

Agile Government Services Inc is providing a response for RFP 6499 Z1 Option 3 – Contact Tracing and Vaccine Helpline Services. The files have been divided into the Administration documents, and the proposal response documents.

Administrative Documents (5 total):

1. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services CONTRACTUAL SERVICES FORM File 1 of 5
2. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services Form A Bidder POC File 2 of 5
3. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services II. Terms and Conditions File 3 of 5
4. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services III. Contractor Duties File 4 of 5
5. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services IV. Payment File 5 of 5

Scope of Work, Corporate Overview, Cost Proposal and 3 Addendums as referenced in the Corporate Overview (10 total):

Note, we have submitted 3 documents with redaction of confidential and proprietary information as noted in bold below. The redacted files include:

- File 6a. Technical Approach SOW Contact Tracing
- File 7a. Technical Approach SOW Vaccine Helpline Services
- File 8a. Corporate Overview

- 6a. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V.I. Technical Approach SOW Contact Tracing **REDACTED** File 1 of 7
- 6b. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V.I. Technical Approach SOW Contact Tracing File 1 of 7
- 7a. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V.N. Technical Approach SOW Vaccine Helpline **REDACTED** File 2 of 7
- 7b. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V.N. Technical Approach SOW Vaccine Helpline File 2 of 7
- 8a. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V. Corporate Overview **REDACTED** File 3 of 7
- 8b. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services V. Corporate Overview File 3 of 7
9. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline Services Cost Proposal – Option 3 File 4 of 7
10. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline – Addendum 1. AGSI Balance Sheet 2020.12 File 5 of 7
11. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline – Addendum 2. AGSI Income Statement 2020.12 File 6 of 7
12. RFP 6499 Z1 Agile Government Services Inc Contact Tracing and Vaccine Helpline – Addendum 3. AGSI Banking Reference File 7 of 7



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services
File 1 of 5
Contractual Services Form

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: | Agile Government Services, Inc. |
| COMPLETE ADDRESS: | 9393 West 110 th Street, Suite 500 Overland Park, Kansas 66210 |
| TELEPHONE NUMBER: | 913-269-5822 |
| FAX NUMBER: | 913-451-6750 |
| DATE: | April 20, 2021 |
| SIGNATURE: | DocuSigned by: <i>Andrew LaMont Eanes</i> |
| TYPED NAME & TITLE OF SIGNER: | 8F57945A4B2D4B5... Andrew LaMont Eanes – Vice President |

**Form A
Bidder Point of Contact
Request for Proposal Number 6499 Z1**

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: | Agile Government Services, Inc (AGSI) |
| Bidder Address: | 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 |
| Contact Person & Title: | Andrew LaMont Eanes, Vice President |
| E-mail Address: | lamont@agilesolutionskc.com |
| Telephone Number (Office): | 913-269-5822 |
| Telephone Number (Cellular): | 913-269-5822 |
| Fax Number: | 913-451-6750 |

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: | Agile Government Services, Inc (AGSI) |
| Bidder Address: | 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 |
| Contact Person & Title: | Andrew LaMont Eanes, Vice President |
| E-mail Address: | lamont@agilesolutionskc.com |
| Telephone Number (Office): | 913-269-5822 |
| Telephone Number (Cellular): | 913-269-5822 |
| Fax Number: | 913-451-6750 |



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 3 of 5

II. Terms and Conditions

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VI as part of the 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 reject or negotiate the bidder's 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 reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

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. 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 ALC | | | |

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.
6. 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) Amendments and addendums to the executed Contract with the most recent dated amendment or addendum, respectively, having the highest priority, 2) Amendments to the solicitation, 3) 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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 3 of 5

II. Terms and Conditions

B. NOTIFICATION

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

Contractor 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, electronically, or mailed. All notices, requests, or communications shall be deemed effective upon receipt, unless mailed and in such case, notices, requests, and communications will be deemed effective within five (5) calendar days following deposit in the mail.

C. BUYER'S REPRESENTATIVE

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

The State reserves the right to appoint a Buyer's Representative to manage [or assist the Buyer in managing] the contract on behalf of the State. The Buyer's Representative will be appointed in writing, and the appointment document will specify the extent of the Buyer's Representative authority and responsibilities. If a Buyer's Representative is appointed, the Contractor will be provided a copy of the appointment document, and is required to cooperate accordingly with the Buyer's Representative. The Buyer's Representative 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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services
File 3 of 5

II. Terms and Conditions

E. BEGINNING OF WORK

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

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the awarded bidder. The awarded bidder 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 ALE | | | |

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 ALE | | | |

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 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.



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II. Terms and Conditions

H. VENDOR PERFORMANCE REPORT(S)

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

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 AE | | | |

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 AE | Propose to delete: The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections. The way this is currently worded appears to obligate the Contractor to continue providing service without payment from State. |

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, 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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 3 of 5

II. Terms and Conditions

K. NON-WAIVER OF BREACH

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

Allowing time to cure or the acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party, including, but not limited to the right to immediately terminate the Contract for the same or a different breach, or 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 ALE | | | |

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 ALE | | | |

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



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File 3 of 5

II. Terms and Conditions

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 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 (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 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. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one Party of the other for liabilities of a Party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this contract. Any liabilities or claims for property loss or damages or for death or personal injury by a Party or its agents, employees, contractors or assigns or by third persons, shall be determined according to applicable law.

6. 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  | | | |

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.




RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 3 of 5

II. Terms and Conditions

O. LIQUIDATED DAMAGES

| Accept (Initial) | Reject (Initial) | Reject & Provide Alternative within Solicitation Response (Initial) | NOTES/COMMENTS: |
|------------------|------------------|--|---|
| | | ^{DS}  | Propose substituting sentence 1 below with: Failure to initiate contact with an individual upon time/date verified receipt of notification from DHHS within three (3) business days may result in an assessment of liquidated damages due the State of \$1,000 (one thousand dollars) per day, per individual that is to be contacted until contact is initiated. |

Failure to initiate contact with an individual upon receiving notification from DHHS within three (3) business days may result in an assessment of liquidated damages due the State of \$1,000 (one thousand dollars) per day, per individual that is to be contacted until contact is initiated. Contractor will be notified in writing when liquidated damages are assessed. Damages will be assessed against Contractor's subsequent submitted invoice(s).


P. ASSIGNMENT, SALE, OR MERGER

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

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.

Q. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS OF THE STATE OR ANOTHER STATE

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

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

The Contractor may, but shall not be required to, allow other states, agencies or divisions of other states, or political subdivisions of other states to use this contract. The terms and conditions, including price, of this contract shall apply to any such contract, but may be amended upon mutual consent of the Parties. The State of Nebraska shall not be contractually or otherwise obligated or liable under any contract entered into pursuant to this clause. The State shall be notified if a contract is executed based upon this contract.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 3 of 5

II. Terms and Conditions

R. FORCE MAJEURE

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

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.

Consistent with the purpose of this Agreement – to obtain from the Contractor contact tracing services to combat the COVID-19 pandemic – the Parties agree that default or delay in the performance of obligations caused by the COVID-19 pandemic shall not constitute a Force Majeure Event.

S. CONFIDENTIALITY

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

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.

All information entered into the State's Systems or otherwise collected while performing services under this agreement shall not be sold by Contractor. This provision shall survive the termination or expiration of this contract.

All information entered into the State's Systems or otherwise collected while performing services under this Agreement shall not be shared or disclosed by Contractor with any other entity or individual, unless (a) required by applicable law, or (b) authorized by the State in writing, prior to such disclosure or sharing. This provision shall survive the termination or expiration of this contract.



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II. Terms and Conditions

T. 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.

U. 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.

V. EARLY TERMINATION

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

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.



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II. Terms and Conditions

W. CONTRACT CLOSEOUT

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

No later than 30 days after termination or expiration of the contract, the Contractor shall, unless stated otherwise herein:

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



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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 bidder'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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

B. EMPLOYEE WORK ELIGIBILITY STATUS

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

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 <http://das.nebraska.gov/materiel/purchasing.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 ALE | | | |

Contractor may be required to work with or in close proximity to 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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

E. PERMITS, REGULATIONS, LAWS

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

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 AE | | | |

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 AE | | | |

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Agreement 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, 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.

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 two (2) 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 two (2) years following termination or expiration of the contract.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 4 of 5

III. Contractor Duties

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 AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile 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.** The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

| 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 | \$5,000 any one person |
| Damage to Rented Premises (Fire) | \$300,000 each occurrence |
| Contractual | Included |
| Independent Contractors | 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 |
| Voluntary Compensation | Statutory |
| UMBRELLA/EXCESS LIABILITY | |
| Over Primary Insurance | \$1,000,000 per occurrence |
| CYBER LIABILITY | |
| Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties | \$3,000,000 |
| 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 & Commercial Automobile Liability policies 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 Buyer, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

State of Nebraska
State Purchasing Bureau
Attn: Connie Heinrichs
RFP: 6499 Z1
Email: connie.heinrichs@nebraska.gov

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.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

H. ANTITRUST

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

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 AE | | | |

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. SITE RULES AND REGULATIONS

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

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services File 4 of 5

III. Contractor Duties

K. ADVERTISING

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

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.

L. 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.

M. DISASTER RECOVERY/BACK UP PLAN

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

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.

N. DRUG POLICY

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

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.

O. WARRANTY

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



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 4 of 5

III. Contractor Duties

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 cost.



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 5 of 5

IV. Payment

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. 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).

D. 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.

E. 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: |
|------------------|------------------|---|--|
| | | | <p>Proposed insertion of Contractor terms of payment, and instructions under IV Payment: All payments of invoices are due 30 calendar days after DHHS receipt of invoice, delivered via email. All payments shall be made via ACH to: Agile Government Services, Inc at 9393 West 110th street, STE 500, Overland Park, Kansas 66210. Inquiries regarding invoices should be directed to Marlisa Smith (email: msmith@scsconsults.com, phone: 865-415-3637.</p> <p>ACH Instructions: Financial Institution Name: UMB, Financial Institution phone: 816-860-8057. Financial Institution Address: 1010 Grand Boulevard, Kansas City Missouri, 63106. Financial Institution Routing number: xxxxxxxxxx to be provided upon contract award. Account number: nnnnnnnnnnnn to be provided upon contract award. Account type: Checking.</p> |



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 5 of 5

IV. Payment

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 one-half of one percent (0.5%) 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.

F. INVOICES

| Accept (Initial) | Reject (Initial) | Reject & Provide Alternative within Solicitation Response (Initial) | NOTES/COMMENTS: |
|------------------|------------------|---|---|
| | | ^{DS} | We can provide bi-weekly invoicing, but would prefer monthly. In either case the terms for payment should correspond to the frequency of invoicing; 15 days to pay or 30 days to pay. |

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Invoices shall be sent bi-weekly to:

Department of Health and Human Services
 ATTN: Director of Contact and Care
 301 Centennial Mall S.
 Lincoln, NE 68509
 An email address will be provided upon contract execution.

Invoices shall include itemization of training hours, active hours, back-up capacity headcount with tier, and total amount due. Invoice shall also include documentation log of hours per rep each week.

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.

G. INSPECTION AND APPROVAL

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

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 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.

H. PAYMENT (Statutory)

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See



RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 5 of 5

IV. Payment

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 service.

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 1 of 4

V.I. Technical Approach / SOW Option 1 – Contact Tracing

V. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska is issuing this Request for Proposal (RFP) to solicit proposals from qualified bidders to provide Contact Tracing and Vaccine Helpline services in response to the COVID-19 pandemic. In carrying out its public health mission, the State of Nebraska requires additional resources to trace the contacts of individuals who have been exposed to, or diagnosed with, COVID-19. Contact tracing involves the monitoring of individuals that have been diagnosed with COVID-19 to better keep them safe, notifying others of potential exposure, and preventing additional transmission. The Vaccine Helpline will provide a resource to the public for questions about the COVID-19 vaccine and how to register.

So noted.

This RFP is composed of two elements: Contact Tracing (Option 1) and/or Vaccine Helpline (Option 2). Bidders may respond to a single element (Option 1 – Contact Tracing) or (Option 2 Vaccine Helpline) or both elements (Option 3 Contract Tracing and Vaccine Helpline). The State will evaluate all conforming proposals. A highest scoring bidder will be identified for each of the options (1, 2, and 3). The State reserves the right to award any and all options at its sole discretion. Bidders must submit a complete and separate response for each option they are bidding.

Agile Government Services, Inc (AGSI) is submitting a response for Option 3: Contact Tracing and Vaccine Helpline.

B. PROJECT ENVIRONMENT FOR ALL OPTIONS

Contact tracing is currently being performed across the State of Nebraska by staff at Local Health Departments (LHD) and the Department of Health and Human Services (DHHS). The level of staffing provided by the LHDs and DHHS is not sustainable to support the level of contact tracing necessary for the COVID-19 pandemic response. For its immediate needs, the State of Nebraska has contracted with several vendors to augment LHD and DHHS staff. This RFP will establish a longer-term contract to provide the additional contact tracing services beyond that which LHD and DHHS staff can provide.

So noted.

Currently, the State's contact tracers take approximately one to two hours for the initial call per positive COVID-19 case, and approximately one to two hours to call the contacts of each positive COVID-19 case. For each case, the State estimates five (5) attempted calls per day and five 5 call attempts per contact, per day.

AGSI complies with each contractor's requirements for total number of call attempts per contact, per day.

The Vaccine Helpline is currently being performed by a contractor. This RFP will establish a longer-term contract to provide the Vaccine Helpline. The Vaccine Helpline is currently averaging approximately 1,000 calls per day, or approximately 85 calls per hour. The average length of call is approximately 15 (fifteen) to 20 (minutes).

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 1 of 4

V.I. Technical Approach / SOW Option 1 – Contact Tracing

As the future extent of the COVID-19 pandemic is unknown, the successful bidder must be able to increase or decrease capacity as required based on the number of new cases.

AGSI has the capacity to increase or decrease capacity to meet fluctuating demands and to meet or exceed SLAs in utilizing our large pipeline of over 40,000 pre-qualified contact tracing call center agents. AGSI call center agents are expected to have flexibility with their schedules on short notice and may be required to work additional or limited hours based on unexpected spikes or dips in outbound call workload and inbound call volume. AGSI has documented protocols for adjusting staffing needs within hours of identifying a gap in coverage.

C. SCOPE OF WORK – OPTION 1 - CONTACT TRACING

1. **Contractor shall provide contact tracing services by placing outgoing telephone calls to individuals who have been diagnosed with COVID-19 or who have been potentially exposed to COVID-19.**
 - a. **Contractor shall exclusively utilize the Systems provided by the State for the contact tracing services provided herein. Contractor shall not store contact tracing information in any way, except aggregated, anonymized information for the purposes of meeting the Reporting Requirements, set forth below. Contract Tracing calls shall not be recorded.**

AGSI can record calls (per the requirements of the Vaccine Helpline SOW) or not record calls (per the requirements of the Contact Tracing SOW).

- b. **Contractor must ensure all contact tracers are supplied with telephony software, telephony equipment and computer equipment. The State will not provide any equipment.**



- c. **At all times, Contractor shall follow the most recently updated scripts and State guidance set forth in the System.**

AGSI call center agents utilize call scripts for contact tracing interviews based on client expectations to ensure consistency and accuracy in the responses obtained and documented in the client's contact tracing system during contact tracing calls.

- d. **Contractor shall provide both English and Spanish language contact tracing services. At all times during Business Hours, at least 10% (ten percent) of contact tracers must be fluent in reading, writing, and speaking in Spanish and English. For non-English and non-Spanish language contact tracing services, the Contractor must use the State's telephonic interpretation Contractor.**
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AGSI has a large pool of contact tracing agents (40,000) and can staff call center agents that are fluent in English, Spanish and other languages to meet the 10% requirement. AGSI also has experience utilizing telephonic interpretation services for our other contractors.

Contractor shall utilize a service for deaf and hard of hearing individuals, including but not limited to TTY and RTT.

So noted.

2. Contractor shall ensure only full or part-time employees shall be making contact tracing phone calls and entering information in the System, and all employees are physically located in the continental United States.

- a. Any employee providing services under this Contract must complete Contractor's State-approved online HIPAA and privacy training before providing any services under the Contract. The State currently does not accept an alternate HIPAA and privacy training course, but reserves the right to approve an alternate course in the future. The State-approved online HIPAA and privacy training takes approximately 30 (thirty) to 45 (forty-five) minutes. Contractor must also provide documentation to the DHHS Contract Manager that any employee providing contact tracing services has completed training, if requested.



- b. Any employee providing services under this Contract must complete State-approved contact tracing training before providing any services under the Contract. Documentation of completed training for each employee must be provided to the State upon request. At no time shall the Contractor provide more than ten hours of State paid training to each employee, unless pre- approved by the State.

AGSI required all call center agents to complete either ASTHO or Johns Hopkins contact tracing online courses and provide AGSI with the certificate of completion. AGSI will work with the State to ensure compliance of State-approved contact tracing training.

3. Contractor must provide staffing for contact tracing services from 8:00 AM through 8:00 PM Central Time, Sunday through Saturday. Calls may be made outside 8:00 AM through 8:00 PM Central Time if the contacted individual has requested a scheduled time outside the hours. Peak hours are from 10:00 AM

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through 7:00 PM Central Time.

AGSI has the capability to staff and manage an inbound and outbound contact center, seven days a week, from 8am – 8pm Central Time. AGSI's workforce scheduling model optimizes call center head count by time intervals for each hour of the day, and monitors call center agent schedules to ensure we are adequately staffed for peak hours.

- 4. Information and data received or created by the Contractor in providing services under this contract shall only be entered into the System. Contractor will ensure that no information and data gathered in providing services under this Contract is entered, stored, or maintained other than in the System. Additionally, such information and data will only be used for the purposes identified in this contract.**

AGSI has worked with local health departments during the Covid-19 pandemic that require that all data gathered during patient investigations is maintained in the approved system only. [REDACTED]

[REDACTED]

- 5. If the Contractor is utilizing telework, the Contractor must ensure that staff has the equipment necessary to perform the work effectively and efficiently, this may include but not be limited to a suitable laptop or other device to access the digital case management system, additional monitor and a phone.**

AGSI is experienced in interviewing and managing remote call center staff. Each agent must display technology literacy and is pre-checked for necessary device technology that includes: high speed internet (Minimum 10 – 15 MBS upload/download), personal laptop or desktop device (Windows 10 or MacOS X or later, +1GHz processor, and minimum of 2 GP of memory), access to multiple internet browser applications, a headset for privacy (USB wired or wireless with USB Dongle), a clean and organized homebased environment that guarantees privacy, and genuine interest in the mission of contact tracing.

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

As a veteran government contractor, AGSI has established protocols and systems for

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hiring, training, onboarding, and payroll that can be customized to meet detailed client management and reporting requirements. AGSI has experience onboarding multiple clients at the same time with unique requirements and expectations regarding oversight and management of our call center agents and other personnel.

7. **Caller ID must be identified as coming from the “Nebraska COVID Response Team”. Outbound calls need to display a single phone number and be an inbound line that can be called back.**



D. STAFFING CAPACITY AND PAYMENT STRUCTURE – OPTION 1 - CONTACT TRACING

Because of the uncertain future extent of the COVID-19 pandemic in Nebraska, the State is requesting proposals to provide a fixed minimum number of individuals per week plus backup capacity that may vary throughout the term of the contract.

Staffing requirements and payment will be structured as follows:

1. **Contractor shall be able to provide a minimum of the equivalent of 25 (twenty-five) contact tracers up to a maximum of 40 (forty) hours per week. The State may request up to 1,000 (one thousand) contact tracers up to a maximum of 40 (forty) hours per week. Nothing in this section constitutes a guaranteed number of contact tracers that will be scheduled per week. The State will establish an initial number of contact tracers prior to contract start date.**

AGSI has a pipeline of over 40,000 contact tracing applicants. Our recruiting, vetting, and onboarding process is designed to hire large amount of contact tracers at scale and maintain high visibility of productivity and payroll hours. AGSI has experience managing large amounts of remote workers utilizing secure cloud-based technology platforms and established policies and procedures.

2. **If the State requires additional contact tracers, the State will notify Contractor, in writing, how many contact tracers it requires. Contractor will provide additional contact tracers and begin training no later than one (1) week after receipt of request from the State.**

During our work with local health departments (LHDs) throughout the COVID-19 pandemic AGSI met the fluctuating demands of contact tracing. AGSI is a responsive contractor who has consistently met on demand hiring requests from LHDs, and fully

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onboarded (recruiting and trained) additional contact tracers in less than 2 weeks from initial request. Most recently, AGSI met time sensitive hiring requests regarding contact tracers for the Unified Government of Wyandotte County Kansas.

- 3. Actual hours will be based on actual utilization. Hours shall be measured based on Business Week. The State will pay contact tracers according to the rates provided in Table 1 of the Cost Proposal.**

As an experienced government contractor, AGSI has detailed policies and procedures for validating government employee timecards. As a contractor for several local health departments (LHDs) AGSI required that all timecards be thoroughly reviewed each week before final approval. AGSI's review process consisted of comparing payroll time submitted versus actual call data and contact tracing case completion statistics. For the same time period. As a contractor with past performance AGSI is experienced and familiar with utilization calculations and validating payroll per client requests and expectations.

- 4. Each contact tracer must work on average a minimum of 15 (fifteen) hours per week.**

AGSI has past performance managing contact tracers to minimum hours work and performance expectations. We worked with each local health department (LHD) during COVID-19 under specific requirements to have the appropriate number of contact tracers who were required to work a minimum of 30 hours per week.

- 5. All contact tracers shall participate in State-required Didactic and Practicum training. The State will pay the Contractor according to the rates provided in Table 2 of the Cost Proposal. Didactic training is approximately three (3) to four (4) hours. Practicum training is approximately one (1) to one and one-half (1.5) hours.**

AGSI employs trainers with experience in both classroom and virtual learning environments. These employees will coordinate with the State to provide Practicum training sessions as outlined in the requirements.

- 6. The parties will complete a weekly schedule according to Attachment A.**

So noted.

E. POINTS OF CONTACT – OPTION 1 - CONTACT TRACING

- 1. Each party shall provide a representative, along with a back-up contact, for the purposes of, but not limited to, management of the System, flow of work, and ensuring contacts are assigned and made immediately.**
 - a. Each party shall provide a cell phone number and email address for the representative and back- up contact.**

AGSI worked with LHDs to assign Team Leads with a 1:10 or 1:15 ratio of Team Leads to contact tracers. Team Leads serve as a first point of contact for escalations and improve contact tracers' performance over time through

coaching, development, and quality assurance reviews, amongst other management duties.

In addition, executive management contact information (email and mobile numbers) was provided to each client to ensure responsiveness and clear communication. Team Leads and executive management were always available to ensure timely response.

- b. The Contractor representative shall actively monitor the queue in the System designated for the Contractor to ensure Performance Requirements are met.**

AGSI worked with local health departments during the COVID-19 pandemic ensure service level agreements (SLA) and Performance Requirements, were met with contact tracing. This includes trained staff that understand systems and queue management, as well as how to make real time adjustments to ensure all performance requirements are met.

In addition to ensuring performance requirements are met, Team Leads serve as a first point of contact for escalations and improve contact tracers performance over time through coaching, development, and quality assurance reviews, amongst other management duties.

- c. The DHHS Contract Manager shall receive the weekly reports from the Contractor, as well as monitor the work being performed under this contract, including instituting Corrective Action Plans.**

AGSI has past performance collating and presenting reports to local health departments (LHDs) regarding contact tracing performance data. AGSI worked with clients to develop specific key performance indicators (KPIs), as well as reporting frequency and formats. AGSI provided clients with transparent commentary on performance trends that provided insights drilldowns to the agent level. When presented with corrective action plan opportunities, AGSI was responsive and developed a strategic plan and timeline to address any performance issues. In all cases, AGSI was able to correct performance issues before the agreed upon date and maintain high levels of performance on an on-going basis.

- 2. The parties may change the representative or back-up contact with notice to the other party's representative.**

Due to the flexible and unpredictable nature of COVID-19 contact tracing, AGSI has experience managing adjustments in personnel and communications with clients. In the past AGSI provides prior notice to clients regarding adjustments in management, contact tracers, or any personnel assigned to the client's project. It is important to AGSI that clients are not only aware but familiar and comfortable with all staff assigned to the client's projects to ensure clear communication, accountability, and understanding of client expectations and protocols.

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F. REPORTING REQUIREMENTS – OPTION 1 - CONTACT TRACING

1. **Contractor shall submit a daily report with the number of contact tracing hours worked for the previous day. This report shall be provided via email to the DHHS Contract Manager no later than 2:00 PM (Central Time).**

AGSI has past performance contact tracing with local health departments (LHD) for COVID-19. AGSI has the systems and processes established to submit daily payroll reports and will work with the State to establish an acceptable format and chain of command for submitting a report.

2. **Contractor shall submit to the DHHS Contract Manager a weekly report no later than 12:00 noon (Central Time) Tuesday of each week including, at a minimum, the following information from the previous Business Week:**

- a. **Total number of Completed Calls;**
- b. **Date and time of uncompleted calls;**
- c. **A percentage of contacts (that is, individuals) made that were Completed Calls; and**
- d. **Total number of calls, either Completed or uncompleted, made by Contractor per hour billed.**

AGSI's telephony platform tracks performance metrics daily and has the functionality to export data for custom time frames. Throughout the COVID-19 pandemic, AGSI worked with local health departments (LHDs) to provide comprehensive contact tracing support which includes detailed performance tracking and reporting. As an experienced contractor with over 40 years of management BPO call center leadership, AGSI met all clients reporting requirements and exceeded reporting expectations by proactively tracking calls by date, time, and agent, as well as call dispositions by agent, time of day, day of week, etc. to identify trends and opportunities to contact trace the client's population more effectively. As a result, AGSI can ensure performance trends are transparent and expectations are exceeded. AGSI also has experience connecting call, payroll, and system of record data into insightful client reports that give a comprehensive overview of cost and productivity at the per unit level, as well as an aggregated high level weekly or monthly viewpoint.

3. **Contractor shall provide ad hoc reports as requested by the State. Due date for ad hoc reports will be determined by the parties.**

AGSI can create ad hoc reporting utilizing data from our telephony platform and present data in a clear, concise, and actionable manner to meet the determined report requirements.

AGSI has ad hoc reporting expertise and experience for COVID-19 contact tracing specifically. AGSI employs management staff with over 30 years of director level experience at the CDC state assignee level for communicable and infectious disease prevention. Recently AGSI customized reporting to exceed client expectations on performance and contact tracing effectiveness insights.

AGSI produced additional reports for clients that included: insights on quality documentation within a patient CRM (ensuring all data is captured accurately, and

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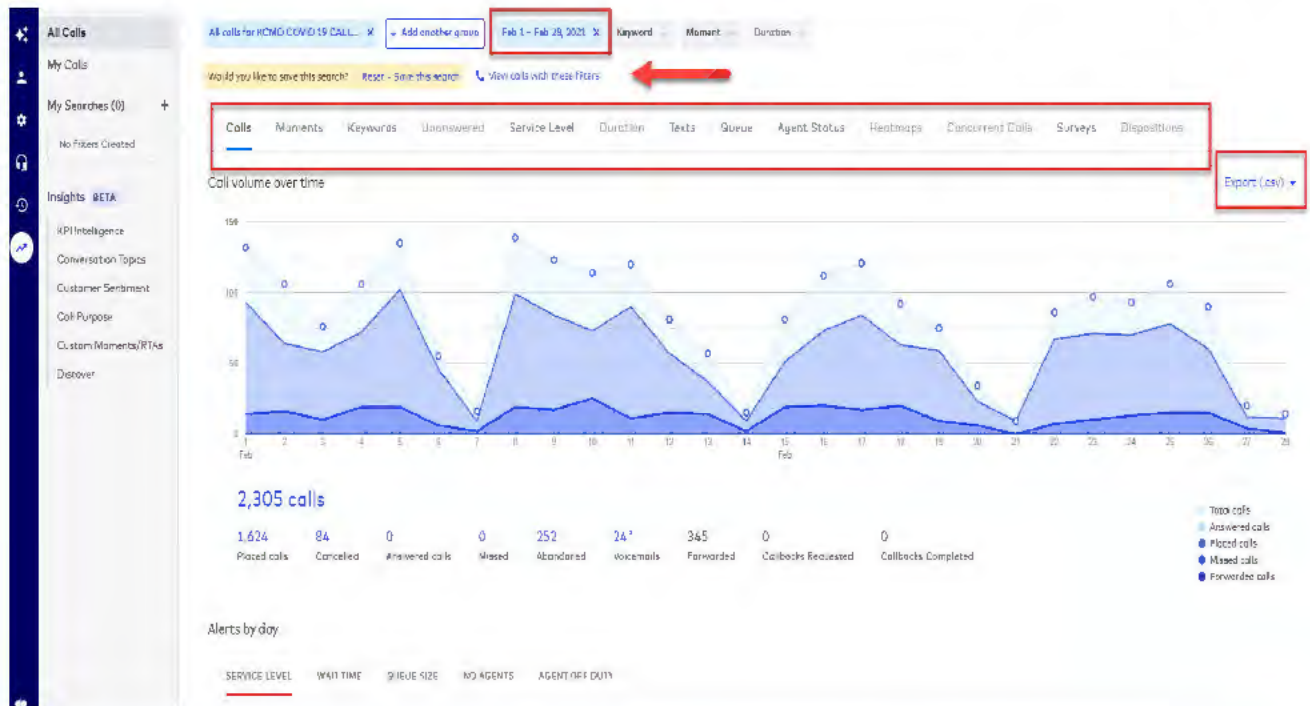
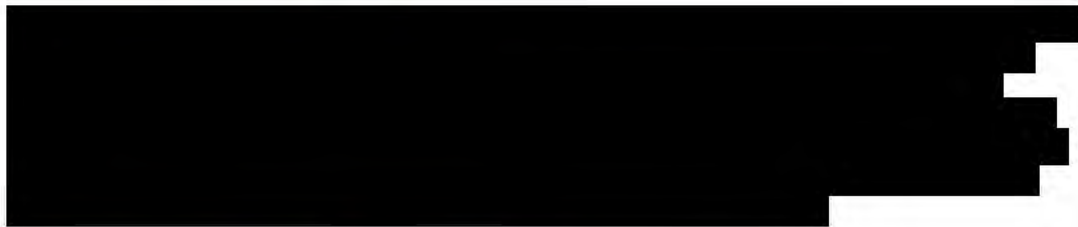
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identifying who, what, and when in regards to inaccurate data trends), patient and contact tracer call sentiment insights using artificial voice intelligence on AGSI's telephony platform, workforce management insights that highlight how many outbound call attempts it takes on average to reach a patient and complete a contact tracing interview, etc. In the past, AGSI's reporting expertise has far exceeded client's ability to produce ad hoc reporting, and AGSI provided reporting expertise and insights to clients upon request to assist clients with a clear picture of contact tracing efforts as well as respond to various inquiries from public stakeholders.

- 4. Contractor will have limited access to reporting functionality with the State's System. Telephony reports are the responsibility of the Contractor.

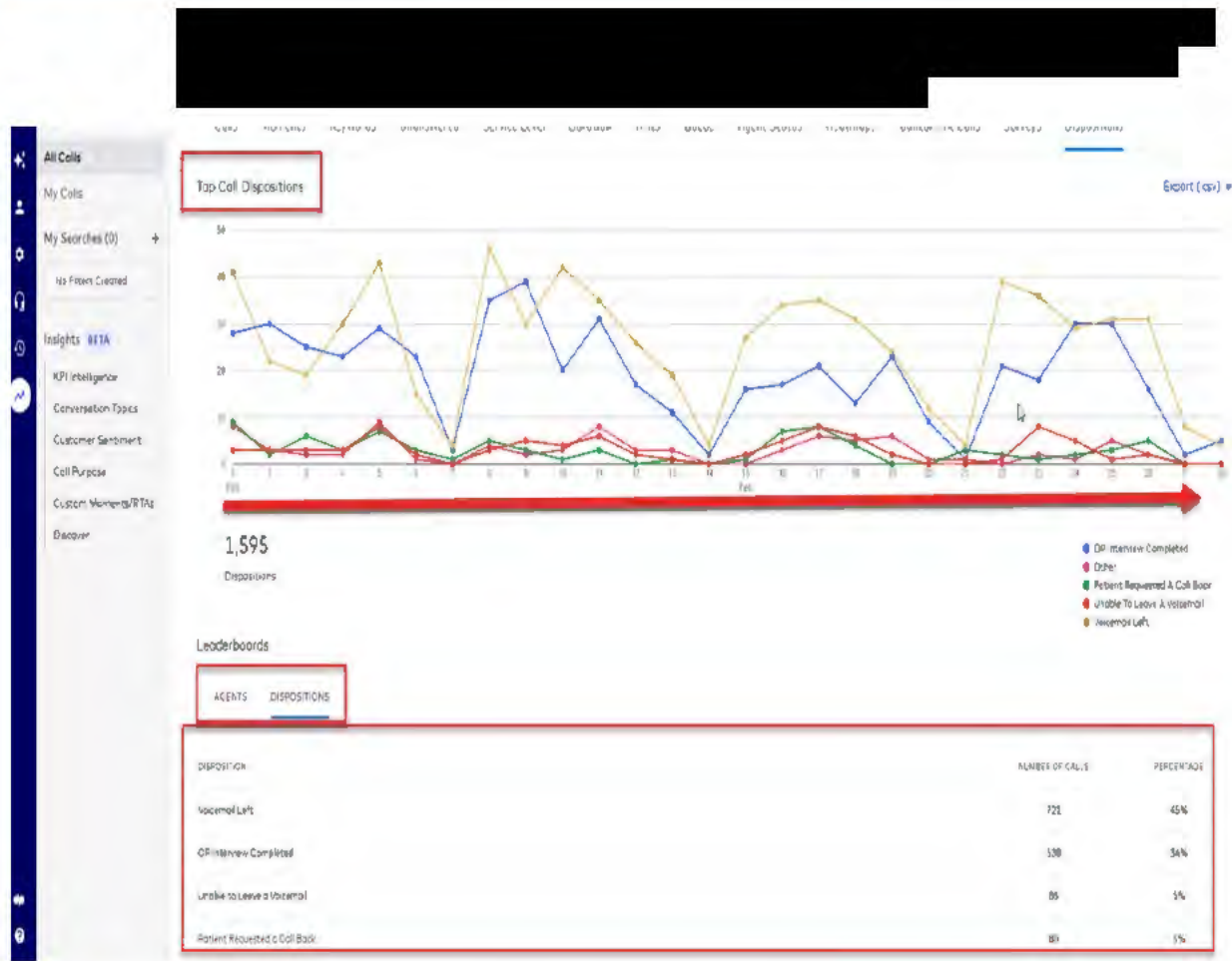
AGSI has past performance for COVID-19 working with clients who restricted data access to state systems as well as clients that provided limited access to state systems. To provide clients with insightful and actionable insights, AGSI fully leverages the use of its telephony system to understand contact tracing efforts and results. AGSI utilizes call dispositions and a full suite of call data reports to dissect activity, productivity, and trends on the department and agent level. AGSI has expertise and past performance segmenting .csv files to provide custom and ad hoc reporting insights.



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G. PERFORMANCE REQUIREMENTS – OPTION 1 - CONTACT TRACING

- Contractor must place an initial call to an individual within eight (8) Business Hours of the State assigning the contact to Contractor in the System. If the call is not a Completed Call, the Contractor shall make at least five (5) subsequent attempts to call the individual as stipulated by the State training guide.**

AGSI has been working with local health departments (LHD) on contact tracing for COVID-19 over the past 8 months. Several clients have service level agreements (SLAs) that clearly articulate the time frame in which the initial call and all subsequent calls must be made. AGSI has experience meeting all SLA's including making the first call within 8 business hours of assignment. AGSI is able to ensure all SLAs are met by working with the client to have a clear expectation and understanding of work force management calculations and variables including but not limited to, total time to complete and document an interview, percentage of calls that result in a completed interview, number of attempts to complete an interview, peak times for returned phone calls, etc. AGSI has produced detailed and accurate workforce management projections for ensuring SLAs are met on both outbound and inbound and covid positive and contacts of covid positives. AGSI's

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management staff is experienced in managing SLAs in real time and adjusting quickly to ensure all SLAs are met.

- 2. Any subsequent attempt to call an individual whom Contractor was unable to reach must be no less than 30 (thirty) minutes after the most recent attempt unless otherwise stipulated by the State training guide. Although in no way a limitation of the foregoing, Contractor shall otherwise use reasonable discretion and best efforts to call an individual if given information about the best time to make a subsequent call.**

AGSI has past performance meeting detailed and specific SLAs with local health departments (LHDs) on initial call attempts and subsequent call expectations for contact tracing. AGSI's telephony software gives AGSI the ability to validate that all SLA's are met. All outbound and inbound calls are date/time stamped and tied to the contact tracer who attempted or answered the call.

- 3. If the Contractor fails to meet any of the Performance Measures defined in sections V.G.1 through V.G.2, the State may require the Contractor to submit a Corrective Action Plan. A Corrective Action Plan must be submitted for review and approval to the State no later than fifteen (15) business days after the request. If the State requires revisions to the Corrective Action Plan, it will so notify the Contractor within five (5) business days. If a Corrective Action Plan requires more than three (3) revisions, the State may terminate this contract. Nothing in this section limits any other remedies available to the State under this Contract, or at law. The State may also assess Liquidated Damages in accordance with Section II.O.**

AGSI has experience working with local health departments (LHDs) on contact tracing for COVID-19. In the past AGSI has established one to two points of contacts with an LHD for the purposes of effective communication and responsiveness on potential issues that need addressing. In the past, AGSI demonstrated responsiveness to client concerns and was readily available to discuss, validate, and develop a plan and timeline for correcting any known issues. AGSI created detailed corrective action plans that outlined a clear path towards success and in all cases strengthened trust between AGSI and the client.

H. STATE RESPONSIBILITIES – OPTION 1 - CONTACT TRACING

- 1. Designate and maintain the System and provide Contractor access to it.**

So noted.

- 2. Provide names and telephone numbers of individuals to contact through the System. The State will update names and telephone numbers in the System as it receives the information, which may be multiple times per day.**

So noted.

- 3. Provide and update a script, other necessary documentation, and guidance on contact tracing activities.**

So noted.

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- 4. **Provide COVID-19 contact tracing training. The State will provide a train-the-trainer system for Contractor employees.**

So noted.

- 5. **The State will schedule a weekly meeting with Contractor's leadership to discuss operational performance metrics.**

So noted.

I. BIDDER REQUIREMENTS – OPTION 1 - CONTACT TRACING

The contractor should provide the following information in response to this solicitation.

| | |
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| 1. | <p>Describe your understanding of the project requirements, including but not limited to the Performance Requirements. Describe your approach of how you will accomplish the project requirements.</p> <p>Bidder's Response:</p> <p>Agile Government Services, Inc (AGSI) has the capability to staff and manage an inbound and outbound contact center, seven days a week, from 8am – 8pm Central Time, and monitors call center agent schedules to ensure we are adequately staffed for peak hours. These hours were required and adhered to for the contractors that AGSI contracted with for contact tracing.</p> <p>AGSI uses telephony software that is a secure, cloud based, and HIPAA compliant contact center solution that can be deployed quickly and provides an advanced suite of management features and controls including but not limited to the following:</p> <div style="background-color: black; height: 150px; width: 100%;"></div> <p>The AGSI business development and executive team conducts onboard meetings with all clients to establish clear and concise expectations on performance, reporting cadence, and lines of communication. AGSI's telephony software can be configured in less than 24 hours to create management alerts on all client requested contact center performance metrics as specified in the contact tracing scope of work requirements. AGSI management receives auto triggered alerts from its call center platform anytime a performance metric is in jeopardy and takes immediate corrective action.</p> <p>AGSI has in house experts that understand call center BPO best practices in a variety on markets, including health care. AGSI also employs skilled and experienced IT data and security experts,</p> |
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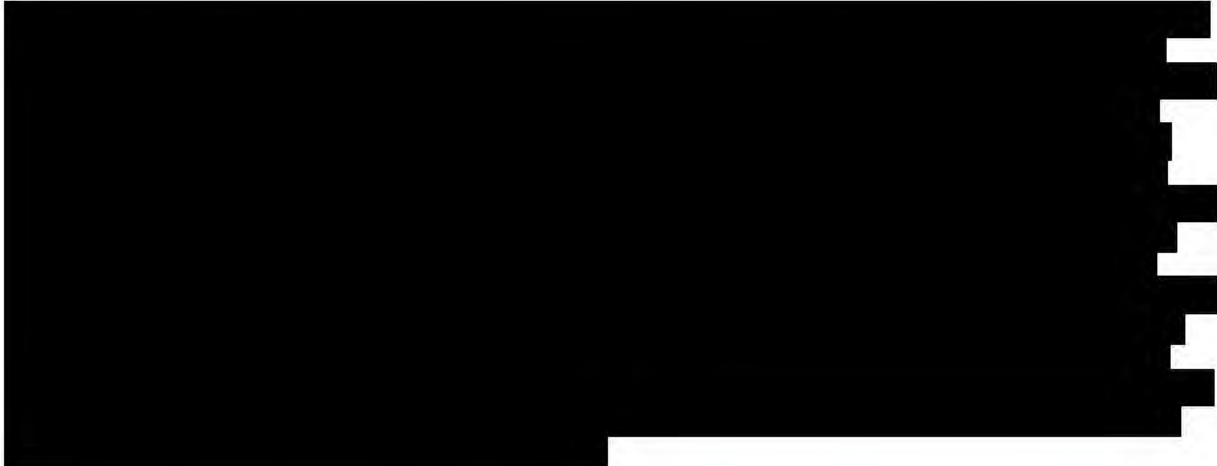
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| | <p>database administrators that understand databased scheme and SQL query reporting, as well as data analysts with experience producing ad hoc data reports intended to drive contact center productivity and understand the root cause analysis of production issues.</p> <p>AGSI's contact center agent onboarding process includes comprehensive instructor led training focused on achieving all objectives outlined in the contact tracing scope of work as well as establishing quality and performance expectations. In addition to covering all required scripts, processes, and performance expectations, AGSI also provides training on HIPAA privacy and security, agent soft skills, agent disciplinary protocols, contact center systems, and will comply with the State's required systems training and protocols.</p> |
| <p>2.</p> | <p>Describe your language capabilities, including the percentage of contact tracers who are bilingual in English and Spanish, and any other languages available.</p> <p>Bidder's Response:</p> <p>AGSI meets multilingual requirements through strategies to address cultural and linguistic diversity. To meet the requirements of providing non-English speaking contact tracing services, AGSI partners with Over the Phone Interpreting services. In other contact tracing contracts currently in operation, AGSI uses Language Line Solutions®. Language Line "Over-the-PhoneSM" interpreting provides on-demand, quick access to highly qualified interpreters, 24/7/365. Language Line provides interpretative services in more than 240 languages and a variety of different interpreter modalities.</p> <p>Agile Government Services, Inc (AGSI) has a large pipeline of over 40,000 pre-qualified contact center agents, which allows AGSI to ensure that at least 10% of telephone staffers are fluent in reading, writing, and speaking both Spanish and English. AGSI works with the client to determine the best call routing experience for Spanish speaking constituents and can easily configure the contact center IVR to route inbound Spanish speaking callers directly to an inbound queue of bi-lingual Spanish telephone staffers.</p> <p>For additional language needs other than Spanish or English, AGSI has past performance utilizing several different language interpretation and translation services vendors and can configure and utilize the State's telephonic interpretation Contractor. Upon a telephone staffer recognizing the need for translation services, AGSI can conference in a translation services vendor of the client's choice to complete the call and still capture important call statistics and dispositions.</p> |
| <p>3.</p> | <p>Describe your experience handling Protected Health 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> <p>Bidder's Response:</p> <p>AGSI has past performance and experience in handling Protected Health Information (PHI) while providing contact tracing call center support for the COVID-19 pandemic to several local health departments in the Mid-West region of the United States. During the onboarding process, all employees are required to complete and sign a waiver noting completion and understanding of HIPAA training.</p> |

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| | <p>Additional training is conducted due to the nature of the remote call center that includes a "bring your own device" (BYOD) policy. This includes training on the acceptable use of data, restricts the saving of PHI on employee devices, and enables AGSI to wipe an employee's device, if deemed necessary.</p> <p>AGSI worked with local health departments during the COVID-19 pandemic to enforce verification scripting on outbound and inbound calls. At the beginning of the call, call center agents are required to request that the caller verify at least two pieces of personally identifiable information before disclosing any PHI over the phone.</p>  |
| <p>4.</p> | <p>Describe your staffing availability, including whether you can meet the required hours specified in Section V.C.3. Provide the maximum number of contact tracers that can be provided, and the timeframe additional contact tracers can be on-boarded.</p> <p>Bidder's Response:</p> <p>AGSI has past performance staffing inbound and outbound contact centers for the hours of operation listed in the Contact Tracing scope of work, noted as 8:00am-8:00pm Central Time seven (7) days a week. AGSI's contact center management works with agents to set schedules that align with projected inbound and outbound call volumes and client required hours of operation.</p> <p>AGSI's workforce scheduling model optimizes staff head count by time intervals for each hour of the day, and every day of week to eliminate over staffing and ensure all pre-determined service level agreements (SLAs), abandonment rate, wait time, hold time, and return call time frame expectations are met.</p> <p>AGSI has a pipeline of over 40,000 applications of contact tracers with diverse backgrounds across the United States. AGSI works with the client (per our past performance) to scale and onboard additional contract tracers quickly (typically within one to two weeks) based on the client's necessary timeline.</p> |
| <p>5.</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> |

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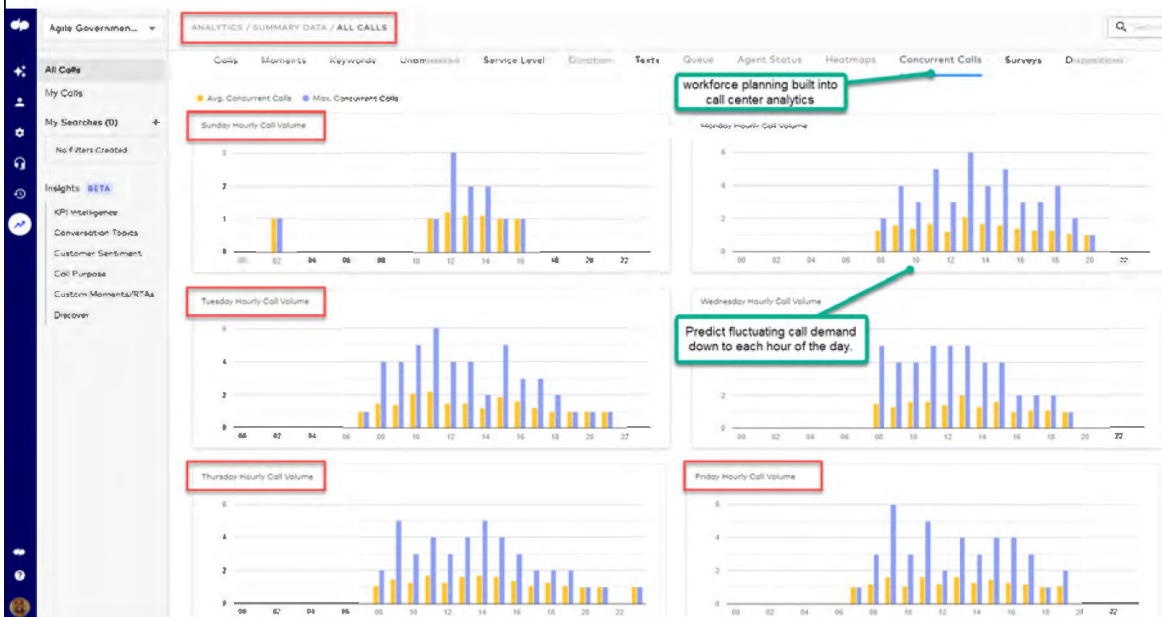
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Bidder's Response:

AGSI uses contact center workforce management analytics to predict inbound and outbound call volume based on key call variables and assumptions such as average talk time on constituents reached (right party contacts) and voice mail messages, as well as managed after call work time. Personnel variables such as daily shrinkage (unplanned work absences) and attrition rates, are taken into consideration for ensuring proper workload coverage. AGSI's workforce model also integrates performance objectives such as total percentage of target population to reach, average number of outbound call attempts to reach a constituent, inbound call abandonment rate and service level objectives. These measures are in place to ensure that AGSI can adjust staffing volume for anticipated outbound and inbound work volume with speed, agility, and flexibility AGSI's workforce model uses true trend data to improve accuracy over time.

As part of the hiring and onboarding process, AGSI contact center agents are required to have flexibility with their schedules on short notice and may be required to work additional or limited hours based on unexpected spikes or dips in outbound call workload and inbound call volume. AGSI has documented protocols for adjusting staffing needs within hours of identifying a gap in coverage. All contact center agents are provisioned with a telephony software license, which provides tracking of reporting requirements listed in the RFP on the contact center and agent level, as well as additional workforce insights such as the average and maximum number of concurrent calls and average inbound call wait times by hour of the day and day of the week.

The graphic below demonstrates AGSI's ability to predict fluctuations in workforce demand by tracking outbound and inbound call volume trends via AGSI's telephony software.



The graphic below demonstrates some of the variables AGSI uses to predict and adjust to fluctuating demands in contact tracing workforce overtime. Assumptions are shown below as TBD. However, AGSI can provide assumptions based on recent experience and real data as a contractor for COVID-19 contact tracing, and has experience utilizing client provided assumptions and replacing assumptions over time with real data from AGSI's telephony platform. Once assumptions are plugged into the

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workforce model, the result provided is the number of contact tracers needed per day to meet expectations.

| Variables & Assumptions | | |
|---|-------------|-------------------|
| Variables | Assumptions | Data Source |
| Documentation Time | TBD | Past Performance |
| CTs Generated per OP Contacted | TBD | Past Performance |
| Days to Follow Up with Unreached OPs | TBD | Client Determined |
| Days to Follow Up with Unreached CTs | TBD | Client Determined |
| Days to Follow Up with Reached Ops | TBD | Client Determined |
| Days to Follow Up with Reached CTs | TBD | Client Determined |
| Ave. Daily New Positive Cases Bi-weekly rolling Ave. | TBD | State Dashboards |
| Covid Positive Interview Time (min) | TBD | Past Performance |
| Contact Interview Time (min) | TBD | Past Performance |
| Covid Positive Right Party Contact (RPC) % | TBD | Past Performance |
| Contact Right Party Contact (RPC) % | TBD | Past Performance |

6. Describe your ability to meet the timelines established in this RFP.

Bidder's Response:

AGSI has over eight (8) years of past performance working with government agencies in both the Department of Defense and Public Health to fulfill all requirements stated in each RFP and SOW. Testimonials regarding AGSI's performance on past government contracts includes but is not limited to the following: "Exceptional performance on all prime contracts." "... no reservations about soliciting this contractor in the future or having them perform... critical and demanding programs." AGSI's recent past performance includes working with local health departments (LHDs) to provide contact center support for COVID-19. AGSI landed contracts with several LHDs in 2020 during the midst of COVID-19 cases aggressively rising. Due to the speed and virulent nature of COVID-19, in all scenarios, timelines for AGSI to begin work needed to be expedited without compromising readiness and quality of work. In all cases, AGSI was prepared to begin work ahead of schedule. AGSI not only has established processes and systems for onboarding, training, and scaling contact center support for public clients, but more

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| | importantly has experience meeting and exceeding all timelines and expectations. |
| 7. | <p>Describe your capacity of in-house trainers and approach to project on-boarding.</p> <p>Bidder's Response:</p> <p>AGSI employs trainers experienced in classroom and remote virtual training. AGSI trainers have experience working alongside the local health departments (LHDs) and educational institutes that we contracted with for the COVID-19 contact tracing call center. Due to the rapid demand and increase in positive cases early in the pandemic, AGSI was staffed accordingly to work simultaneously with multiple clients to meet and exceed their specific requirements as outlined in the contract. AGSI will apply this experience in working with the State to meet the training and on-boarding requirements.</p> <p>Due to the rapid demand and increase in positive cases early in the pandemic, AGSI was staffed accordingly to meet the needs of each client. AGSI will apply this experience in working with the State to meet the train-the-trainer requirements for this proposal response.</p> <p>AGSI developed a custom training agenda and timeline that was customized per client to meet the requirements in their contracts. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • HIPAA Privacy and Security • Telephony systems • Systems of record, scripts, processes, and communication protocols and compliance • Performance expectations • Disciplinary procedures • Schedule adherence <p>AGSI will work with the State to ensure clear understanding from both parties regarding the maximum amount of training hours approved to fully prepare a call center agent for live calls, per the proposal requirements. Training is conducted via secure Microsoft Teams video conference. Trainees are quizzed on each learning objective and must demonstrate competency on all objectives before performing real work. Mock calls and practice scenarios are utilized to strengthen confidence and competency of agents before they are assigned cases in their queue to conduct patient calls.</p> <p>Contact tracing training was conducted via secure Microsoft Teams video conference. Contact Tracing training requirements for the State will be conducted via secure Microsoft Teams video conference or with the State's preferred video conferencing tool.</p> <p>In addition to any State or client specific required training, AGSI places an emphasis on empathy and soft skills communication during the contact tracing process to build trust and fully complete contract tracing interviews. Regarding past and future contact tracing duties, AGSI places emphasis on the development of soft skills, empathy, and active listening to produce more thorough and complete interviews, including the elicitation of contacts.</p> <p>AGSI will work with the State to ensure that our veteran contact tracing call center agents complete all required training. AGSI contact tracing training included, but not was not limited to: quizzes on each learning objective; mock calls and practice scenarios to strengthen confidence and competency on all client defined objectives before conducting live contact tracing center calls.</p> <p>Call center agents also receive post training support during their initial 30 to 90 days of employment and</p> |

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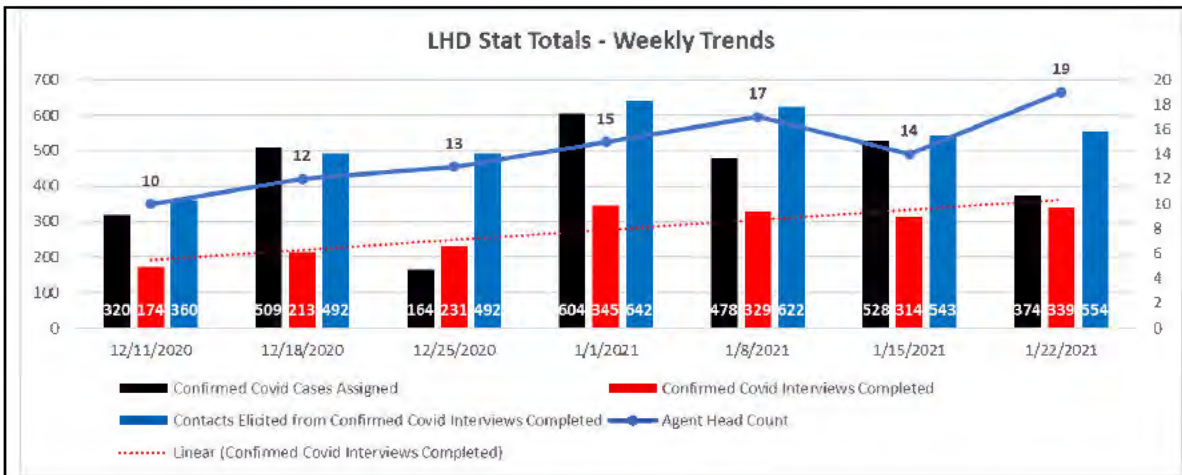
V.I. Technical Approach / SOW Option 1 – Contact Tracing

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| | <p>must demonstrate continuous performance improvement by hitting 30-day performance milestones as determined by AGSI management staff. Quality assurance control and feedback on calls and record documentation is provided frequently to identify any areas of opportunity or to address corrective action if needed.</p> |
| <p>8.</p> | <p>Describe your ability to meet the reporting requirements set forth in Section V.F, including ad hoc reporting capabilities.</p> <p>Bidder's Response:</p> <p>AGSI utilizes a cloud-based telephony software that natively captures all (and more) reporting requirements listed in Section V.F of the RFP requirements, including the ability to disposition call results and aggregate them for the purpose of segmenting key call statistics such as average talk time and percentage of contacts made that were completed. Telephony statistics can be tracked and measured real time, as well as exported and collated into a client approved format.</p> <p>As a BPO contractor has a history of past performance providing data analysis and data integration for the Department of Defense (DOD) and LHDs. AGSI excels in creating ad hoc reporting to provide actionable insights to clients. AGSI staff is experienced in database architecture and schema, complex structured query language (SQL) queries, excel data exports, advanced excel formulas and pivot tables. The result of any ad hoc reporting request is to present data in a formal presentation format with easy-to-understand and actionable charts and purposeful commentary. In addition, AGSI staff has responded to client requests to assist with creating ad hoc reports using the client's system of record, and to share our expertise in utilizing best practices for organizing and collating data prior to AGSI's involvement.</p> <p>AGSI historically tracks and manages all reporting requirements listed in Section V.F. We have willingly and consistently responded to client's requests for ad hoc data that provides further insight on the effectiveness and productivity of the contact tracing process, including but not limited to the following types of data: how texting improves response rates and percentages of interviews completed, correlations between average talk time and call dispositions, and frequently asked questions and objections by constituents to providing key data.</p> <div data-bbox="261 1352 1425 1451" style="background-color: black; height: 47px; width: 100%;"></div> |

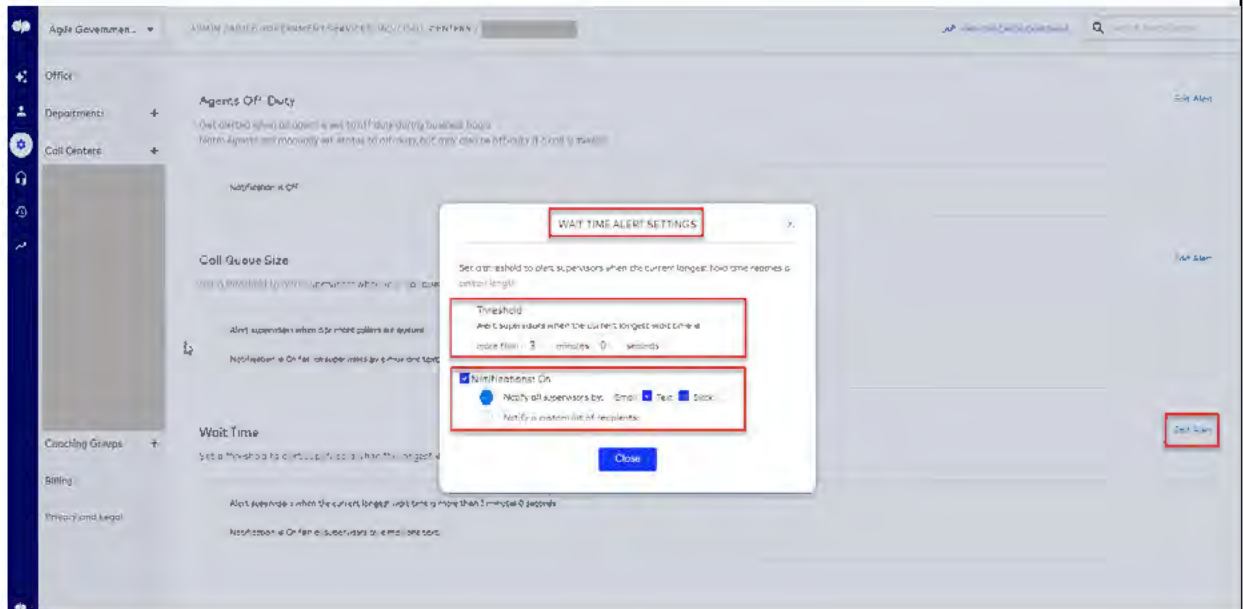
RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

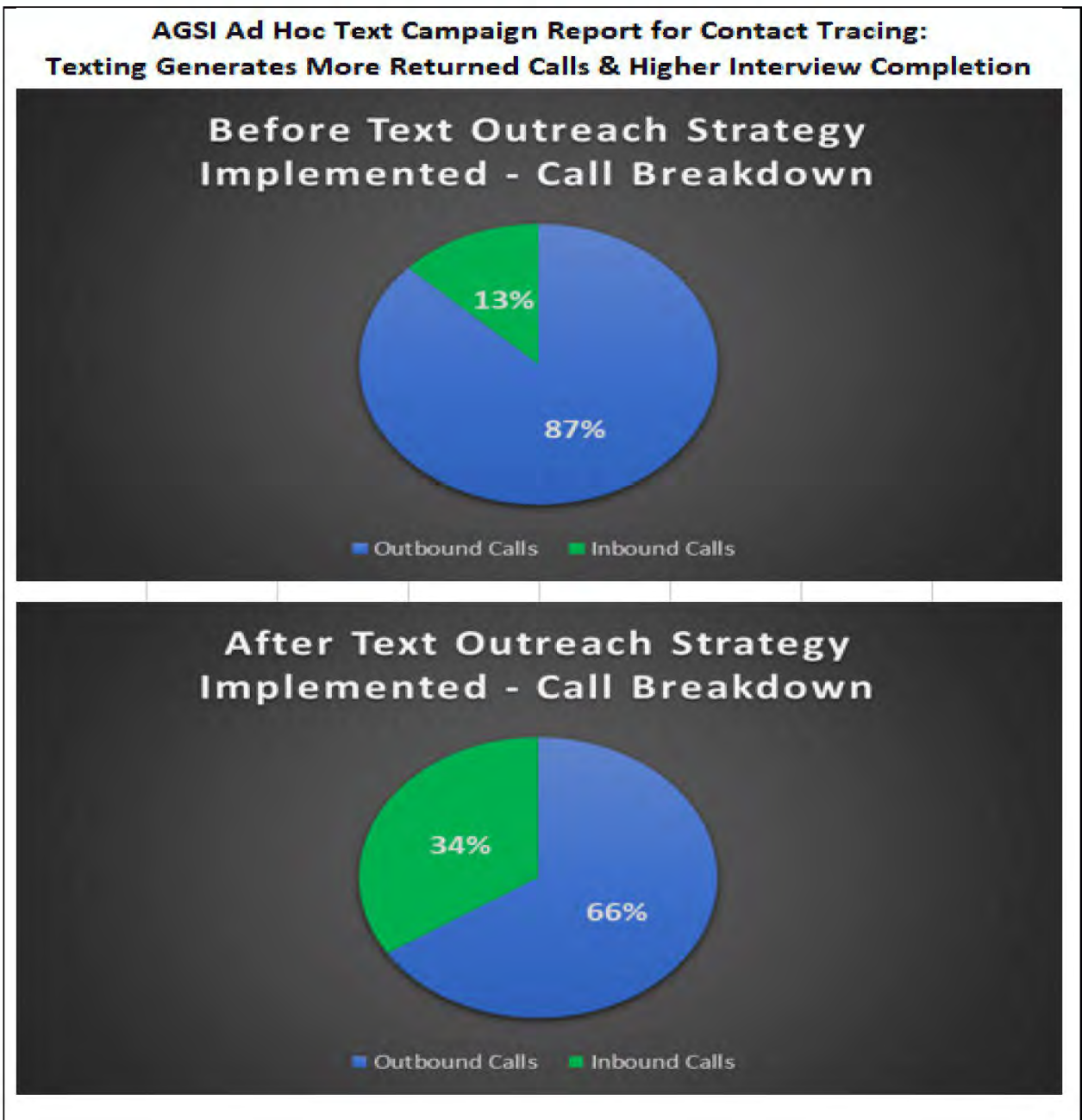
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V.I. Technical Approach / SOW Option 1 – Contact Tracing



The graphic below demonstrates AGSI’s ability to meet specific requirements set forth in section V.G. by proactively establishing configurable management alerts using AGSI’s telephony system. The example below specifically shows a custom alert being created that will notify management via email and text anytime a caller has been waiting for 3 minutes or more, allowing management to intervene before the max wait time requirement is reached.





9. Describe how you would ensure that contact tracers will reflect the geographic and cultural diversity of the state. Describe how you would ensure proper geographic coverage in both more populated communities versus more rural locations.


Bidder's Response:

AGSI understands the need for cultural competency and understanding in contact tracing communication efforts. AGSI employs expert recruiters who have extensive experience filling staffing

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V.I. Technical Approach / SOW Option 1 – Contact Tracing

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| | <p>needs based on client specified criteria including cultural competency and expertise in soft skills and empathetic communication.</p> <p>AGSI has past performance reaching out to diverse grass roots organizations in both urban and rural communities across the United States to fulfill strategic recruiting requirements. For example, AGSI partnered with community-based organizations (CBO) Local Initiatives Support Corporation (LISC), a national non-profit institution committed to connecting underserved populations to valuable resources and development, as well as other CBOs to ensure understanding and awareness of any population that AGSI might serve.</p> |
| <p>10.</p> | <p>Describe how you would overcome cultural barriers in communities that don't typically give personal information over the phone or via the internet. Describe how you would overcome cultural barriers in communities that are fearful of giving personal information to anyone because of fear of legal retaliation.</p> <p>Bidder's Response:</p> <p>AGSI's Vice President serves on a regional task force within the U.S. for both contract tracing and vaccine distribution strategies and equity regarding COVID-19 and provides expertise and consultative advice on strategies for overcoming vaccine objections and misinformation. To ensure culture barriers to communication and fear of providing personal information is overcome, AGSI trainers will work with the client to get approval on overcoming objections and soft skills scripts that will be required to be used by contact center agents.</p> <p>AGSI management staff conduct quality assurance reviews of recorded phone calls and provide consistent feedback to contact center agents regarding soft skills, script compliance, and navigating challenging conversations. AGSI's telephony platform also has real time artificial intelligence that flags key words and/or conversation sentiment and sends agents helpful hints and tips to navigate difficult conversations in real time. At no additional cost, the telephony artificial voice intelligence feature provides a post call summary and scorecard on sentiment and call purpose that can be utilized for coaching and development opportunities.</p> <p>As an example, over the last 8 months of contact tracing with LHDs, AGSI tracked call dispositions to gain further insight into tracer's ability to overcome barriers from constituents to providing personal information. On over 59,000 outbound calls encompassing dense urban and rural populations, constituents refused to provide information on less than 2% of calls.</p> <p>Using over 30 years of CDC contact tracing experience for communicable and infectious diseases such as HIV and tuberculosis, and even more recent experience hiring, training, and performing contact tracing for COVID-19, AGSI has developed a unique hiring profile for temporary COVID-19 contact tracers that emphasizes effective communication skills and trust building over the phone. AGSI fully vets' candidates for prior career experience in having difficult and conversations and exposure to diverse populations in a workplace setting. As a result, AGSI's tracers are already skilled and experienced at overcoming objections and become further empowered with strong scripting developed from years of contact tracing experience.</p>  |

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V.I. Technical Approach / SOW Option 1 – Contact Tracing

Custom Moments and RTAs Dashboard

Results

Call Name: is any value | RTA or Custom Moments: any value | Call Center: is W250 COVID-19 CALL CENTER or CSMA | Call Date: is before 2021/03/01 | Agent: is any value

Buttons: Custom Moments, Real-Time Assist (RTA) Cards, View Conversations

Section: Custom Moments & RTA Cards in Conversations

Text: Changes on custom moments and real-time assist cards can take up to 24 hours to take effect.

Table:

| Card | RTA or Custom Moments | Call Center | Call Date | Agent | Card Type |
|--------------|--|-------------|------------|-------|-----------|
| Empathy | Check Call Summary Click to view call | Empath | 01/19/2021 | Agent | Custom |
| Empathy | Click to view call | Empath | 01/20/2021 | | Custom |
| San Diego | CSA to view call | Empath | 01/20/2021 | | Custom |
| Empathizing | Click to view call | Empath | 01/19/2021 | | Custom |
| Call Closing | Click to view call | Empath | 01/20/2021 | | Custom |
| Empathy | Click to view call | Empath | 01/19/2021 | | Custom |

CREATE REAL TIME ASSIST CARD

Name: Overcoming Refusal to Provide Personal Information

Description (Optional): Best practice phrases to build trust with caller in order to capture necessary data for Vaccine Sign-Up

Card content:

Step response:

I understand there are quite a few fraud scams involving COVID-19 information. You are not required to provide any information. Our purpose is to provide support and information regarding COVID-19 vaccines, in hopes of protecting the community from further infection. You can also confirm the phone number by calling the local health department for validation.

Link to State Scripting

Vaccine Information

Trigger words/phrases: Who are you don't do not: How did you!

Real time alerts: A notification will be sent to all supervisors and admins of this call center whenever this Real Time Assist card is displayed for this call center.

Annotations:

- Customize assist card and provide links to state approved scripting.
- Display script assists to agents when key words are stated by either the constituent or agent.

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

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V.I. Technical Approach / SOW Option 1 – Contact Tracing

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| <p>11.</p> | <p>It is DHHS policy that contact tracing Contractors do not conduct contact tracing directly with minors and that contact tracers speak to one parent or guardian in a household. However, this has occurred in the past and may occur in the future during times of peak infection rates. Describe your experience with these situations.</p> |
| | <p>Bidder’s Response:</p> <p>AGSI has past performance contact tracing with local health departments and local schools for COVID-19. The DHHS policy of not conducting contact tracing with minors is explained during AGSI contact tracer call center agent training and is consistently reinforced throughout a contact tracers’ employment with AGSI via weekly one-on-one meetings with management, quality assurance call reviews, and Q&A sessions. AGSI provides required scripting for all contact tracers to use that is easily accessible during a live phone call and accomplishes the goal of not speaking with a minor or providing any protected health information (PHI) until the parent or guardian has been validated and is able to confirm the identity of the minor in question. Following months of extensive call review, one-on-one meetings, and group meetings, AGSI has not experienced any major issues in complying with the DHHS standard of not conducting contact tracing directly with minors and has also been very productive in fully capturing all necessary data to complete the contact tracing process on minors.</p> |
| <p>12.</p> | <p>Describe how you would address individuals with disabilities as part of your contact tracing services.</p> |
| | <p>Bidder’s Response:</p> <p>AGSI will utilize the telecommunications relay services (TRS) provided by the State of Nebraska and the Federal Communications Commission (FCC). TRS allow persons who are deaf or hard of hearing, visually impaired, or have speech disabilities, to communicate by telephone in a manner that is functionally equivalent to telephone services used by persons without such disabilities. In the state of Nebraska, TRS is managed by the Nebraska Public Service Commission and is a free service to all callers. Upon identification of an individual who may require TRS to communicate with an AGSI contact tracing call center agent, AGSI will utilize the following State of Nebraska toll-free numbers to connect that caller with the applicable TRS communications assistant (CA):</p> <ul style="list-style-type: none"> • 1-800-833-0920 (V): Video Relay Service (Primary language is sign language) • 1-800-833-7352 (TTY): Text to Voice (Deaf, hard of hearing, speech difficulty) • 1-877-564-2481 (VCO): Voice Carry Over (Hard of hearing, but capable of speech) • 1-888-272-5527 (STS): Speech-to-Speech Relay Service (Speech disorder) • 1-888-272-5528 (Spanish): Shared Non-English Language Relay Services <p>AGSI’s telephony system has text functionality with management controls built within the system. This allows call center agents to send a canned text to individuals to facilitate the need for additional TRS services as needed.</p> |

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

V. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska is issuing this Request for Proposal (RFP) to solicit proposals from qualified bidders to provide Contact Tracing and Vaccine Helpline services in response to the COVID-19 pandemic. In carrying out its public health mission, the State of Nebraska requires additional resources to trace the contacts of individuals who have been exposed to, or diagnosed with, COVID-19. Contact tracing involves the monitoring of individuals that have been diagnosed with COVID-19 to better keep them safe, notifying others of potential exposure, and preventing additional transmission. The Vaccine Helpline will provide a resource to the public for questions about the COVID-19 vaccine and how to register.

So noted.

This RFP is composed of two elements: Contact Tracing (Option 1) and/or Vaccine Helpline (Option 2). Bidders may respond to a single element (Option 1 – Contact Tracing) or (Option 2 Vaccine Helpline) or both elements (Option 3 Contract Tracing and Vaccine Helpline). The State will evaluate all conforming proposals. A highest scoring bidder will be identified for each of the options (1, 2, and 3). The State reserves the right to award any and all options at its sole discretion. Bidders must submit a complete and separate response for each option they are bidding.

Agile Government Services, Inc (AGSI) is submitting a response for Option 3: Contact Tracing and Vaccine Helpline.

B. PROJECT ENVIRONMENT FOR ALL OPTIONS

The Vaccine Helpline is currently being performed by a contractor. This RFP will establish a longer-term contract to provide the Vaccine Helpline. The Vaccine Helpline is currently averaging approximately 1,000 calls per day, or approximately 85 calls per hour. The average length of call is approximately 15 (fifteen) to 20 (minutes).

So noted.

As the future extent of the COVID-19 pandemic is unknown, the successful bidder must be able to increase or decrease capacity as required based on the number of new cases.

AGSI has the capacity to increase or decrease capacity to meet fluctuating demands and to meet and exceed SLAs in utilizing our large pipeline of over 40,000 pre-qualified contact center agents. AGSI call center agents are expected to have flexibility with their schedules on short notice and may be required to work additional or limited hours based on unexpected spikes or dips in outbound call workload and inbound call volume. AGSI has documented protocols for adjusting staffing needs within hours of identifying a gap in coverage.

J. SCOPE OF WORK – OPTION 2 - VACCINE HELPLINE

1. Operate the vaccine helpline from 8:00 am to 8:00 pm Central Time seven (7) days a week.

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AGSI can staff and manage an inbound and outbound calls, seven (7) days a week, from 8am – 8pm Central Time. We have demonstrated our ability to do this for contact tracing calls.

2. Calls must be recorded and will become the property of the State.

AGSI can record calls (per the requirements of the Vaccine Helpline SOW) or not record calls (per the requirements of the Contact Tracing SOW).

3. Answer inbound calls from the public regarding COVID-19 vaccines and provide information to the callers. Any answers given to questions must have been provided by the State. Phone operators must not provide information that has not been provided by DHHS through reference materials. Examples of information to be provided to callers include but are not limited to:

- a. **Vaccination process and current vaccine timeline;**
- b. **Vaccine development timeline;**
- c. **Vaccine distribution and allocation;**
- d. **Safety and efficacy of vaccine;**
- e. **How to prevent infection;**
- f. **Exposure clarification;**
- g. **Case numbers;**
- h. **Phase information;**
- i. **Local Public Health Department (LPHD) clinic updates, planning, and timelines;**
- j. **Guidance on the following topics related to COVID-19:**
 - i. **Travel;**
 - ii. **Directed Health Measures (DHMs);**
 - iii. **Quarantine;**
 - iv. **Isolation; and**
 - v. **Disease process**

So noted.

4. Train all staff on vaccination process, information, and protocols as provided by DHHS. Additional training includes but is not limited to:

- a. **Complete online registration for vaccination from the State's vaccination portal;**
- b. **Complete Test Nebraska registration for COVID-19 testing; and**
- c. **Complete other online applications for the State's COVID-19 related services.**

AGSI has experience working with state and local health departments to complete any required applications and registration procedures for conducting public health work, including but not limited to portal registration, verbal oaths, and providing documentation.

5. At all times of operation, all telephone staffers must be fluent in reading, writing, and speaking English and at least 25% (twenty-five percent) of telephone staffers must be fluent in reading, writing, and speaking in both Spanish and English.

AGSI has a large pool of contact tracing agents (40,000) and can staff call center agents that are fluent in English, Spanish and other languages to meet the State's 25% requirement. AGSI also has experience utilizing telephonic interpretation services for clients.

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

6. **For calls that require a language other than Spanish or English, Contractor shall utilize the State’s telephonic interpretation Contractor.**

AGSI has experience with multiple telephonic interpretation contractors and will utilize the State’s required system.

7. **Contractor shall utilize a service for deaf and hard of hearing individuals, including but not limited to TTY and RTT.**

So noted.

8. **Document new information or questions asked from callers.**

AGSI will work with the State’s preferred process for determining the best way to document and communicate new information or questions asked from callers. This includes but is not limited to: where to document questions (system entry or other State defined process), most efficient and effective approach to aggregating and presenting frequently asked questions/information from callers, and the frequency on which to report this information.

AGSI staff has over 40 years of combined experience in extracting customer experience insights for the purposes of improving first call resolution with callers and clients.

9. **Contractor must provide all telephony software, telephony equipment and computer equipment. The State will not provide any equipment.**

AGSI utilizes the Bring Your Own Device (BYOD) business model for all call center agents. Before securing employment, AGSI requires all call center agents have the following: personal computer, headset, Wi-Fi requirements that guarantee security policies can be sent to an agent’s device and ensures call quality is not jeopardized by poor internet connectivity. All call center agents are required to sign AGSI’s detailed BYOD policy that outlines acceptable usages of data and gives AGSI the permission to monitor remote devices utilizing Microsoft 365 InTune when applicable.

K. PERFORMANCE REQUIREMENTS – OPTION 2 - VACCINE HELPLINE

1. **Callers cannot be on hold for more than four (4) minutes.**

AGSI manages to a 90 second hold time before requiring agents to check back with a caller and provide an update. AGSI’s telephony platform tracks caller wait times and allows the call center administrator to create custom alerts to trigger messages to managers when a caller is waiting for a given amount of time.

2. **Contractor must respond to 100% of voicemails within 24 (twenty-four) hours.**

AGSI’s telephony platform provides full visibility to caller history in easy-to-read dashboards that show a phone number’s chronological call history including voicemails, returned calls, incoming calls, outbound calls, and associated dispositions. In working with local health departments (LHDs) over the past eight (8) months, AGSI developed processes to ensure that all voicemails received a returned phone call based on LHDs requirements. We will meet the State’s requirements to respond to 100% of voicemails within 24 (twenty-four) hours.

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3. **Contractor must document the disposition of all calls, and time spent with each caller into a system designated by the State.**

AGSI's telephony system has the functionality to create custom dispositions that can be applied to inbound and outbound contact center calls. AGSI will work with the State to determine appropriate telephony dispositions. AGSI's telephony system also documents talk time and after documentation and administrative work following each inbound and outbound call.

Since August 2020 AGSI has provided call center support to several local health departments (LHDs) using AGSI's telephony system and state/client designated systems. AGSI worked with each client to determine required documentation fields to populate in the client's designated system such as: call disposition, date of call, call center agent talk time, and numerous other fields depending on the result of the call. AGSI complied with all required documentation fields and worked with the client to develop ad hoc reports to identify any records where required documentation was missing. If/when documentation is found to be missing, AGSI can review the call using our telephony system, and update documentation for call center agents and the client.

4. **If the Contractor fails to meet any of the Performance Measures defined in sections V.K.1 through V.K.3, the State may require the Contractor to submit a Corrective Action Plan. A Corrective Action Plan must be submitted for review and approval to the State no later than fifteen (15) business days after the request. If the State requires revisions to the Corrective Action Plan, it will so notify the Contractor within five (5) business days. If a Corrective Action Plan requires more than three (3) revisions, the State may terminate this contract. Nothing in this section limits any other remedies available to the State under this Contract, or at law.**

AGSI has past performance collating and presenting reports to local health departments (LHDs) regarding contact center performance data. AGSI worked with clients to develop specific key performance indicators (KPIs), as well as reporting frequency and formats. AGSI provided clients with transparent commentary on performance trends that provided insights drilldowns to the agent level. When presented with corrective action plan opportunities, AGSI was responsive and incrementally developed a strategic plan and timeline to address any performance issues. In all cases, AGSI was able to correct performance issues before the agreed upon date and maintain high levels of performance on an on-going basis.

L. REPORTING REQUIREMENTS – OPTION 2 - VACCINE HELPLINE

1. **Weekly report including, at a minimum, the following information from the previous Business Week. Weekly report shall be provided to the State's Contract Manager no later than 12:00 noon (Central Time) Tuesday of each week.**
- a. **Number of calls per hour;**
 - b. **Average talk time per call;**
 - c. **Most frequently asked questions/topics of concern;**
 - d. **Most frequently used resources;**
 - e. **Number of vaccine registrations submitted per hour/day/week;**
 - f. **Number of voicemails left;**
 - g. **Number repeat callers;**
 - h. **Average wait time;**

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- i. Longest wait time;
- j. Number of call abandonments; and
- k. Longest and average wait time of abandonments.

AGSI's telephony platform tracks performance metrics daily and has the functionality to export data for custom time frames. For the past eight (8) months AGSI has worked with local health departments (LHDs) to provide comprehensive contact center support which includes detailed performance tracking and reporting. As an experienced contractor with over 40 years of management BPO call center leadership, AGSI met all clients reporting requirements and exceeded reporting expectations by proactively tracking calls by date, time, and agent, as well as call dispositions by agent, time of day, day of week, etc. to identify trends and opportunities to support the client's population more effectively. As a result, AGSI ensures performance trends are transparent and expectations are exceeded. AGSI also has experience connecting call, payroll, and system of record data into insightful client reports that give a comprehensive overview of cost and productivity at the per unit level, as well as an aggregated high level weekly or monthly viewpoint.

2. **Ad hoc call statistic reports as requested. Due date for ad hoc call statistic reports will be determined by the Parties.**

AGSI can create ad hoc reporting utilizing data from our telephony platform and present data in a clear, concise, and actionable manner. AGSI has ad hoc reporting expertise and experience for COVID-19 contact center support. AGSI employs management staff with over 30 years of director level experience at the CDC state assignee level for communicable and infectious disease prevention. Recently AGSI customized reporting to exceed client expectations on performance and contact tracing effectiveness.

Additional reports AGSI produced for clients include, but are not limited to:

- Insights on quality documentation within a patient CRM (ensuring all data is captured accurately, and identifies who, what, and when of inaccurate data trends).
- Patient and contact tracer call sentiment insights using artificial voice intelligence in AGSI's telephony platform.
- Workforce management insights that highlight the number of outbound call attempts on average to reach a patient and complete a contact tracing interview.

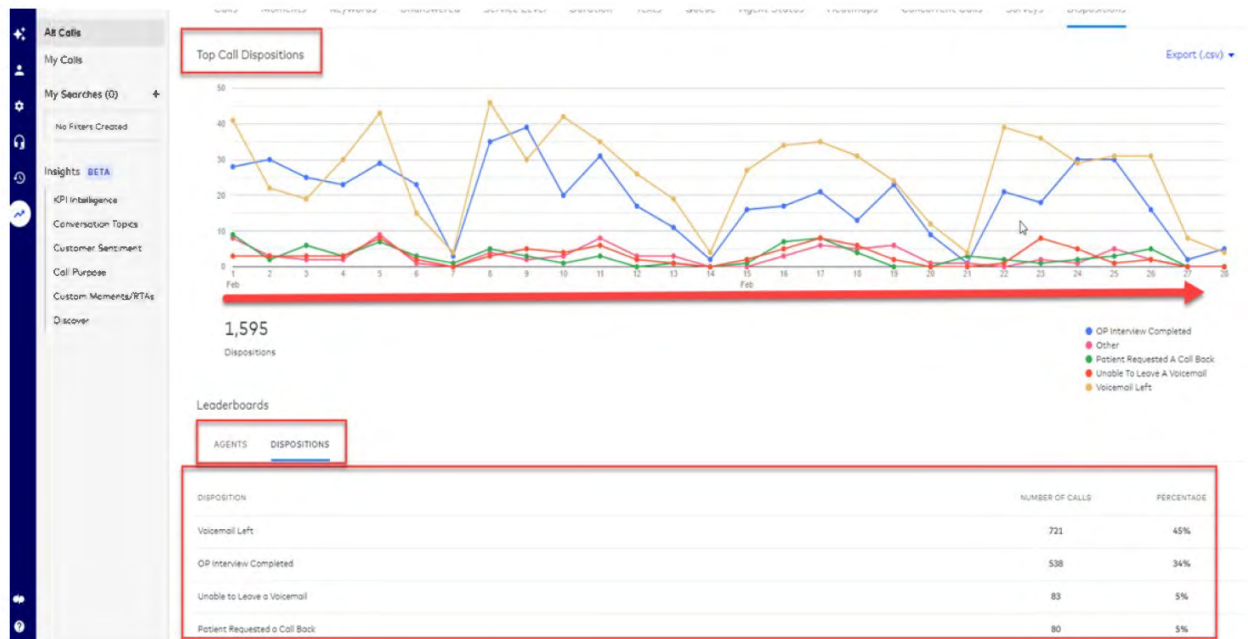
In the past, AGSI's reporting expertise has far exceeded the client's ability to produce ad hoc reporting. We worked with each client to tailor and provide reporting expertise and insights to provide a clear picture of contact tracing efforts as well as responding to various inquiries from public stakeholders.



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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline



M. STATE RESPONSIBILITIES – OPTION 2 - VACCINE HELPLINE

- 1. Provide written reference and consultative materials that Contractor must use when answering questions from callers.**

So noted.

- 2. The State will provide updates to reference and consultative materials as necessary.**

So noted.

- 3. Provide training, train-the-trainer sessions, and training materials to Contractor.**

So noted.

- 4. Schedule weekly touch point meeting with Contractor.**

So noted.

- 5. Provide access to system where calls must be documented.**

So noted.

- 6. Make telephone line(s) available for Contractor’s use.**

So noted.

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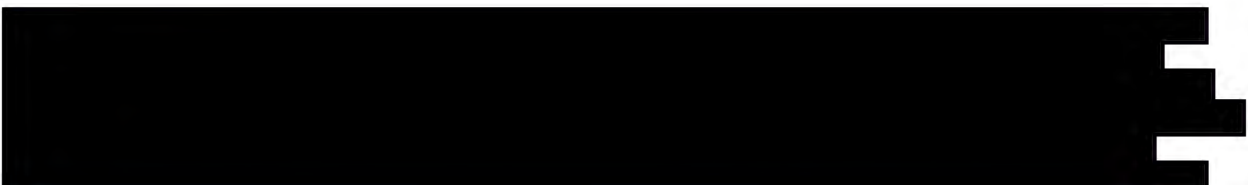
N. BIDDER REQUIREMENTS – OPTION 2 - VACCINE HELPLINE

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| <p>1.</p> | <p>Describe your understanding of the project requirements, including but not limited to the Performance Requirements. Describe your approach of how you will accomplish the project requirements.</p> <p>Bidder's Response:</p> <p>Agile Government Services, Inc (AGSI) has the capability to staff and manage an inbound and outbound contact center, seven days a week, from 8am – 8pm Central Time, as specified in the vaccine helpline scope of work requirements. AGSI uses telephony software that is a secure, cloud based, and HIPAA compliant contact center solution that can be deployed quickly and provides an advanced suite of management features and controls including but not limited to the following:</p> <p>[REDACTED]</p> <p>The AGSI business development and executive team conducts onboard meetings with all clients to establish clear and concise expectations on performance, reporting cadence, and lines of communication. AGSI's telephony software can be configured in less than 24 hours to create management alerts on all client requested contact center performance metrics as specified in the vaccine helpline scope of work requirements. AGSI management receives auto triggered alerts anytime a performance metric is in jeopardy and takes immediate corrective action.</p> <p>AGSI has in house experts that understand call center BPO best practices in a variety of markets, including health care. AGSI also employs skilled and experience IT data and security experts, database administrators that understand databased schema and SQL query reporting, as well as data analysts with experience producing ad hoc data reports intended to drive contact center productivity and understand the root cause analysis of production issues.</p> <p>AGSI's contact center agent onboarding process includes comprehensive instructor led training focused on achieving all objectives outlined in the contact tracing scope of work as well as establishing quality and performance expectations. In addition to covering all required scripts, processes, and performance expectations, AGSI also provides training on HIPAA privacy and security, agent soft skills, agent disciplinary protocols, contact center systems, and will comply with the State's required systems training and protocols.</p> |
| <p>2.</p> | <p>Describe your language capabilities, including the percentage of contact tracers who are bilingual in English and Spanish, and any other languages available.</p> |

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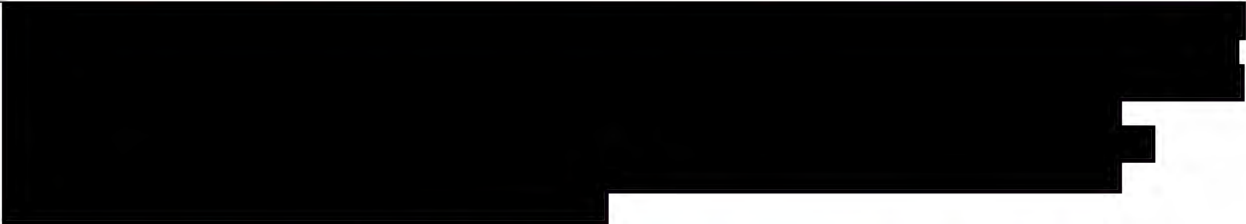
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| | <p>Bidder's Response:</p> <p>AGSI can meet multilingual requirements through strategies to address cultural and linguistic diversity. To meet the requirements of providing non-English speaking contact tracing services, AGSI partners with Over the Phone Interpreting services. In other contact tracing contracts currently in operation, AGSI uses Language Line Solutions®. Language Line "Over-the-PhoneSM" interpreting provides on-demand, quick access to highly qualified interpreters, 24/7/365. Language Line provides interpretative services in more than 240 languages and a variety of different interpreter modalities.</p> <p>AGSI has a large pipeline of over 40,000 pre-qualified contact center agents, which allows AGSI to ensure that at least 25% of telephone staffers are fluent in reading, writing, and speaking both Spanish and English. AGSI works with the client to determine the best call routing experience for Spanish speaking constituents and can easily configure the contact center IVR to route inbound Spanish speaking callers directly to an inbound queue of bi-lingual Spanish telephone staffers.</p> <p>For additional language needs other than Spanish or English, AGSI has past performance utilizing several different language interpretation and translation services vendors and can configure and utilize the State's telephonic interpretation Contractor. Upon a telephone staffer recognizing the need for translation services, AGSI can conference in a translation services vendor of the client's choice to complete the call and still capture important call statistics and dispositions.</p> |
| <p>3.</p> | <p>Describe your experience handling Protected Health 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> <p>Bidder's Response:</p> <p>AGSI has past performance and experience in handling Protected Health Information (PHI) while providing contact center support for the COVID-19 pandemic to several local health departments in the Mid-West region of the United States. During the onboarding process, all employees are required to complete and sign a waiver noting completion and understanding of HIPAA training. Additional training is conducted due to the nature of the remote call center that includes a "bring your own device" (BYOD) policy. This includes training on the acceptable use of data, restricts the saving of PHI on employee devices, and enables AGSI to wipe an employee's device, if deemed necessary.</p> <p>AGSI worked with local health departments during the COVID-19 pandemic to enforce verification scripting on outbound and inbound calls. At the beginning of the call, call center agents are required to request that the caller verify at least two pieces of personally identifiable information before disclosing any PHI over the phone.</p>  |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

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| |  <p>AGSI security protocols are intended to limit and stop breaches from occurring. We are a business associate under HIPAA and have had no breach or security incidents in the past three years.</p> |
| <p>4.</p> | <p>Describe your staffing availability, including whether you can meet the required hours specified in Section V.J.1.</p> <p>Bidder's Response:</p> <p>AGSI has past performance staffing inbound and outbound contact centers for the hours of operation listed in the Vaccine Helpline scope of work, noted as 8:00am-8:00pm Central Time seven (7) days a week. AGSI's call center management team will utilize the model we have utilized and proven successful to meet the Vaccine Helpline staffing requirements. works with agents to set schedules that align with projected inbound and outbound call volumes and client required hours of operation.</p> <p>AGSI's workforce scheduling model optimizes staff head count by time intervals for each hour of the day, and every day of week to eliminate over staffing and ensure all pre-determined service level agreements (SLAs), abandonment rate, wait time, hold time, and return call time frame expectations are met.</p> <p>AGSI has a pipeline of over 40,000 applications of call center agents with diverse backgrounds across the United States. AGSI works with the client (per our past performance) to scale and onboard additional contract tracers quickly (typically within one to two weeks) based on the client's necessary timeline.</p> |
| <p>5.</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>AGSI uses contact center workforce management analytics to predict inbound and outbound call volume based on key call variables and assumptions such as average talk time on constituents reached (right party contacts) and voice mail messages, as well as managed after call work time. Personnel variables such as daily shrinkage (unplanned work absences) and attrition rates, are taken into consideration for ensuring proper workload coverage. AGSI's workforce model also integrates performance objectives such as total percentage of target population to reach, average number of outbound call attempts to reach a constituent, inbound call abandonment rate and service level objectives. These measures are in place to ensure that AGSI can adjust staffing volume for anticipated outbound and inbound work volume with speed, agility, and flexibility. AGSI's workforce model uses true trend data to improve accuracy over time.</p> <p>As part of the hiring and onboarding process, AGSI contact center agents are expected to have flexibility with their schedules on short notice and may be required to work additional or limited hours based on</p> |

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

unexpected spikes or dips in outbound call workload and inbound call volume. AGSI has documented protocols for adjusting staffing needs within hours of identifying a gap in coverage. All contact center agents are provisioned with a telephony software license, which provides tracking of reporting requirements listed in the RFP on the contact center and agent level, as well as additional workforce insights such as the average and maximum number of concurrent calls and average inbound call wait times by hour of the day and day of the week.

The following graphics demonstrate AGSI’s ability to predict fluctuations in workforce demand by tracking outbound and inbound call volume trends via AGSI’s telephony software.



6. Describe your ability to meet the timelines established for the vaccine helpline.

Bidder’s Response:

AGSI has over eight (8) years of past performance working with government agencies in both the Department of Defense (DOD) and Public Health to fulfill all requirements stated in each RFP and SOW. Testimonials regarding AGSI’s performance on past government contracts includes but is not limited to the following: “Exceptional performance on all prime contracts.” “... no reservations about soliciting this contractor in the future or having them perform... critical and demanding programs.” AGSI’s recent past performance includes working with local health departments (LHDs) to provide contact center support for COVID-19. AGSI contracted with several LHDs in 2020 during the height of the pandemic when cases were aggressively rising. AGSI met or exceeded the agreed upon timelines established in each contract without compromising readiness and quality of work. This was accomplished by establishing processes and systems for onboarding, training, and scaling contact center support for each client.

7. After State provided train-the-trainer session is complete, describe bidders capacity of in-house trainers and approach to project on-boarding.

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File 2 of 4

V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

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| | <p>Bidder's Response:</p> <p>AGSI employs trainers experienced in classroom and remote virtual training. AGSI trainers have experience working alongside the local health departments (LHDs) and educational institutes that we contracted with for the COVID-19 contact tracing call center. AGSI was staffed accordingly to work simultaneously with multiple clients to meet and exceed their specific requirements as outlined in the contract. Due to the rapid demand and increase in positive cases early in the pandemic, AGSI was staffed accordingly to meet the needs of each client. AGSI will apply this experience in working with the State to meet the train-the-trainer requirements for the Vaccine Helpline.</p> <p>AGSI developed a custom training agenda and timeline for the contact tracing client contracts and will utilize these effective testing methodologies for the Vaccine Helpline call center agents to meet the requirements for project on-boarding.</p> <p>This includes, but is not limited to:</p> <ul style="list-style-type: none"> • HIPAA Privacy and Security • Telephony systems • Systems of record, scripts, processes, and communication protocols and compliance • Performance expectations • Disciplinary procedures • Schedule adherence <p>AGSI will work with the State to ensure clear understanding from both parties regarding the maximum amount of training hours approved to fully prepare a call center agent for live calls, per the proposal requirements. Training will be conducted via secure Microsoft Teams video conference or with the State's preferred video conferencing tool.</p> <p>Training that was developed for contact tracing call center agents can be applied to training Vaccine Helpline call center agents. These would include the following: quizzes on each learning objective required by the State; mock calls and practice scenarios to strengthen confidence and competency of agents before they talk with patients.; demonstrating competency on all client defined objectives before conducting live contact center calls. In addition to any State or client specific required training, AGSI places an emphasis on soft skills, empathy, and active listening to produce more thorough and complete interviews. AGSI places emphasis on the development of soft skills, empathy, and active listening to produce more thorough and complete interviews, including the elicitation of contacts.</p> <p>Call center agents also receive post training support during their initial 30 to 90 days of employment and must demonstrate continuous performance improvement by hitting 30-day performance milestones as determined by AGSI management staff. Quality assurance control and feedback on calls and record documentation is provided frequently to identify any areas of opportunity or to address corrective action if needed.</p> |
| <p>8.</p> | <p>Describe your ability to meet the reporting requirements set forth in Section V.L, including ad hoc reporting capabilities.</p> |

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

Bidder's Response:

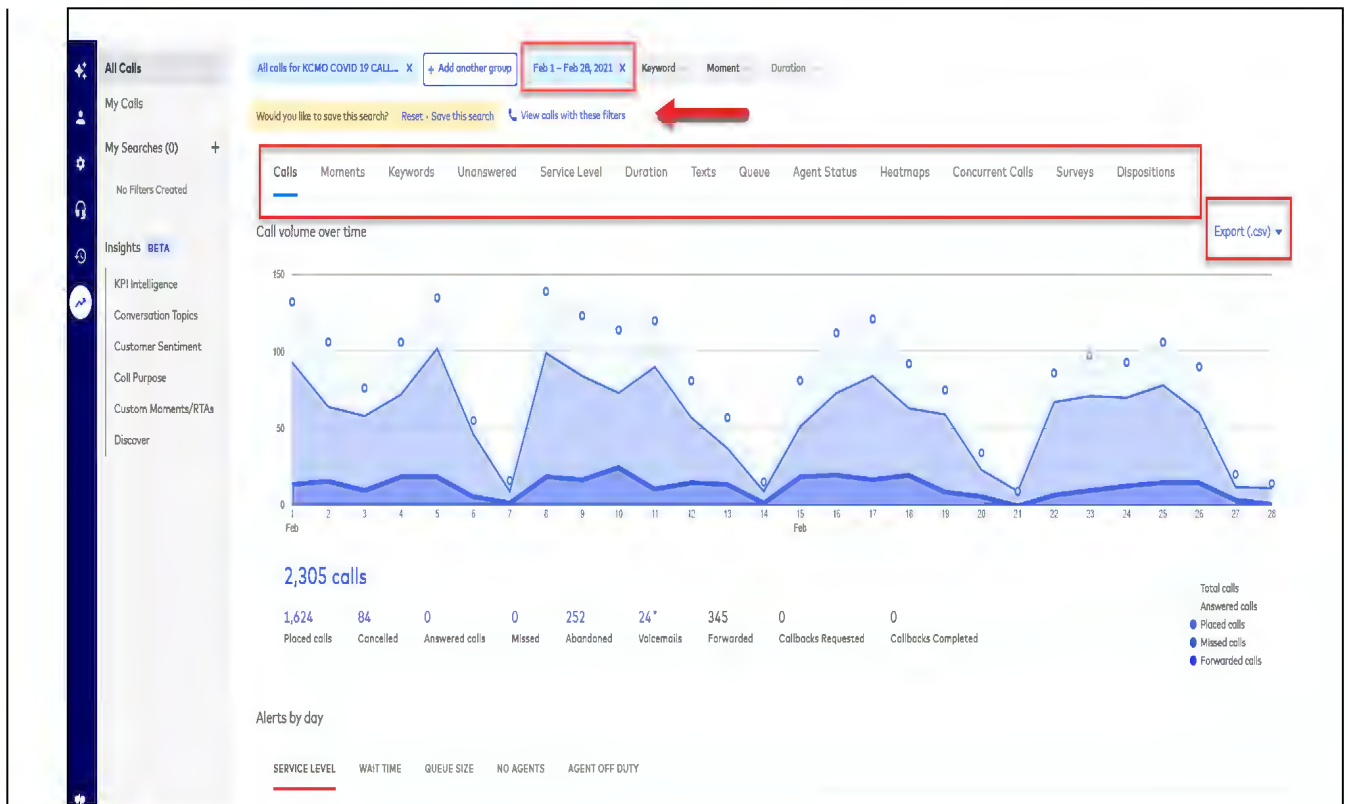
[REDACTED]

[REDACTED]

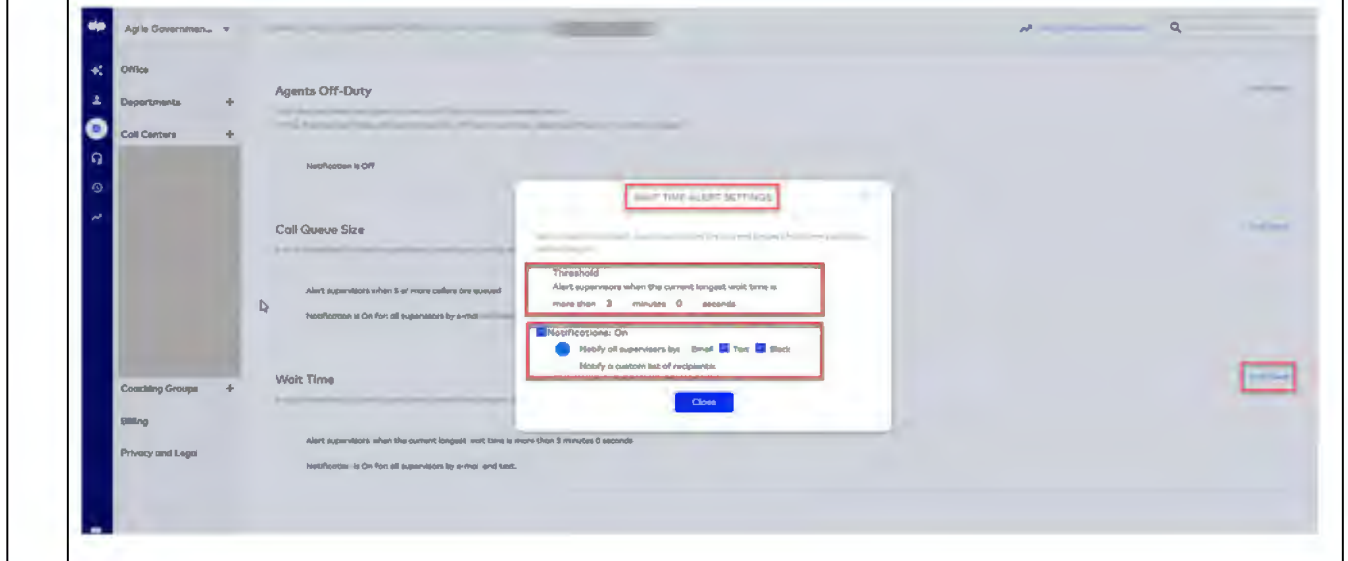
AGSI has willingly and consistently responded to client's requests for ad hoc data that provides further insight on the effectiveness and productivity of the contact center program, including but not limited to the following types of data: how texting improves response rates and percentages of interviews completed, correlations between average talk time and call dispositions, and frequently asked questions and objections by constituents to providing key data.

The graphic below is an example of real time reporting functionality using AGSIs telephony system. The boxes in red show AGSIs capabilities in reporting by any given time frame and call filters, as well as reports on calls, service level, duration, texts, queue, agent status, dispositions and much more. Not shown is the same report that provides an agent level break down within seconds of selecting the correct filters. All reports can be exported via .csv at 1x or on a customizable schedule. AGSI has expertise and past performance segmenting .csv files to provide custom and ad hoc reporting insights.

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The graphic below demonstrates AGSI's ability to meet specific requirements set forth in section V.L. by proactively establishing configurable management alerts using AGSI's telephony system. The example below specifically shows a custom alert being created that will notify management via email and text anytime a caller has been waiting for 3 minutes or more, allowing management to intervene before the max wait time requirement is reached.



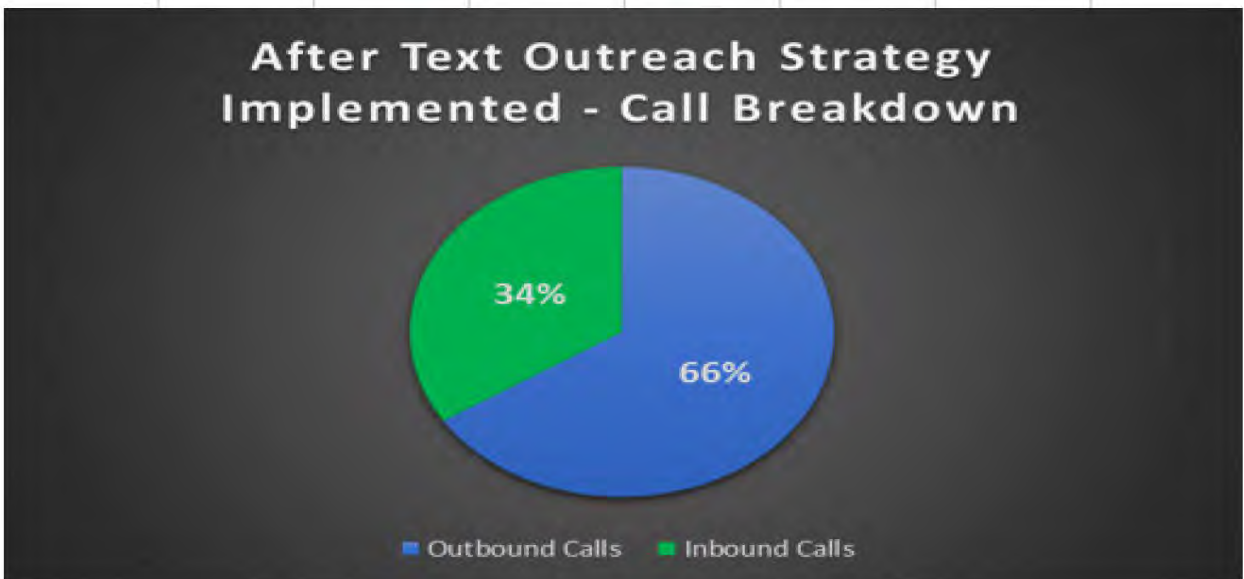
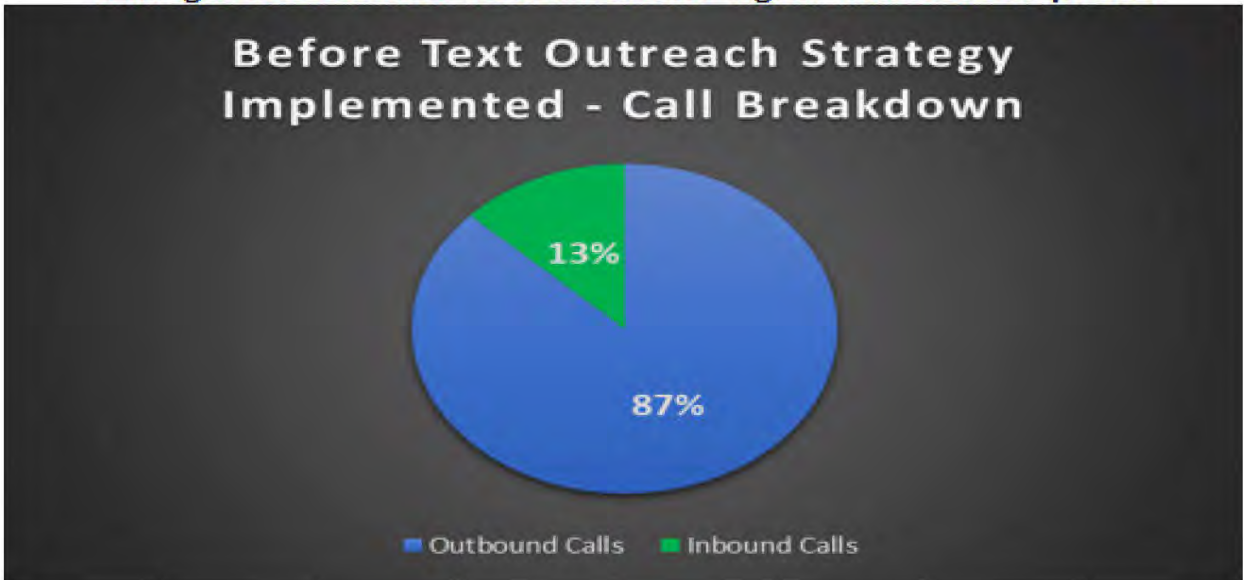
RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

The chart below shows how AGSI recently partnered with local health departments (LHDs) to add a HIPAA compliant text strategy to increase the percentage of constituents responding to outbound call outreach. At the request of the LHD, AGSI developed, designed, and managed a compliant text process that generated the results below.

**AGSI Ad Hoc Text Campaign Report for Outbound Call Campaign:
Texting Generates More Returned Calls & Higher Interview Completion**



- Describe how you would ensure that Vaccine Helpline staff will reflect the geographic and cultural diversity of the state. Describe how you would ensure proper geographic coverage in both more populated communities versus more rural locations.

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File 2 of 4

V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

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| | <p>Bidder's Response:</p> <p>AGSI understands the need for cultural competency and understanding in contact tracing communication efforts. AGSI employs expert recruiters who have extensive experience filling staffing needs based on client specified criteria including cultural competency and expertise in soft skills and empathetic communication.</p> <p>AGSI has past performance reaching out to diverse grass roots organizations in both urban and rural communities across the United States to fulfill strategic recruiting requirements. For example, AGSI partnered with community-based organizations (CBO) Local Initiatives Support Corporation (LISC), a national non-profit institution committed to connecting underserved populations to valuable resources and development, as well as other CBOs to ensure understanding and awareness of any population that AGSI might serve.</p> |
| 10. | <p>Describe how you would overcome cultural barriers in communities that don't typically give personal information over the phone or via the internet. Describe how you would overcome cultural barriers in communities that are fearful of giving personal information to anyone because of fear of legal retaliation.</p> |
| | <p>Bidder's Response:</p> <p>AGSI's Vice President serves on a regional task force within the U.S. for both contract tracing and vaccine distribution strategies and equity regarding COVID-19 and provides expertise and consultative advice on strategies for overcoming vaccine objections and misinformation. To ensure culture barriers to communication and fear of providing personal information is overcome, AGSI trainers will work with the client to get approval on overcoming objections and soft skills scripts that will be required to be used by contact center agents.</p> <p>AGSI management staff conduct quality assurance reviews of recorded phone calls and provide consistent feedback to contact center agents regarding soft skills, script compliance, and navigating challenging conversations. AGSI's telephony platform also has real time artificial intelligence that flags key words and/or conversation sentiment and sends agents helpful hints and tips to navigate difficult conversations in real time. At no additional cost, the telephony artificial voice intelligence feature provides a post call summary and scorecard on sentiment and call purpose that can be utilized for coaching and development opportunities.</p> <p>As an example, over the last 8 months of contact tracing with LHDs, AGSI tracked call dispositions to gain further insight into tracer's ability to overcome barriers from constituents to providing personal information. On over 59,000 outbound calls encompassing dense urban and rural populations, constituents refused to provide information on less than 2% of calls.</p> <p>Using over 30 years of CDC contact tracing experience for communicable and infectious diseases such as HIV and tuberculosis, and even more recent experience hiring, training, and performing contact tracing for COVID-19, AGSI has developed a unique hiring profile for temporary COVID-19 community engagement support that emphasizes effective communication skills and trust building over the phone. AGSI fully vets' candidates for prior career experience in having difficult and conversations and exposure to diverse populations in a workplace setting. As a result, AGSI's tracers are already skilled and experienced at overcoming objections and become further empowered with strong scripting developed from years of contact tracing experience.</p> |

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline

The following two graphics below demonstrate AGSI’s ability to use artificial intelligence to supplement coaching and development opportunities for AGSI call center agents to ensure script adherence and best practices on overcoming objections. AGSI creates what is called a real-time assist card that will pop up on a contact center agent’s screen anytime a key word is triggered by the caller and/or the contact center agent. The card provides helpful scripting as well as hyperlinks an agent can click on to receive additional support in speaking to a caller. The boxes in red below show how easy it is for AGSI management to create a custom card with custom scripting and support information. Any time a real-time-assist card is triggered, AGSI management can quickly identify the call and review it for any coaching opportunities.

Custom Moments and RTAs Dashboard

Results

Card Name: is any value | RTA or Custom Moments: any value | Call Center: is WYCO COVID 19 CALL CENTER or KCMO... | Call Date: is before 2021/03/01 | Agent: is any value

Buttons: Custom Moments, Real-Time Assist (RTA) Cards, View Conversations

Section: Custom Moments & RTA Cards in Conversations

Text: Changes on custom moments and real-time assist cards can take up to 24 hours to take effect.

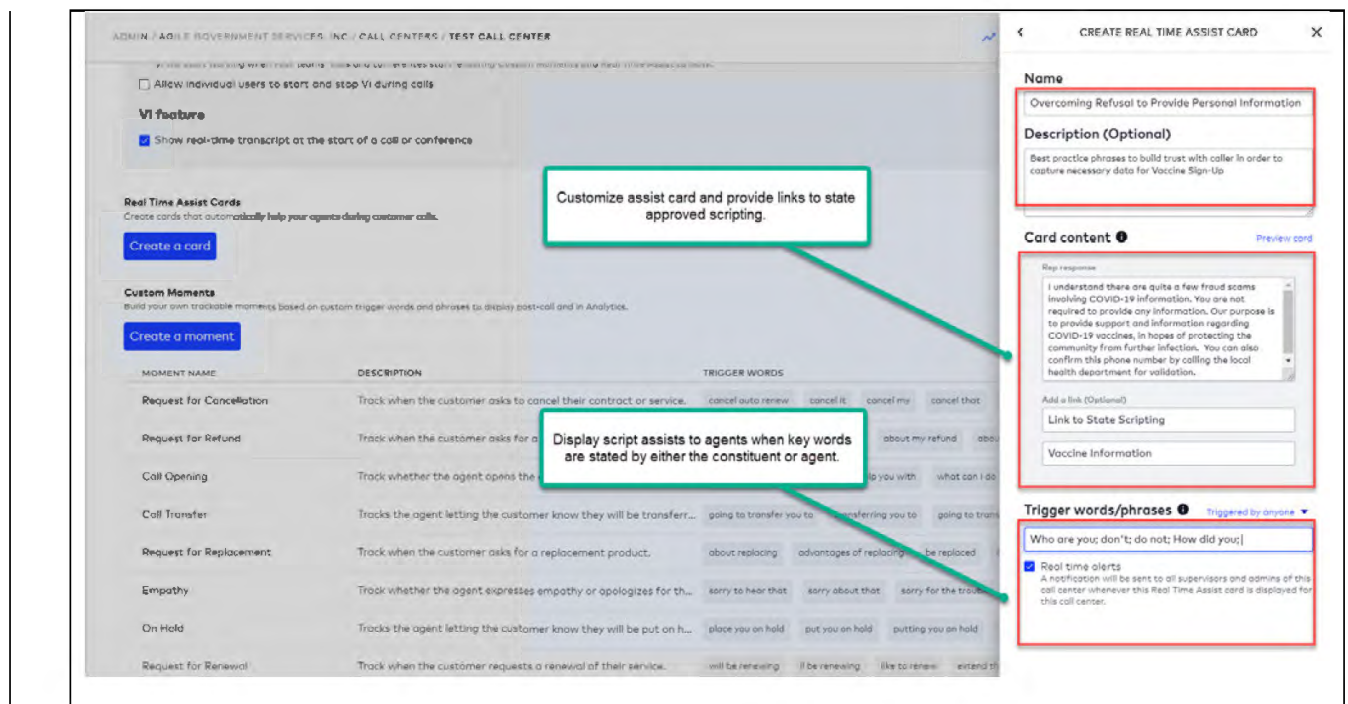
Section: Create a Real Time Assist Card or a Custom Moment

| Card | Check Call Summary | Excerpt | Agent | Call Date | Card Type |
|--------------|--------------------|--|-------|------------|-----------|
| Empathy | Click to view call | Oh, I'm sorry to hear that. Is she doing better? | | 2021-01-20 | Custom |
| Empathy | Click to view call | Okay, well, I'm sorry to hear that you have to go in for chemo. | | 2021-01-20 | Custom |
| Call Closing | Click to view call | Alright, well my scope or you have a great day, happy new year and just take care of yourself and your family. | | 2021-01-20 | Custom |
| Call Closing | Click to view call | Alright, thank you, have a great day, bye-bye. | | 2021-02-11 | Custom |
| Call Closing | Click to view call | Have a great day, bye. | | 2021-02-04 | Custom |
| Empathy | Click to view call | Oh, I'm so sorry to hear that you've gone through this but I'm glad to hear that you know your symptoms are improving and you know I | | 2021-01-05 | Custom |

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V.N. Technical Approach / SOW Option 2 – Vaccine Helpline



11. Describe how you would address individuals with disabilities as part of your contact tracing services.

Bidder's Response:

AGSI will utilize the telecommunications relay services (TRS) provided by the State of Nebraska and the Federal Communications Commission (FCC). TRS allow persons who are deaf or hard of hearing, visually impaired, or have speech disabilities, to communicate by telephone in a manner that is functionally equivalent to telephone services used by persons without such disabilities. In the state of Nebraska, TRS is managed by the Nebraska Public Service Commission and is a free service to all callers. Upon identification of an individual who may require TRS to communicate with an AGSI contact tracing call center agent, AGSI will utilize the following State of Nebraska toll-free numbers to connect that caller with the applicable TRS communications assistant (CA):

- 1-800-833-0920 (V): Video Relay Service (Primary language is sign language)
- 1-800-833-7352 (TTY): Text to Voice (Deaf, hard of hearing, speech difficulty)
- 1-877-564-2481 (VCO): Voice Carry Over (Hard of hearing, but capable of speech)
- 1-888-272-5527 (STS): Speech-to-Speech Relay Service (Speech disorder)
- 1-888-272-5528 (Spanish): Shared Non-English Language Relay Services

AGSI's telephony system has text functionality with management controls built within the system. This allows call center agents to send a canned text to individuals to facilitate the need for additional TRS services as needed.

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VI. Corporate Overview

VI. CORPORATE OVERVIEW

A. BIDDER IDENTIFICATION AND INFORMATION

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

Company Name: Agile Government Services, Inc. (AGSI)

Company Headquarters/Address: 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210

Entity Organization: S-Corp

State of Incorporation: Kansas

Year Incorporated: March 2012

AGSI has not had a name change or change of control since incorporation.

B. FINANCIAL STATEMENTS

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

Agile Government Services, Inc submits the following documents in demonstrating our excellent financial status. The documents are included as attachments as an addendum to the response, labeled as noted below:

- AGSI Balance Sheet for year 2020 / File name: Addendum 1. AGSI Balance Sheet 2020.12
- AGSI Income Statement for year 2020 / File name: Addendum 2. AGSI Income Statement 2020.12
- Letter of banking relationship from UMB Vice President / File name: Addendum 3. AGSI Banking Reference

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

Agile Government Services Inc (AGSI) is not a publicly held corporation. AGSI is an EDWOSB,8(a) certified small business incorporated in March 2012, having provided professional technical services to other Department of Defense (DOD) prime contractors, and has been a prime contractor to The United States Marine Corps (USMC). In addition, AGSI has performed as the prime contractor to numerous public health organizations in Contact Tracing during the COVID-19 pandemic. Our employee count during the pandemic has been as high as 75. In addition to our experience and expertise in contact tracing, AGSI provides professional technical solutions including:

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VI. Corporate Overview

- Software Design
- Cyber Security/Encryption Services
- Applications Design and Development,
- Data Analysis & Data Integration Services,
- Technical Staffing Services
- Call Center Capabilities and Management
- Network Communications Infrastructure Services

Our best-in-class Deltek Costpoint accounting system captures fringe benefits, overhead, and G&A costs in general ledger accounts. Nebraska Administrative Services contract expenses will be captured under specific contract and task numbers. AGSI will invoice per the terms of the contract no later than the tenth calendar day following the end of the billing period.

AGSI direct labor personnel will be paid bi-weekly. Operating as a lean, low overhead small business contractor, AGSI maintains a strong balance sheet and cash on hand position.

AGSI has maintained a strong banking relationship and line of credit with United Missouri Bank (UMB) since 2013. Our contact at UMB is:

Amanda Maurin (Grawe) | Assistant Vice President | Commercial
UMB Bank | 1010 Grand Boulevard | Kansas City, MO 64106
(816) 860-8057 Office | (816) 808-2784 Mobile | (816) 860-7143 Fax
Amanda.Maurin@umb.com | umb.com

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

As of the date of this response, AGSI has had no negative judgements, nor any pending or expected litigation.

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

So noted.

C. YEARS IN BUSINESS

As of the time of the proposal submission, the bidder must have been in business for at least five (5) years.

Founded in March 2012, Agile Government Services, Inc has been in business nine (9) years.

D. CHANGE OF OWNERSHIP

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

There is no anticipated change of ownership for AGSI in the next twelve (12) months.

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VI. Corporate Overview

E. OFFICE LOCATION

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

Agile Government Services, Inc (AGSI) office location for performance pursuant to contract award is: 9393 West 110th Street, STE 500, Overland Park Kansas, 66210

F. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous two (2) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Agile Government Services, Inc has had no prior relationships with the State.

G. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past two (2) years, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

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

Agile Government Services, Inc has not had an employee or other party members involved with the State within the past two years.

H. CONTRACT PERFORMANCE

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past two (2) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past two (2) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter.

VI. Corporate Overview

The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past two (2) years, so declare.

If at any time during the past two (2) years, the bidder has had a contract terminated for convenience, non- performance, non-allocation of funds, or any other reason, describe

fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

For purposes of this section VI.H only, the term "bidder" includes any parent company or holding company, as well as any other wholly-owned subsidiary of the bidder's parent company or holding company.

Agile Government Services, Inc (AGSI) has never had a contract terminated for default, convenience, non-performance, non-allocation of funds, or any other reason.

I. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

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

The bidder should address the following:

1. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:
 - a. The time period of the project;
 - b. The scheduled and actual completion dates;
 - c. The bidder's responsibilities;
 - d. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
 - e. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

Agile Government Services, Inc (AGSI) has provided three (3) narrative project descriptions of relevant experience examples to illustrate our past performance in contact tracing.

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VI. Corporate Overview

Relevant Experience #1

| Initial Interview of Positive Cases & Contact Tracing: City of Kansas City, Missouri | |
|---|---|
| Client | City of Kansas City, Missouri |
| Contract Number | EV2796 – Contact Tracing |
| Contract Value | \$679,706.13 |
| Period of Performance | July 17 th , 2020—Present (on-going) |
| Description / Scope of Work (SOW) Responsibilities | <p>Agile Government Services, Inc (AGSI) was awarded the primary contract for contact tracing in nine (9) counties and ten (10) public health departments in the Kansas City Metropolitan area by the Mid-America Regional Council (MARC). The KC metro has a population of approximately 2.16 million and includes jurisdictions in both Missouri and Kansas. Kansas City, MO was the first health department jurisdiction to contract with AGSI. Specific responsibilities outlined in Statement of Work (SOW) for all public health districts under MARC were:</p> <ul style="list-style-type: none"> • Management of a remote contact tracing call center • Training and supervision of qualified contact tracers • Contacting patients and suspected patients via telephone to conduct local health department (LHD) approved call investigations • Providing necessary technology • Sending patients information via USPS mail • Communicating in multiple languages • Reports related to call status and quality assurance • Collecting and loading data into the LHD database • Adhering to state and federal laws and regulations concerning PHI and HIPPA • Defining and agreeing to performance expectations (SLAs) • Immediate face to face access to supervisors and upper management • Documenting workflow processes similar or seamlessly dovetailing in workflow process of LHDs |
| Performance Relevance | <p>The City of Kansas City, Missouri (KCMO), executed a contract with AGSI on July 17, 2020 under the MARC agreement. AGSI provides contact tracing services to the city. Our work on behalf of the KCMO Public Health Department continues to date. AGSI utilizes the State of Missouri Health Department processes and systems (EpiTrax and Salesforce.com) to document data collection resulting from COVID-19 confirmed and exposed patients contact interviews.</p> <p>AGSI's average deployment of staff to KCMO varied from 14 to 23 contact tracers, with an average of 16 call center agents working an average of 38 hours per week since contract start date.</p> |

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VI. Corporate Overview

| Initial Interview of Positive Cases & Contact Tracing: City of Kansas City, Missouri | |
|---|---|
| | <p>Call statistics from the start of the contract through March 17th include:</p> <ul style="list-style-type: none"> • Outbound Calls- 26,597 • Inbound Calls- 5,066 • Outbound texts- 760 (new process implemented in December 2020) |
| Problems Encountered | None |
| Corrective Actions | None |
| Contracting Officer | Point of Contact: Tim Gridley, Emergency Response Planner |
| Address | City of Kansas City, Missouri Procurement Services Division 414 East 12th Street, 1st Floor, Room 102 W Kansas City, Missouri 64106 |
| Phone | 816-513-6380 |
| Email Address | tim.gridley@kcmo.org |

Relevant Experience # 2

| Interview of Positive Cases & Contact Tracing: Unified Government of Wyandotte County, Kansas | |
|--|---|
| Client | Unified Government of Wyandotte County, Kansas |
| Contract Number | COOPERATIVE AGREEMENT PB30853 |
| Contract Value | \$397,295.56 |
| Period of Performance | 08/21/2020 thru 02/28/2021 |
| Description / Scope of Work (SOW) Responsibilities | Agile Government Services, Inc (AGSI) conducted contact tracing services from early September 2020 through February 2021 for this contract. Wyandotte County has a population of 200,000. AGSI provided 23 contact tracing agents including three (3) Team Leads. We recruited and trained all agents in contact tracing, and the proper use of call center technology and contact tracing database documentation. AGSI provided management reports, productivity, and agent performance reporting. |
| Performance Relevance | <p>Prior to contracting with AGSI in August 2020 for contact tracing services, Wyandotte County operated with a mix of direct hire or volunteer contact tracers. AGSI began providing Contact Tracing Services with our trained staff and call center platform in late August 2020. We initially started with five (5) contact tracers and one (1) Team Lead. However, as COVID-19 case numbers grew, the Wyandotte Public Health Department requested incremental growth in resources, eventually contracting for 20 contact tracers and three (3) Team Leads by early November 2020. With each request for more resources AGSI responded within one (1) week with additional trained staff resources working in Wyandotte County.</p> <p>Call statistics from August 2020 through February 2021 include:</p> <ul style="list-style-type: none"> • Outbound Calls- 18,171 |

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| Interview of Positive Cases & Contact Tracing: Unified Government of Wyandotte County, Kansas | |
|--|---|
| | <ul style="list-style-type: none"> • Inbound Calls- 2,894 • Outbound texts- 271 (new process implemented in January 2021) |
| Problems Encountered | None |
| Corrective Actions | None |
| Contracting Contact | Elizabeth Groenweghe, MPH / Chief Epidemiologist |
| Address | Unified Government Public Health Department 619 Ann Avenue, Kansas City, KS 66101 |
| Phone | 913-573-5102 |
| Email Address | egroenweghe@wycokck.org |

Relevant Experience #3

| Interview of Positive Cases & Contact Tracing: Jackson County, Missouri | |
|--|--|
| Client | Jackson County, Missouri |
| Contract Number | Contact Tracing Services Agreement November 18 th , 2020 |
| Contract Value | \$261,463.80 |
| Period of Performance | 10/18/2020 to 02/28/2021 |
| Description / Scope of Work (SOW) Responsibilities | Agile Government Services, Inc (AGSI) was contractually engaged in October 2020 to assist the Jackson County Health Department (JCOHD) due to a dramatic increase in the number of COVID-19 cases. Jackson County is the largest jurisdiction in the Kansas City Metropolitan area with a population of 700,000. AGSI provided 17 contact tracers including two (2) Teams Leads through February 2021 using our call center platform. AGSI provided innovations to Jackson County's contact tracing follow-up process by substituting interactive text follow-up messages to contacts in place of the county's previous method of mailing follow-up materials through the USPS. |
| Performance Relevance | <p>At the beginning of the engagement, AGSI met with key JCOHD members to design a unique workflow process that fully and seamlessly integrated AGSI's processes and technology with established protocols that had been established and integrated by JCOHD in the months prior to AGSI's engagement. Given the rapid increase in positive COVID-19 cases throughout the metropolitan region we worked with each LHD to establish the number of follow-up calls to be made to each contact within the LHD prescribed timeframe. As well when/if LHDs decided to change the number of follow-up calls to contacts over a period of time, AGSI immediately implemented the LHD directive.</p> <p>A significant challenge to achieving streamlined efficiency in fulfilling follow-up with each positive case and contact during the quarantine period was the requirement to send letters via the USPS to those who could not be reached via phone. The established process at JCOHD was to produce a letter that</p> |

VI. Corporate Overview

| Interview of Positive Cases & Contact Tracing: Jackson County, Missouri | |
|--|--|
| | <p>was then referred to a correspondence fulfillment team working with Jackson County.</p> <p>AGSI took the initiative to design an alternate process utilizing scripted (no free form text) text messages to replace the process of mailing letters to reach contacts in a more targeted and timely manner. This new process was presented to the Jackson County legal and IT team before it was implemented by AGSI call center agents to achieve their approval and understanding of this innovative resource saving approach.</p> <p>Call statistics from August 2020 through February 2021 include:</p> <ul style="list-style-type: none"> • Outbound Calls- 5,478 • Inbound Calls- 1,702 • Outbound texts- 1,372 (implemented in November 2020) |
| Problems Encountered | None |
| Corrective Actions | None |
| Contracting Officer or Contact | Charles Cohlmlia, MPH / Communicable Disease Prevention and Public Health Preparedness Division Manager |
| Address | Jackson County Health Department 313 S. Liberty Street, Independence, Missouri 64050 |
| Phone | 816-404-9881 |
| Email Address | Charles.Cohlmlia@tmcmed.org |

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

Per instructions, AGSI has no subcontractors.

- 3. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.**

Per instructions, AGSI has no subcontractors.

- 4. Experience managing a successful call center.**

Agile Government Services, Inc's (AGSI) experience in call center management ranges from small call centers (fewer than 20 agents) to large call centers (more than 1,000 agents) operating 24/7, that have been consolidated through intelligent skills-based call routing.

AGSI's success in call center management begins with the extensive experience of AGSI's key management team. Vice President, Andrew LaMont Eanes, is a veteran

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of the telecommunications industry. Eanes has led initiatives to build, manage, and improve call center performance globally in the private sector for more than 30

years. His resume includes extensive experience in improving call center performance quality and productivity through the implementation of schedule adherence, agent occupancy, and providing Real Decision Making (RDM) real time performance metrics to management. During his tenure at the Social Security Administration (SSA), Eanes had oversight of technology and operations of more than forty thousand (40,000) customer service representatives in more than one thousand (1,000) SSA premises.

AGSI's Senior Customer Experience Director, Michael Ray Taylor, is a veteran of call center development and design with executive level experience. Taylor's leadership roles and career experience consist of working for high performing and innovative on premise and cloud-based call center business process outsourcing (BPO) companies in various industry sectors. As a Director of Servicing and Customer Experience in the Fin Tech and online consumer payments space, Taylor ran several BPO's across the U.S. and offshore. Taylor transitioned his knowledge of call center BPO best practices and applications to custom fit the Health Care BPO sector and applicable regulatory environment. Taylor led and developed AGSI's COVID-19 pandemic timeframe and defined the contact tracing approach as a marriage between Public Health methodology and call center technology and procedures.

AGSI revised its call center design during the COVID-19 pandemic in recognizing the risks and realities of traditional call center operations to effectively meet the needs of the changing environment. AGSI utilized cloud-based call center technology, and remote, home based contact tracers using Web Realtime Communications (Web RTC) protocols to link agents to the call center application.

In addition, AGSI researched and evaluated multiple cloud-based call center applications. AGSI's call center platform was selected because of the superiority of its robust performance metrics reporting capabilities that include call detail segmentation by day of week and time of day by agent, the availability of call recordings, accurate real-time artificial intelligence, and voice to text transcription of each call. AGSI uses these capabilities to continually monitor quality and script adherence of agents to make timely adjustments as required.

AGSI successfully worked with multiple contracts performing contact tracing for public health jurisdictions, and directly supported educational institutions that included Pembroke Hill School (Pembroke), a K-12 preparatory school located in Kansas City, MO, and Northwest Missouri State University (NWMSU) located in Maryville, MO.

Based on our work with Pembroke and NWMSU we learned that when educational institutions have more control over their own contact tracing processes, they tend to have stricter protocols and influence over their respective student populations, as opposed to when they rely on public health to perform contact tracing on their behalf.

Pembroke requested support from AGSI in September 2020 when it was facing significant challenges in growing COVID-19 cases amongst students participating in unauthorized gatherings which included individuals who had either tested positive or were close contacts of individuals who had tested positive. AGSI worked with Pembroke's staff to

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develop a workflow process that included testing of the student population and contact tracing processes and tracking tools that were subsequently used by the school health staff. In addition, AGSI provided updates to the Pembroke COVID-19 tracking website to correlate with the workflow for staff and student COVID-19 protocols.

The educational institution's protocols included:

- Testing 100% of the student population with a known or suspected exposure to COVID-19
- Frequent campus-wide COVID-19 testing of students
- Testing of asymptomatic students
- Timely turnaround of test results (6-12 hours)
- Immediate notification of students and staff of test results
- Reminding students of social distancing and masking during phone interviews

AGSI recognized early the relatively weak and disparate nature of systems used in public health to conduct contact tracing. In April 2020, in addition to beginning efforts to become a provider of contact tracing services through staffing, call center technology and public health practices, AGSI began development of its own fully integrated, comprehensive contact tracing system which is now trademarked and in commercial use: Contact Tracing as a Service CTaaS™. Northwest Missouri State University became a user of CTaaS™ to manage positive test cases in the same system as contact interviews, creating a parent/child relationship between cases. CTaaS™ also includes capabilities for texting contacts for follow-up communication.

Prior to AGSI's public health support of call center work during COVID-19, AGSI managed numerous contracts since 2012, as both prime or subcontractor to Computer Sciences Corporation (prime) which included call center management. Prior to the pandemic, all contracts were either directly as prime to the United States Marine Corps (USMC), or as subcontractor. One of several responsibilities AGSI carried under the USMC contract was to staff and manage an incoming call center and manage calls from active duty and retired Marine personnel regarding their pay and benefits. AGSI was rated as "Exceptional" in all past performance evaluation categories for each year of the contract from 2017, 2018, 2019, and 2020, while serving as prime contractor to USMC.

In March 2020, AGSI partnered with community leaders in the Kanas City Metropolitan area to support county public health jurisdictions in developing infrastructure and capability to reduce the spread of COVID-19. As a result, we immediately began building infrastructure in the form of people, processes, and systems to conduct contact tracing.

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

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

Agile Government Services, Inc (AGSI) has been performing contact tracing services since July 2020, and fully understands the complexity, risks, and nuances of the contact tracing process.

Built upon our expertise in managing contact centers, and our key management member's decades of experience in building and managing contact centers throughout the world, and CDC experience, AGSI is committed to initiating and completing patient interviews utilizing our contact tracing remote call center team. Call center team members conduct investigation interviews with individuals who may

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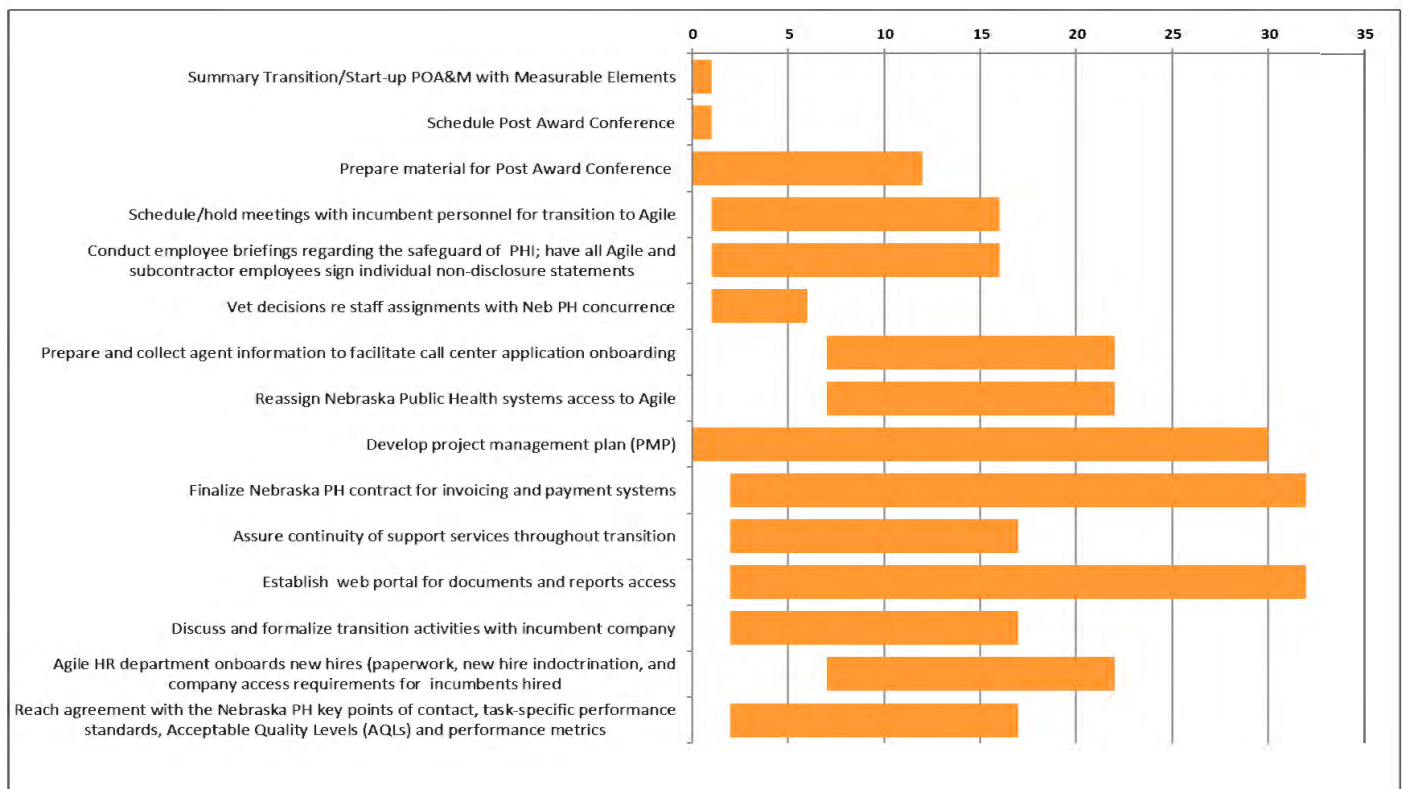
have been exposed to viral transmission of COVID-19 through social interaction. AGSI is equally focused on initiating and completing contact tracing interviews. In response to this RFP solicitation, AGSI is proposing a truly turnkey alternative for The State of Nebraska State Purchasing Bureau (the State) to ensure thorough, comprehensive, timely, reliable contact tracing, with accurate data capture, and data reporting capabilities.

AGSI will do this in providing the State with the following:

1. Trained remote call center staff to conduct contact tracing managed by experienced call center management staff.
2. Development, utilization and integration of best practices and processes in contact tracing, and remote call center management techniques.
3. Secure hosting, and utilization of appropriate systems, technologies and associated methods and design to ensure PHI security.

As a government contractor with experience and success bidding for existing contracts having incumbent contractors, AGSI understands the processes and sensitivities involved with facilitating smooth transition of contractual responsibilities, and the rebadging of personnel. AGSI proposes to establish a Transition Plan with key milestones to be developed and agreed upon with Nebraska Public Health key management.

An example of such a proposal follows in the Gantt Chart below. Moving left to right is a representation of days commencing with award. From top to bottom on the left-hand side are representative of key activities required to be started or completed.



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Workforce Management

We are not just a staffing company. We have developed appropriately trained labor pools, remote call center agent processes, efficient call center technology, and secure contact tracing data systems to facilitate successful contact tracing that meets each client's specific needs.

AGSI is capable of fully handling outsourcing - or supplementing - the contact tracing activities of any government jurisdiction, business enterprise, or educational institution. AGSI's Human Resources staff screened more than 40,000 applicants for contact tracing call center positions. We have the experience and expertise necessary to partner with the Nebraska Public Health Community Based Organizations (CBOs) to provide screened and interviewed candidates.

In preparing to remotely hire and staff contact tracing candidates for our clients, emphasis was placed on screening and interviewing individuals that excelled in audible empathetic telephone conversational tone, contemporary cloud-based computer and broadband technology literacy, pre-checking device technology compatibility that included: high speed internet, personal laptop, access to multiple internet browser applications, a headset, homebased work ethic, and genuine interest in the mission of contact tracing. In addition, candidates were required to complete either ATHOS or Johns Hopkins contact tracing online courses and provide AGSI with the certificate of completion.

Onboarding training for our contact tracers is broken down into the following categories:

- Systems (Call Center, Microsoft Office 365, Salesforce.com contact tracing database)
- Compliance - HIPPA, PHI, Contact Tracer NDA
- Human Resources (onboarding forms, time reporting, schedules, performance expectations)
- Process & Workflow
- Performance Expectations
- Application of weekly learning to process

Staff planning consists of determining the right number of agents, at the right time, to meet service level agreements (SLAs). AGSI will work with Nebraska Public Health departments to leverage forecasting expertise, monthly, weekly, and daily trending, and to develop half-hour requirements that match outbound workload. Once key data has been identified, it is entered into the Work Force Management (WFM) software platform. WFM is utilized to ensure that AGSI is maximizing staffing efforts. By selecting an industry-leading software solution, combined with a thorough operational planning process, we are well suited to provide optimized staffing for HHS/HIS also considering agents' scheduling preferences.

To create optimal work schedules, the Workforce Management (WFM) software accepts the following data elements:

- Hours of Operation
- Service level targets
- Average handle time
- Available staff
- Call volume forecast
- Historical call load patterns
- Agent requests for vacations and days off
- Agent off-phone activities such as training and research time

Contact tracing agent work schedules are established through an internal workforce management system (WMS) including forecasted workload, historical productivity factors, average handle time (AHT), and scheduled vacations. Work schedules are based on each individual health department's requirements.

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Agents are required to log in on scheduled days during assigned shifts. Our call center system captures log in time, agent call/talk time or idle status, and captures time spent on administrative work or training on new processes. The call center reporting system provides real-time statistics of calls completed during the day as well as end of day summaries that are managed by AGSI Team Leads.

The graphic below illustrates AGSI's call center platform dashboard utilized by management to track the details noted above.



New call center agents were also required to complete AGSI video training regarding the responsibilities and accountabilities for individuals handling Protected Health Information (PHI). Each agent was required to read and sign a HIPAA employee confidentiality agreement committing to following HIPAA guidelines and the proper handling of PHI.

AGSI's average supervisor to front line staff ratio is 10:1. This level of oversight combined with our call center technology facilitates close supervision and continual development of contact tracing agents. We continually evolve our expertise in onboarding and training contact tracing call center agents by responding to the diverse requirements of our prior and current public health and education clients.

The public health departments initial response to COVID-19 illustrated that there was little understanding of the resource requirements (personnel and technical infrastructure) that were required to perform persistent, comprehensive, and effective contact tracing. To assist with these efforts, AGSI hired Mr. Dan

Burke, a 34-year veteran of The Centers for Disease Control, to serve as the Sr. Public Health Advisor. While there was no contemporary precedent for effective contact tracing for COVID-19, AGSI worked closely with public health officials to develop customized workflows to meet the unique requirements of each public health department jurisdiction. Though recently retired, Burke remains on our Public Health Advisory Board.

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Workforce Scheduling

Once key elements have been entered into WFM, a schedule run is generated. Based on the data entered, the WFM produces optimized schedules that balance costs, service levels and employee preferences. Schedules are then generated, and schedule exceptions are addressed. Once finalized, the schedules are provided to agents.

Contact Confirmed Cases / Exposed Contacts

Agile Government Services, Inc (AGSI) developed and managed a remote call center platform in making outbound and in receiving inbound calls.

Our contact tracing call center agents receive information on individuals who have tested positive (confirmed cases) for COVID-19 from the Public Health departments or local testing labs via process and workflow defined by each client, such as: electronic, email, or other. AGSI has designed its own proprietary Contact Tracing as a Service (CTaaS™) systems, forms and database and is familiar with the CDC's Human Infection Report Form from its recent past performance in contact tracing work.

Our contact tracing call center agents then attempt contact with the confirmed case by telephone or text multiple times per day at varying times per the requirements and SLAs established with each client. Our contact tracing call center agents are experienced in required phone interview processes for both confirmed case interviews and contacts of individuals who have been exposed to, or tested positive for COVID-19, utilizing the CDC COVID-19 interview format. In addition, we have experience with contact tracing past performance in multiple contact tracing engagements with local health departments and educational institutions. AGSI call center agents utilize call scripts for contact tracing interviews based on client expectations to ensure consistency and accuracy in the responses obtained and documented in the client's contact tracing system during contact tracing calls.

Data Collection and Documentation in the State of Nebraska Public Health Database

Collection of Personal Health Information (PHI) and other data in support of virus transmission suppression is performed by AGSI contact tracing call center agents via contact tracing telephone calls. Contact tracing call center agents conduct interviews to persons who have a confirmed positive COVID-19 test result and contacts of the confirmed cases elicited by the call center agent during the contact tracing interview. Contacts are defined as persons who have been exposed to those who have had a confirmed positive COVID-19 test.

Contact tracing call center agents call confirmed cases and contacts elicited during confirmed case interview calls, via AGSI's cloud-based call center technology. Our call center platform provides voice recording, in-call voice to text transcription and storage for post call information accuracy verification. Contact tracing call center agents identify themselves and verify they are speaking to the confirmed case or elicited contact by confirming their name, DOB, and address.

Contact tracing call center agents provide a HIPPA disclosure statement upon reaching a confirmed case for a contact tracing call interview. AGSI contact tracing call center agents then proceed through the interview questions and data collection, inputting information provided by the confirmed case into client systems. AGSI will integrate with the Nebraska DHHS systems per the requirements of this RFP.

AGSI's experienced call center management team will work with the State to design and develop performance metrics as specified and outlined in the RFP requirements. Referred to as Service Level Agreements (SLAs), key performance metrics include but are not limited to:

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- Call attempts to confirmed cases or exposed contacts per the agreed SLAs and requirements of each client
- 1st call attempt made within eight (8) business hours of assignment in the LHD system, with at least 5 subsequent follow-up calls made to individuals not reached, no less than 30 minutes following the previous call
- Confirmed cases reached within 72 hours
- Percentage of confirmed case interviews closed.

Additionally, based on the State’s requirements, AGSI will provide reports such as daily confirmed case and contact interviews completed, based on the contact call dispositions which includes details such as:

- Contacts out of jurisdiction
- Contacts that call center agents were unable to reach
- Contact record interview completions
- Closed contact interview reports

Reporting and Quality Assurance

The graphic below is an example of an out of jurisdiction report that AGSI provides to our clients.

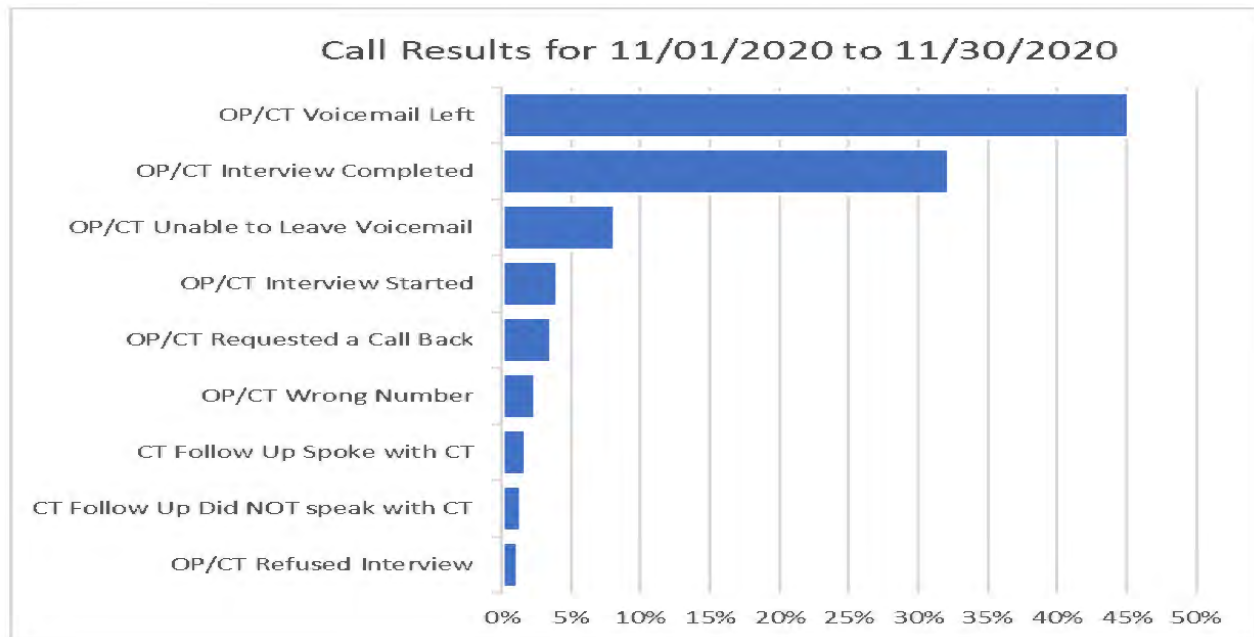
| Contact Record ID | Date Received | Exposure Date | Initiation Date | Days to be Tracked | 1st Follow-up Date | First Follow-up Completed | Remaining Follow-up Days | Final Follow-up Date | Number of Attempts | Agent Assigned | Last Name | Status Code | Other Jurisdiction |
|---|---------------|---------------|-----------------|--------------------|--------------------|---------------------------|--------------------------|----------------------|--------------------|----------------|-----------|-------------|--------------------|
| 2398756 | 5/3/2020 | 5/1/2020 | 5/4/2020 | 11 | 5/5/2020 | Yes | 10 | 5/15/2020 | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |
| Contact Out of Jurisdiction Report | | | | | | | | | | | | | |
| 2398756 | | 5/22/2020 | 5/22/2020 | | 5/22/2020 | | | | | | Mears | | |

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The graphic below is an example of AGSI's reporting on attempted call result dispositions presented as a percentage of total calls made. Available daily, weekly, and monthly as prescribed by each LHD.



Data Security, Privacy, PHI and HIPAA

Agile Government Services Inc (AGSI) has been a Federal Department of Defense (DOD) IT Services contractor for more than eight (8) years. During the development of the National Institutes of Standards and Technology (NIST), Fedramp and Health IT (HIT) standards, AGSI tracked and conformed to all standards. NIST defines a structure to the development of documents to ensure a comprehensive approach is taken to continuity planning based on the criticality of business functions. AGSI aligns to the DODI 8510.01 - Risk Management Framework (RMF) for DOD Information Technology (IT), NIST SP 800-16, Information Technology Security Training Requirements: A Role- and Performance Based Model, NIST SP 800-34 – Contingency Planning Guide for Federal Information Systems, NIST SP 800-50, Building an Information Technology Security Awareness and Training Program, NIST SP 800-53 Revision 4 – Security and Privacy Controls for Federal Information Systems and Senate SAA 2020-S-00010 Cybersecurity Internal Threat and Privacy Assessments Organizations, and NIST SP 800-84 – Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities.

AGSI has experience establishing HIPAA process requirements for Software-as-a-Service (SaaS) providers and business associates. Our HIPAA assessment methodology provides assurance over compliance with both the HIPAA Security and Privacy Rules. Since the HITECH Act was signed into law in 2009, we have also assisted organizations' compliance efforts specific to the Act. Our HITECH Act focused engagements have included meaningful use assessments, breach notification policy and procedure development, as well as HIPAA Security Rule risk assessments.

AGSI established a Business Associate Agreement (BAA) call center technology platform which provides contractual assurance to implement HIPAA safeguards protecting ePHI. This also ensures that any subcontractors partnered with AGSI will also follow these safeguards.

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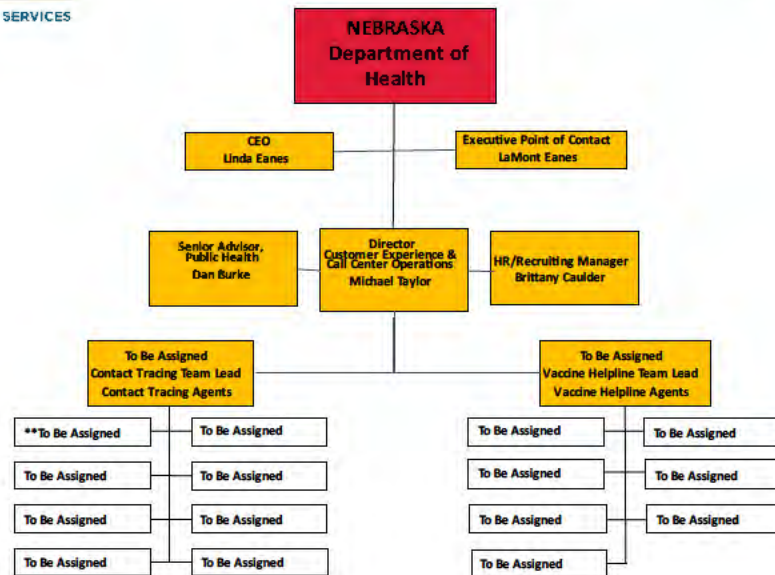
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AGSI has reviewed Attachment B - DHHS HIPAA Business Associate Agreement Provisions and is prepared to execute a BAA with the State upon contract award for RFP 6499 Z1.

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



AGSI Nebraska Contact Tracing & Vaccine Support Helpline Organization



Agile will establish as many Team Lead groups as required based on award designations and resources required.

Our management team is readily assessable for face-to-face video, telephone or in person meetings on a 24/7 basis.

AGSI Team Members

AGSI provides the support of experienced customer care management with contact tracing experience knowledge and expertise, and best in class call center management and capabilities to aid in reducing the spread of COVID-19. AGSI contract tracing call center agents bring unique skill sets and language capabilities to meet Nebraska Public Health specific needs. AGSI call center agents experience an enhanced work/life balance coupled with the cost savings of working from home (such as, reduced costs associated with gas, travel, and meals).

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In line with our employee engagement focus, remote contact tracing call center agents experience consistent near time internal communication through state-of-the-art face-to-face video meeting/training/coaching and team huddles, to ensure best practice sharing and continual learning from Team Leads.

AGSI Real-time Management

Real-time management includes schedule adherence, entering exceptions, and the real-time evaluation of service levels, staffing and trends for the day. The intra-day feature of WFM provides a graphical view of forecasted, actual and predicted call volume, handle time, service level statistics and other critical information.

With intra-day management, AGSI:

- Tracks and compares actual and forecasted statistics
- Views deviations of key metrics
- Assesses trends and historical data
- Schedules overtime or voluntary time-off as necessary

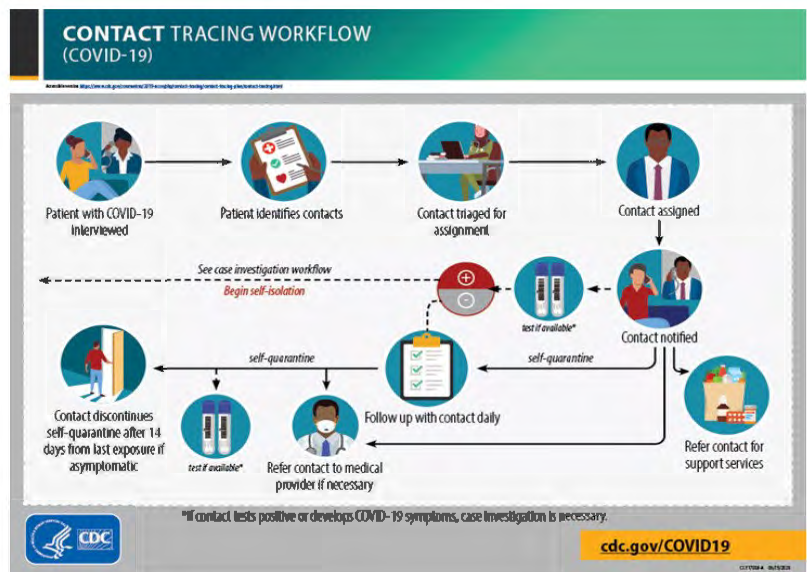
Call Center Quality

AGSI contact tracing call center agents utilize call center lines with their own personal extension. Since July 2020, we have conducted more than 57,000 outbound contact tracing related calls, received more than 9,000 inbound contact tracing related calls, and initiated more than 2,200 text messages in support of contact tracing. In addition, we have actual use history and learning in performing contact tracing as illustrated in the graphic below.

CTaaSM Facilitates the successful execution of CDC Contact Tracing Process – Contact Follow-up Process

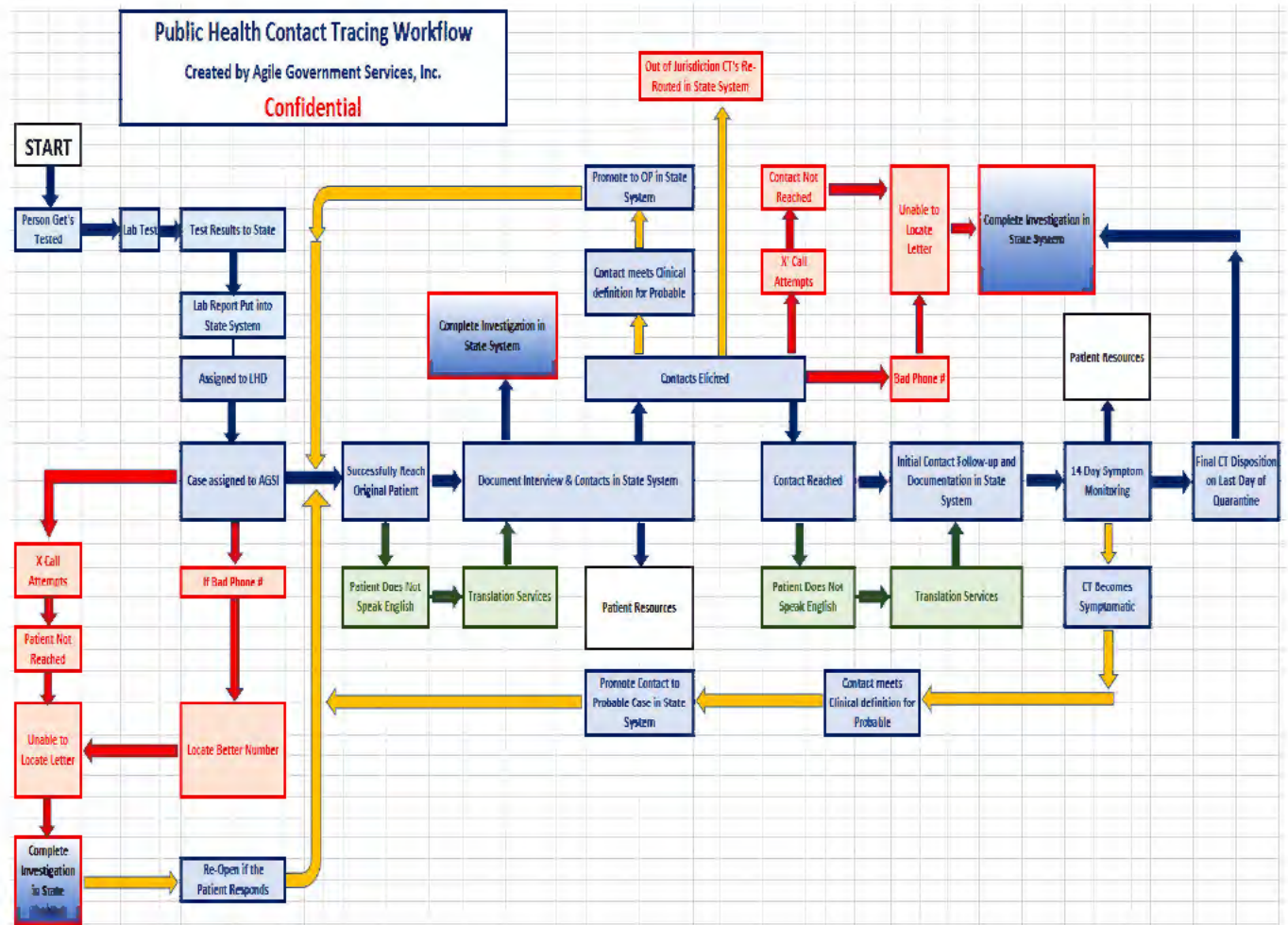
- Step 1: Rapid Notification of Exposure
- Step 2: Contact Follow-up Interview
- Step 2a: Testing and Quarantine/Isolation Instructions
- Step 2b: Assessing Self-Quarantine Support Needs
- Step 3: Suggest Medical Monitoring with personal provider
- Step 4: Contact Close Out

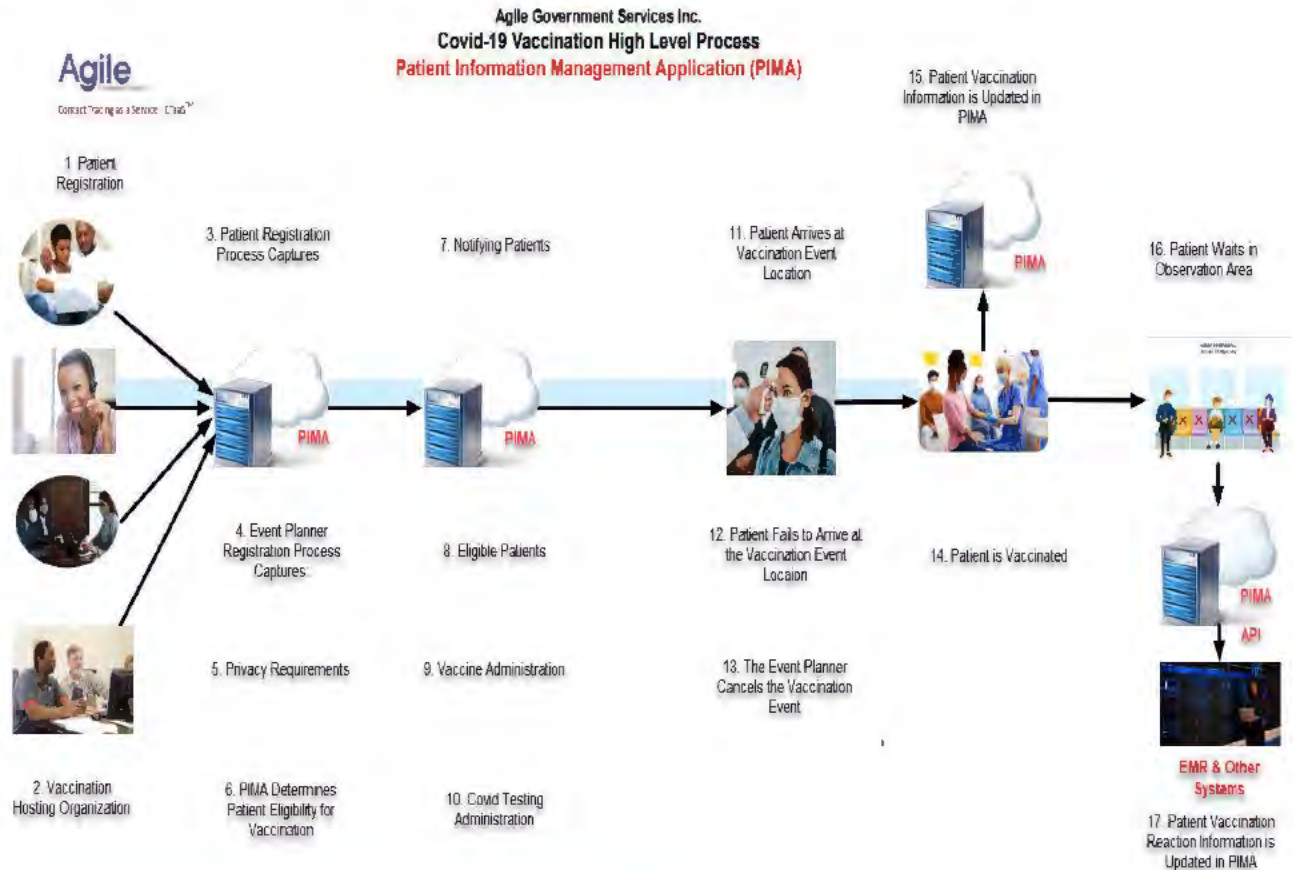
(From CDC.gov)



Contact Tracing Workflow and Vaccine Distribution Models

AGSI fully supports and has developed contact tracing workflow processes based on best practices and guidelines published by the Centers for Disease Control (CDC), and detailed conformance to Public Health Communicable Disease guidance. Recognizing that individual jurisdictional public health authorities, their populations, and their healthcare needs are unique demographically, we work closely with each jurisdiction to determine best practices.





Cultural knowledge and Linguistic Competency

AGSI meets multilingual requirements through strategies to address cultural and linguistic diversity. To meet the requirements of providing non-English speaking contact tracing services, AGSI partners with Over the Phone Interpreting services. In other contact tracing contracts currently in operation, AGSI uses Language Line Solutions®. Language Line “Over-the-PhoneSM” interpreting provides on-demand, quick access to highly qualified interpreters, 24/7/365. Language Line provides interpretative services in more than 240 languages and a variety of different interpreter modalities.

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In-Person Contact Tracing

Protecting contact tracers who perform in-person contact tracing interviews is a goal of AGSI. We have an agreement with a PPE supplier who will kit, package, and transport PPE to our in-person staff/agents.

PPE items include:

- Coverall
- Shoe covers
- Shields
- Masks
- Gloves
- Liquid sanitizer

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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VI. Corporate Overview

Summary of Agile Government experience, capabilities, and value proposition

The management plan proposed by Agile Government Services Inc (Agile is based on our collective successful experience in developing contact center technology and management, key management team experience working for CDC, successful execution of contact tracing services for multiple Public Health jurisdictions and educational institutions, in-depth knowledge recruiting and training for empathic, technical and public health skills, best-in-class call center technology, verified past performance as a government contractor in IT Services, call center, contact tracing and verified financial capability.

Our approach recognizes the importance of the close partnership Nebraska Public Health and local health departments. In total, Agile Government Services, Inc fully understands the mission of Covid-19 related contact tracing and vaccine distribution support, as well as the resources, technology and processes required to execute under this program. Most importantly we understand and will ensure the employees supporting contact tracing and vaccine distribution helplines for The State of Nebraska are fairly compensated, achieve required support, training and individual development to assure program success. Our current and past contact tracing employees regularly comment to our company's commitment to the mission, and goals of contact tracing and the sense of esprit de corps and positive culture. As well AGSI will anticipate and execute staff augmentation modifications based upon needs as indicated by Nebraska Public Health indicators, and detailed workforce performance indicators provided by our systems. Our Program Manager from day one (1) of award will be fully engaged with Nebraska Public Health and Administrative points of contact regarding the needs and performance of the program at all levels. Based on our experience, key management, technology and customized detailed process development we are sure AGSI represent the best performance and value proposition for Nebraska Department of Health and Human Services for this solicitation.

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

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

Resumes of AGSI key management/executives and personnel follow in the tables below.

Chief Executive Officer (CEO):

| | |
|-----------------------------|--|
| Name | Linda Eanes - RHIT, CTR |
| Education / Training | B.S., Business Management, Tariko College - Lee's Summit, MO Public Administration/Health Services Administration, Avila College – Kansas City, MO Health Services Management Program, Ursuline College - Pepper Pike, OH Associate of Science / Medical Record Technology, Cuyahoga Community College - Cleveland, OH Certifications: <ul style="list-style-type: none">• Certified Tumor Registrar status, active since 1984 Member #0208787 |

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| | |
|-------------------------------|--|
| Name | Linda Eanes - RHIT, CTR |
| | <ul style="list-style-type: none"> Registered Health Information Technologist, since 1985- Member #0208787 |
| General Experience | <ul style="list-style-type: none"> Chief Executive Officer (CEO), Agile Government Services Inc: Business development and management since inception in 2012. Acquired initial contract opportunity, developed infrastructure, and led company into period of continuous profitability in less than one year of operation. Ongoing responsibilities include: contract acquisition, management of financial performance, acquiring and managing bank line of credit, reviewing and approval of contract sales pursuits, manage employee health and 401k plans. Chief Executive Office, Agile Solutions: CEO of small business packaging enterprise. Developed contract Packing Business for Hallmark, International Paper Company, and the USPS. Hired and trained over 70 contract employees; Managed day to day operations; Awarded Hallmark’s Small Business of the Year award. Truman Medical Center: Coordinated all facets of Tumor Registry, Abstracting, Coding and follow-up on patients with malignancy diagnoses; Assisted physicians with special studies; Coordinated oncology meetings. Coordinator, Hospital Based Services, Cancer Data Systems Inc.: Trained client hospitals medical record personnel; Conducted performance audits of hospital registry; Coordinated college intern program. Cancer Data System: Completed abstracting and coding of medical record data; Conducted quality control of cancer registry data. |
| Specialized Experience | Extensive experience in the medical field. She has served in Executive and management roles in multiple capacities for various hospitals/companies and has utilized these skills a CEO for AGSI. |
| Expected Capabilities | Continue in the CEO role, managing the business operations and development for new contracts and company growth as AGSI continues to pave the path and continue their success with contact tracing for additional clients to assist in the pandemic. |
| References | <p>1. Reference: Name/Title: Sherry Patchin, Project Manager USMC (Retired) Organization Name & Address: USMC RFF/KCI Finance 2306 Bannister Road, Kansas City Missouri Phone: 816-699-3605</p> <p>2. Reference: Name/Title: Marvin KleeB, Kansas State Legislator Organization Name & Address: Kansas House of Representatives – SW 8th & SW Van Buren, Topeka, KS 66612 Phone: 913-707-4635</p> <p>3. Reference: Name: Merideth Reneau, Location Director Organization Name & Address: Vitas Hospice - 8527 Bluejacket, Lenexa, KS 66214 Phone: 913-205-9011</p> |

Vice President / Program Manager:

| | |
|-----------------------------|---|
| Name | Andrew LaMont Eanes |
| Education / Training | Bachelors degree Political Science, Ohio Northern University Ada Ohio, Master of Business Administration, Baldwin Wallace College – Berea, OH |
| General | 20+ years of senior and executive management experience, including: |

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| | |
|-------------------------------|--|
| Name | Andrew LaMont Eanes |
| Experience | <ul style="list-style-type: none"> • Vice President of Operations, Agile Government Services Inc: IT and Professional Services company providing cyber security, project management staffing and software solutions (encryption for the cloud, and cloud-based collaborations services). • Presidential Nominee to Deputy Commissioner of The Social Security Administration: 65,000 employees, \$12 billion-dollar operating budget. • Chief Operating Officer, BT CONFERENCING: Global telecommunications service company developing internet protocol and traditional, audio, and web collaboration capability; network engineering and operations; information technology (IT) operations; video integration; desktop support; customer service support globally. • Vice President and General Manager, Network Services, Sprint PCS: \$12 billion wireless communications business building and operating a nationwide third generation wireless data network and supporting 3-G platforms with 3,100 employees and a \$760 million operating budget. • Vice President Consumer Markets, Local Telecom Div. (LTD): Directed product development, product management, marketing and advertising, consumer information systems, call centers and service. Scope included Sprint Telecenters Inc. (telemarketing) and United Telephone Long Distance (long distance reseller). |
| Specialized Experience | <p>Technologies managed include:</p> <ul style="list-style-type: none"> • Unified communications platforms and capabilities • Social network integration platform • Call center technologies • IP and TDM network transport globally • Switching and routing nodes • Billing systems • Data center infrastructure • High-capacity optical transport • Frame relay • Global access internet protocol (IP) • VOIP platforms • IP media servers • IP gateway • TDM switching • Cisco router network. |
| Expected Capabilities | <p>Extensive experience in staff management. Served as the principal Program Manager for Agile Government Services, Inc (AGSI) contracts supporting USMC Military Pay under CSRA, and as Prime contractor supporting RFF-KCI (contract number M6785417C7402). Under his direction, AGSI has received exemplary ratings in every dimension of their CPARS, and Mr. Eanes has been complimented for his responsiveness, follow up, and managerial performance.</p> <ul style="list-style-type: none"> • AGSI: Initial and sustainment staffing for USMC Military Pay contracts, with success documented in CPARS. • Social Security Administration: 65,000 employees, \$12 billion dollar opera • Sprint: 3,100 employees and a \$760 million operating budget. • Consumer Markets, Local Telecom Div.: \$2.3 billion annual revenue base |
| References | <p>1. Reference: Name/Title: Tim Gridley, Emergency Response Planner Organization Name & Address: Kansas City Missouri Health Department - 2400 Troost Ave., Suite 2400, Kansas City, MO, 64108 Phone: 816-513-6380</p> |

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|----------------------|--|
| Name | Andrew LaMont Eanes |
| 2. Reference: | <p>Name/Title: Bridgette Schaffer, Director of Health Organization Name & Address: Jackson County Health Department – 313 S. Liberty Street, Independence, MO 64050 Phone: 816-404-8425</p> |
| 3. Reference: | <p>Name/Title: Aaron Deacon, Managing Director Organization Name & Address: KC Digital Drive – 111 W. 10th St., Kansas City, MO, 64105, www.kcdigitaldrive.org Phone: 913-475-9885</p> |

Senior Customer Experience Director:

| | |
|-------------------------------|--|
| Name | Michael Ray Taylor |
| Education / Training | <p>M.B.A., International Business, Baker University – Baldwin City, KS B.A., English, University of Missouri – Columbia, MO Additional Training:</p> <ul style="list-style-type: none"> • Net Promoter Certified • Accredited Business Intermediary • Urban Entrepreneur Partnership Inc. |
| General Experience | <ul style="list-style-type: none"> • Sr. Customer Experience Director, Agile Government Services Inc: Lead IT security and systems administration processes and protocols for remote BYOD environment using Microsoft 365 applications; Manage IT security team to create, implement, and maintain company-wide cloud-based security protocols, databases and control user device identity access; Operational stakeholder in development of proprietary CTaaS™ based patient records system; Lead development of: enterprise CX and UX initiatives, enterprise data and analytics reporting and B2C & B2B communications and call center systems integration. • Director of Servicing & Consumer Engagement, AWL, Inc.: Created and managed processes and procedures for call center operations departments, overseeing 4 domestic locations; Maintained budget and management responsibility for 100+ employees; Led company CX & UX strategy and design. • Operations Manager, AWL, Inc: Managed 4 departments and 3 product lines; Managed 35+ staff members; Developed internal ticketing system to improve oversight of escalated complaint resolution process. • Shared Services & Lending Department Manager, AWL, Inc: Managed lending and customer service departments; Served as SME for root cause analysis; Conducted strategic planning. |
| Specialized Experience | <p>Areas of Expertise:</p> <ul style="list-style-type: none"> • Call center operations • CX & UX strategy and execution • IT, Healthcare, and CX operations • IT enterprise security controls • SaaS systems development and integration • Enterprise analytics • HIPAA Privacy & Security • Vendor Management |

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|------------------------------|--|
| Name | Michael Ray Taylor |
| | Technical Skills: <ul style="list-style-type: none">• Microsoft Office• Microsoft admin applications• Azure• Qualtrics• Zendesk• SurveyMonkey• Satmetrix• Various telephony platforms |
| Expected Capabilities | Taylor is a veteran of call center development and design with executive level experience. Taylor's leadership roles and career experience consist of working for high performing and innovative on premise and cloud-based call center business process outsourcing (BPO) companies in various industry sectors. As a Director of Servicing and Customer Experience in the Fin Tech and online consumer payments space, Taylor ran several BPO's across the U.S. and offshore. Taylor transitioned his knowledge of call center BPO best practices and applications to custom fit the Health Care BPO sector and applicable regulatory environment. Taylor led and developed AGSI's COVID-19 pandemic timeframe and defined the contact tracing approach as a marriage between Public Health methodology and call center technology and procedures. |
| References | <p>1. Reference: Name/Title: Sara Dinardo, VP of Customer Solutions Health Systems Organization Name & Address: Phreesia – 434 Fayetteville St., Suite 1400, Raleigh, NC, 27601 Phone: 816-404-9881</p> <p>2. Reference: Name/Title: Charles Cohlma, MPH Organization Name & Address: Jackson County Health Department – 313 S. Liberty St., Independence, MO, 64050 Phone: 217-588-8917</p> <p>3. Reference: Name/Title: Boyd (BK) Taylor, Colgate University Organization Name & Address: 13 Oak Dr., Hamilton, NY, 13346 Phone: 660-853-8025</p> |

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Senior Public Health Advisor:

| | |
|-------------------------------|---|
| Name | Dan Burke |
| Education / Training | B.S. Counseling Psychology, Southeast Missouri State University – Cape Girardeau, MO Master of Arts, Trinity Seminary – Newburgh, IN |
| General Experience | 34+ years of experience with contact tracing and CDC Consultation including: <ul style="list-style-type: none"> • Sr. Public Health Advisor, Agile Government Services Inc: Lead public health operational and qualitative activities, assuring the public health needs of the State of Nebraska’s contact tracing efforts are satisfied and consistent with current standards of practice; Supervise all Contact Tracing Remote Call Center Team Leads who supervise contact tracing agents; Provide technical consultation to assist the State as disease control and vaccine distribution strategies and operations are modified. • CDC-Assignee: Extensive experience working as a CDC-assignee to State, county and city health departments; Served as an advocate for the needs of state and local health departments to aid them in securing fiscal and human resources to provide disease control and disease prevention programs. • Contact Tracing Program Manager, Ohio: Developed grass-roots contact tracing in Detroit and Wayne County, Michigan; Served as a first-line supervisor and program manager of contact tracers in the state of Ohio. • Contact Tracing Program Manager, Texas: Conducted oversight of clinical, laboratory and contact tracing services provided out of 4 neighborhood clinics and the central clinic within the Texas Medical Center. • Control Program Manager, Tennessee: Managed the disease control programs for the State of TN; Served as the Director of both the STD and HIV Control Programs, ultimately merging these programs into one \$49M disease prevention division; Developed STD and HIV contact tracing/partner notification services; Mentored State of Tennessee employees to assume his duties. |
| Specialized Experience | Areas of Expertise: <ul style="list-style-type: none"> • Public health program management for multiple states, counties and cities • CDC Contact Tracing program management/development for multiple diseases |
| Expected Capabilities | Burke will serve as the primary liaison with CDC and Public Health Department Epidemiologist staff members to develop and implement updated CDC guidelines for contract tracing call center Team Leads and AGSI management. He will work closely with the AGSI management team to ensure consistency in overall approach for the State, to ensure unique requirements are met. |
| References | <p>1. Reference: Name/Title: Anne (Solis) Major, Public Health Advisor Organization Name & Address: Centers for Disease Control and Prevention, 1600 Clifton Road, Atlanta, GA 30329 Phone: 800-232-4636</p> <p>2. Reference: Name/Title: Lisa Hubbert, Epidemiology Specialist Organization Name & Address: Kansas City Health Department - 2400 Troost Ave. Suite 2400, KCMO 64108 Phone: 816-513-6145</p> |

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| | |
|-----------------------------|--|
| Name | Dan Burke |
| Education / Training | B.S. Counseling Psychology, Southeast Missouri State University – Cape Girardeau, MO Master of Arts, Trinity Seminary – Newburgh, IN |
| | <p>3. Reference: Name/Title: Pamela Gruduah, Sr Public Health Advisor Organization Name & Address: Center for Disease Control and Prevention - 1091 McCalla St NE Conyers, GA Phone: 470-216-8017</p> |

Human Resources Manager:

| | |
|-------------------------------|---|
| Name | Brittany Caulder, PHR |
| Education / Training | B.S., Organization Psychology, Middle Tennessee State University – Murfreesboro, TN Professional Human Resources (PHR) Certification |
| General Experience | <ul style="list-style-type: none"> • Human Resources Manager, Agile Government Services, Inc: Manage all recruiting, onboarding, benefit administration, employee relations, and reporting for executive leadership and remote call center employees across the organization; Oversee the selection process and screening protocols for over 40,000 Contact Tracing applicants on a bi-annual basis to ensure a qualified and diverse employee population is achieved. • President, Caulder Solutions, Inc: Started and operated a private HR consulting company, catering to government contractors and other industries across the country. Expertise includes: full-service HR management, external recruiting, and resume formatting for job seekers. • Region Recruiter, Waste Connections: Provided full life cycle recruiting for the entire eastern region operations. Positions ranged from blue collar, field personnel, to executive level management. Responsible for government mandated reporting and ensuring fair selection processes were maintained across all positions and locations. • HR Business Partner, Explosive Ordinance Disposal Technology (EODT): Served as the Human Resources point of contact for all needs on Department of Defense and Department of State projects. Ensured all recruiting needs were met and all projects were executed on time, meeting project requirements with qualified personnel. |
| Specialized Experience | Experienced Human Resources professional with extensive government and state recruiting, retention, and employee/personnel oversight. |
| Expected Capabilities | Human Resources and Recruiting Manager ensuring all staffing needs are met for the State with qualified, "A-Team" candidates from AGSI's pool of over 40,000 applicants, while utilizing proper hiring practices. |
| References | <p>1. Reference: Name/Title: Robert Wall, Division Vice President Organization Name & Address: Waste Connections – 5516 Rozzelles Ferry Road, Charlotte, NC, 28214 Phone: 704-280-7755</p> <p>2. Reference: Name/Title: Heather Born, Vice President of Human Resources Organization Name & Address: Paragon Energy Solutions – 777 Emory Village Road,</p> |

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|----------------------|--|
| Name | Brittany Caulder, PHR Oak Ridge, TN, 37830 Phone: 865-399-3992 |
| 3. Reference: | Name/Title: Dan Burke, Sr. Public Health Advisor Organization Name & Address: Agile Government Services, Inc – 9393 W. 110 th St., Suite 500, Overland Park, KS, 66210 (works remotely: 109 Tara Lane, Goodlettsville, TN 37072) Phone: 615-406-9480 |

Contact Tracing Remote Call Center Team Lead:

| | |
|-------------------------------|--|
| Name | Jenna White |
| Education / Training | B.A., History, Salisbury State University – Salisbury, MD Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of 3 teams of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics; Implemented call center strategies to optimize productivity and quality. • Business Development Manager, Agile Government Services, Inc: Cultivate qualified leads and demo CTaaS™ software for prospective clients; Conduct market research and analysis; Market CTaaS™ toward pandemic preparedness and risk mitigation requirements across multiple market segments. • Human Resources, Generalist Manager, Enterprise Holdings: Produced employee engagement policies contributing to FT rolling 12-month retention of 80%+ across multiple business lines; Completed Open Minds Diversity Training & Level 2 training for supervisors; Coordinated completion of DISC and SOS Training for supervisors; Co-managed Employee Engagement team and Community Investment team; Administered all aspects of AAP plan, performance management, OFCCP, Unemployment and EthicsPoint investigations for office location. |
| Specialized Experience | <p>Areas of Expertise:</p> <ul style="list-style-type: none"> • Microsoft Office • Contact Tracing software systems: <ul style="list-style-type: none"> ○ EpiTrax ○ X-Sentinel ○ Sara Alert ○ Salesforce • HR related software systems: <ul style="list-style-type: none"> ○ iCIMS ○ PeopleSoft ○ LinkedIn |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | 1. Reference: Name/Title: Hannah L. Conner, MPH, Epidemiologist, She/Her |

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|---|---|
| Name | Jenna White |
| Organization Name & Address: | Unified Government Public Health Department – 619 Ann Avenue, Kansas City, KS, 66101 Phone: 913-573-6786 |
| 2. Reference: | Name/Title: Elizabeth Groeweghe, MPH, Chief Epidemiologist Organization Name & Address: Unified Government Public Health Department – 619 Ann Avenue, Kansas City, KS, 66101 Phone: 913-573-5102 |
| 3. Reference: | Name/Title: Cindi Tarshis, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc – 9393 W. 110 th St., Suite 500, Overland Park, KS, 66210 (works remote from St. Louis, MO) Phone: 612-281-4993 |

Contact Tracing Remote Call Center Team Lead:

| | |
|-------------------------------|---|
| Name | Jake Valentine |
| Education / Training | B.A, Philosophy and Political Science, Roanoke College – Salem, VA Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed performance Contact Tracing efforts for Northwest Missouri State University (NWMSU); Served as primary point of contact; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics; Implemented call center strategies to optimize productivity and quality. • CTaaS™ Software Product Development Manager, Agile Government Services, Inc: Manage internal and external CTaaS™ product development and testing; Monitor and track software features roadmap based on end user feedback for alpha and beta testing; Develop end user software training. • Sr. Manager, Lead Development, RiskIQ: Managed lead generation team; Conducted Inside Sales with F500 enterprise accounts, generating business from prospect to closure. • Channel Business Development Manager, Netskope: Established account strategy with channel partners; Generated sales leads in F500/G200 target markets. • Director of Sales, WorkView: Managed sales organization for high-tech SaaS startup company. • Manager, Optiv, Inc. (formerly FishNet Security): Led 12 sales agents in multiple roles; Developed departmental processes, reporting and database requirements; Managed Corporate Salesforce.com system, • Wireless Marketing Manager, Sprint/Embarq: Executive leadership SME for strategic accounts; Business development lead and Marketing Manager for Wireless; eCommerce Channel Manager; Design Engineer; Honored with 2 employee Acclaim Awards for outstanding performance. |
| Specialized Experience | <p>Areas of Expertise:</p> <ul style="list-style-type: none"> • Datacom • Cybersecurity • Product Development • Product Management • SaaS |

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|------------------------------|--|
| Name | Jake Valentine |
| | Technical Skills: <ul style="list-style-type: none"> • UX • UI |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Evan Rand, Assistant Director, Wellness Services Operations Organization Name & Address: Norwest Missouri State University - 800 University Dr., Maryville, MO, 64468 Phone: 660-562-1348</p> <p>2. Reference: Name/Title: Anna (Solis) Major, Public Health Advisor Organization Name & Address: Centers for Disease Control and Prevention - 1600 Clifton Road, Atlanta, GA 30329 Phone: 800-232-4636</p> <p>3. Reference: Name/Title: Elizabeth Groenweghe, Chief Epidemiologist Organization Name & Address: Unified Government Public Health Department - 619 Ann Avenue, Kansas City, KS 66101 Phone: 913-573-5102</p> |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|--|
| Name | Cindi Tarshis |
| Education / Training | B.A., English/Theater, University of Michigan – Ann Arbor, MI Master in Healthcare Administration, University of Minnesota-Twin Cities – Minneapolis, MN ASTHO COVID-19: Making Contact: A Training for COVID-19 Contact Tracers |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Assistant Paralegal, Appelman Law Firm, Saint Louis Park, MN: Conducted research, writing, accounting and office tasks. Managed client and firm accounts. • Consultant, LarsonAllen LLP, Maple Grove, MN: Consultant for large hospital accounts, physician groups and systems; Responsibilities included: project management, financial and strategic planning. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |

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|-------------------|---|
| Name | Cindi Tarshis |
| References | <p>1. Reference: Name/Title: Chase Coob, Epidemiology Specialist Organization Name & Address: Jackson County Health Department – 313 S. Liberty St., Independence, MO, 64050 Phone: 816-404-6447</p> <p>2. Reference: Name/Title: Hannah Cooper, Chief Epidemiologist Organization Name & Address: Unified Government Public Health Department - 619 Ann Avenue, Kansas City, KS 66101 Phone: 913-573-5102</p> <p>3. Reference: Name/Title: Charles Cohlma, MPH, Communicable Disease Prevention and Public Health Preparedness Division Manager Organization Name & Address: Jackson County Health Department – 313 S. Liberty St., Independence, MO, 64050 Phone: 816-404-9881</p> |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|---|
| Name | Christopher Salva |
| Education / Training | <p>Coursework towards Associate of Art, Community College of the Air Force – Montgomery, AL</p> <p>Master of Arts in Health Education - Texas Woman's University – Denton, TX</p> <p>Graduate Certificate in Applied Behavior Analysis, University of North Texas – Denton, TX</p> <p>Johns Hopkins University, COVID-19 Contact Tracer Certification</p> |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Director, Construction Programs/Technology & Government Contracting, Royal Services: LED corporate revenue growth by directing operations, program management, and technology implementations for national retail clients; Led cross-functional team through entire project lifecycle; Procured MRO's withing logistics accounts for multiple federal agencies, for example: NOAA, USAF, U.S. Army Hospitals, etc. • Regional Vice President, Valor Security Services: Strengthened security, financial, and staff training operations for corporate clients across a five-state region by partnering with leadership teams to tailor client-specific goals and strategies. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Heather Saak, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th</p> |

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|----------------------|--|
| Name | Christopher Salva |
| Address | Street, STE 500, Overland Park, Kansas, 66210 Phone: 816-213-0691 |
| 2. Reference: | Name/Title: Louis Rios, Systems Administrator Organization Name & Address: Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 Phone: 816-797-2062 |
| 3. Reference: | Name/Title: Michael Taylor, Senior Customer Experience Director Organization Name & Address: Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 Phone: 913-271-8665 |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|--|
| Name | Glinda Shaffer |
| Education / Training | B.S, Health Education, Texas Woman's University – Denton, TX Master of Arts in Health Education - Texas Woman's University – Denton, TX Graduate Certificate in Applied Behavior Analysis, University of North Texas – Denton, TX ASTHO COVID-19: Making Contact: A Training for COVID-19 Contact Tracers |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Community College Student Development Associate, Collin College: Contract Administrator for Law School Admission's Council (LSAC); Staffed and administered training and hiring for test staff; Coordinated with University partners. • Chairperson Community, Collin College: Facilitator for county interagency group for collaboration between child-serving agencies in Collin County; Coordinated community mental health services; Maintained on-going resource funding; Maintained system of referrals. • Family Case Coordinator, Lutheran Social Services: Developed and implemented education plans for students; Served as liaison for community-based health and mental health services for students and their families. • Community Mental Health Case Manager, Collin County: Managed mental health case load for persons with developmental disabilities; Developed case collaboration between special education students and local mental health centers; Served as Collin County Community Resource Coordinator and Region X education service center task force. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | 1. Reference: Name/Title: Michael Taylor, Senior Customer Experience Director |

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|---|---|
| Name | Glinda Shaffer |
| Organization Name & Address: | Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 Phone: 913-271-8665 |
| 2. Reference: | Name/Title: Zena Swinson, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 Phone: 816-825-2056 |
| 3. Reference: | Name/Title: Anne Becker, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 Phone: 515-770-1554 |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|---|
| Name | Zena Swinson |
| Education / Training | High School Diploma, Junction City High School Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Health Plan Services Specialist, Cerner Corporation: Lead investigations and resolution of health plan member and provider claims inquiries utilizing Javelina and Eldorado tools; Provided customer service call center support. • Senior Customer Service Representative, GEHA: Managed Pre-Existing Condition Plan (PCIP) and GEHA plans and services; Reviewed medical insurance claims for accuracy; Trained new employees. • Team Lead, Quest Diagnostics/Exam One: Managed 7 employees; Facilitated 24/7 drug screening services for American Mobile Healthcare; Developed departmental efficiency with new processes. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Jannah Tauheed, ScD, MPH, MS, Public Health Specialist III Organization Name & Address: Kanas City Health Department - 2400 Troost Ave. Suite 2400, KCMO 64108 Phone: 816-513-6365</p> <p>2. Reference: Name/Title: Julianna Galletti, Technology Advocate Organization Name & Address: Carahsoft - 11493 Sunset Hills Rd., Suite 100, Reston, VA 20190</p> |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

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VI. Corporate Overview

| | |
|-------------|--|
| Name | Zena Swinson |
| | Phone: 703-871-8500 |
| | 3. Reference: Name/Title: Karla Davisson, Program Analyst Organization Name & Address: Cerner Corporation – 2800 Rock Creek Pkwy, Kansas City, MO 64108 Phone: 816-221-1024 |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|---|
| Name | Carolyn Raper-Hortua |
| Education / Training | B.A, Political Science & Sociology, Iowa State University – Ames, IA J.D., University of Kansas School of Law – Lawrence, KS Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Contract Investigator, multiple: Perspecta, Inc, Keypoint Government Solutions, Kroll Government Services, US investigation Services LLC: Conducted interviews, record searches and legal documentation review for federal agency applicant background checks; Lead applicant investigations; Trained new hire investigators. • QA & Compliance Manager, Validity Screening Solutions: Managed Quality Assurance Department and off-site case researchers; Prepared SOPs for the Quality Assurance and Client Relations Departments; Audited client compliance; Researched compliance rule and regulations at the federal, state, and local levels. • Law Clerk/Legal Aid, Douglas County Legal Aid Society, Inc.: Conducted client contract, legal research, and document preparation for active cases; Prepared and filed documents with District Court in 3 Kansas counties. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Cindy Tarshis, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 612-281-4993</p> <p>2. Reference: Name/Title: Jenna White, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 609-820-9838</p> <p>3. Reference: Name/Title: Heather Saak, Contact Tracing Remote Call Center Team Lead</p> |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services
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VI. Corporate Overview

| | |
|---|--|
| Name | Carolyn Raper-Hortua |
| Organization Name & Address: | Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 |
| Phone: | 816-213-0691 |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|---|
| Name | Heather Saak |
| Education / Training | B.A, Psychology, Syracuse University – Syracuse, NY Master of Arts in Higher Education, Syracuse University – Syracuse, NY Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Director of Training & Family Support Programs, FosterAdopt Connect, Headquarters: Supervised quality assurance, data collection and personnel for families; Developed and implemented curriculum for relative/foster/adoptive families; Facilitated pre-service and recruitment activities for families with ties to child welfare; Maintained centralized registration calendar for 5 offices; Trained employees on variety of in-service child welfare topics. • Program Manager, Drumm Farm Center for Children: Managed all family life programming operations; Mentored large caseload of foster parents; Developed and managed Compass Program serving homeless and aging out youth; Managed allocation of \$350k annual programming budget. • Family School Liaison, Independence School District: Provided resource information and referrals for families with special needs such as health care, emergency assistance or counseling; Responded to M reports to support families to prevent further involvement with State agencies; Conducted home visits. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Lisa Mertz, MA, Public Health Specialist III Organization Name & Address: Kansas City Health Department – 2400 Troost Ave., Suite 2400, Kansas City, MO 64108 Phone: 816-513-6144</p> <p>2. Reference: Name/Title: Ashley N. Peterson, MPH, Investigative Epidemiologist Organization Name & Address: Jackson County Health Department – 313 S. Liberty St., Independence, MO, 64050 Phone: 816-513-6124</p> <p>3. Reference: Name/Title: Chase Coob, Epidemiology Specialist Organization Name & Address: Jackson County Health Department – 313 S. Liberty St., Independence, MO, 64050</p> |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services
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VI. Corporate Overview

| | |
|---------------|--------------|
| Name | Heather Saak |
| Phone: | 816-404-6447 |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|--|
| Name | Heather Vincent |
| Education / Training | B.A, Spanish, Kansas State University – Manhattan, KS Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Training Coordinator & Sales Support, Scan Source: Led sales and customer service & product training for customers and employees; Served on charity board. • Yoga/Meditation Instructor, Superhero Yoga: Certified Yoga Instructor; Prepared and led yoga and meditation classes for persons ages 4-80. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Jenna White, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 609-820-9838</p> <p>2. Reference: Name/Title: Dan Burke, Sr. Advisor Public Health Organization Name & Address: Agile Government Services, Inc – 9393 W. 110th St., Suite 500, Overland Park, KS, 66210 (works remotely: 109 Tara Lane, Goodlettsville, TN 37072) Phone: 615-406-9480</p> <p>3. Reference: Name/Title: Chris Salva, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 913-334-8852</p> |

Contact Tracing Remote Call Center Team Lead:

| | |
|-----------------------------|---|
| Name | Anne Becker |
| Education / Training | High School Diploma, West Des Moines, IA Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Respite Worker, Veridian Credit Union: Provided respite care for individuals with |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

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VI. Corporate Overview

| | |
|------------------------------|---|
| Name | Anne Becker |
| | disabilities. |
| | <ul style="list-style-type: none"> • Customer Service, Starbucks/Bon Appetit: Provided superior customer experience. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Lisa Hubbert, Epidemiologist Specialist Organization Name & Address: Kansas City Health Department – 2400 Troost Ave., Suite 2400, Kansas City, MO 64108 Phone: 816-513-6144</p> <p>2. Reference: Name/Title: Hallie Sutton, Public Health Specialist II Organization Name & Address: Kanas City Health Department - 2400 Troost Ave. Suite 2400, KCMO 64108 Phone: 816-513-6319</p> <p>3. Reference: Name/Title: Jannah Tauheed, ScD, MPH, MS, Public Health Specialist III Organization Name & Address: Kansas City Health Department - 2400 Troost Ave. Suite 2400, KCMO 64108 Phone: 816-513-6365</p> |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|--|
| Name | Jennifer Fowler |
| Education / Training | B.A, English & Spanish, University of Memphis – Memphis, TN Master of Arts, Teaching, University of Memphis – Memphis, TN Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Spanish 1-4 Teacher, Upward Bound Program/University of Illinois/Rantoul Township High School: Supervised and instructed diverse student population; Managed data entry and maintained accurate records for sensitive information; Regularly obtained professional development. • Bilingual Representative, Quarles Kelly & Associates: Provided customer service for Spanish-speaking members of the Hospitality Federal Credit Union; Processed loan applications. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services
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VI. Corporate Overview

| | |
|-------------------|---|
| Name | Jennifer Fowler |
| References | <p>1. Reference: Name/Title: Anne Becker, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 515-770-1554</p> <p>2. Reference: Name/Title: Dan Burke, Sr. Advisor Public Health Organization Name & Address: Agile Government Services, Inc – 9393 W. 110th St., Suite 500, Overland Park, KS, 66210 (works remotely: 109 Tara Lane, Goodlettsville, TN 37072) Phone: 615-406-9480</p> <p>3. Reference: Name/Title: LaMont Eanes, Vice President Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 913-269-5822</p> |

Contact Tracing Remote Call Center Team Lead:

| | |
|------------------------------|--|
| Name | Stacey Fehr |
| Education / Training | B.A, Business Administration, Management and Operations, University of Phoenix – online Johns Hopkins University, COVID-19 Contact Tracer Certification |
| General Experience | <ul style="list-style-type: none"> • Contact Tracing Remote Call Center Team Lead, Agile Government Services, Inc: Managed daily performance of Contact Tracers for multiple LHD contracts; Served as primary point of contact for LHDs; Maintained regular contact tracing call center staff training; Reviewed and maintained accurate performance metrics. • Mobile Volunteer Program Leader, Note In The Pocket: Trained volunteers; Performed quality analysis; Managed order fulfillment • Retail Sales Associate, Tuesday Morning: Provided exceptional customer service; Prepared nightly cash deposits. |
| Expected Capabilities | Conduct employee training and development, weekly individual and team meetings for performance reviews, goal setting and coaching; Lead daily communication of health department process expectations or modifications; Conduct regular health department and CDC guideline updates and training, daily weekly, and monthly, as required; Monitor agent hours reporting for accuracy in billing, development, and management of team culture; Provide internal support communications and inclusivity. |
| References | <p>1. Reference: Name/Title: Zena Swinson, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 816-825-2056</p> <p>2. Reference: Name/Title: Jenna White, Contact Tracing Remote Call Center Team Lead Organization Name & Address: Agile Government Services, Inc - 9393 West 110th Street, STE 500, Overland Park, Kansas, 66210 Phone: 609-820-9838</p> |

RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

File 8 of 9

VI. Corporate Overview

| | |
|---|--|
| Name | Stacey Fehr |
| 3. Reference: | |
| Name/Title: | Cindy Tarshis, Contact Tracing Remote Call Center Team Lead |
| Organization Name & Address: | Agile Government Services, Inc - 9393 West 110 th Street, STE 500, Overland Park, Kansas, 66210 |
| Phone: | 612-281-4993 |

K. SUBCONTRACTORS

The state is not allowing subcontractors.

So noted.

The point of contact for this proposal as noted in Form A - Bidder Point of Contact is:

Andrew LaMont Eanes, Vice President

Business No. 913-269-5822

Fax No. 913-451-6750

lamont@agilesolutionskc.com

Cage Code: 6PUX8

Sincerely,



Andrew LaMont Eanes

Vice President

Agile Government Services, Inc.

**Cost Proposal
RFP 6499 Z1
Option 3 - Contact Tracing and Vaccine Helpline**

Bidder Name: Agile Government Services, Inc.

Bidders must complete the tables below according to the instructions in each section. Costs must be inclusive of all expenses, including personnel, administrative, and travel. Bidders must provide all equipment to perform the services specified in the RFP; the State will not provide any equipment. Bidders must not revise the Cost Proposal to add additional costs, personnel, or contingencies. The State may determine that any bidder’s Cost Proposal that does not conform to the format as provided is non-responsive and may reject the proposal.

Table 1: Staff Hourly Rate – Bidder must provide a rate per hour for contact tracers. For purposes of evaluation, the State will calculate the hourly rate for 25 individuals at 40 hours per week.

| | Initial Term | Renewal 1 | Renewal 2 | Renewal 3 |
|-------------|--------------|-----------|-----------|-----------|
| Hourly Rate | \$38.00 | \$38.00 | \$38.00 | \$38.00 |

Table 2: Training– Bidder must provide a rate per hour for per training hour per individual required by the State to perform contact tracing role. For purposes of evaluation, the State will estimate 4 hours of training for 425 individuals.

| Hourly Rate | Initial Term | Renewal 1 | Renewal 2 | Renewal 3 |
|-------------|--------------|-----------|-----------|-----------|
| Hourly Rate | \$38.00 | \$38.00 | \$38.00 | \$38.00 |

Table 3: Vaccine Helpline inclusive monthly rate.

| | Initial Term | Renewal 1 | Renewal 2 | Renewal 3 |
|--------------|--------------|-----------|-----------|-----------|
| Monthly Rate | \$33.00 | \$33.00 | \$33.00 | \$33.00 |

Notes:

The hourly rates are inclusive of direct labor, applicable overheads and profit.

Call Center Technology is included in the hourly rates including Microsoft licenses.

Agile Government Services
Balance Sheet

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Organization: 1 Agile Government Services

As of
12/31/20

Assets

CURRENT ASSETS

| | |
|--------------------|---------------------|
| CASH | 1,268,985.27 |
| BILLED RECEIVABLES | 356,123.54 |
| OTHER RECEIVABLES | -0.01 |
| PREPAID EXPENSES | 7,120.50 |
| | <u>1,632,229.30</u> |

FIXED ASSETS

| | |
|--------------------------|-------------------|
| COMPUTER SOFTWARE | 227,676.36 |
| AUTOMOBILES | 55,000.00 |
| ACCUMULATED DEPRECIATION | -72,921.55 |
| | <u>209,754.81</u> |

OTHER ASSETS

| | |
|-------------------------|----------------------------|
| OTHER ON CURRENT ASSETS | 1,342.00 |
| | <u>1,342.00</u> |
| | <u><u>1,843,326.11</u></u> |

Agile Government Services
Balance Sheet

Page 2 of 2
01/15/21
01:49 PM

Organization: 1 Agile Government Services

As of
12/31/20

Liabilities & Equity

CURRENT LIABILITIES

| | |
|------------------------|-----------|
| ACCOUNTS PAYABLE | 25,607.05 |
| WAGES PAYABLE | 91,988.77 |
| PAYROLL ACCRUALS | 35,208.25 |
| SHAREHOLDER INVESTMENT | 17,244.93 |

170,049.00

STOCKHOLDER'S EQUITY

| | |
|---------------------------|---------------|
| STOCKHOLDERS EQUITY | -1,019,732.59 |
| PRIOR YR RETAINED EARNING | 2,272,012.96 |
| CURRENT YR RETAINED EARN | 420,996.74 |

1,673,277.11

1,843,326.11

Agile Government Services
Income Statement

Organization: 1 Agile Government Services

| | 12/01/20 12/31/20 | Y-T-D |
|----------------------------|--------------------------|--------------------------|
| CONTRACT REVENUES | | |
| GOVERNMENT REVENUE | 323,564.50 | 2,343,883.65 |
| | <u>323,564.50</u> | <u>2,343,883.65</u> |
| CONTRACT REVENUES | 323,564.50 | 2,343,883.65 |
| DIRECT COSTS | | |
| DIRECT LABOR FULL TIME | 169,285.85 | 1,120,727.49 |
| TRAVEL | 0.00 | 1,421.75 |
| SUBCONTRACT LABOR | 3,160.00 | 213,782.00 |
| OTHER DIRECT COST | 2,962.17 | 20,947.31 |
| | <u>175,408.02</u> | <u>1,356,878.55</u> |
| DIRECT COSTS | 148,156.48 | 987,005.10 |
| COST OF OPERATIONS | | |
| FRINGE BENEFIT EXPENSE | 23,538.52 | 226,733.87 |
| OVERHEAD LABOR | 25,885.10 | 211,447.51 |
| OVERHEAD EXPENSE | -2,100.17 | -2,539.57 |
| G&A LABOR | 10,603.44 | 138,245.72 |
| G&A EXPENSE | 21,344.71 | 180,665.57 |
| B&P LABOR | 17,816.83 | 60,068.68 |
| B&P OTHER | 0.00 | 26,895.99 |
| | <u>97,088.43</u> | <u>841,517.77</u> |
| NET INCOME FROM OPERATIONS | 51,068.05 | 145,487.33 |
| OTHER INCOME | | |
| OTHER INCOME | 138,976.25 | 277,952.50 |
| | <u>138,976.25</u> | <u>277,952.50</u> |
| OTHER EXPENSES | | |
| OTHER EXPENSE | 308.12 | 2,443.09 |
| | <u>308.12</u> | <u>2,443.09</u> |
| NET INCOME | <u><u>189,736.18</u></u> | <u><u>420,996.74</u></u> |



April 20, 2021

Re: RFP 6499 Z1 Agile Government Services, Inc Contact Tracing and Vaccine Helpline Services

To Whom It May Concern,

Agile Government Services, Inc. has been a customer in good standing with UMB Bank, n.a. since February of 2013.

UMB Bank enjoys an excellent relationship with Agile Government Services, Inc. which includes both depository and credit services. At the present time, depository accounts carry aggregate balances in the low seven-figure average collected range and are handled in a very satisfactory manner. Our credit commitment to Agile Government Services, Inc is comprised of a six-figure credit facility which is available to the company for direct borrowings. The credit facility is also handled in a satisfactory manner. UMB Bank would enthusiastically pursue an opportunity to increase this credit facility if needed. This would be contingent upon our review of updated financial statements and projections, and our formal underwriting process and senior loan committee approval.

I would conclude by saying we value Agile Government Services, Inc. as an important customer of UMB Bank. Should you have additional questions or if I can be of further assistance, please do not hesitate to contact me at Amanda.Maurin@umb.com or 816-860-8057.

Regards,

A handwritten signature in blue ink that reads "Amanda Maurin".

Amanda Maurin
AVP/Relationship Manager
Commercial Lending

UMB Bank, n.a.

1010 Grand Boulevard
Kansas City, Missouri 64106

816.860.7000
816.860.7143 Fax

umb.com

Member FDIC