

ADDENDUM SEVEN QUESTIONS and ANSWERS

Date: April 23, 2021

To: All Bidders

From: Connie Heinrichs/Annette Walton, Buyers
AS Materiel State Purchasing Bureau (SPB)

RE: Addendum for Request for Proposal Number 6499 Z1 to be opened April 26, 2021 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

The State is not accepting any additional questions to this RFP.

| Question Number | RFP Section Reference | RFP Page Number | Question | State Response |
|-----------------|-----------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | | | As the call volumes and average handle times for the Vaccine Helpline as stated in the QA vary significantly from those disclosed in the RFP, which volumes should a bidder utilize as a baseline volume for establishing its proposed fixed monthly rate and from which the 25% variance would be based? | <p>Please refer to question 37 response in Addendum Six.</p> <p>Because call volume varies based on the case prevalence in the State of Nebraska and new information from the CDC regarding vaccination, the Page 5 information in this response may conflict with Section V.B of the RFP. The information in this response is current as of April 5, 2021.</p> |
| 2. | | | <p>We were reviewing the Vaccine Helpline daily call numbers and length of calls and there is a dramatic difference from the RFP to Q&A. There remains a potential conflict within the Q&A</p> <p>Vaccine Helpline Quantities:</p> <ul style="list-style-type: none"> • RFP – page 28 it cites 1,000 calls per day and 85 per hour. • Q.37 – states 15,000 calls per month – which would be 500/day • Q.59 – addresses the specific purpose of vaccine and registration at 500/day <ul style="list-style-type: none"> ○ Q - Will the helpline staff be performing the registration and | <p>Please refer to question 37 response in Addendum Six.</p> <p>Because call volume varies based on the case prevalence in the State of Nebraska and new information from the CDC regarding vaccination, the Page 5 information in this response may conflict with Section V.B of the RFP. The information in this response is current as of April 5, 2021.</p> |

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| | | | <p>scheduling of the patient for the vaccine? If so is there an estimate of the inbound call volume for this purpose?</p> <ul style="list-style-type: none"> ○ A = Yes the current average is 500 calls per day. ○ We read this as there are other calls outside of these like questions, how to prevent infection, case numbers, phase verification, travel guidance, etc. thus more than 500 total per day. <p>We had 1,000 per day in the original RFP, now have 500 per day in answer to Q.37 and 500 for registration and scheduling only in Q.59. What volume of calls would you like for the pricing?</p> <p>Vaccine Helpline Call Lengths:</p> <ul style="list-style-type: none"> • RFP page 28 cites an average call length of 15-20 minutes • Q.37 of the Addendum six Q&A mentions 6 minutes as the average length. <p>There is a substantial difference in call length (30-40% of the length), should we be using the latest number cited in the Q&A?</p> | |
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This addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response