition should PRC be awarded the contract.

Please reach out with any questions you may have regarding our proposal. On behalf of our team, we are eager to discuss ways we can support your vision and objectives.

Kind regards,
Laurie Speaks

Laurie Speaks

Laurie Speaks
Senior Vice President, Client Success
PRC



TABLE OF CONTENTS

INTRODUCTORY LETTER 2

1. CORPORATE OVERVIEW 4

H. Summary of Bidder’s Corporate Experience 5

I. Summary of Bidder’s Proposed Personnel/Management Approach 12

KEY PROJECT TEAM..... 14

J. Subcontractors 24

2. SOLUTION APPROACH 25

 1. *Understanding of The Project Requirements..... 25*

 2. *Proposed Development Approach 25*

 3. *Technical Considerations..... 28*

 4. *Detailed Project Work Plan 29*

 5. *Deliverables and Due Dates 31*

3. REQUIRED BIDDER RESPONSES 34

Attachment 3 - Required Bidder Responses 34



1. CORPORATE OVERVIEW

A. Contractor Identification and Information	
Full Name	Professional Research Consultants, Inc. (PRC)
Address of Organization	11326 P Street Omaha, Nebraska 68137
Entity Organization	Corporation, Incorporated in the State of Nebraska
Incorporated State	Nebraska (Resident Bidder)
Year Organized	1980
Name Change	N/A
B. Financial Statements	<p>PRC is a privately held, minority-owned company. We have no judgments, pending or expected litigation against us. There is no condition known to exist that would materially affect the viability or stability of PRC as an organization.</p> <p>*PRC can make 2020 and 2021 balance sheets available to the State of Nebraska upon request.</p> <p><u>Banking Reference:</u> Cindy Mowery SVP, Director of Treasury Management Security National Bank 1120 S 101st St Omaha, NE 68124 cmowery@snbomaha.com (402) 221-0138</p>
C. Change of Ownership	PRC has been in business 42 years and is still owned by the original founders.
D. Office Location	PRC is headquartered in Omaha, Nebraska and resides on a 10-acre campus. PRC owns 3 buildings totaling 53,000 square feet. The PRC offices are currently being utilized by staff that are working while social distancing; the rest of our employees currently work remotely due to COVID-19.
E. Relationship with the State	<p>NE State Contract #90600.O4 Contact Tracing Support, <i>May 2020 – April 2021</i>;</p> <p>NE State Contract #94642.O4 Contact Tracing Support, <i>April 2021 – July 2021</i>;</p> <p>NE State Contract #93806.O4 Vaccine Inbound Call Center Support, <i>February 2021 – September 2021</i></p>
F. Employee Relations to State	<p>To PRC's knowledge, no one currently employed at PRC is also employed by the State of Nebraska or has been an employee within the last twelve months.</p> <p>We also have that as a screening question in our applicant screening process to make sure we do not hire someone that may cause a conflict of interest with the projects.</p>
G. Contract Performance	PRC has never had a contract terminated for default by the State of Nebraska.

H. Summary of Bidder's Corporate Experience

Proprietary and Confidential

Organization	Contact Information	Start Date	End Date	Project Description	Contractor or Sub-contractor	Project Involved
PROJECT 1						
<p>Nebraska State Department of Health and Human Services dhhs.ne.gov 301 Centennial Mall South, Lincoln, Nebraska</p>	<p>Jeff Fry SOS Director-DHHS Contact & Care Center PUBLIC HEALTH Nebraska Department of Health and Human Services Office: 402-471-1239 Cell: 531-530-7323</p>	May, 2020	Feb, 2022	<p>Contact Tracing Support for the State of Nebraska and Douglas County Health Department</p> <p>This is one body of work with three (3) contract numbers Contract details:</p> <p>NE State Contract #90600.O4 Contract Effective date: 5/4/2020 Original Scheduled Completion date: 11/3/2020 (extended through 5/2/2021) Actual Completion date: 5/2/2021 Reason for overage: Contract extension due to need. Original budget: \$7,932,375.00, \$34,582,375.00 with all extensions Actual spend: \$27,865,518.39</p> <p>Final result: PRC exceeded expectations, completed contract on time, and worked within budget based on maximum dollar amount allowed via extensions.</p> <p>NE State Contract #94642.O4 (same project but contract number replaced #90600.O4) Contract Effective date: 5/3/2021 Original Scheduled Completion date: 7/28/2021 Actual Completion date: 7/28/2021 Original budget: \$9,250,000.00 Actual spend: \$6,694,200.00 Final result: PRC exceeded expectations, completed contract on time, and within budget.</p> <p>Douglas County Health Department (DCHD) Contact Tracing: PRC Contract #: 10639 Contract Effective date: 8/5/21 Original Scheduled Completion date: 10/4/21 plus extensions Actual Completion date: 2/4/22 Original budget: minimum \$25,200.00 per week, based on volume Actual spend: \$1,156,600.00</p> <p>Final result: PRC exceeded expectations and worked within budget based on maximum dollar amount allowed via</p> <p>DHHS NE engaged PRC for a turnkey solution to manage case investigations and contact tracing for the state of Nebraska. PRC hired, trained, and managed over 1,300 Call Center Agents to help reduce the spread of COVID-19 in Nebraska. As the first contractor to put together a contact tracing program for the state, PRC was</p>	Prime Contractor	<ul style="list-style-type: none"> Large call center management of outbound calls for COVID-19 contact tracing and case investigations Contact gathering and notifications Training program created with DHHS Worked with protected health information (PHI) and personal identifying information (PII) Utilized Nebraska state systems Weekly meeting with project stakeholders from DHHS and county teams Developed training resources Utilization of state systems/protocols HIPAA compliance
<p>Douglas County Health Department (DCHD) https://www.douglascountyhealth.com 1111 South 41st Street, Ste. 205 Omaha, NE 68105</p>	<p>Justin Frederick, MPH, CPH, Supervisor, Communicable Disease Epidemiology</p> <p>P: 402-444-7214 F: 402-444-3287 Justin.frederick@douglascounty-ne.gov</p>					

H. Summary of Bidder's Corporate Experience

Organization	Contact Information	Start Date	End Date	Project Description	Contractor or Sub-contractor	Project Involved
				<p>uniquely positioned with established systems and staff ready to start within a few days of signing the contract.</p> <p>The project required</p> <ul style="list-style-type: none"> Significant hiring and expedited onboarding PRC created a recruitment program specific for the state of NE project with a #CrusttheCurveNE campaign and URL. The campaign was designed to attract candidates that were a good fit. The campaign was also designed as a way to help spread awareness around the initiative. PRC was able to attract, hire, onboard, and train over a thousand Call Center agents in an expedited fashion. Training program PRC created a training program for this project which included the creation of training materials. The training program was implemented upon approval of DHHS. PRC used a "Train the Trainer" model and rolled the training out to all new hires as new groups were onboarded onto the project. Sensitive data handling PRC received data from DHHS and local health departments (LHDs) of individuals that had received a positive COVID test. PRC would also obtain additional sensitive data during the outbound phone calls. System access PRC utilized NE state systems along with PRC proprietary systems to which the state was given access. Call Center management PRC executed outbound phone calls to conduct a case investigation using a script of questions designed to extract information around exposure. PRC's objective for the call was to obtain information around other individuals they had contact with and potentially exposed for further notification. From there, PRC would conduct a contact tracing investigation by reaching out to the potentially exposed with notice and additional questions. The Call Center leads were tasked with providing projections around staffing needs, monitoring Agents, call metrics, and monitoring reporting. Quality Monitoring program Due to the nature of the calls, it was requested by DHHS not to record phone calls for quality assurance. As part of PRC's standard QA program, calls were live monitored both onsite and remote (depending on employee location) and reviewed and evaluated by the Quality Assurance team for improvement. Collaboration with Cross-Functional teams Supporting DHHS required collaboration with additional vendors. In the spirit of our Customer Focused Value, PRC shared training materials with the other vendors to shorten their start-up 		

H. Summary of Bidder's Corporate Experience

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				<p>time in assisting the state. PRC met weekly with stakeholders from DHHS and the Douglas County Health Department (DCHD) team. Besides PRC's own weekly meetings, PRC leaders would attend meetings with the LHD leads to ensure our agents were up to date on all relevant community information during the quickly evolving situation.</p> <ul style="list-style-type: none"> Customized Reporting PRC provided daily and weekly reporting to both DHHS and DCHD and any ad hoc reporting upon request. <p>Once the Nebraska state contract ended in July 2021, DCHD worked directly with PRC to continue the contact tracing services in their county. Besides doing outreach to local adult residents, PRC was tasked with tracking minor cases including clusters (football games, church events, birthday parties, etc.) to help reduce the chance of spread by contacting all individuals that were potentially exposed for investigation and quarantine advice. PRC also provided theme reporting to DCHD to show trends in data.</p> <p>PRC is confident all references that we worked with at DHHS and Douglas County Health Department on these projects will reinforce that PRC met and exceeded all requirements for these referenced contracts. We've listed one contact each from DHHS and DCHD for this project giving DHHS the ability of getting a reference from either.</p> <p><i>Additional references involved with this project available upon request.</i></p>		

H. Summary of Bidder's Corporate Experience

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Organization	Contact Information	Start Date	End Date	Project Description	Contractor or Sub-contractor	Project Involved
Project 2						
State of Nebraska Department of Health and Human Services	<p>Zidarta (Z) Winfrey Operations Lead-Vaccine Action Team Hospital Preparedness Program Coordinator Nebraska National Guard Liaison</p> <p>1500 Highway 2 PO Box 94759 Lincoln, Nebraska 68502-4759</p> <p>Office: (402) 479-4531 Fax: (402) 479-3728 Zidarta.Winfrey@Nebraska.gov or Z.Winfrey@Nebraska.gov</p> <p>C: 402-560-1679</p> <p>Zidarta.Winfrey@nebraska.gov</p>	Feb 2021	Sep 2021	<p>Nebraska, DHHS Contract #93806.O4 Contract Effective date: 2/11/2021 Original Scheduled Completion date: 8/12/2021 (extended through 11/12/2021) Actual Completion date: 9/28/2021 Original budget: \$3,367,980.00 (\$5,051,970.00 with extensions) Actual spend: \$4,490,640,00 Final result: <i>PRC exceeded expectations and worked within budget and completion date based on maximum dollar amount allowed via contract extensions.</i></p> <p>The state of Nebraska Department of Health and Human Services (DHHS) selected PRC to provide call center support for the state vaccine helpline. PRC worked with DHHS to redirect all calls to the state to PRC's in-house call center for handling.</p> <p>Vaccine Helpline Support for the state of NE, DHHS involved:</p> <p>Accelerated Start-up plan with expedited onboarding Due to the urgency with the state being overwhelmed with calls, PRC was up and running for this project within three business days of signing the contract. Startup involved routing phone lines, training agents, systems setup, script preparation, FAQ landing page setup, and establishing reporting requirements with stakeholders.</p> <p>Customized Training program PRC's Director of Training created a secure resource page on the PRC portal for call center agents to be able to access up-to-date vaccine information. The PRC training program worked on scripting with DHHS along with key messaging to be used for this project. All information given to agents was pre-approved by the state.</p> <p>Routing incoming call lines for Call Center Support Lines were forwarded from the Nebraska vaccine helpline to PRC seamlessly with no downtime. PRC was asked to keep the hold time under 5 minutes and held an average of 30 seconds or less for the average speed to answer time.</p> <p>Quality Assurance and Reporting metrics All calls were monitored live for quality assurance with reporting provided to the state on a daily and weekly basis. PRC provided all the required metrics via Excel along with a visual report in Tableau to be able to easily help DHHS identify trends in needs.</p>	Prime Contractor	<ul style="list-style-type: none"> • Large call center management with inbound calls being redirected from state of NE • Over 20k total inbound calls handled • Over 6,000 registration assists • Average Speed to Answer (ASA) was under 30 seconds • Worked with protected health information (PHI) and personal identifying information (PII) • HIPAA compliance • Developed training resources • Utilization of state systems/protocols

H. Summary of Bidder's Corporate Experience

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				<p>Outbound call support to assist callers with registrations Upon execution of the contract, PRC added capacity and services to provide outbound calls and assist callers with registrations.</p> <p>Partnership and collaboration PRC held weekly meetings with stakeholders to ensure maximum project success.</p> <p>PRC is confident all references that we worked with at DHHS and DCHD on this project will reinforce the fact that PRC met and exceeded all requirements for this contract.</p> <p><i>Additional references involved with this project available upon request.</i></p>		

H. Summary of Bidder's Corporate Experience

Proprietary and Confidential

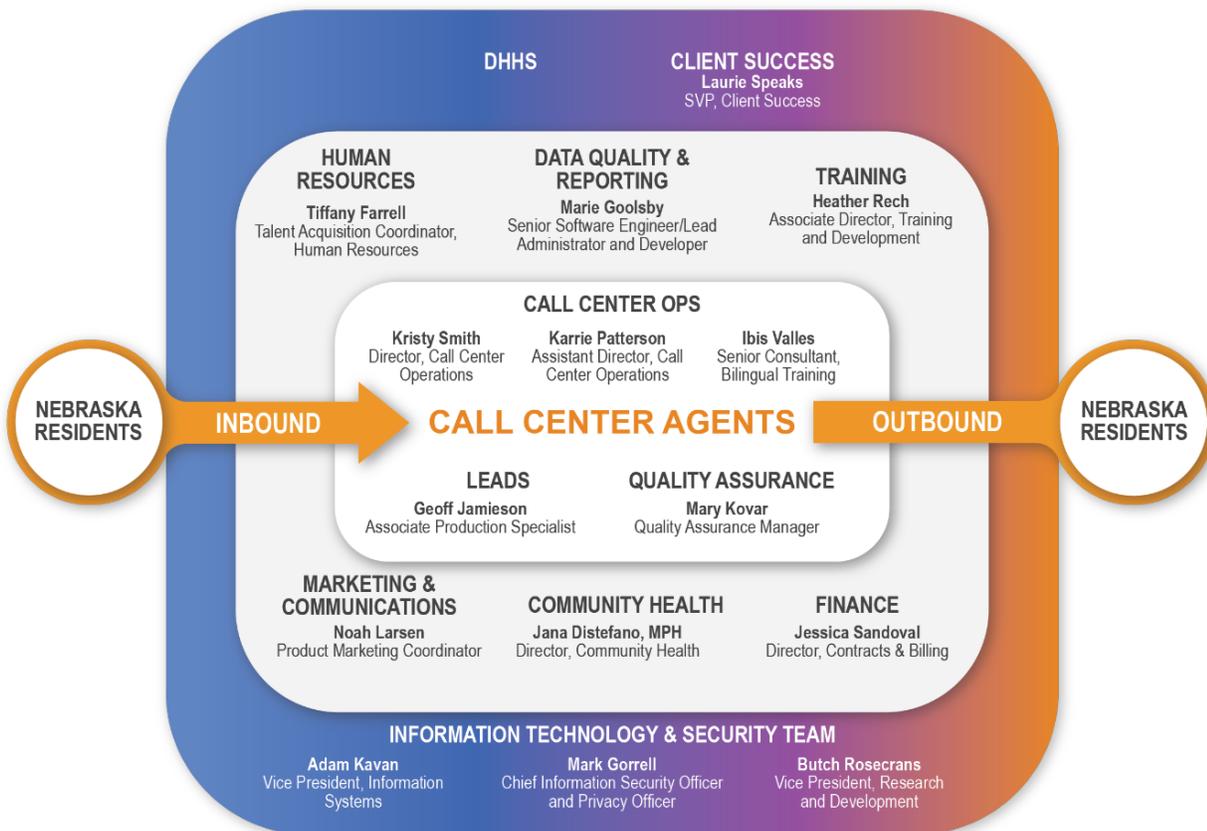
Organization	Contact Information	Start Date	End Date	Project Description	Contractor or Sub-contractor	Project Involved
Project 3						
California State University – Long Beach	<p>Damian Zavala, MSW, LCSW, MPA Associate Vice President, Health and Wellness</p> <p>California State University – Long Beach (562) 985-5146 Damian.Zavala@csulb.edu</p>	Oct 2021	May, 2022	<p>Cal State University system on behalf of Cal State University Long Beach (CSULB) PRC Contract #: 10698 Contract Effective date: 9/24/21 Original Scheduled Completion date: 2/5/22 (extended through end of semester) Actual Completion date: 5/31/22 Original budget: \$546,300.00 for initial term and scope of work Actual spend: \$1,181,025.00 Final result: PRC exceeded expectations and worked within budget and completion date based on maximum dollar amount allowed via contract extensions and scope of work additions.</p> <p>Cal State University system on behalf of Cal State University Long Beach (CSULB) engaged PRC for an initiative to launch a COVID-19 contact tracing/surveillance program and vaccine information line for CSULB student campus of over 30,000 students and over 700 faculty and staff.</p> <p>Contact Tracing and Surveillance Support for Cal State University Long Beach included:</p> <p>Large Volume outbound and inbound call support Contact tracing entailed making outbound phone calls to students, faculty, and staff that did not pass the daily health screen to gather and input details into PRC's CRM. From there, PRC call center agents would advise on quarantine protocols and provide vaccination information. PRC designed the call center agent questionnaire and system to ensure when answers were answered a certain way, the agent would be able to respond appropriately and ask correlating questions. PRC also had a system in place depending on the answers given to escalate cases for urgent handling.</p> <p>PRC conducted contact tracing and outreach to individuals that may have been exposed to gather additional information and advise on quarantine protocols and vaccination information. PRC had a feedback loop with CSULB to green light any students or faculty and staff for campus.</p> <p>Customized Reporting PRC set up a separate surveillance program to monitor all unvaccinated students, faculty, and staff that required a weekly upload of a negative COVID test or proof of vaccine in order to be removed from the surveillance program. This program required PRC to create a landing page for students to upload results. PRC also created an escalation process within our system to flag CSULB departments with</p>	Prime Contractor	<ul style="list-style-type: none"> • Large call center management with inbound calls being redirected from CSULB to PRC • Average Speed to Answer Requirement Under 5 minutes Actual Average Speed to Answer 33 seconds • Total inbound calls handled 7,100 • 6,500+ total outbound calls • 10,000 total case investigations completed • Worked with protected health information (PHI) and personal identifying information (PII) • HIPAA Compliance • Developed training resources

H. Summary of Bidder's Corporate Experience

Organization	Contact Information	Start Date	End Date	Project Description	Contractor or Sub-contractor	Project Involved
				<p>the students, faculty, and staff that were in violation so appropriate steps could be taken on the CSULB side.</p> <p>Large inbound call support PRC also set up an inbound information line with CSULB which redirected calls coming in to CSULB so all students calling CSULB for quarantine or vaccination information would be routed to the PRC call center for handling. We were asked to keep the call hold time to under five (5) minutes and PRC average call hold time was under twenty (20) seconds.</p> <p>Cross-functional collaboration PRC met weekly with the CSULB stakeholders to review reporting, changes in protocols or processes, and to discuss any updates for the call center agents. PRC had involvement with several teams at CSULB including Student Health, Faculty & Staff, and IT.</p> <p>Customized training program PRC had a training program in place to make sure all agents were trained on all protocols and procedures prior to handling calls. PRC also had a dedicated CSULB landing page that agents were required to log in to each morning that had all the updated information from state and county, along with any updated information that CSULB wanted provided to students.</p> <p>The strong working relationship between PRC and CSULB allowed for fast implementation of changes needed due to the changing landscape of the pandemic. PRC is confident all references on this project will reinforce that PRC met and exceeded all requirements for this contract.</p> <p>Additional references involved with this project available upon request.</p>		<ul style="list-style-type: none"> Created unique escalation/notification system for client Utilized PRC Salesforce CRM

I. Summary of Bidder’s Proposed Personnel/Management Approach

PRC’s Personnel/Management Approach is structured to provide the needed flexibility, scalability, and accountability to ensure we are exceeding performance expectations with the ACCESSNebraska program. PRC’s project team provides the experience with public health and large call center projects that is critical to ensure success for an outsourced call center. To support this project, we have identified the teams that will be involved along with the proposed personnel. For the proposed personnel, we have provided bio, reporting relationships, resume and references for each.



PRC Main Point of Contact for Nebraska DHHS

Our proposed Project Manager, Laurie Speaks, SVP of Client Success, will serve as the primary point of contact to the Nebraska DHHS. The Client Success team works with clients to monitor projects and ensure the Scope of Work is being met. Client Success works as an internal advocate for clients to make sure all the necessary resources are being utilized to maximize success for the client.

Laurie will also serve as the central facilitator for the project internally. As the primary contact for Nebraska DHHS, Laurie will be focused on the quality of performance and exceeding expectations with the project deliverables. Laurie has the ability to track projects in multiple tools including Monday, Trello, Jira, or Excel.

Laurie will leverage her previous experience managing projects for Nebraska DHHS along with her proven track record of building and leading high performing teams to ensure project success.

PRC will have multiple teams Involved to ensure efficient and streamlined operations for this project.

Laurie will be supported by the Call Center Operations Leaders who will manage and oversee the day-to-day

Call Center Operations handles an average of 35,000 calls per day. For PRC's patient experience business, Call Center Agents complete an average of 9,500 patient surveys which involves interviewing a patient about their experience and filling out a form along with metric tracking in our CRM. The Call Center Agents minimum call time for a completed call is around 4 minutes with the maximum being over 20 minutes and average call time is 14.5 minutes. For inbound calls, the call center strives to have under two (2) minute hold time. Call Center Operations oversee the Leads team and Quality Assurance team to make sure all agents have a Lead and are being actively monitored by the QA team with a feedback loop in place. The QA feedback loop is designed to give the Call Center Ops areas for improvement with assistance from the training team, as needed. Call Center Operations acts as a Command Center throughout the day working with Leads, Training, Agents, and dealing with any escalations that may arise. The call center agents are divided into small teams each with a highly experienced Lead to support and guide the group.



PRC Call Center averages
35k Calls per day

The Leads will work within the Call Center Operations team on an ongoing basis with the agents to make sure agents are on the lines and ready for calls, active, and to monitor queues and call times. Leads work with agents on escalations prior to sending to Call Center Ops in an attempt to provide resolution in real time.

PRC has a solid history of being able to scale up quickly for large call volume projects. We run annual recruitment campaigns designed to attract quality candidates and we maintain a database of pre-screened candidates that are ready for hire. **Human Resources** will be involved to assist with transitioning current agents onto this project. This will involve a screening process (to screen against role criteria and to establish a fit), speaking with current employees about the project, and officially transitioning the agent internally to the new project team. Human Resources will also be involved when hiring is necessary for this project. This involves setting up job advertisements, actively recruiting, phone screening, administering testing, checking references, conducting background checks, making an employment offer, and onboarding of a new employee.

Marketing & Communications team will work with Human Resources on crafting job posts and running marketing campaigns to attract the ideal candidates to this project when hiring is happening. Marketing is involved with HR when it comes to the Call Center hardware (ordering headsets and new hire kits). If there is any communication or messaging required of PRC (i.e. script change, FAQ updates, etc.), Marketing would create the content necessary for approval from DHHS.

Training will be heavily involved in this project to ensure that the training program is setup and ready to go so we can transition agents into training for this project. We will have training in both English and Spanish which sometimes requires training materials to be translated which PRC can do. Training will follow the guidelines for training outlined in the Scope of Work which will include the 16.5 hours of training to take place over 2-3 days. The Training team is also involved with new hires and handles basic training on systems and phone etiquette. Training works hand in hand with the Quality Assurance team to ensure any agents in need of additional training in one or more areas are properly trained and ready prior to returning to the phones.

Data Quality & Reporting will be involved in ensuring data quality for all reporting provided to the state. They will handle all reporting setup prior to launch for approval by DHHS. This will also include phone metrics and reporting.

Quality Assurance is heavily involved with the day-to-day quality monitoring of the Call Center Agents as they are actively monitoring live and recorded calls for quality and improvement. The Quality Assurance team will utilize the DHHS approved quality evaluation tool and work with DHHS on the QA program.

Community Health is typically involved with projects when we are working with public health and residents in communities. Our Community Health team has a strong understanding of community health needs, public health, and epidemiology. In the past with state projects, the Community Health team worked with health departments and the training teams to ensure all messaging clear, concise, and effective.



PRC Community Health worked with over 1,500 counties in the US in 2022

Information Technology & Security will be involved when it comes to adhering to all the security requirements of this project. Security will be involved to ensure PRC is HIPAA compliant.



Key Project Team

In looking over the scope of work and project requirements, PRC has assembled a diverse, seasoned project team that would be the key PRC stakeholders involved from each department. **There are fifteen (15) project team members and the team averages eighteen (18) years of tenure at PRC.**

Laurie Speaks *4 years with PRC*

Senior Vice President, Client Success

Team: Client Success

Reporting relationships:

Laurie reports to Dr. Inguanzo, the CEO of PRC, and has nine (9) direct reports on the Client Success team.

Bio:

Laurie Speaks joined PRC in 2018 as a Leadership Consultant to develop strategy around Client Success initiatives. In 2020, Laurie assumed her current role of Senior Vice President, Client Success, where she is responsible for running all facets of the client journey and leading projects to success with high performing project teams.

Laurie also serves as the primary point of contact for state and federal projects and initiatives at PRC, such as managing the contracts with the State of Nebraska (both contact tracing and vaccine support). Such projects required large call center management, quality assurance program management, and individual customized reporting requirements, to which Laurie ensured the proper execution of the scope of work while achieving maximum success. All projects Laurie has managed in the last ten years have been within budget and completed on time.

Laurie has a Bachelor of Arts in Mass Communication and Media Studies from Arizona State University.

Primary work to be assigned:

Laurie will have oversight over the relationship between the state and PRC with responsibilities including involvement with any contract negotiations, management of Scope of Work, management of timelines, management of deliverables and oversight of all involved teams working on project. Laurie will be the main point of contact for DHHS and will ensure all aspects of the contract are being met and expectations are being exceeded. Laurie will work with all teams involved with this project throughout the life of the contract with the objective of achieving maximum project success.

[Resume and References](#)

Tiffany Farrell *23 years with PRC*

Talent Acquisition Coordinator, Human Resources

Team: Human Resources

Reporting relationships:

Tiffany reports to Angela, McKay, the Senior Vice President of HR, and has no direct reports.

Bio:

Tiffany joined PRC in 1999 and currently serves as the organization's Talent Acquisition Coordinator. Tiffany oversees the hiring and recruiting of client service employees, including the management of hiring data, processing of background checks, and orientation of new hires. During the COVID-19 pandemic, Tiffany led hiring initiatives for PRC's contact tracing services, during which time the organization hired over 1,300 contact tracers to fulfill contracts with the State of Nebraska, Douglas County Health Department, and California State University Long Beach.

Tiffany received her Associate degree in Business Management from Metropolitan Community College.

Primary work to be assigned:

Tiffany will be tasked with overseeing the recruitment and hiring of any new agents that would be added to this team. Tiffany will have a solid understanding of the program and position requirements. Tiffany will work with Marketing to put together career advertisements that will attract the appropriate candidates if hiring is required for this project. Tiffany and her team will conduct phone screens, administer testing, conduct background and reference checks, negotiate employment terms, and is responsible for ensuring a smooth onboarding experience for all new PRC employees.

[Resume and References](#)

Marie Goolsby *23 years with PRC*

Senior Software Engineer/Lead Administrator and Developer

Team: Data Quality & Reporting

Reporting relationships:

Marie reports to Butch Rosecrans, the Vice President of Research and Development and has one (1) direct report.

Bio:

Marie joined PRC in 1999 as a software engineer. Over the last 23 years, Marie has developed many timesaving applications and automated processes that have improved the operations of both the Production and Finance teams. In 2015, Marie took over PRC's Salesforce Organization as Administrator and Developer making several improvements that helped to facilitate growth in Sales and streamline Production processes. She also meets with PRC clients to provide innovative solutions to complex requirements using her skills as a software architect and designer, proving her ability to provide creative solutions to any organization.

Recent special initiatives and projects saw Marie working alongside the State of Nebraska and California State University Long Beach in the implementation of COVID-19 contact tracing and vaccine support. This included the creation and automation of systems and scripting to triage inbound and outbound communication and reporting. Such projects demonstrate her flexibility and capability in supporting similar special initiatives.

Marie received her degree in Computer Science at Metropolitan Community College.

Primary work to be assigned:

Marie will be responsible for the metrics PRC is required to report out on to DHHS. Marie will set up the system to track these metrics which will include a daily report with the number of offered and number of handled calls, Average Speed of Answer (ASA), Average Handled Time (AHT) by queue. The daily report will include the number of completed items by all required categories (change requests, applications, application status, denial status inquiries). Daily reports will also include outreach activities including:

- Number of outreach activities per hour per agent;
- Average talk time per outreach;
- Most frequently asked questions/topics of concern;
- Most frequently used resources;
- Number of outreach actions completed per hour/day/week;
- Number of voicemails left;
- Number of repeat callers.

Marie will also design the reporting system so PRC is able to provide ad hoc statistic reports as requested along with daily reports that show the quantity of calls and tasks completed for all assigned work types.

Marie will also set up the weekly reporting which will include a report of QA monitoring metrics, a QA calibration report, and a summary report.

[Resume and References](#)

Heather Rech *16 years with PRC*

Associate Director, Training and Development

Team: Training

Reporting relationships:

Heather reports to Joyce Inguanzo, the VP of PRC, and has ten (10) direct reports within the Training and Hiring teams.

Bio:

Heather joined PRC in 2006 and currently serves as the organization's Associate Director of Training and Development. A former call center agent herself, she currently supervises a team of call center trainers, hiring staff, and training support, overseeing the day-to-day operation of the call center training/hiring department and participating on behalf of the department in Directors' and Production Directors' team meetings. Heather collaborates with the Director, Call Center Operations to gauge training needs based on the current and upcoming production workload, including special projects and initiatives, all while working closely with the Call Center Managers and support team to develop and maintain an excellent work environment that encourages the achievement of production goals.

Heather graduated with honors from the Travel Careers Institute, with additional education taking place at Metropolitan Community College and the University of Nebraska at Omaha.

Primary work to be assigned:

Heather will be tasked with overseeing the training for this project. Heather will fully understand all aspects of the training required for this project ensuring all Call Center Agents are properly trained. Heather will track all agents who have been trained to ensure any agents on the project have successfully been trained prior to being live in the call center.

Heather will ensure all agents on this project will have passed PRC's security training, HIPAA training, PRC's customer service training, written testing along with the required training from the state to include:

- ACCESSNebraska Base Curriculum (12 hours total)
- Verification Request Follow Up Training (3 hours total)
- Interview Follow Up Training (1.5 hours total)
- Resume and References

[Resume and References](#)

Karrie Patterson *24 years with PRC*

Assistant Director, Call Center Operations

Team: Call Center Operations

Reporting relationships:

Karrie reports to Kristy Smith, Director, Call Center Operations, and has three (3) direct reports on the Leads team.

Bio:

Karrie joined PRC in 1998 and currently manages operations for the call center. In her role, Karrie oversees the workload and completion of the call center staff for two product lines (Consumer and Community Health). Besides staff management, Karrie is responsible for keeping a close eye on the QA program and PRC policy and procedures for the call center.

Karrie's experience and skills within the company lent herself to serving as a key player in PRC's most recent contact tracing initiatives. During which, Karrie worked closely with several health departments to help manage their COVID-19 contact tracing and vaccination efforts. Working with the State of Nebraska, Karrie managed the communication efforts made by contact tracers with individuals that received a positive test result to educate on

isolation and quarantine guidelines for themselves and their contacts. This experience positions her strongly to lead similar external organizational communications and projects in addition to statewide initiatives.

Karrie has a Bachelor of Science degree in Business Administration from the University of Nebraska at Kearney.

Primary work to be assigned:

Karrie will be responsible for transitioning the agents over to the ACCESSNebraska project team. Karrie will focus on the outbound aspect of this program. This will include working with the training team to set up the necessary training for the agents going live. Karrie will manage day-to-day activity in the call center ensuring the highest caliber of agents are making phone calls and PRC provides top quality service during all phone calls. Karrie will be tasked with looking for opportunities to increase efficiency and streamline processes to ensure maximum project success. Karrie will participate in weekly calls with the ACCESSNebraska project team.

[Resume and References](#)

Kristy Smith *32 years with PRC*

Director, Call Center Operations

Team: Call Center Operations

Reporting relationships:

Kristy reports to Joyce Inguanzo, the VP of PRC, and has six (6) direct reports.

Bio:

Kristy joined PRC in 1990 and is currently an accomplished director within PRC's Call Center Operation's team. Kristy manages all Call Center Support leaders and ensures the compliance of consistent company policy and procedure is maintained in all call center departments and teams, while also working in partnership with all Production Line Directors and Product Line Directors to maintain continuity and facilitate improvements.

During the pandemic, Kristy was responsible for overseeing the call center for the vaccination support services project for the State of Nebraska DHHS, including management of the inbound vaccine line team and support staff. Kristy played a key role in managing productivity to ensure all agents were meeting or exceeding expectations. Kristy managed the queue and monitoring hold times to ensure hold times were low and PRC was staffed to maintain these low hold times. Kristy was also responsible for any escalations and ensuring that any escalations were communicated immediately to the project manager of the project.

Kristy has a Bachelor of Arts degree in Fine Arts — Studio Art from the University of Nebraska at Omaha.

Primary work to be assigned:

Kristy will be focused on the inbound aspect of the program. Kristy will have the responsibility of transitioning the agents over to the ACCESSNebraska project team with Karrie. This will include working with the training team to set up the necessary training for the agents going live. Kristy will manage day-to-day activity in the call center ensuring the ASA (average speed to answer) time is low, the agents are all ready for calls during open hours, and working with the training team to make sure all training information is updated as it changes. Kristy will participate in weekly calls with the ACCESSNebraska project team and will be working with the QA team on a regular basis to ensure the highest quality assurance.

[Resume and References](#)

Ibis Valles *21 years with PRC*

Senior Consultant, Bilingual Training

Team: Call Center Operations

Reporting relationships:

Ibis reports to Dr. Joe Inguanzo, PRC's President and CEO, and has no direct reports.

Bio:

Ibis began working with PRC in 2001. Her experience as a Senior Human Resources professional and background in human capital strategies enables her to help organizations become excellent places to work and employers of choice in their communities. For more than 25 years, Ibis has served as a human resources and organization development leader with domestic and international experience in both the commercial and government sectors. Her career has focused on helping business leaders enhance employee engagement as a means to meet and exceed their organizations' financial and strategic goals. Ibis works with leaders to interpret and communicate survey results, emphasizing the positives, and involves client organizations' staff in the development and implementation of their departments' action plans.

Ibis is multilingual and earned a Bachelor of Science degree in Education from the University of Nebraska–Lincoln.

Primary work to be assigned:

Ibis will spearhead the bilingual training program. In the past, Ibis has been essential in working with the PRC Human Resources team to recruit, interview and hire qualified bilingual staff for projects. Ibis has worked with the training team for years on customizing training programs for specific projects that include bilingual scripts, FAQ and interpretation services.

[Resume and References](#)

Mary Kovar *33 years with PRC*

Quality Assurance Manager

Team: Quality Assurance**Bio:**

Mary joined PRC in 1989 and is a central figure in PRC's quality assurance department, currently serving as the organization's Quality Assurance Manager. Mary manages a team of eighteen (18) quality assurance staff members who oversee the performance of 375+ call center agents to ensure PRC upholds a high standard of customer service during all calls. Mary previously served as a call center agent herself, along with having experience in the organization's coding department which involved taking written data to an online system. Additional components of Mary's work at PRC include investigating customer complaints, implementing solutions, assisting with quality control audits for client visits, and developing educational materials used to train staff to uphold QA standards—including new materials and guidelines for special projects and initiatives.

Reporting relationships:

Mary reports to Kristy Smith, the Director of Call Center Operations, and has eighteen (18) direct reports on the Quality Assurance team.

Primary work to be assigned:

Mary will be responsible for the Quality Assurance piece of this project. Mary's team will be tasked with monitoring calls on a live and recorded basis for quality assurance purposes. Mary's team will work 1:1 with Call Center Agents to consistently provide feedback in the effort of improvement and program success.

Mary and her team will participate in the ACCESSNebraska training. Mary will provide all the quality assurance metrics required by the Scope of Work outlined in the contract.

[Resume and References](#)

Noah Larsen *3 years with PRC*

Product Marketing Coordinator

Team: Marketing & Communications

Reporting relationship:

Noah reports to Laurie Speaks, the SVP, Client Success and has no direct reports.

Bio:

Noah joined PRC in 2019 and serves as the organization's Product Marketing Coordinator. Noah specializes in writing and additional support in the creation of PRC marketing and sales materials, including product sheets, website content, case studies, and press releases. Noah also assists in the writing and coordination of marketing emails with oversight of the organization's CRM platform, along with maintenance of the company's corporate website.

Noah graduated from Creighton University with a Bachelor of Arts in 2018.

Primary work to be assigned:

Noah will be the lead when it comes to any content creation or communications requested by DHHS. In the past with similar projects, this has included working with the project team and training leads on putting together FAQ or training resources for client approval. Noah also assists the Call Center with ordering for new hires which includes headsets and any necessary items to perform their job duties as efficiently as possible.

[Resume and References](#)

Jana Distefano, MPH *11 years with PRC*

Director, Community Health

Team: Community Health

Reporting relationships:

Jana reports to Bruce Lockwood, VP of Community Health, and has no reports.

Bio: Jana joined PRC in 2011 as a Community Health Consultant and has worked closely with healthcare organizations to develop strategic priorities based on the research PRC conducts. Jana is passionate about Community Health and about analyzing the community health data for improvement initiatives. Formerly an epidemiologist with the Arizona Department of Health Services, Jana brings a wealth of knowledge and experience in data reporting, analysis, and health promotion models to PRC's Community Health team.

Jana earned a Bachelor of Arts degree in Sociology and Business Administration from Trinity University in San Antonio, Texas, and a Masters in Public Health (MPH) degree from the University of Arizona. Jana also serves as an adjunct faculty member at Creighton University's Department of Preventive Medicine in Omaha, Nebraska.

Primary work to be assigned:

If awarded this project, Jana will act as a Community Health Liaison to support the team. Jana works with health departments across the United States and has worked with Douglas County Health Department (DCHD) for years on Community Health Needs Assessments (CHNA) studies. Jana played a vital role in acting as a liaison with the local health departments for Contact Tracing and Vaccine initiatives. Jana and team work on our data quality initiatives when it comes to Community Health data to ensure overall data quality and consistency with records. When Jana is assigned to a project, she attends meetings with local health department and project teams on a routine basis.

[Resume and References](#)

Geoff Jamieson *6 years with PRC*

Associate Production Specialist

Team: Leads team within Call Center Operations

Reporting relationships:

Geoff currently reports to Joe Niehaus, the Director of Production/Client Services, and has no direct reports. If Geoff is transitioned onto this project, Geoff's time would be reallocated to project management for this project and report to Laurie Speaks, SVP, Client Success, and have no direct reports.

Bio:

Geoff joined PRC in 2016 as a Call Center Agent and was promoted to a support role for the call center within 6 months. When COVID started, PRC was awarded the contract with the State of Nebraska for contact tracing and Geoff helped implement and manage the new team. At the height of the pandemic, Geoff was part of the leads team that helped manage over 1,300 Call Center Agents and assisted with everything from daily operations to training of new employees. When PRC contracted with CSULB for contact tracing and vaccine surveillance, Geoff managed the timeline and deliverables for the project. Geoff also attended weekly meetings for both projects.

In November of 2021, Jamieson transitioned to the role of Associate Production Specialist, where he supports quality assurance initiatives alongside Production Specialists and aids in the onboarding and development of new Project Managers.

Primary work to be assigned:

Geoff will have the responsibility of working on and tracking timelines for Laurie on this project. Geoff will also help support Laurie with the management of the quality assurance initiatives for this project providing ongoing updates on QA reporting and improvements. All deliverables for this project will be tracked and reported out on by Geoff which includes ensuring all reporting is being delivered on time and within the scope of work outlined by the contract.

[Resume and References](#)

Adam Kavan *17 years with PRC*

Vice President, Information Systems

Team: Information Technology & Security**Reporting relationships:**

Adam reports to Ken Livingston, the Chief Technology Officer at PRC and has seven (7) direct reports in the following departments: Helpdesk, Server Administration, Database Administration.

Bio:

Adam joined PRC in 2005 and designed the system that supports the call center and supervises the maintenance of these systems. Additionally, Adam manages the Help Desk team responsible for providing technical support to the Call Center Agents. He also acts as the intermediary between the IT Security team and the Server Administrators.

In recent contact tracing projects, Adam was instrumental in routing phone lines and providing custom reporting for both inbound and outbound calls.

Adam received his Bachelor of Science degree in Computer Science from the University of Nebraska, Lincoln.

Primary work to be assigned:

Adam will be responsible for setting up the phone systems that agents use for this project. Adam will oversee any routing of phone lines, setting up outbound phone software, and all phone reporting. Adam will ensure all Agents have up to date phone software and all phone lines are working for both inbound and outbound. Adam will ensure reporting for the phone systems is tracking all required metrics and is provided to the state based on the deliverable requirements. Adam will work with Marie to provide the phone software reporting metrics for all routine reporting. Adam will also setup the Help desk that will support agents for this project. If an agent has an IT or phone software issue, they will contact the Help desk for dedicated support.

[Resume and References](#)

Mark Gorrell *7 years with PRC*

Chief Information Security Officer and Privacy Officer

Team: Information Technology & Security**Bio:**

Mark joined PRC in 2015 and is responsible for the information security and privacy program. As CISO and Privacy Officer, he ensures that PRC adheres to AICPA SOC 2 controls. Mark oversees the security and privacy team with a focus on the security of information handled by Call Center Agents, including security over remote network connections, security awareness training and Use Agreement signing for Call Center Agents.

Mark received a BBA in Business Management from the University of Texas, Austin and has earned multiple certifications including HITRUST and Health Care Financial Management.

Reporting relationships:

Mark reports to Dr. Inguanzo, the CEO, and has one (1) direct report on the Security team.

Primary work to be assigned:

Mark will be responsible for the security and privacy of this program which includes involvement with Adam on phone software setup and all programs the Call Center Agents are using to ensure they are meeting security requirements. Mark will be involved with both the training team and the IT team to ensure the training content meets all security and privacy requirements outlined in the contract and that the agents are able to demonstrate required competencies for their responsibilities. Mark will also have security oversight of any programs the Call Center Agents are using, data transfers, and ensuring that data storage requirements are being met including the deletion of and non-storage of data.

[Resume and References](#)

Butch Rosecrans *31 years with PRC*

Vice President, Research and Development

Team: Information Technology & Security

Reporting relationships:

Butch reports to Ken Livingston, the Chief Technology Officer at PRC, and has ten (10) direct reports on the Applications Development team.

Bio:

Butch joined PRC in 1991 as an IT specialist and Software Engineer. Butch is now PRC's Vice President, Research and Development. Butch oversees, recommends, and manages strategic technology and product development to support PRC's organizational goals and mission. The nature of Butch's work saw him leading project conceptualization and development in recent special projects and initiatives at PRC, including COVID-19 contact tracing and vaccine support services with the State of Nebraska and California State University Long Beach.

Rosecrans received a degree in Computer Science from the University of Nebraska at Lincoln.

Primary work to be assigned:

Butch will be involved with this project from a resources and security standards perspective. Butch will ensure that this project has the IT resources necessary at all times to meet the Scope of Work and meet the reporting requirements. Additionally, Butch will oversee design, development, and security of all technical development activities. Butch will participate in all internal meetings that involve IT resources for this project.

[Resume and References](#)

Jessica Sandoval *15 years with PRC*

Director, Contracts & Billing

Team: Finance

Reporting relationships:

Jessica reports to Jim Hudson, VP of Finance, and has one (1) direct report that supports her with billing and contracts.

Bio:

Jessica joined PRC in 2007 and currently serves as the company's Director, Contracts and Billing. With over 15 years' experience in contracts and billing, Jessica currently manages contract templates and coordinates workflow design alongside the company's CRM Administrator and works closely with the Sales Team to transition proposals to signed contracts. In her current director position, Jessica prepares ad-hoc revenue reporting for Senior Leadership, all while working with team members ranging from the Executive level to Production Specialists to determine the most efficient approach to the request at hand.

Jessica received a Bachelor of Science in Business Administration from Creighton University in 2005 and has also completed a remote course in paralegal contract law from the University of California, Berkley.

Primary work to be assigned:

Jessica will be responsible for tracking all reporting requirements necessary for billing purposes. Jessica will provide the report necessary to substantiate the invoice that is sent on a routine basis. All invoices from PRC will include the billing period, number of calls handled and made, Average Handled Time (AHT), the billing tier and dollar amount, printing and postage dollar amount. All postage and printing will be itemized by customer name, number of pages printed, postage amount, and the mailing date.

[Resume and References](#)

J. Subcontractors

PRC does not intend to use subcontractors for this project.

2. SOLUTION APPROACH

1. Understanding of The Project Requirements

PRC has reviewed the RFP in its entirety and has a complete understanding of all project requirements which we've outlined in [Attachment 3](#).

2. Proposed Development Approach



Our proposed development approach at PRC involves four (4) distinct phases:

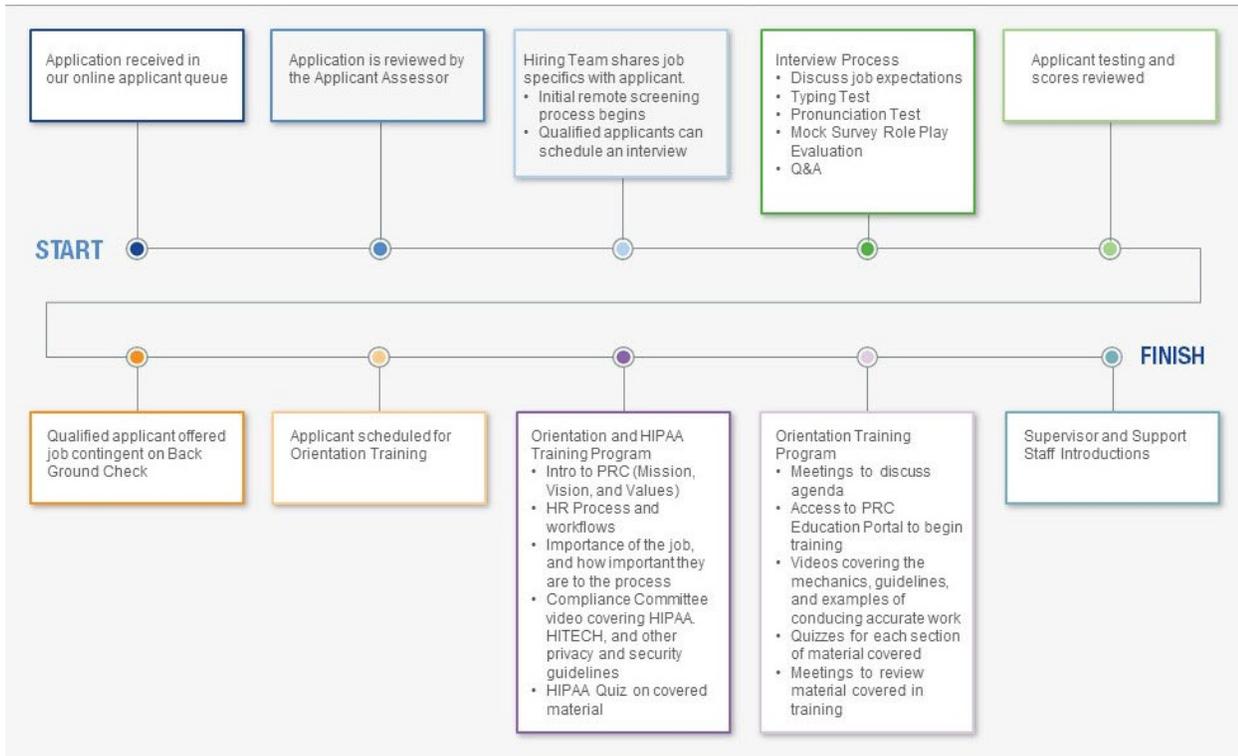


Alignment>Launch>Sustain>Monitor & Improve

PRC understands that achieving alignment requires teamwork between all levels, functions, and teams. We understand the importance of cross-functional collaboration for the success of your program. Due to the nature of the projects we work on, every PRC project involves cross-functional collaboration. We work with clients to ensure alignment with all areas of the project prior to start and throughout the life of contract. Prior to start, PRC will work to establish tasks and the project plan for approval. This step affords our teams the ability to establish clarity, roles, and expectations. Prior to the project launch, PRC will conduct an internal project launch meeting to educate project team members and to review the responsibilities assigned to the project team.

PRC will work on transitioning existing agents to the project team and determine if there is a need to hire additional agents. We have designed an infrastructure and business model that allows us to scale up and down as required by client projects. In the past, we have added hundreds of agents in a matter of weeks to projects. Should we need to hire additional agents for this project, PRC would be able to do so prior to the Go-live date.

The following details our current internal hiring process:



Upon award, PRC will create a start-up plan for DHHS approval. The start-up plan will include a schedule for all deliverables, a Gantt chart, and milestones for the first month of service. The start-up plan will outline the deliverables for the program implementation, the discovery phase which will include establishing KPIs (key performance indicators) and involve outlining overall project objectives. The start-up plan will also include:

- Standard Operating Procedure Process Mapping
- SOP Read-out
- Technology setup information
- PRC CRM information
- PRC phone software information
- Communication guide outlining how PRC and stakeholders will communicate via email and on a routine basis
- Escalation process
- Policies and procedures of our Quality Assurance System and program
- Details about the Initial training development program
- Specific project training plan
- Go-Live date
- Cadence and method for routine meetings with stakeholders to follow launch



Alignment> **Launch**>Sustain>Monitor & Improve

PRC's objective is to provide a seamless transition for DHHS and have all technology, agents, and processes tested prior to the Go-Live date. In our experience, the key to a successful launch is the preparation involved and commitment to collaboration. PRC will ensure all Call Center agents are ready for Go-Live conducting rehearsal calls prior to launch. Besides ensuring agents are ready for launch, processes will be tested repeatedly prior to launch. PRC will continually strive to build a partnership with DHHS on this project to ensure an excellent overall experience.



Alignment>Launch>**Sustain**>Monitor & Improve

The PRC project team will work together on an ongoing basis to sustain a level of excellence with the call center. Our team is trained to constantly look for areas to streamline and improve. We will work with DHHS on the data received and utilize data to inform any recommendations we may have to DHHS for improvement. Our focus throughout the lifetime of our contract will be ensuring an excellent customer service experience for the Nebraska residents we are servicing and for the DHHS stakeholders involved. We are confident we will achieve this because of our experience successfully operating and completing similar projects. The Training and QA team will work together to ensure a positive experience from the call center and both teams have experience implementing customized programs for clients annually.



Alignment>Launch>Sustain>**Monitor & Improve**

PRC has been providing customer service for residents in the United States for decades. Our team works extremely hard to ensure an excellent customer service experience is being provided by our agents through our Quality Assurance program. Between the project data and our QA team data, PRC will continuously work to improve the caliber of service being provided at all times. We will work with DHHS on an ongoing basis to review project results including but not limited to all the metrics required under the Scope of Work. We will also adhere to the required QA process from DHHS by utilizing our internal QA team.

3. Technical Considerations

PRC provides Call Center Agents with telephone software, Anti-virus software, headsets, and laptops as needed. The phone software has an outside dialer feature giving agents the ability to be hands-free during all calls to be able to document call details and required metrics.

Multi-factor authentication and an encrypted connection to a remote desktop/virtual desktop interface is required for all instances of user remote access. Information can only be accessed and maintained on the PRC network, system, or application. No information can be copied to the local device.

Additionally, PRC has implemented OPSWAT MetaAccess network access control and continuous vulnerability management software to manage devices connecting remotely to the network VDI services. This applies to both PRC-owned and employee-owned devices. The network access control software allows PRC system administrators to understand the vulnerabilities of each device, including all third-party applications that require patches; alert the users to the device's vulnerabilities; assist the user to remediate the vulnerabilities; and deny access to the network until the vulnerabilities are resolved.

PRC has also implemented Microsoft Azure Information Protection (AIP) for additional file and email encryption and as a Data Loss Prevention system. All files on servers and workstations are tagged as containing public, confidential, or protected health information. Files containing Confidential or PHI data are further encrypted, and their locations and movements are monitored for risks of exfiltration and to ensure they are only stored in authorized locations. Files containing Confidential and PHI information can be tagged as either Externally Shared which can only be opened by the intended recipient, or as Internal Use Only. Documents tagged as Internal Use Only cannot be opened if sent outside the network.

As a HIPAA compliant business entity, all staff receive HIPAA security and privacy training and are tested on an ongoing basis to ensure compliance with all security and privacy requirements. This includes maintaining a secure and private work location. All security and privacy policies are fully compliant with HIPAA regulations. As required by HIPAA, PRC is audited annually by a qualified independent firm for compliance with HIPAA security and privacy regulations. Wipfli, LLP audited PRC's security and privacy program as of July 30, 2022 and provided PRC attestation report. The auditor's report attested to the fact that PRC was fully compliant with all HIPAA, SOC 2 and HITRUST controls and no discrepancies were noted. The report is available on request.

Any changes to processes, file exchange protocols, or work-flow changes would be pre-approved by DHHS prior to implementation.

4. Detailed Project Work Plan

Negotiations and Transition period:

Contract Finalization

Once awarded the contract, PRC will enter into contract negotiations with DHHS with the intent of finalizing a contract for the Call Center Support Services for ACCESSNebraska. PRC will supply DHHS with any information not provided in the response as far as financials, proof of insurance requirements, any additional information requested on security or protocols, etc. Internal PRC project stakeholders will be notified of the award and alerted with any early action items and deliverable required of them. PRC will work with DHHS on team introductions to all stakeholders and to establish a cadence of communication as a regular touch base.

Internal Agent Transfers

The PRC project team will then start work internally with the call center staff. This will involve doing an analysis on which agents are best to transition over to this new project. PRC will conduct agent interviews against the screening criteria to help identify the best fit for the ACCESSNebraska program. If needed, we will create a hiring plan at this time to add additional hires to PRC for this program. PRC has a database of pre-screened applicants ready to start projects that we would utilize if necessary. For large scale hiring, we put together hiring campaigns and are able to attract, screen, and hire pretty quickly.

Information Exchange and Approvals

This time period will also be used for information exchange and approvals in order to create a successful start-up plan for DHHS.

Stakeholder Communications

We will provide direct contact information for the key project personnel including those working on the CRM and phone software and work to establish communication with the DHHS stakeholders responsible for the phone routing and that will receive the reporting on an ongoing basis.

PRC Requirements

During the initial time period, PRC will provide any additional details requested by DHHS on software including Salesforce CRM and the PRC phone software. PRC will provide the required communication outline and SOP process mapping along with a SOP read-out for DHHS approval.

PRC will work with DHHS on the escalation process collecting information on current handling, desired handling, and all protocols for the team. All QA program details and project processes will be provided to DHHS at this time including examples of reporting.

Training Materials and Program

The PRC Training and QA team will work on the training program and onboarding agents into this program by group. The Training Team will work with DHHS on any scripting requirements, FAQ, resources, etc. We will have a resource available to the training groups for any questions and will establish communication with DHHS in advance of training to ensure maximum effectiveness with the training program. The training and QA plan will be approved by DHHS prior to implementation. PRC will work with DHHS on the Train the Trainer dates.

Project Planning:

PRC will gather all information necessary from DHHS to create a successful project plan for approval. PRC's objective is to create a project plan that is as seamless as possible for DHHS. This project plan will involve

working with DHHS to collect data and necessary information to create the start-up plan. The start-up plan will include all the required deliverables outlined in the RFP including a schedule, Gantt chart, and milestones for the first month of service. The start-up plan will contain information including all aspects of the program implementation, discovery phase, SOP process mapping, SOP read-out, technology setup, all information on PRC's CRM, ACD/IVR, and email platform, quality assurance system and plan, all training development information and Go-Live date.

Implementation and Go-Live:

Access to Systems

Prior to Go-Live, we will work with the DHHS IT team on access to systems required and ensuring DHHS can access our phone system. We will work with DHHS to make sure PRC has all appropriate access to DHHS systems necessary.

Reporting Examples

Prior to the Go-Live, PRC's Data Quality & Reporting team will ensure PRC Call Agents are reporting out on all the metrics required for each outbound, inbound, and back-office processing transaction and that reporting is setup to meet programming requirements. PRC will provide reporting metrics and samples prior to Go-Live for DHHS approval and to ensure once the program is launched, the program reporting has been pre-approved. Our Data Quality & Reporting team will also ensure our billing team has the metrics to invoice DHHS against the specific billing requirements.

Training

PRC will work with DHHS on the training program under a "Train the Trainer" model. PRC has created "Train the Trainer" programs in the past including for DHHS Nebraska. This training model will ensure the least amount of time for DHHS and an easily scalable training program for this project. This will involve the Leads group to be the first group to train and from there, the Leads group will act as the trainers for all Call Center Agents. PRC will utilize any required training made available to PRC by the state. All Leads and Call Center Agents will have to successfully complete the 16.5 hours of DHHS training outlined in the RFP.

Testing – Programs, software, data transfers, phones

PRC will work with DHHS to test call file transfers, data exchanges, and test the phone routing for inbound. We will also work with DHHS on the display for outbound call naming. We will have naming displayed per DHHS requirement and have the ability to have the caller display say anything DHHS would like (i.e. NE DHHS) to ensure higher probability of call answered.

Go-Live

The Go-Live date in our timeline is flexible along with our deliverable dates as we are accustomed to a fast ramp up time for projects and could meet an earlier Go-Live date. We will work with DHHS on the timeline and deliverable dates to create a plan that is efficient and as seamless as possible for a vendor transition.



5. Deliverables and Due Dates

PRC is basing deliverable dates on a Go-Live of 4/12/23. This Go-Live is based off RFP Question 230, General, referencing the implementation period to begin after the contract start date and Go Live scheduled for mid-April, 2023

We are able to move these dates up as early as a February 1, 2023, if needed. Should there be a need to move the start date, PRC would adjust the timeline accordingly. All the dates below are flexible and if awarded, we will work with DHHS on a schedule that works best.

TASK	ASSIGNED TO	PROGRESS	START	END
Negotiations and Transition period			12/20/22	1/20/23
Vendor Notification	PRC		12/20/22	12/20/22
Contract Finalization	PRC/DHHS		12/20/22	1/20/23
Agent interview with screening criteria	PRC		2/27/23	3/17/23
Agent Notification of transition approval	PRC		3/20/23	3/24/23
PRC to transition Call Center Agents qualified for Project Team	PRC		3/27/23	3/31/23
Agent scheduled for project training	PRC		3/27/23	3/31/23
Information Exchange and Approvals			12/20/22	4/3/23
Recurring meeting proposal for feedback on day/time and stakeholders to include	PRC to DHHS for approval		12/20/22	3/31/23
CRM information	PRC to DHHS for approval		1/2/23	1/13/23
Phone Software information	PRC to DHHS for approval		1/2/23	1/13/23
SOP Read-Out	PRC for DHHS approval		1/9/23	1/13/23
Communication Outline	PRC to DHHS approval		1/9/23	1/20/23
Standard Operating Procedure Process Mapping	PRC for DHHS approval		1/1/23	2/1/23
Escalation Process	PRC to DHHS for approval		1/9/23	2/28/23



QA Program details and project process for approval	PRC for DHHS approval	1/9/23	2/28/23
Training materials	DHHS to PRC	2/1/23	2/28/23
Training Development Plan	PRC/DHHS	2/28/23	3/10/23
Specific Project training plan and dates	PRC to DHHS for approval	3/17/23	3/17/23
Provide and maintain access to DHHS systems as required	DHHS to PRC	4/3/23	4/3/23
Project Planning		12/20/22	3/1/23
Work flow plan along with communication outline	PRC for DHHS approval	12/20/22	3/1/23
Quality Assurance system and plan	PRC for DHHS approval	12/20/22	3/1/23
Develop and finalize roll-out plan	PRC for DHHS approval	12/20/22	3/1/23
Implementation and Go-Live		1/2/23	4/12/23
Reporting examples provided	PRC for DHHS approval	1/20/23	1/20/23
Agent Training - by Group	PRC	3/27/23	4/7/23
Phones - Testing	PRC	4/7/23	4/12/23
Programs, software, transfer testing	PRC	4/7/23	4/12/23
Go-Live		4/12/23	4/12/23

Attachment 1 – Form A

FORM A

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:	Professional Research Consultants, Inc. (PRC)
Bidder Address:	11326 P. Street Omaha, NE 68137
Contact Person & Title:	Laurie Speaks, Senior Vice President, Client Success
E-mail Address:	Lspeaks@PRCCustomResearch.com
Telephone Number (Office):	800-428-7455
Telephone Number (Cellular):	818-939-4121
Fax Number:	402-592-3019

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:	Professional Research Consultants, Inc. (PRC)
Bidder Address:	11326 P. Street Omaha, NE 68137
Contact Person & Title:	Laurie Speaks, Senior Vice President, Client Success
E-mail Address:	Lspeaks@PRCCustomResearch.com
Telephone Number (Office):	800-428-7455
Telephone Number (Cellular):	818-939-4121
Fax Number:	402-592-3019

3. REQUIRED BIDDER RESPONSES

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> <p>Bidder's Response:</p> <p>PRC understands that the State of NE requires additional customer service resources to answer inbound calls and perform customer outreach activities including back-office processing services. This is currently PRC's core business (providing customer service, phone interviewers, and Call Center Agents for clients).</p> <p>The Department of Health and Human services administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska. Nebraskans can utilize the ACCESSNebraska program to apply for the following Nebraska Medicaid and Economic Assistance programs:</p> <ul style="list-style-type: none"> ▪ Medicaid ▪ Supplemental Nutrition Assistance Programs (SNAP) ▪ Aid to Dependent Children (ADC) ▪ Aid to Aged, Blind and Disabled (AABD) ▪ Low Income Home Energy Assistance Program (LIHEAP) ▪ State Disability Program ▪ Child Care Subsidy ▪ Refugee Settlement Program ▪ Social Services for the Aged and Disabled (SSAD) <p>ACCESSNebraska provides services to obtain benefits in a number of ways including through five Customer Service Centers (CSC) which is currently augmented by two augmented call centers which assist by handling change requests, entering applications, and responding to status calls. This RFP has been issued to help support this effort by adding an additional CSC. PRC has a call center and all the teams required internally to successfully provide a CSC for DHHS.</p> <p>If awarded this contract, PRC will receive inbound calls from individuals seeking services from ACCESSNebraska. PRC will provide updates of the status of service requests processing and assistance in the completion of change requests and applications to DHHS.</p> <p>PRC will also provide outreach services for individuals seeking ACCESSNebraska services via outbound calling and back-office processing services to assist in the completion of application(s). Outreach will include, but not be limited to, tasks such as scheduling appointments for interviews, processing returned mail, data entry, data lookup, document indexing, and document scanning. Any printing will be done onsite at PRC in Omaha in a secure location.</p> <p>Assignment of this work will be done through the ACCESSNebraska web-based system, lists, or other electronic means.</p>
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Both inbound and outreach calls will be conducted between the hours of 8:00 am through 6:00 pm Central time, Monday through Friday, apart from state holidays. Our call center is currently operating from 8:00 am through 8:00 pm Central time so meeting the weekly hours required will not be an issue.

PRC will provide a phone number to the state for the purpose of routing the incoming calls. PRC would be required to answer calls with a maximum Average Speed of Answer (ASA) of five (5) minutes. In previous contracts, we've never had an issue meeting the ASA time for incoming calls as our team works hard to ensure we are staffed appropriately to handle incoming calls taking into consideration peaks in call times by client.

PRC call center agents would enter information regarding the call as needed utilizing the ACCESSNebraska web application, DHHS N-FOCUS application, or other DHHS systems that may be made available. Our Call Center Agents have experience entering information into systems (PRC systems and client systems).

Any information and data received by PRC in providing services under this contract will only be entered into the ACCESSNebraska.ne.gov website, PRC's Customer Relationship Management system, or other system made available to PRC by DHHS. PRC will ensure that no information or data gathered in providing these services is entered, stored, or maintained elsewhere, except as necessary to perform the work. Additionally, any information and data collected will only be used for purposes identified in this contract and are the property of DHHS. PRC has an IT Security team that has oversight and will ensure that not only all agents are trained appropriately when it comes to security, but that all data is being handled securely and in accordance with the contract.

PRC will store and process information and data received or created while 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.

PRC will provide and utilize Salesforce as a CRM system to document the number and category of services provided. The information in PRC's CRM will be made available to DHHS upon request.

PRC will ensure all agents are supplied with telephony software, telephony equipment, computer equipment and software, and all network infrastructure to provide the service. PRC operates phone software within our call center platform which is a HIPAA and HITECH compliant environment. Unlike cloud hosted call center software (i.e. Twilio Flex), our system hardware and software are kept in a physical location with our servers giving us the ability to always control security.

PRC understands the state will not provide any equipment and currently provides all equipment for our Call Center agents. PRC currently provides all equipment necessary for our call center agents.

PRC will adhere to all DHHS and Nebraska Information Technology Commission (NITC) security standards and policies found at the link provided by the State:

[https://dhhs.ne.gov/Documents/Information%20Technology%20\(IT\)%20Security%20Policies%20and%200Standards.pdf](https://dhhs.ne.gov/Documents/Information%20Technology%20(IT)%20Security%20Policies%20and%200Standards.pdf) and <https://nitc.nebraska.gov/standards/index.html>

PRC will ensure that all staff have the equipment necessary to perform the work effectively and efficiently, this includes but is not limited to a suitable laptop or other device, additional monitor(s), and a phone. PRC will also ensure that the staff has a secure location to do business that will keep all client information confidential and safe.

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

PRC will follow all DHHS procedures 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. PRC is familiar with Train the Trainer programs and worked with the State of Nebraska to create one for the Contact Tracing project.

PRC will be responsible for all oversight and management of staff including hiring, training, onboarding, tracking time sheets and performing payroll. PRC does not utilize any temp agencies for staffing. All the people working on this project will be employees of PRC.

Since security is a main priority at PRC, PRC 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 PRC’s expense and evaluation will include annual security controls assessment and a penetration test.

As an approved vendor by the Centers for Medicare and Medicaid Services (CMS) PRC is accustomed to adhering to the National Institute of Standards and Technology (NIST 800-53) control framework. PRC currently has a third party conduct annual security controls assessment and a penetration test on an annual basis.

As required in the business requirements, PRC will provide DHHS view only access to PRC’s automatic call distribution (ACD) system to assist with call volume distribution.

PRC will provide both English and Spanish Call Center Support staff. At all times during business hours, at least 20% (twenty percent) of agents will be fluent in reading, writing, and speaking in Spanish and English. For non-English and non-Spanish language interpretation services, PRC will supply a method of telephonic interpretation via a language line which is included in the cost of our RFP response and pricing.

Upon termination of this contract, PRC shall transfer or return all information and data obtained in providing services under the contract to DHHS, and/or delete such data upon DHHS written request. PRC agrees in good faith, and mutually agrees upon the format, timing, and manner for such transfer or return or information and data.

PRC will record all inbound and outbound calls, which is standard for PRC’s call center. Recorded calls shall be named per DHHS requirements. Audio files of the recorded calls will be sent to DHHS daily, via a secure method approved by DHHS. Audio files will be delivered to DHHS by 10:00 am on the following business day of each call. PRC will have no problem meeting this deliverable.

PRC agrees to permanently delete recorded calls upon successful transfer to DHHS. Call transfer validation processes shall be established by PRC and approved by DHHS prior to start.

Any data stored by PRC including multi-function devices will be secured per DHHS policies. All security policies of DHHS have been reviewed by PRC IT security team.

As part of this project, PRC will mail customers a paper copy of the requested changes. PRC will only print personal client information when necessary and only in a private office space that is distinctly separate from any publicly accessible area by a wall or suitable area. PRC currently has secured rooms we can allocate for dedicated use for this project. To access PRC campus, there is a sign-in process where you need to show ID and receive a badge for entry. Besides doors accessible via badge, these secure rooms have additional security protocols in place which would not allow a non-PRC employee to enter. We also have security permissions only allowing certain individuals into certain rooms, which would be what we would do in this situation. All entrances, exits and windows have electronic intrusion detection and are monitored 24x7 by a security management company.

PRC will maintain Quality Assurance (QA) accuracy at or above an agreed upon level using an agreed upon evaluation tool. PRC will utilize DHHS templates for QA and will have an established timeline to meet this performance measure included in PRC's start up plan.

Per the requirements of this RFP, PRC 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. PRC currently has a similar program in place for several clients.

PRC will utilize DHHS approved quality evaluation tool to evaluate specific interactions between staff and clients. PRC has created evaluation tools in the past and utilizes client evaluation tools as well.

PRC will meet with DHHS bi-weekly for calibration sessions and will bring all required reporting for review during these sessions.

DHHS will select and send four (4) random contractor received calls to score at least 3 days prior to the calibration session.

All participants will score each call in advance using an agreed upon evaluation form.

Sessions will consist of introducing each call and then sharing evaluation scores to see how evaluations can be completed more consistently. PRC has found this method to be extremely value to ensure quality assurance on calls and continuously help agents improve the quality of their calls.

Notes will be taken by DHHS for general coaching notes for staff and any enhancement requests for training in these meetings. PRC will work with all staff on any improvement needed and provide updates on agent progress and enhancement requests made.

DHHS will conduct regular call evaluations and provide PRC with feedback. PRC will utilize feedback for coaching and improvement with Call Center Agents.

All feedback will be logged by DHHS on a secured shared drive. Access to the secured shared drive will be provided to PRC. DHHS will specify which evaluations require feedback from PRC which will include documentation of action taken and the date.

PRC will have no problem meeting the business and reporting requirements of this RFP. PRC's current business model is set up for inbound and outbound calls with QA, IT, and Training teams in place to ensure call center success. The Quality Assurance team assigned to this project will ensure the highest level of service during calls. PRC's training department has experience creating customized training programs for clients and conducts ongoing training with our call center agents. The Training team will work with DHHS to ensure all agents are trained on the required materials and ready for live calls.

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

Bidder's Response:

All sensitive data at PRC is stored in a co-location facility maintained by Tierpoint. It is protected by 24x7x365 electronic and physical security, two-factor authentication, including the use of biometric scanners, CCTV surveillance, with a minimum of 90 days of retention.

Remote workers are required to have a private area where they can perform their duties without being overheard or watched. They are required to run OPSwat MetaAccess on their terminal to access PRC's remote work resources. This verifies that the machine meets our minimum-security requirements, which include up to date patching, and an active and updated anti-malware solution by an approved vendor. Access to PRC's remote work resources is protected by modern TLS encryption standards.

Physical and Environmental Security

PRC's Primary Data Center at Tierpoint Midlands has complete electronic and physical security systems. Tierpoint provides secure facility access using two-factor authentication, including electronic badges and biometric (iris scanning) systems. All entrances and computer rooms have video surveillance with a minimum of 90 days of retention. Security officers are on-site 24x7.

PRC Campus

Access to all PRC campus office buildings and computer facilities is monitored and restricted using an electronic badge access system. PRC employees must always wear their PRC photo ID badge when on campus. This badge identifies them as an employee and provides them access to the work areas needed to complete their work assignments.

Access to all areas is granted based on job role and is recorded by the badge management system and monitored by video cameras. Restricted area access is limited to authorized IT system administrators. The program is secured by dual log-in user ID and passwords per person. The program is located in locked rooms after normal business hours.

Visitors and third-party maintenance personnel are verified upon entry and are required to sign the visitor's log at the reception desk upon arrival. They are issued a visitor badge and are escorted to the appropriate location and never left unattended. All entrances, exits and windows have electronic intrusion detection and are monitored 24x7 by a security management company.

PRC Facility Access Management and Facility and Environment Security Management Policies and Procedure documents available upon request.

<p>3.</p>	<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> <p>Bidder's Response:</p> <p>We are proud to recruit, train, promote, and retain a culturally and linguistically diverse staff who reflect the population they contact, in accordance with applicable federal and state laws. Our call center staff are hired as employees of PRC and we do not outsource any hiring to temp agencies.</p> <p>Our Call Center agent staff is currently 20% bilingual.</p> <p>To be considered bilingual, an applicant must be able to read, write, and speak in both languages. This group has a dedicated management and training team who are also bilingual.</p> <p>We work hard to ensure our Call Center Agents represent the communities we serve, and we are an Equal Opportunity Employer with strong diversity hiring initiatives in place.</p> <p>For languages outside of English and Spanish, PRC currently utilizes an interpreter line (language line) when necessary. For previous contracts with the state, we utilized a language line and will do so for any languages outside of English and Spanish. We have read the RFP requirement and understand that the languages most used outside of English and Spanish are Karen, Arabic, Somali, French, Korean, Vietnamese, Russian, and Burmese. We are able to use the interpreter line for these languages. The use of the interpreter line has been included in the PRC cost proposal pricing.</p> <p>We work hard to ensure our interviewing staff represent the communities we serve, and we are an Equal Opportunity Employer with strong diversity hire initiatives in place.</p> <p>PRC has worked in partnership to fill bilingual positions with the following organizations:</p> <ul style="list-style-type: none"> ▪ El Centro De Las Americas, Lincoln, NE ▪ Latinas Unidas ▪ Intercultural Senior Center ▪ Omaha Public Schools, Dual Language Schools ▪ Latino Center of the Midlands/Heartland Workforce Solutions ▪ Chicanos Por La Causa, CPLC, Phoenix, AZ ▪ Indeed.com <p>For the language line, PRC utilizes CyraCom. With more than 25 years of experience, CyraCom (https://cyracominternational.com) is a language services leader that provides interpretation and translation services to thousands of organizations across the US and worldwide. Their services include access to more than 200 languages.</p>
<p>4.</p>	<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>

Bidder's Response:

Being in the patient experience measurement business for more than forty years, PRC has been entrusted by thousands of healthcare providers across the country to manage their Personal Protected Information (PPI) and Protected Health Information (PHI). PRC receives, processes, stores and protects thousands of patient records daily. The reason providers are confident that PRC will protect their patient's information is because of PRC's security and privacy program. PRC is also an approved vendor of Centers for Medicare and Medicaid (CMS) adhering to all CMS security guidelines.

PRC maintains a comprehensive information security program to protect information assets, systems, confidential information, Protected Health Information (PHI), and personal identifying information (PII) from accidental or unauthorized access, disclosure, modification, destruction, or denial of use. Security controls are sufficient to ensure confidentiality, privacy, reliability, integrity, audit capability, availability, and compliance with all regulations concerning Health Insurance Portability and Accountability Act and security over PHI. The PRC Board designated Compliance, Security & Safety Committee oversees the security program and PRC's compliance with its security policies. The Chief Information Security and Privacy Officer administers the program. A review of the effectiveness of the program is performed annually and includes risk and threat assessments and mitigation plans.

PRC's security program is based on the Health Information Trust Alliance (HITRUST) Common Security Framework (CSF). The CSF incorporates the requirements of applicable standards bodies and regulations including NIST, ISO, CIS, COBIT, CMS, FISMA, HIPAA, and HITECH. HITRUST also includes internal controls covering the Trust Service Principles Framework for security, availability and confidentiality of client data managed by service organizations required by the Statement on Standards for Attestation Engagements 18 (SSAE 18), Service Organization Controls (SOC) 2 put forth by the AICPA. The scope of the program includes over 300 security requirement statements covering 19 security domains required for PRC to meet HITRUST Certification.

- Information Protection Program
- Endpoint Protection
- Portable Media Security
- Mobile Device Security
- Wireless Security
- Configuration Management
- Vulnerability Management
- Network Protection
- Transmission Protection
- Password Management
- Access Control
- Audit Logging & Monitoring
- Education, Training and Awareness
- Third Party Assurance
- Incident Management
- Business Continuity & Disaster Recovery
- Risk Management
- Physical & Environmental Security
- Data Protection & Privacy

The program also includes 100 Trust Service Principles of SSAE 18 related to Security, Confidentiality and Availability. PRC's security policies and procedures are fully compliant with the current version of the HITRUST CFS and the SAE 18 SOC 2 security controls. PRC has been audited under the SOC 2 Type 2 and HITRUST controls for the period ending July 30, 2022 with no findings or discrepancies.

PRC has never had a security breach or incident that required notification to the Office of Civil Rights. This is due, in part, to our very effective HIPAA and Security Training and Awareness Program. Formal training is conducted for new employees before granting access to systems and then retraining is done annually for everyone. The HIPAA/Security Awareness Training Program includes the following for initial and annual retraining:

- A presentation and video covering company-wide HIPAA and security policies;

	<ul style="list-style-type: none"> ▪ Reading several security policies and signing a Confidentiality Agreement and several Information Technology Use Agreements specific to the position/role; ▪ Passing a test on the HIPAA and security policies; ▪ An email phishing training video from KnowBe4; ▪ Passing a test on phishing; and ▪ Department specific HIPAA and security procedures, as applicable. <p>The HIPAA/Security Awareness Training Program also provides ongoing training conducted in a variety of ways including broadcast emails, department meetings, quarterly newsletter publications, KnowBe4 training emails and monthly simulated phishing tests for all employees.</p>
<p>5.</p>	<p>Describe how you will securely print and mail documents.</p> <p>Bidder's Response:</p> <p>Access to all PRC campus office buildings and computer facilities is monitored and restricted using an electronic badge access system. Access to all areas is granted based on job role and is recorded by the badge management system and monitored by video cameras. Restricted area access is limited to authorized IT system administrators. Visitors and third-party maintenance personnel are verified upon entry and required to sign the visitor's log at the reception desk upon arrival. They are issued a visitor badge and are escorted to the appropriate location and never left unattended. All entrances, exits and windows have electronic intrusion detection and are monitored 24x7 by a security management company.</p> <p>We have commercial printers with the ability to print hundreds of thousands of pages per month. Our printers all have the ability to scan documents as well. PRC has a dedicated locked room for printing sensitive information which would be utilized for this project. Only dedicated staff will have access to this room adhering to our badge policy. Once printed, packaged, and sealed postage is done in the workroom on the postage machine and USPS is onsite every working day for pick up.</p>
<p>6.</p>	<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:</p> <p>PRC is dedicated to safeguarding the security, confidentiality, and availability of client data, including PHI and PPI, that is created, received, maintained, or transmitted by the organization and its business partners, using reasonable and appropriate administrative, technical and physical safeguards. PRC ensures its security program is effective through its Information Security Risk Management Program (ISRMP). The principal goal of PRC's ISRMP is to identify and mitigate risks to the confidentiality, integrity and availability of client data, including risks related to the people, processes and technology that use, support or manage client data. The objective of the risk management program is to continually assess, control, monitor and respond to the risks to PRC's assets, clients, workforce, and client data that PRC is entrusted with and required to protect.</p>
<p>7.</p>	<p>Describe your ability to meet the facility requirements for the printing functions?</p>

	<p>Bidder's Response:</p> <p>PRC will not have any issues meeting the facility requirements for the printing functions. PRC owns a 10-acre campus in Omaha, Nebraska with several buildings and 2 dedicated to the Call Center. Data (including PHI and PPI) security is a top initiative for PRC. PRC owns several commercial printers that include the ability to scan and email documents as necessary.</p>
<p>8.</p>	<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> <p>Bidder's Response:</p> <p>PRC's business model is designed to hire and train staff as client demand fluctuates. PRC averages over 1,500 job applicants per month and maintains a database of screened and qualified candidates. PRC has the ability to successfully train over 100 people per training class, per week and has done this over the years for previous contracts including our previous contract with the State of Nebraska.</p> <p>When hiring is required for a project, PRC will access our proprietary applicant tracking database and review pre-screened candidates first. When outside hiring is required, PRC puts together a strategic recruitment strategy and plan to retain and hire the highest caliber of call center agents for the specific project we are hiring for. We train all new hires and would provide DHHS training classes, training on platforms, protocol, and situational awareness. PRC call center agents are employed as both part-time and full-time employees of PRC.</p> <p>Prior to an Agent being transitioned to a project, they've completed PRC's interviewing process. PRC's thorough interviewing process includes the following:</p> <ul style="list-style-type: none"> ▪ Typing tests ▪ Pronunciation tests ▪ A role play exercise – applicants are asked to read through a portion of a script (the applicant plays the part of the "Agent" or the person asking the questions, and PRC play the person they are calling). This allows us to hear them read and evaluate their voice quality & how well they follow the instructions given to them. ▪ Reference check ▪ Background checks <p>After passing a thorough interviewing process, reference and background checks are conducted, and then candidates are extended an offer and can start the onboarding process.</p> <p>PRC call center employees go through an intense onboarding process, which begins with the PRC orientation and HIPAA training program. First, PRC call center employees receive access to PRC's call center training portal. Once they complete the PRC HIPAA training and quiz with a perfect score, the agents move on to the next module. Once training is completed including training on Salesforce, call center agents conduct mock investigation phone calls with lead trainers.</p> <p>PRC training also includes how to use the client and PRC systems along with any specific client training. In this situation, training would include the hours in the RFP for training.</p>

	<p>Equipment Provided to Staff: We provide Call Center Agents with a laptop, a headset, phone and computer software to successfully perform their job. We also provide agents with a remote training platform, remote training team support, and access to a 24/7 Help Desk and ergonomic office equipment as needed. The benefit of ergonomically designed office equipment includes increased productivity, work morale, and a happier work environment.</p>
<p>9.</p>	<p>Describe your quality monitoring processes.</p> <p>Bidder's Response:</p> <p>Staffing: PRC's Quality Assurance (QA) Department focuses on quality monitoring of calls. The QA team is currently staffed with 18 Leads that were all former PRC Call Center Agents, 3 are bilingual in English and Spanish. The Quality Assurance performs call monitoring for the call center and provides supportive feedback to help each of PRC's current 390 Call Center Agents realize their value and potential in contributing to PRC's mission.</p> <p>Both Call Center Agents and QA staff are assigned to teams that receive specialized training to work on one or more of the various project types. The project types include:</p> <ul style="list-style-type: none"> ▪ PRC Patient Experience surveys ▪ Consumer phone surveys ▪ Community (state and county residents) surveys, outreach and information hotlines ▪ CAHPS phone survey outreach (HCAHPS, Home Health CAHPS, OAS, Dialysis, ACO/MIPS, CG-CAHPS, Primary Care First, GPDC, Hospice, Cancer, ED, Child). Separate training is required for each ▪ Physician surveys via phone ▪ Post discharge calls to patients for hospitals. <p>QA Feedback to Interviewing: The focus of our feedback is on reinforcing training guidelines to ensure accurate data is obtained, as well as helping to make sure that the disposition of all agents is professional and courteous. We also provide tips to help the Call Center Agents make a professional and positive impression by keeping a courteous and upbeat demeanor.</p> <p>Each project type at PRC has its own guidelines and challenges. The feedback information QA provides to the Call Center Agents helps to ensure they are knowledgeable, confident, and caring when working on their assignments.</p> <p>Depending on the project type, some calls have strict interviewing and monitoring requirements. Our Call Center Agents receive coordinated feedback from both Training and QA to make sure that PRC standards are met, and survey guidelines are followed correctly.</p> <p>Most of our monitoring is done remotely through our versatile QA program, <i>The Improv</i>, which was written by PRC programmers specifically for our QA needs. The program schedules live or recorded monitoring sessions for each agent, and provides a link used to generate feedback for that session. A monitoring session will include one or more completed calls, and other disposition monitoring for calls that did not result in call completion. <i>The Improv</i> also stores past feedback for each agent and allows QA</p>

to generate reports to help easily track items related to past performance. These reports are available to QA, the Training team, and the client.

Additionally, The Improv has an Evaluation template creator, which is used to make templates with custom sections that apply to guidelines related to each individual project type. PRC can easily customize the template for clients to ensure we are meeting project requirements.

Call Center Agents are monitored daily and feedback is entered into the appropriate applicable template. When saved, it is automatically sent to the agent’s supervisory staff, who then shares the information with the agent.

Other Quality Assurance functions:

- Prior to the agent doing calls, QA performs the final review of scripting for each new project, and for each project revision.
- Upon request, PRC reviews recordings containing escalation information.
- QA staff populates reference notes for each individual project and project type that can be accessed at any time prior to, or during calls. This reference section includes special information about the project, client requested notes, as well as audio and phonetic pronunciations for program names and other terms. For most projects, this section also contains FAQ’s, contact phone numbers, and website information for further information resources.
- Agents also have a function they use to send questions and/or suggestions to the QA and Scripting departments. Agent feedback is very important, as they are the individuals in direct contact with the caller.
- QA assists in visits from client teams and provides the monitoring numbers for completed and non-completed calls when applicable. QA is required by some client project guidelines to monitor specific percentages of all calls for each of the many possible dispositions (Ans. Machine, Language, Complete, etc). QA is accustomed to working with existing client programs and hosts on sites for client teams as needed.

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

Bidder’s Response:

PRC currently provides similar reporting for several clients and has the ability to conduct the quality monitoring outlined in the RFP. We have a current quality monitoring program in place that gives us the ability to customize the program as necessary and meet specific client requirements for quality monitoring. Often, we have used clients’ quality assurance templates for scoring. Meeting the timelines outlined in this RFP for reporting and quality monitoring will not be an issue for PRC.

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

Bidder’s Response:

After reviewing the tiers in the pricing document and taking into consideration highest call/action time and tiers, PRC can support the highest number of call/actions listed in the RFP and can dedicate 125

	<p>Call Center Agents upon start of the contract start date of mid-April. PRC would easily double the capacity within a four (4) week time frame if needed.</p> <p>PRC requests a two (2) week notice to increase call center capacity by project. Since this RFP states a three (3) week notice would be given, we do not see any issues with increasing call capacity. With the previous Contact Tracing and Vaccine projects for the State of NE, we were able to increase capacity in less than a week due to the urgent nature of the project. In a crisis situation where there is a sudden rise of calls, we can transition agents from other project teams over within the time it takes to train on the specific project. In this situation, that would be after our current staff was to complete the DHHS required training program.</p>
<p>12</p>	<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:</p> <p>In-house Trainers: The Training Department consists of five (5) full-time trainers. Two (2) of our trainers are Bilingual. We also have a Training Coordinator who works with the training team in developing and coordinating the training classes.</p> <p>Approach to on-boarding new call center staff to the project: Our onboarding of new staff is done remotely with a mixture of group training sessions using Webex and individual work that they complete using our education portal (Moodle). Employees start with a PRC orientation, which consists of the PRC employee handbook, learning about PRC's history and the company's mission, vision and values. Included in the orientation, they complete all of PRC's security and compliance paperwork and must pass a HIPAA training by receiving a 100% on the quiz afterwards.</p> <p>Each training day always begins with a group Webex session to answer any questions from the previous day's covered material and instruction on what they need to complete on this day. After the group session, they log into the education portal which contains videos, training documents to review and quizzes throughout which they must get 100% on in order to move to the next section of the training.</p> <p>After completing all the required days learning material, training concludes with a final group review session and then a roleplaying session with a mentor before making their first calls.</p> <p>Our training program also incorporates any client training programs. In this situation, all staff would be required to complete the necessary DHHS training in order to move forward as a call center agent on the project.</p>
<p>13</p>	<p>Describe your staff retention policies and the average employee length of service.</p> <p>Bidder's Response:</p> <p>Average Length of Employee Service</p>

Aa of 12/1/22, the average length of service among 520 PRC employees is 7.55 years.

PRC - Employee Retention Strategies

PRC places a high importance on employee retention. Employee turnover is costly for many reasons with effects on both the employer, employee, and our clients.

PRC places a strong focus on the whole employee maintaining strategies to promote professional and personal wellbeing and satisfaction.

Employees Careers and Career Paths. At PRC we,

- emphasize internal promotion
- facilitate lateral career growth, expanding employee skills
- support job-specific training programs
- offer a tuition reimbursement program

Manager Support. At PRC we understand that managers need support and that employees, in turn, benefit from this support. As such we,

- onboard managers, setting them up on the right foot
- provide ongoing support to managers to ensure that they have what they need to support their employees

Employee Performance. Employee performance isn't all production based. It's a time for employees to connect with their managers. At PRC we,

- administer fair programs to evaluate performance
- conduct employee check-ins; one-on-one time between employees and their manager to evaluate workload, how things are going, and inquire as to what the employee needs to be successful
- recognize employee contributions and success.
- promote from within

Employee Benefits and Compensation. PRC offers,

- a comprehensive benefits package, including health insurance
- a 401(k) plan
- holiday pay
- paid time off (PTO)
- unpaid time off (UTO)
- regular pay reviews to ensure fair pay for the job

Work-life balance. PRC is a longtime flexible employer. As such we emphasize,

- flexible schedules
- hybrid work; offering, onsite, offsite, or a mix depending on the job and employee desire
- job autonomy

Togetherness. Near or far, connection and psychological safety are important. PRC maintains focus on,

- our organizational values. We live them and implement them into employer-sponsored activities via our PRC Culture Club and other employer groups.
- ensuring that all employees feel safe and comfortable to speak up. We're better together.
- administering a fair and consistent concern reporting process.

With employee retention strategies in place and with proper focus, whole employee wellbeing is emphasized. Employees who feel valued work better together and for the organization. PRC respects the employer-employee relationship and continues to ensure it thrives.

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

Bidder's Response:

PRC has the ability to meet all the reporting requirements outlined in Section V.C.2 and also has the ability to provide ad hoc reporting as required. PRC can provide reports via email or a share file that include:

A. Daily report with number of offered and number of handled calls, Average Speed of Answer (ASA), Average Handled Time (AHT) by queue. PRC has reviewed Attachment 7 of the RFP "Daily Report Sample" and would have no problem providing this type of report.

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 requests by the State.

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 can 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 can be provided via email no later than 9:30 am CST.



	J. Ad hoc reports as requested by the State.
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:</p> <p>DHHS staff will have access to PRC Automated Call Distribution (ACD) software which will provide the ability to view call queues via a TLS protected website. PRC will work with the DHHS team to walk them through the process of how to access the ACD software.</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:</p> <p>PRC has an in-house team of programmers and can create custom apps and reporting solutions. For the required metrics PRC would be tracking and reporting for the State, PRC would use an off the shelf Customer Relationship Management system, Salesforce CRM. PRC regularly uses Salesforce to track client metrics including for a recent project with CSULB for Contact Tracing and Vaccine Surveillance. We are able to provide reporting on any metrics captured via Salesforce and will have no problem providing the required reporting by utilizing Salesforce for this project.</p> <p>Salesforce meets the HITRUST CSF® v9.4 Risk-based (r2) certification criteria. HITRUST has developed the HITRUST CSF, a certifiable framework that provides organizations with the needed structure, detail and clarity relating to information protection.</p> <p>Certificate and additional information around Salesforce security available upon request.</p>

Laurie Speaks

13326 P Street Omaha, NE 68137-2316
800-428-7455
lspeaks@prccustomresearch.com

Senior Leader with over 20 years of experience developing strategy for Client Success, Sales and Marketing. Proven track record leading projects to success through building and leading high performing teams in healthcare and tech. Strong leader and motivator, analytical thinker and persistent change agent driven to engage and influence stakeholders to continuously seek, find and successfully execute win-win solutions.

PROFESSIONAL EXPERIENCE

PRC (remote) Austin, TX
SVP, Client Success prccustomresearch.com January 2020–Present

- Overall responsibility of creating and implementing PRC's short and long-term strategic goals and change management activities designed to ensure clients are realizing PRC maximum business value across the customer lifecycle.
- Ensuring the success and happiness of clients in order to drive growth and expansion for PRC business.
- Leading high priority initiatives and projects for PRC team to ensure maximum client success.
- Responsible for marketing and client success team to inspire high performance and drive accountability while aligning teams with PRC business strategy.
- Serve as primary point of contact for special projects and initiatives, including PRC's contact tracing and vaccination support services.
- Oversee all PR and Corporate Communications for the PRC business.

Speaks Marketing Group, LLC Austin, TX
Founder, speaksmarketing.com June 2018–Present

- Owner of marketing agency specializing in marketing operations and management for several life science clients across the US. Current clients are SaaS companies offering enterprise science platforms designed to streamline system workflows for laboratories and research facilities.
- Agency team specializes in event management (virtual and in person summits), communications/PR, lead generation campaigns and overall sales and marketing operations.

RSi Mountain View, CA
Head of Marketing, retailsolutions.com 2012-2018

- Head of Marketing reporting to CEO with global marketing responsibility including EU, CN and LATAM.
- Budget responsibility over multi-million dollar global marketing budget operating on a zero based budget responsible for all marketing vendor contracts and negotiations.
- Drive marketing strategy and process development for all inbound and outbound marketing campaigns working with Sales, Channel team and Product Management to identify optimal marketing channels, new business development strategies and generate leads for CPG and Retail.
- Management of marketing operations, marketing technology stack, and managing daily operations and execution of various marketing activities ensuring alignment with corporate branding initiatives and sales goals.

EDUCATION

ARIZONA STATE UNIVERSITY
Walter Cronkite School of Journalism and Mass Communication
Bachelor of Arts, Mass Communication and Media Studies

ADDITIONAL SKILLS AND EXPERIENCE

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Project, Salesforce, Hubspot, Google Ads Search Certified

REFERENCES

DAMIAN ZAVALA, MSW, LCSW, MPA

Associate Vice President, Health and Wellness
California State University Long Beach
1250 Bellflower Blvd, Long Beach, CA 90840
P: (562) 985-5146
E: Damian.Zavala@csulb.edu

Damian was the main point of contact at CSULB for the Contact Tracing and Vaccine Surveillance project.

MARIE DE MARTÍNEZ

Principal, SAFE Healthcare Collaborative, Inc
P.O.Box 5231
Grand Island, Ne 68802-5231
P: (308) 390-1343
E: marie@sagehc.com

Marie was the Director of Bio-Response (statewide COVID-19 integrated response management) for the Nebraska Department of Health and Human Services from August 2020 – July 2021

CHAD WETZEL, MPH

Interim Supervisor, Infectious Disease Epidemiology
Douglas County Health Department
1111 S. 41 Street
Omaha, NE 68105
P: (402) 444-6324
E: chad.wetzel@douglascounty-ne.gov

Chad was the liaison between PRC and the Douglas County Health Department and also worked with DHHS on Contact Tracing initiatives with PRC.

TIM KELSO, JD

Chief, Administration & Finance Division
Douglas County Health Department
1111 South 41st Street, Suite 205 Midtown Campus
Omaha, NE 68105
P: (402) 444-7216
E: Timothy.Kelso@douglascounty-ne.gov

Tim was responsible for securing budget, negotiating terms, signing the contract between DCHD and PRC for Contact Tracing.

Tiffany Farrell

16553 Rosewood Street, Omaha, NE 68136
(402) 592-5656 | (800) 428-7455 ext. 227
TFarrell@PRCCustomResearch.com

Friendly, dedicated and organized. Passion to make applicants and employees feel welcomed. Operates with excellent time management skills and thrives in a fast-paced environment. Works well in team settings and is always willing to assist others.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Talent Acquisition Coordinator (HR) *July 2008 – Current*

- Contact Tracer: recruiter, interviewer and hiring coordinator (over 1,350 contact tracers hired May 2020 – Present)
- Oversee hiring and recruiting of client service employees
- Responsible for updating and managing job posting on internal and external websites
- Conduct pre-screening call with applicant; oversee testing and schedule interview
- Maintain spreadsheets of hiring data and keep excellent follow through with managers and staff
- Process the background check when an employee is offered a position
- Maintain the I-9 files and enter in E-Verify
- Orientation with new hires (issue ID badge, complete paperwork and discuss handbook)
- Daily activity of the badge system (enter new employees, deactivate cards, replace lost cards, monitor badge access to the buildings)

PRC **Omaha, NE**
Accounts Payable Coordinator *November 1999 – July 2008*

- Responsible for paying invoices and working with vendors
- Process employee reimbursements for travel and expenses
- Helped with the implementation of a new accounting software
- Tracked expenses in Excel and reported expenses to management
- Maintained accounts payable files
- Back-up for the operations of the Flexible Spending account

EDUCATION

METROPOLITAN COMMUNITY COLLEGE **Omaha, NE**
Associates Degree, Business Management *December 1999*

- Dean's List

ADDITIONAL SKILLS

- Administrative Support
- I-9 compliance (E-Verify)
- Microsoft Word, Excel, and Outlook (scheduling)
- Security Badge System Maintenance
- New Hire Orientation

REFERENCES

FLANN MCKINNON

Account Manager
Indeed
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JAYME HANAN
Director of Sales
Indeed
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Wilmington, DE 19801
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CYNDE HUEBNER
Previous Boss at PRC
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Marie Goolsby

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MGoolsby@PRCCustomResearch.com

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Senior Software Engineer/Salesforce Developer/Administrator *June 2015 – Present*

- Meets with clients to determine business, functional, and technical requirements
- Aids in application design, configuration, testing and deployment.
- Maintain Complex Production Programs to funnel work through Production Systems
- Configure Salesforce to Facilitate growth in Sales
- Develop Complex Financial Programs to monitor Clients from Contract to Billing
- Develop Piecework Payroll System
- Develop Automated Hiring Process
- Develop and Automate Scripting and Reporting for Special Projects and Initiatives

PRC **Omaha, NE**
Software Engineer *October 2007 - June 2015*

- Created and maintained Automated Production Tool to help facilitate growth
- Implemented a successful Contract and a Document Tracking System
- Redesigned Interviewing Training Web Application that is still used today

PRC **Omaha, NE**
Software Developer *April 1999 - October 2007*

- Worked with queue manager to re-architect a multi-page windows app into the .NET Platform
- Designed a Complex Revenue and Payment System to monitor Revenue
- Supported Payroll Processing Applications
- Continuing to utilize SQL Server to build robust databases and applications

EDUCATION

UNIVERSITY OF NEBRASKA OMAHA **Omaha, NE**
Bachelor of Business

METROPOLITAN COMMUNITY COLLEGE **Omaha, NE**
Associates Degree Computer Science

ADDITIONAL SKILLS

- SQL
- JavaScript
- HTML/ CSS
- .NET
- Apex

REFERENCES

ELIZABETH FYE

Director of Risk Management
Omaha Steaks
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Omaha, NE 68135-6384
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JAMES BURKETT

Information Technology Supervisor
California State University, Long Beach – Student Health Services
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LONNIE EGGERS

Senior Director Retail Operations
SpartanNash
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Heather Rech

13367 Shirley Street, Omaha NE 68144
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HRech@PRCCustomResearch.com

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Associate Director, Training and Development *November 2021 - Present*

- Participate as part of the Directors' team and the Production Directors' team.
- Set performance expectations, mentoring and coaching, and conduct performance reviews for Interviewing Training and Hiring staff.
- Supervise a team of interviewer trainers, hiring staff, and training support. Responsible for the day-to-day operation of the interviewer training/hiring department.
- Work with the Training Coordinator to design and implement training programs and procedures.
- Work closely with Interviewing managers and support to develop and maintain an excellent work environment that encourage the achievement of production goals.
- Collaborate with the Director, Interviewing Survey Completion to gauge training needs based on the current and upcoming production workload.

PRC **Omaha, NE**
Training Coordinator *January 2015 – Nov 2021*

- Coordinate the training staff to maintain efficiency among interviewing training processes.
- Work directly with the Director, Interviewing Development to devise and communicate training initiatives.
- Work closely with room supervisory staff to provide feedback on interviewer performance, status, and goals data from a training perspective
- Oversee the maintenance and improvement of training materials
- Responsible for new, on-going, and advanced training of support staff members including Trainers, IAs, and Senior IAs

PRC **Omaha, NE**
Trainer *February 2007 – January 2015*

- Conduct orientation trainings.
- Conduct advanced training for current interviewers.
- Conduct new hire trainings, completing paperwork and administrative tasks.
- Conduct Mentor trainings and maintain volume of mentors.
- Train Interviewing support staff, ensuring consistency in the process.
- Work with interviewing rooms to ensure assessments and certifications are timely and kept up to date.
- Listen to interviewers and share information identifying areas to improve response rates

PRC **Omaha, NE**
Interviewer *August 2006 – February 2007*

- Conduct quality surveys in accordance with training guidelines maintaining unbiased survey results.

EDUCATION

TRAVEL CAREERS INSTITUTE **Omaha, NE**
Graduate with Honors *1994*

METROPOLITAN COMMUNITY COLLEGE **Omaha, NE**
August 1993- February 1994

REFERENCES

PAUL HARLOW*

15018 Fieldcrest Drive

Omaha, NE 68154

P: 402-212-4381

Former Supervisor at PRC (known for 16 years)

JENEVA TIMM

16615 Washington St.

Omaha, NE 68135

P: 402-957-8368

Former Colleague

STEPHANIE SCHADE

13623 Kingswood Drive

Omaha, NE 68144

P: 402-917-0642

Personal Reference

Kathrina Patterson

4931 S. 190th Street Omaha, NE 68135
(402) 592-5656 | (800) 428-7455 ext. 495
KPatterson@PRCCustomResearch.com

Central figure in employee management, from recruiting to guideline implementation, to continually ensure positive customer service experiences.

PROFESSIONAL EXPERIENCE

- PRC** **Omaha, NE**
Assistant Director, Call Center Operations *May 2020 - Present*
- Assist the Direct of Interviewing and Survey completion in the completion of department initiatives and goals.
 - Oversees the completion of Contact Tracing within and the production of Consumer and CHNA product lines.
 - Led day-to-day operations and external communications in COVID-19 contact tracing and vaccination initiatives.
 - Responsible for applying consistent policy and procedure based on PRC guidelines. CAHPS Project Director January 2006 – June 2018
- PRC** **Omaha, NE**
Interviewing Priority & Interviewing Coordination Manager *September 2009 – May 2020*
- Fulfill client obligations and requests by coordinating the efforts of workforce in regard to the amount of work that is completed each day. Create an unbiased approach to project completion by rotating projects worked each day.
 - Manage a team of employees by evaluating, providing recognition and praise and administering all steps of the disciplinary process to ensure company directives and policies are followed.
- PRC** **Omaha, NE**
Interviewing Coordination Manager *January 2002 – September 2009*
- Provide recognition and praise to employees along with maintaining company policies by evaluating employees and administering all steps of a disciplinary process. Resolve conflicts within the department and clients the employee is in relations with.
- PRC** **Omaha, NE**
Interviewer Trainer *September 2000 – January 2002*
- Responsible for new hire orientation and on-going training. Maintain current training manuals and administer changes when appropriate.
- PRC** **Omaha, NE**
Interviewer Assistant *December 1999 – September 2000*
- Assist workforce with questions in a timely and efficient manner. Assist with scheduling concerns and inform Interviewing Coordinator of concerns with employees.
- PRC** **Omaha, NE**
Interviewer *October 1998 – December 1999*
- Conduct quality surveys in accordance with training guidelines maintaining unbiased survey results.

EDUCATION

- UNIVERSITY OF NEBRASKA AT KEARNEY** **Kearney, NE**
Bachelor of Science in Business Administration, Minor in Marketing *December 2015*
Cumulative 3.87 GPA in business emphasis classes.
- METROPOLITAN COMMUNITY COLLEGE** **Omaha, NE**
Associates degree in Business Administration *February 2002*

REFERENCES

ANGELA CONTE

Director of Operations
California State University, Long Beach – Student Health Services
1250 Bellflower Blvd
Long Beach, CA, 90840
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E: angela.conte@csulb.edu

Angela was a key stakeholder on the CSULB team and was responsible for the overseeing the vendor relationship with PRC for their Contact Tracing and Vaccine Surveillance program.

HELEN GIAMBRONE

COVID-19 Contact Tracing Team Lead
Communicable Disease Epidemiology
Disease Investigator
Douglas County Health Department (DCHD)
111 S. 41st. St, Ste 205
Omaha, NE 68105
P: 531-800-4250
E: Helen.Giambrone@douglascounty-ne.gov

Helen was a lead team member involved with PRC during the Contact Tracing project for Douglas County Health Department. Helen would meet with PRC on a weekly basis and worked in partnership with PRC to make sure the ongoing training was consistently updated with information in real time.

STORM KEFFER, MPH

Health Surveillance Specialist
Division of Public Health
Office of Epidemiology and Informatics
Nebraska Department of Health and Human Services
P: 531-530-7407
E: Storm.Keffer@nebraska.gov

Storm was a lead team member involved with PRC during the Contact Tracing project for The State of Nebraska Health Department. Storm would meet with PRC on a weekly basis and worked with PRC on both escalations and reporting requests.

CHARLOTTE CANIGLIA

16260 Bedford Plz #208
Omaha, NE 68116
P: 402-677-6458
E: charlicanigs@yahoo.com

Charlotte is a former colleague that worked on several projects together. Charlotte is the sole proprietor of a small business.

Kristine M. Smith

11326 P Street Omaha, NE 68137
(402) 592-5656 | (800) 428-7455 ext. 400
Kristy@PRCCustomResearch.com

Accomplished Director offering 34 years of experience in staff management, process improvement, and employee retention. Expert in boosting quality and performance. Successful in creating and executing standard operating policies and procedures to positively impact organizational goals. Dependable leader with skills to develop, coach and motivate staff while interfacing with executives on all levels.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Director, Call Center Operations *November 1990 – Present*

- Manages all Interviewing Support leaders and ensures the compliance of consistent company policy and procedure is maintained in all interviewing departments and teams
- works in partnership with all Production Line Directors and Product Line Directors to maintain continuity and facilitate improvements
- Manages all survey completion across all methodologies and ensures balance is maintained among all PRC's product lines.
- Responsible for applying consistent policy and procedure based on laws and PRC's guidelines
- Demonstrates maturity and commitment to PRC as a key leader; supports and leads change efforts.
- Contributes to the performance management of dedicated production staff including setting performance expectations, mentoring and coaching, and conducting performance reviews.
- Manages staffing levels and advertising needs to maintain a balance between all product lines.
- Oversees the quality and completion of special projects and initiatives, including PRC's COVID-19 vaccination support on behalf of the State of Nebraska.

PRC **Omaha, NE**
Coder, Qualitative Analyst *March 1989 – October 1990*

- Accurately assigned codes to similar questions responses on open ended
- Checked and validated surveys to ensure quality and consistency
- Used mistakes found as learning opportunities for interviewers to enhance their skills.

PRC **Omaha, NE**
Telephone Interviewer *August 1986 – February 1989*

- Conduct quality surveys in accordance with training guidelines maintaining unbiased survey results

EDUCATION

UNIVERSITY OF NEBRASKA – OMAHA **Omaha, NE**
Bachelor of Arts - Fine Arts – Studio Art

ADDITIONAL SKILLS

- Consistent and fair supervision
- Issues resolution
- Coordination of Workflow Management
- Extensive HIPAA and Data Compliance Training

REFERENCES

ROBIN STIX

Client Relations Supervisor
One Source
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GINA TRUSTY

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P: 402-516-4887
Former colleague

CYNTHIA MICHEL

15904 Lake Street
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P: 402-679-9610
Personal Reference & Small Business Owner

Ibis I. Valles

1643 E Spur St. Gilbert, AZ 85296
402-578-8575
lvalles@prccustomresearch.com

Accomplished multilingual (English, Spanish, Portuguese) Human Resources Executive with over 30 years of generalist experience and 20 years in healthcare consulting. Demonstrated expertise in implementing and coordinating corporate driven human resources strategies for six Latin America countries for a Fortune 500 company. Respected executive with broad based background in all aspects of Human Resources Management including international compensation and benefits, recruitment and retention, organization development, mergers and acquisitions and re-structuring in large and mid-size companies.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Senior Consultant Bi-lingual Interviewers 2021–Present

- Lead the bi-lingual interviewing team working on COVID19 contact tracing project for the Nebraska Department of Health. Interview contact tracing applicants, assist in training and ensure all applicants understand the goals and purpose for this project.

Director Employee Engagement Product Line

- Top product line executive reporting to the CEO. Lead and manage the production cycle of the employee engagement product line. Develop and Market human resources projects i.e.: employee, exit interviews, employee engagement and nurse retention surveys in the health care industry. Consult with hospital management in developing action plans based on their employee engagement survey results. Facilitate management training programs with hospital clients to improve communications, customer service and leadership skills.

HONEYWELL INTERNATIONAL **Sunrise, FL**
Director Human Resources for Latin America 1999–2001

- Top Human Resources position reporting to the President of Honeywell, Latin America. Responsible for providing strategic business focused HR programs and managing business-specific HR related process for 10 locations in six Latin American countries. Some of these responsibilities encompassed culture change initiatives, reductions in force/mergers and acquisitions, recruitment and selection, organization development including leadership development, retaining talent initiatives, compensation and benefit administration and direct supervision of six human resources managers in six countries.

JET AVIATION OF AMERICA, INC. **Teterboro, NJ**
Vice-President Human Resources 1992–1999

- Top corporate HR executive reporting to COO. Lead the human resources department for a \$150mm, international aviation management and service company with 700 employees in nine locations in the U.S. Responsibilities included developing and implementing sales incentive plans, changing health plans from a fee for service to managed care, restructuring salary ranges and pay practices, implementing recognition reward programs and leading human resources team in acquisitions of three companies.

HONEYWELL, INC./ SPERRY AEROSPACE DIVISION **Phoenix, AZ**
Director Human Resources and various Human Resources Positions 1978–1992

DIGITAL EQUIPMENT CORPORATION **Phoenix, AZ**
Personnel Administrator 1976–1978

SPERRY AEROSPACE COMMERCIAL DIVISION **Phoenix, AZ**
Employee Relations Specialist 1974–1976

EDUCATION

UNIVERSITY OF NEBRASKA
BS—Education, Spanish/French

Lincoln, NE

CENTER FOR CREATIVE LEADERSHIP
Leadership Development Program

San Diego, CA

HARVARD EXECUTIVE EDUCATION
Four Week Program for Leadership Development

Owatonna, MN

DEMONSTRATED ACCOMPLISHMENTS

Strategic Business Partnering and Consulting

- Implemented a regional talent program to retain key technical employees, which reduced key employee turnover by 20%.
- Partnered with the senior management team to develop one company culture for the new Honeywell after the Allied Signal merger last year, which included replacing over 25% of the management staff without legal ramifications.
- Improved employee satisfaction, overall quality of patient care, and the skills of nurses and physicians by partnering with a market research company and conducting focus groups with community leaders, employees, physicians, and patients for several hospitals and healthcare organizations throughout the U.S.
- Developed employee opinion surveys which were distributed annually to assist in the improvement of employee/management relationships and to provide a medium for employees to generate ideas to improve operational strategies and set long range plans.

Mergers and Acquisitions

- Participated on a four member team of the Global Integration Team for Latin America for the multi-billion dollar merger of Honeywell and Allied Signal which included merging both companies benefit and compensation plans for over 11,000 employees throughout Latin America in a three month period. Results included annual savings of over \$5mm.
- Coordinated successfully the integration of 125 employees in five Latin American countries which included the reduction of 40 employees, re-patriation of 10 employees and the transferring of remaining employees to local compensation and benefit plans, within two months and without legal claims.
- Lead and participated in "due diligence" HR teams with several companies targeted for possible acquisitions in and outside of the U.S.

Recruitment and Retention

- Centralized the recruitment and staffing process for pilots and flight attendants to improve the quality, training and retention of new hires.
- Created relocation packages to attract and retain high talent for technical and top management positions.
- Implemented new hire testing tools to match potential candidates with successful employee profiles which resulted in an improved, more highly qualified employee with greater management and technical potential.
- Developed background investigations and negotiated contracts with security companies to provide this service to meet company and federal regulations.

Organization Development and Management Training

- Implemented corporate training programs at local country level to ensure consistency and promote company values. These programs were translated and conducted in Spanish and Portuguese.
- Developed and implemented succession planning programs to identify strengths and gaps, retention tools and leadership development plans and coaching strategies for high talent performers. These individual plans were monitored twice a year to ensure commitment to the development action plans and retention of key talent.
- Lead and implemented cultural change initiatives throughout Latin America.

MEMBERSHIPS

- LAPA Latin America Personnel Association
- SHRM Society for Human Resource Management
- American Management Association
- Latinas Unidas
- Bergen County Leadership Team
- American Compensation Association

REFERENCES

Leanne Miller

Director Human Resources
McCook Community Hospital
1301 East H Street
McCook, NE 09001
P: 308-344-2650
E: lrMiller@chmccook.org

Larry Fagerhaug

Chief Human Resources Officer
Carson Tahoe Health
1600 Medical Parkway
Carson City, NV 89703
P: 775-445-8675
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Lynne Brown

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Mary Kovar

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MKovar@PRCCustomResearch.com

Healthcare Research Manager with 20 years' experience is eager to learn and contribute to your team's success through hard work, attention to detail, and excellent organizational skills.

PROFESSIONAL EXPERIENCE

- | | |
|--|--|
| PRC
Quality Assurance Manager
Quality Assurance Coordinator | Omaha, NE
2020-2022
2000-2020 |
| <ul style="list-style-type: none">• Manage team of 15 Quality Assurance staff members who oversee the performance of 300+ phone agents for a healthcare research center• Draft and review quality assurance policies and procedures• Investigate customer complaints, and recommend solutions• Assist with quality control audits for client visits• Develop educational materials used to train staff to uphold QA standards• Keep inspection journals and daily summary logs as required• Oversees the creation of additional quality assurance procedures during special projects and initiatives | |
| PRC
Coder | Omaha, NE
1998–2000 |
| <ul style="list-style-type: none">• Coded multiple projects, collapsing and categorizing patient comments• Manged and cleaned patient comments from open-ended responses on survey and voices questions | |
| PRC
Interviewer | Omaha, NE
1989 - 1997 |
| <ul style="list-style-type: none">• Conducted professional, courteous telephone surveys regarding the healthcare experience• Completed data entry of responses given during phone survey interviews• Updated scripting for telephone interviews to create a better user experience and yield greater insights | |

EDUCATION

MERCY HIGH SCHOOL H.S. Diploma	Omaha, NE
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ADDITIONAL SKILLS

- Employee supervision, including staff training, development, and time management
- Knowledge of quality assurance computer programs and processes
- Strategic Planning
- Microsoft Office, Excel, Word, Outlook, PPT
- Assist with content of healthcare research questionnaires
- Audit Compliance for client interaction, including U.S. government requirements
- Critical thinking skills

REFERENCES

COLLEEN MOORE

Methodist Hospital Cancer Center
812 Leawood Drive
Omaha, NE 68154
P: 402-689-9923
Personal Reference

CINDY SMITH

Title IX Teacher – Omaha Public Schools
3819 Castelar St.
Omaha, NE 68105
P: 402-881-1019
E: Cindytida@gmail.com
Personal Reference

DEBBIE HANSLIP

Excellence in Youth Coordinator for Westside Public Schools, Retired
12218 "P" Street
Omaha, NE 68137
P: 402-895-6108
Personal Reference

Noah Larsen

104 McKenzie Ct.
Council Bluffs, IA, 51503
(402) 676-1038
nlarsen@prccustomresearch.com

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Product Marketing Coordinator *Summer 2019 – Present*

- Wrote content for sales materials, corporate emails, blogs, press releases
- Performed day-to-day maintenance of company website through WordPress templates
- Sent emails on behalf of the company to clients, prospective clients, internal associates

Creighton Intercultural Center, Creighton University **Omaha, NE**
Student Staff *Fall 2015 – Winter 2018*

- Conducted data entry
- Brainstormed and planned programs
- Designed and wrote office newsletters

Bozell **Omaha, NE**
Media Intern *Summer 2018*

- Worked with queue manager to re-architect a multi-page windows app into the .NET Platform
- Designed a Complex Revenue and Payment System to monitor Revenue
- Supported Payroll Processing Applications
- Continuing to utilize SQL Server to build robust databases and applications

The Creightonian, Creighton University **Omaha, NE**
Advertising Manager *Fall 2017– Spring 2018*

- Sold newspaper advertising
- Communicated with clients regarding media pricing and scheduling
- Performed timely sending of emails and invoices
- Calculated ad percentage of newspaper
- Estimated Spring 2018 Revenue: \$6,000

College of Arts & Sciences Dean's Office, Creighton University **Omaha, NE**
Communications Assistant *Spring 2018*

- Created content to appear in written, online and social media publications from the Dean's Office

EDUCATION

BACHELOR OF ARTS, CREIGHTON UNIVERSITY **Omaha, NE**
Major/Minor: Journalism – Advertising Track; Business Administration

- Graduated December 2018
- GPA: 3.97

ADDITIONAL SKILLS

- Advertising Copywriting
- AP Style Writing
- Blogging
- Campaign Reporting
- Email Marketing
- Invoicing
- Social Media Strategy
- WordPress Website Maintenance

INVOLVEMENT

- American Advertising Federation Meet The Pros Volunteer– 2019
- Creighton University Advertising Club – Club Treasurer – 2018
- Creighton University Jazz Ensemble – 2017-2018
- “Oath: Advertising Knockout” Participant – 2017
- Creighton University Symphonic Band – 2016-2017
- Creighton University Pep Band – 2015-2018
- Creighton University BLUJ Radio DJ – 2015-2016

AWARDS & ACCOMPLISHMENTS

- Creighton University Department of JM&C Advertising Graduate of the Year – 2019
- American Advertising Federation Omaha Scholarship Recipient – 2018
- Creighton University Father Roswell C. Williams Memorial Scholarship Recipient – 2017
- National Society of Collegiate Scholars Inductee – 2016
- Roger F. and Mary A. Warin Scholarship Recipient – 2016
- Creighton Intercultural Center “Rising Star” Award Recipient – 2016
- Creighton University Dean’s List – 2015, 2016 (2), 2017 (2), 2018

REFERENCES

Jeffrey Maciejewski, Ph.D.

Associate Professor at Creighton University
Academic Adviser
2500 California Plaza Omaha, NE 68178
P: (402) 280-4061
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Becky Nickerson, M.S.

Director of Creighton Intercultural Center
Office Director of College Work Study Employment
2500 California Plaza Omaha, NE 68178
P: (402) 280-3118
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Brad Thomson, M.M.

Music Instructor at Creighton University
Professor
2500 California Plaza Omaha, NE 68178
P: (402) 280-2509
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Jana Distefano, MPH

21311 Walnut Street, Elkhorn, NE 68022
402- 880-3441
jdistefano@prccustomresearch.com

Passion for population health. Always seeking to improve the status quo and help others achieve their full potential. Experienced professional with understanding of community health needs assessment, project management, public health and epidemiology. Demonstrated history of producing results under pressure.

PROFESSIONAL EXPERIENCE

PRC	Omaha, NE
Director, Community Health	<i>June 2018–Present</i>
Interim Marketing Director	<i>June 2018–June 2020</i>
Associate Director, Community Health	<i>March 2015–June 2018</i>
Client Relationship Manager	<i>March 2014–March 2015</i>
Community Health Consultant	<i>August 2011–March 2014</i>

- Implement and lead quality assurance team for PRC's Contact Tracing team including data clean up processes and ad hoc analysis.
- Identify areas of improvement and change management for contact tracing hiring and training processes.
- Develop relationships and communicate regularly with Douglas County Health Department and state of Nebraska contact tracing teams.
- Work alongside Vice President of Community Health with development of new products to stay relevant in the healthcare market, such as the creation of a prioritization processes, implementation strategy and evaluation templates, which resulted in a 400% increase in Community Health growth from 2011 to 2020.
- Present (and create) in-person, or via webinar, PowerPoint presentations which detail findings from Community Health Needs Assessments (CHNA), which detail specific community areas of health opportunity for clients.
- Maintain relationships with hundreds of client contacts from front line to C-Suite hospital leadership over the 3-year sales cycle to ensure retention, awareness of new products, and market trends.
- Create, edit and follow up on both CHNA sales proposals. Proof Community Health Needs Assessment reports.

CREIGHTON UNIVERSITY	Omaha, NE
Adjunct Professor	<i>March 2013–March 2016</i>

- Co-taught MPH 602 Community Health Needs Assessment (CHNA) course via an online medium bi-annually.
- Facilitate weekly discussions around community health topics, including providing feedback and encouraging students to go beyond the status quo and think critically.
- Ensure students understand course objectives and can successfully conduct a CHNA after course completion by creating an open-door policy and providing constructive feedback weekly.
- Assisted with creation and development of MPH 602 in 2013.

ARIZONA DEPARTMENT OF HEALTH SERVICES	Omaha, NE
Employee Benefits Manager	<i>July 2010–August 2011</i>

- Actively administered the company benefits program, participating in the research and selection of offerings.
 - Ensured compliance with revised and new legislation.
 - Brought the company into compliance with FMLA, COBRA, and PPACA.
 - Wrote and implemented effective corporate policies.
 - Researched and implemented a wellness focused program.
-

EDUCATION

UNIVERSITY OF ARIZONA COLLEGE OF PUBLIC HEALTH

Masters in Public Health
GPA: 4.0/4.0

Tucson, AZ

May 2010

TRINITY UNIVERSITY

Bachelor of Art in Sociology and Business Administration Minor
GPA: 3.6/4.0

San Antonio, TX

May 2006

REFERENCES

KRISTA HANNI, MS, PHD

Planning, Evaluation, and Policy Manager
Monterey County Health Department
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Salinas, CA 93906
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JIM SIFUENTES

Senior VP, Mission & Community Development
Saint Anthony Hospital
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CHRIS MCCARTHY

Community Health Project Manager
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Geoff Jamieson

13326 P Street Omaha, NE 68137-2316
(402) 592-5656 | 800-428-7455
gjamieson@prccustomresearch.com

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Associate Production Specialist *October 2021–Present*

- Participate in quality assurance measures for Production Specialists by providing feedback.
- Support onboarding and development on new Project Managers.
- Lead process improvement initiatives when needed.
- Initiate studies upon client approval.
- Implement changes to the design of a study in queue.
- Complete project plans and other documentation required for the project, making sure information is distributed to appropriate staff.
- Diagnose and resolve problems that may arise with the project.

PRC **Omaha, NE**
Contact Tracing Interviewer Coordination Assistant Manager *June 2020–October 2021*

- Assist the Associate Director with all team functions.
- Print and review project and interviewer reports.
- Prepare interviewer evaluations. Review with the Associate Director. Discuss with the interviewer.
- Assist interviewers with scheduling.
- Prepare disciplinary actions for the Associate Director.
- Administer low level disciplinary actions.
- Assist interviewers on and off phone calls with questions.
- Advise Associate Director of any misconduct or policy violations in room.

PRC **Omaha, NE**
Interviewing Assistant *April 2017–June 2020*

- Assist interviewers on and off phone calls.
- Advise ICM or ICAM of misconduct or policy violations in the room.
- Cover QA evaluations with each interviewer.
- Assist interviewers with Verbal Survey Assessment Sheet, HCAHPS training, refreshers on surveys, and relay survey guideline information.
- Correct missed time-clock punches for interviewers.
- Enter/update schedules for interviewers.
- Record absences and enter PTO.

EDUCATION

Nebraska Wesleyan University - Lincoln, Nebraska 1996 – 2001
• 141 credits completed Communications/Theatre Arts, minor in journalism

ADDITIONAL SKILLS AND EXPERIENCE

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Access, Salesforce, PRC Developed Programs

REFERENCES

Scott Pham

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Former colleague of 8 years

Regina Schrock

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E: Reginaschrock99@msn.com
Former colleague

Brad Peterson

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Gilbert, AZ 85298
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Former manager

Adam Kavan

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AKavan@PRCCustomResearch.com

Uses advanced technology to enable business excellence.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Vice President, Information Systems *June 2018 – Present*

- Design and maintain primary and DR data centers.
- Design and implement a cloud strategy leveraging Microsoft Azure.
- Provide for professional growth, development, and retention for help desk, server administration and DBA teams.
- Develop network security strategies following HiTrust and HIPAA.

PRC **Omaha, NE**
Director, Information Technology *July 2016 – June 2018*

- Work with CIO to develop PRC's long-term IT strategy.
- Develop IT Service Management philosophy emphasizing security, stability, and availability.
- Provide mentoring for server administrators, help desk, and DBA team.
- Build international cloud delivery platform.

PRC **Omaha, NE**
Associate Director, Information Technology *February 2015 – July 2016*

- Served as the primary point of contact for over 15 clients
- Managed the portfolios of several major clients with over \$8.5M in total assets

PRC **Omaha, NE**
Senior Software Developer *November 2005 – February 2015*

- Develop primary customer facing web system in C# and ASP.NET
- Develop many internal line of business applications using C# and MS SQL Server.
- Replace traditional PBX system with custom SIP based VOIP solution
- Assist with network architecture and design

REDGLAZE GROUP **Omaha, NE**
Head of IT *2000 - November 2005*

- Build and maintain a 6 state, 5 company IT department

EDUCATION

UNIVERSITY OF NEBRASKA – LINCOLN **Lincoln, NE**
Computer Science *May 2022*

ADDITIONAL SKILLS

- IT Security
- IT Team Management
- Windows Server
- Active Directory
- Linux Server
- Problem Solving
- Strategic Thinking
- End User Communication
- Agile Processes
- Change Management
- C# Development
- Design / Maintain / Develop MSSQL server

REFERENCES

TOM GREEN

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CRAIG HAMMOND

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MARY JOSEPH

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Omaha, NE 68114
P: 402-492-9156

Mark B. Gorrell

11326 P Street Omaha, NE 68137
(402) 592-5656 | (800) -428-7455 ext. 291
MGorrell@prccustomresearch.com

A progressive information technology professional that establishes integrated business and technology governance, strategies and execution roadmaps to ensure delivery of IT value, effectiveness and efficiency. Optimizes IT organizations and processes to achieve service excellence and deliver initiatives on time and on budget, building a culture of collaboration, accountability and continuous improvement.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Chief Information Security Officer and Privacy Officer *2018 to present.*

- Organized and led PRC's initiative to successfully achieve a clean SOC 2 Type II and HITRUST audit report based on the SSAE 18 controls for Security, Confidentiality and Availability.
- Selected Managed Detection and Response vendor using XDR technology, Advanced Threat Protection, Multi-signal Coverage and Visibility, and 24x7 Security Operation Center (SOC) services.
- Implemented Zero Trust Network Access Control system and vulnerability management for both PRC owned and privately owned, local and remote devices.
- Developed the Third-Party Risk Management program and performed annual risk assessments on PRC business partners.
- Improved security and privacy posture of PRC and conducted independent annual HIPAA/HITRUST audits, network penetration testing, internal vulnerability assessments, web application assessment and network assessments

PRC **Omaha, NE**
Chief Information Officer & Chief Information Security Officer *2015-2018*

- Created an information security program complying with HIPAA regulations and based on HITRUST security controls. Developed and implemented over fifty security policies and procedures addressing over 350 HITRUST security controls. Established a comprehensive Security Awareness and Training program.
- Developed the IT Strategic Plan and related financial budgets to achieve PRC's 3-5 year strategic goals.
- Established a data governance program defining system/data ownership roles, authorized data storage locations, data retention protocols, and information handling requirements.
- Redesigned the network and overhauled much of the infrastructure to improve reliability, performance, and security. Created development, test, and production network domains. Created change management, patch management, and web application development/testing procedures including OWASP standards.
- Created the Disaster Recovery and Business Continuity Plan. Selected and implemented DR recovery site vendor and successfully conducted DR/BCP tests. Created backup management procedures.
- Chaired the Salesforce Executive Steering Committee and led a Salesforce redesign project to achieve the organization's sales/marketing and business process automation goals. Designed the client collaboration portal to enhance client satisfaction and service delivery.
- Redesigned database management processes and converted over a thousand MS Access databases to MS SQL Server. Implemented MS SSIS - Extract, Transform, Load (ETL) systems creating data lakes, operational data stores, and data warehouses to reduce processing time and costs.

INDEPENDENT IT CONSULTANT *2013-2015*

Provided IT management consulting services for performance improvement, strategic planning, CIO mentoring/coaching and serving in interim chief information officer/IT executive roles.

SAILING VESSEL CAPTAIN/GLOBAL CIRCUMNAVIGATOR *2011 - 2013*

Successfully fulfilled a long-time goal to sail around world with my wife on our 48-foot sailboat. Trained and planned for the journey, outfitted/maintained/repared the vessel, and navigated through all weather conditions.

BAYSTATE HEALTH**Springfield, MA**

Vice President, Information Services/Chief Information Officer

1997 TO 2011

Reported to EVP/COO; directed Information Services Division, including telecommunications and clinical engineering; and managed up to 250 staff and \$50M in operating and \$25M in capital budgets. Hired to improve IS performance, service and collaboration.

- Established BH as a nationally recognized innovative health system for quality, in collaboration with medical/administrative stakeholders by leading EMR system selection and implementing integrated inpatient/physician office EMR, pharmacy, cardiology, radiology, enterprise imaging/PACS, ICU, home health, positive patient identification, eprescribing and many other applications throughout BH.
- Enabled all three hospitals, in collaboration with physicians and administrators, to achieve CPOE rates of 98% since 2006 and Healthcare Information Management Systems Society (HIMSS) Analytics Stage 6 for EMR, placing them among top 2% of US hospitals by 2009, when clinical documentation for inpatient, office and emergency department (ED) medical records were nearly 100% electronic.
- Enabled BH to win Leap Frog Top Hospital quality awards five times since 2006 and achieve rank as one of top health systems in US by several leading rating agencies. BH received Most Wired and Most Wireless awards from Hospitals and Health Networks.

GEORGETOWN UNIVERSITY MEDICAL CENTER**Washington, D.C.**

Associate Administrator for Information Services – Clinical Enterprise

1994 - 1997

Directed IS for the new Clinical Enterprise, the integration of the physician practice plans and hospital.

SANTA ROSA HEALTH CARE CORPORATION**San Antonio, TX**

Vice President and Chief Information Officer

1991 - 1994

Directed all IT strategy, planning and management; promoted from AVP/CIO.

ALLEGHENY HEALTH, EDUCATION AND RESEARCH FOUNDATION**Pittsburgh, PA**

Assistant Vice President, Information Management

1989 - 1991

Managed all Pittsburgh region applications

PRICE WATERHOUSE**Pittsburgh, PA**

Manager, Health Care Consulting

1988 - 1989

Managed and marketed health care consulting services.

GEISINGER HEALTH SYSTEM**Danville, PA**

Administrative Director of Management Services

1980 - 1988

Directed Management Engineering and Market Planning Services.

MEDICUS SYSTEMS CORPORATION, UNDER CONTRACT TO BETHESDA HOSPITALS**Cincinnati, OH**

Management Engineer

1979 - 1980

Analysed and optimized client health care operations.

EDUCATION

UNIVERSITY OF TEXAS**Austin, TX.**

BBA, Business Management

1978

UNIVERSITY OF SOUTH CAROLINA**Columbia, SC.**

MBA Coursework (All but thesis complete)

1982

HFMA & UNIVERSITY OF SOUTH CAROLINA
Certificate in Health Care Financial Management (CHCFM)

Columbia, SC.
1981

HITRUST ALLIANCE
HITRUST Certified CSF Practitioner (CCSFP) #56950

2017

ADDITIONAL SKILLS

HIPAA Regulatory Compliance • HITRUST, IT Security, IT Governance, Strategic Planning • IT System Architecture • Business Process Transformation • Program Project Management, PMO • ERP Systems • Data Warehouses, Business Intelligence (BI) • Disaster Recovery, Business Continuity • Salesforce • Hospital, Physician Practice Operations • Clinical Informatics • Electronic Medical Records (EMR)

REFERENCES

CANDACE QUINN

Owner, Candace Quinn Consulting, LLC
Co-Owner, Guest Outfitters
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JOHN STABILO

VP Information Technology Services
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CHRIS BOUTIN

VP of Finance
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Westborough, MA 01581
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Charles Rosecrans, Jr.

18000 Shasta Lane Walton NE 68461
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Butch@PRCCustomreasearch.com

Promoter of empowering technology to help people make faster and confident decisions, evangelist for focusing on the person in the process, and leads software teams to build software for peoples' benefit.

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Vice President, Research and Development *June 2018–Present*

Oversees, recommends, and manages strategic technology and product development to support organizational goals and missions.

- Develop and manage standards and guidelines for maintaining continuity and compatibility of all applications systems. Establish specifications and protocols for requirements definition, design, coding, testing, documentation, and security configuration/certification of all application development processes.
- Ensure the development and implementation of new capabilities to support the effective and efficient flow of information and maximize operational performance. Ensure that initiatives have clear goals and success metrics that align with PRC strategic goals.
- Support and lead change efforts.
- Strategic thinker and contributor to all areas of the organization as invited by senior leadership.
- Direct the Development team.
- Contribute to the performance management of dedicated Development staff, including setting performance expectations, mentoring and coaching, and conducting performance reviews.
- Recruit and retain talented staff by providing professional growth, education, and career opportunities.
- Monitor the survey research and technology industries to anticipate changes and take advantage of new technologies to increase productivity, reduce costs, or improve PRC's competitive position. Educate PRC management on the value of technology and building consensus on strategies.
- Act as highest interface with non-technical user functions in determining suitability and requirements for capabilities.

PRC **Omaha, NE**
Director, Software Development & Chief Architect *June 2016–June 2018*

Responsible for all day-to-day development activities including:

- Operational, personnel management and project management goals,
- Development and management of software development methodologies, development and testing environments and enterprise application architecture and design specifications.
- Evaluated new technology opportunities and presented for approval.
- Worked with company directors, customers and ownership to design applications and systems to meet desired goals.

PRC **Omaha, NE**
Director, Research and Development *September 1997–June 2016*

Managed and led the day-to-day operations of all IT and software development personnel within PRC.

- Monitoring and maintenance of network and computer systems
- Design and plan approval of all application development projects, specifically PRCEasyView.com, PRCSurvey.com and the integration between data collection and data production departments.
- Management of all IT and software development personnel
- Provided development and system administration support

PRC
Software Engineer

Omaha, NE
March 1994–August 1997

- Responsible for developing, testing and deploying software systems. Provided escalation help for help desk as well as system administration tasks in Windows, Linux and Solaris

PRC
IT Specialist

Omaha, NE
March 1991–February 1994

- Performed help desk, networking and system administration and problem diagnosis. Developed smaller in house projects focused on departmental needs.

EDUCATION

UNIVERSITY OF NEBRASKA-LINCOLN
Computer Science

Lincoln, NE
August 1992

REFERENCES

HOPE BROWN

Director of Patient Experience
Children's Hospital & Medical Center
P: 402-216-8211
Former Chief Experience Officer, Coworker at PRC

PAUL HARLOW

Vice President, People & Culture, City+Ventures
402-212-4381
Former Associate Director, Coworker at PRC

JILL REEVES

Director of Marketing,
Altus Architectural Studios
jillreeves@cox.net
Former Colleague

Jessica Sandoval

9612 Parker Street, Omaha, NE 68114
(402) 312-0112
Sandoval.Jess@gmail.com

PROFESSIONAL EXPERIENCE

PRC **Omaha, NE**
Director, Contracts & Billing *November 2019–Present*

- Manage contract templates and coordinate workflow design with our CRM Administrator.
- Work closely with the Sales Team to transition proposals to signed contracts, including contract revision review, involving outside legal counsel as appropriate, and coordinating electronic signatures.
- Communicate contractual obligations to the appropriate Account Team members, and monitor production changes to determine the necessity for contract amendments.
- Kick off the renewal conversations for expiring contracts.
- Reconcile commission reporting on a monthly basis.
- Prepare ad-hoc revenue reporting for Senior Leadership.
- Maintain Billing Manager tasks, and oversee employees assisting with contracting and billing functions.
- Work closely with team members ranging from the Executive level to Production Specialists, to determine the most efficient approach to the request at hand.

PRC **Omaha, NE**
Billing Manager *Sept 2012–October 2019*

- Maintain internal revenue tracking software and coordinate vital updates with our designated programmer.
- Supervise the revenue verification process and work with the production teams to resolve discrepancies.
- Prepare and manage customer billing, including statements of account, finance charges, and collections.
- Process and record payments received/deposited.
- Assist Controller with cash forecasting estimates.
- Create written procedures for previously undocumented knowledge.

PRC **Omaha, NE**
Contract Administrator and Billing Specialist *July 2007– August 2012*

- Work under supervision to draft initial contracts for internal review.
- Coordinate contract revisions with the appropriate team members for review.
- Assist Billing Manager with revenue verification and highlight discrepancies for closer review.
- Monitor status of expiring contracts and notify Sales Team for the necessary renewals.

PERSONAL EXPERIENCE

PARENT COMMITTEE VOLUNTEERING **Omaha, NE**
(School Community Club, Cub & Girl Scouting) *August 2014– May 2020*
Roles Vary

- As Treasurer and Cookie Mom, I was responsible for collecting dues, paying bills, and other transactions as needed, as well as monthly reconciliations and reporting to committee members.
- As Vice President and President, I coordinated multiple successful fundraising drives, community events such as Trunk or Treat, and the annual BINGO nights and Carnivals that marked each semester's completion.
- Youth Protection training kept current throughout nearly a decade of parent involvement.
- Supported school staff and administration with specific needs throughout the school years.

EDUCATION

CREIGHTON UNIVERSITY

Bachelor of Science in Business Administration (concentration: accounting)

Omaha, NE

August 2005

UNIVERSITY OF CALIFORNIA, BERKELEY

Paralegal Contract Law (remote course)

Berkeley, CA

December 2011

REFERENCES

Heidi O'Neil

Value Performance & Contracting Manager

St. Mary's Physician Hospital Organization

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Christine Anderson

Portfolio Manager, CCE

BJC HealthCare

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E: Christine.Anderson2@bjc.org

Regina Eberwein

System Director, Research & Strategic Analysis

Lee Health

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Fort Myers, FL 33916

P: (239) 343-8356 office

Regina.Eberwein@leehealth.org

II. TERMS AND CONDITIONS

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

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

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

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

A. GENERAL

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

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:
DS MIP			

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:
DS MIP			

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

D. GOVERNING LAW (Statutory)

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

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

E. BEGINNING OF WORK

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

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

F. AMENDMENT

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

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

G. CHANGE ORDERS OR SUBSTITUTIONS

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

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

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

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

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

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

H. VENDOR PERFORMANCE REPORT(S)

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

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

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

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

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

J. BREACH

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

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

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

K. NON-WAIVER OF BREACH

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

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

L. SEVERABILITY

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

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

M. INDEMNIFICATION

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

1. GENERAL

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

2. INTELLECTUAL PROPERTY

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

If a judgment or settlement is obtained or reasonably anticipated against the State’s use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor’s sole

cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this solicitation.

3. PERSONNEL

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

4. SELF-INSURANCE

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

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

N. ATTORNEY'S FEES

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

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

O. ASSIGNMENT, SALE, OR MERGER

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

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

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

P. FORCE MAJEURE

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

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

Q. CONFIDENTIALITY

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

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

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

R. OFFICE OF PUBLIC COUNSEL (Statutory)

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

S. LONG-TERM CARE OMBUDSMAN (Statutory)

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

T. EARLY TERMINATION

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

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:
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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

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<div style="border: 1px solid black; padding: 2px; display: inline-block;"> DS MIP </div>			

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:
DS MJP			

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:
DS MJP			

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

E. PERMITS, REGULATIONS, LAWS

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

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

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

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

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

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

G. INSURANCE REQUIREMENTS

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

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

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

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

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

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

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

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

1. WORKERS' COMPENSATION INSURANCE

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

2. COMMERCIAL GENERAL LIABILITY INSURANCE

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

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

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

3. EVIDENCE OF COVERAGE

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

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

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

4. DEVIATIONS

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

H. ANTITRUST

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

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

I. CONFLICT OF INTEREST

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

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

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

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

J. ADVERTISING

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

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

K. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

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

L. DISASTER RECOVERY/BACK UP PLAN

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

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

M. DRUG POLICY

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

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

N. WARRANTY

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

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

O. LOBBYING

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

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:
<div style="border: 1px solid black; border-radius: 50%; padding: 2px; display: inline-block;">DS</div> 			

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

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

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

B. TAXES (Statutory)

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

C. INVOICES

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

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

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

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

D. INSPECTION AND APPROVAL

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

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:
			

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.

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

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

BIDDER MUST COMPLETE THE FOLLOWING

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

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

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

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

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

FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

FIRM:	Professional Research Consultants, Inc. (PRC)
COMPLETE ADDRESS:	11326 P Street, Omaha, NE 68137-2316
TELEPHONE NUMBER:	(800) 428-7455
FAX NUMBER:	(402) 884-2741
DATE:	December 2, 2022
SIGNATURE:	DocuSigned by: <i>Joe M. Inguanzo, PhD</i> 64D2EFE46040485...
TYPED NAME & TITLE OF SIGNER:	Joe M. Inguanzo, PhD - President & CEO

**ATTACHMENT 4
COST PROPOSAL SHEET**

Bidder Name **Professional Resea**

ONE TIME COST

Startup Plan/Implementation Cost **\$10,000.00**

PASS THROUGH COSTS

Cost per page, single sided printing **\$0.30** per page

Training Cost Per Hour/Per Person **\$30.00** per hour

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	\$8.67	17,000-27,999	\$8.67	28,000-40,000	\$8.67
	B	15:01-20:00	1,400-3,599	\$11.67	3,600-5,799	\$11.67	5,800-8,000	\$11.67
	C	20:01-25:00	1,400-3,599	\$15.00	3,600-5,799	\$15.00	5,800-8,000	\$15.00
	D	25:01-30:00	1,400-3,599	\$18.33	3,600-5,799	\$18.33	5,800-8,000	\$18.33
	E	30:01-35:00	1,400-3,599	\$21.67	3,600-5,799	\$21.67	5,800-8,000	\$21.67
Outreach	A	8:00 -12:00	1,400-3,599	\$6.67	3,600-5,799	\$6.67	5,800-8,000	\$6.67
	B	12:01 - 16:00	1,400-3,599	\$9.33	3,600-5,799	\$9.33	5,800-8,000	\$9.33
	C	16:01 - 20:00	1,400-3,599	\$12.00	3,600-5,799	\$12.00	5,800-8,000	\$12.00
Back Office Processing	A	4:00-8:00	1,400-3,599	\$4.00	3,600-5,799	\$4.00	5,800-8,000	\$4.00

B	8:01 - 12:00	1,400-3,599	\$6.67	3,600-5,799	\$6.67	5,800-8,000	\$6.67
C	12:01-16:00	1,400-3,599	\$9.33	3,600-5,799	\$9.33	5,800-8,000	\$9.33

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	\$8.97	17,000-27,999	\$8.97	28,000-40,000	\$8.97
	B	15:01-20:00	1,400-3,599	\$12.08	3,600-5,799	\$12.08	5,800-8,000	\$12.08
	C	20:01-25:00	1,400-3,599	\$15.53	3,600-5,799	\$15.53	5,800-8,000	\$15.53
	D	25:01-30:00	1,400-3,599	\$18.97	3,600-5,799	\$18.97	5,800-8,000	\$18.97
	E	30:01-35:00	1,400-3,599	\$22.43	3,600-5,799	\$22.43	5,800-8,000	\$22.43
Outreach	A	8:00 -12:00	1,400-3,599	\$6.90	3,600-5,799	\$6.90	5,800-8,000	\$6.90
	B	12:01 - 16:00	1,400-3,599	\$9.66	3,600-5,799	\$9.66	5,800-8,000	\$9.66
	C	16:01 - 20:00	1,400-3,599	\$12.42	3,600-5,799	\$12.42	5,800-8,000	\$12.42
Back Office Processing	A	4:00-8:00	1,400-3,599	\$4.14	3,600-5,799	\$4.14	5,800-8,000	\$4.14
	B	8:01 - 12:00	1,400-3,599	\$6.90	3,600-5,799	\$6.90	5,800-8,000	\$6.90
	C	12:01-16:00	1,400-3,599	\$9.66	3,600-5,799	\$9.66	5,800-8,000	\$9.66

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	\$9.28	17,000-27,999	\$9.28	28,000-40,000	\$9.28
	B	15:01-20:00	1,400-3,599	\$12.50	3,600-5,799	\$12.50	5,800-8,000	\$12.50
	C	20:01-25:00	1,400-3,599	\$16.07	3,600-5,799	\$16.07	5,800-8,000	\$16.07
	D	25:01-30:00	1,400-3,599	\$19.63	3,600-5,799	\$19.63	5,800-8,000	\$19.63
	E	30:01-35:00	1,400-3,599	\$23.22	3,600-5,799	\$23.22	5,800-8,000	\$23.22
Outreach	A	8:00 -12:00	1,400-3,599	\$7.14	3,600-5,799	\$7.14	5,800-8,000	\$7.14
	B	12:01 - 16:00	1,400-3,599	\$10.00	3,600-5,799	\$10.00	5,800-8,000	\$10.00
	C	16:01 - 20:00	1,400-3,599	\$12.85	3,600-5,799	\$12.85	5,800-8,000	\$12.85
Back Office Processing	A	4:00-8:00	1,400-3,599	\$4.28	3,600-5,799	\$4.28	5,800-8,000	\$4.28
	B	8:01 - 12:00	1,400-3,599	\$7.14	3,600-5,799	\$7.14	5,800-8,000	\$7.14
	C	12:01-16:00	1,400-3,599	\$10.00	3,600-5,799	\$10.00	5,800-8,000	\$10.00

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	\$9.60	17,000-27,999	\$9.60	28,000-40,000	\$9.60
	B	15:01-20:00	1,400-3,599	\$12.94	3,600-5,799	\$12.94	5,800-8,000	\$12.94
	C	20:01-25:00	1,400-3,599	\$16.63	3,600-5,799	\$16.63	5,800-8,000	\$16.63
	D	25:01-30:00	1,400-3,599	\$20.32	3,600-5,799	\$20.32	5,800-8,000	\$20.32
	E	30:01-35:00	1,400-3,599	\$24.03	3,600-5,799	\$24.03	5,800-8,000	\$24.03
Outreach	A	8:00 -12:00	1,400-3,599	\$7.39	3,600-5,799	\$7.39	5,800-8,000	\$7.39
	B	12:01 - 16:00	1,400-3,599	\$10.35	3,600-5,799	\$10.35	5,800-8,000	\$10.35
	C	16:01 - 20:00	1,400-3,599	\$13.30	3,600-5,799	\$13.30	5,800-8,000	\$13.30
Back Office Processing	A	4:00-8:00	1,400-3,599	\$4.43	3,600-5,799	\$4.43	5,800-8,000	\$4.43
	B	8:01 - 12:00	1,400-3,599	\$7.39	3,600-5,799	\$7.39	5,800-8,000	\$7.39
	C	12:01-16:00	1,400-3,599	\$10.35	3,600-5,799	\$10.35	5,800-8,000	\$10.35