



Coast Professional, Inc. Response to RFP # 6499 Z1

**State of Nebraska, Department of Administrative
Services, Materiel Division, State Purchasing
Bureau**

Contact Tracing and Vaccine Helpline Services

Submitted to:

Ms. Connie Heinrichs
Ms. Anne Walton
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
402-471-0975/402-471-1428
connie.heinrichs@nebraska.gov
Annette.walton@nebraska.gov

Submitted by:

Andy Chance
Director of Business Development
Coast Professional, Inc.
4273 Volunteer Road
Geneseo, NY 14454
904-826-9471
achance@coastprofessional.com



Mission Statement:

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

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

Vision Statement:

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

Core Values:

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

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

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

Equal Opportunity Employer

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



April 22, 2021

Ms. Connie Heinrichs and Ms. Annette Walton
State of Nebraska State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Dear Ms. Heinrichs and Ms. Walton,

Coast Professional, Inc. (Coast) is pleased to have the opportunity to respond to RFP # 6499 Z1 for Contact Tracing and Vaccine Scheduling Services, issued by the State of Nebraska, Department of Administrative Services, Materiel Division, State Purchasing Bureau (the State). Our proposal is valid for 180 days from the date of submission.

Coast has read and understands the State's intents and objectives. We plan to exceed these by using our 45 years of experience providing contact center services to public and private clients of similar size and scope to provide world-class service to the State of Nebraska. We have included an overview of our effective methodologies, past success, and experience on the following pages.

We have successfully provided contact center services since our founding in 1976. Specializing in both the government and higher education industries, our clients include hundreds of public and private entities across the United States. Being FISMA compliant with decades of experience managing large-scale government contracts, Coast is the perfect choice for the State.

Coast understands the importance of treating individuals with respect and professionalism in providing top notch customer service for the State. Our representatives are well trained and experienced in successful communication during times of difficulty. They are skilled in the requirements of federal and state regulations applicable to contact center services and are sensitive to the circumstances of the individuals who reside in the State of Nebraska.

If you have any questions about the services discussed herein or require additional information about what Coast can do for the State, please contact your Director of Business Development, Andy Chance. He can be reached by phone at 904-826-9471 or by email at achance@coastprofessional.com.

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

Sincerely,

DocuSigned by:


Jonathan Prince
088217A510C6473...
Jonathan Prince
Chief Executive Officer

TABLE OF CONTENTS

II. Terms and Conditions	1
III. Contractor Duties	11
IV. Payment.....	16
V. Project Description and Scope of Work	19
Contact Tracing.....	20
V.I. Bidder Requirements-Contact Tracing	21
Form A Bidder Point of Contact	32
Vaccine Helpline Scheduling	33
V.N. Bidder Requirements-Vaccine Helpline	34
Form A Bidder Point of Contact	46
VI. Corporate Overview	48
Contractual Services Form	63
Addendum One	65
Addendum Two	67
Addendum Three.....	69
Addendum Four.....	71
Addendum Five	74
Addendum Six	77

Exhibits:

- I. Confidential Rationale Letter
- II. Resumes

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 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.

Coast has read, understands, and agrees to comply with the Terms and Conditions set forth by the State of Nebraska, Department of Administrative Services, Materiel Division, State Purchasing Bureau (The State). We have accepted and initialed all Terms and Conditions outlined in Section II on the following pages.

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 			

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.

B. NOTIFICATION

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

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 JP			

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.

E. BEGINNING OF WORK

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

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 JP			

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

G. CHANGE ORDERS OR SUBSTITUTIONS

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

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

The Contractor shall prepare a written description of the work required due to the change and an itemized cost 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.

H. VENDOR PERFORMANCE REPORT(S)

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

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

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

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

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

J. BREACH

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

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

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

K. NON-WAIVER OF BREACH

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

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 JP			

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

M. INDEMNIFICATION

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

1. GENERAL

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

2. INTELLECTUAL PROPERTY

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

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

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker’s compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel 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 JP			

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

O. LIQUIDATED DAMAGES

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

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 JP			

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

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

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 JP			

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.

R. FORCE MAJEURE

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

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

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 JP			

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

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of

which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

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.

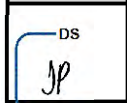
T. OFFICE OF PUBLIC COUNSEL (Statutory)

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.

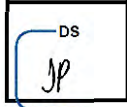
V. EARLY TERMINATION

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

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.

W. CONTRACT CLOSEOUT

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

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.

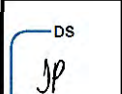
Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

Coast has accepted and initialed the Contractor Duties set forth by the State in **Section III** on the following pages.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

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

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

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

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

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

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

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

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

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the 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.

B. EMPLOYEE WORK ELIGIBILITY STATUS

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

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

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

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <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 JP			

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.

E. PERMITS, REGULATIONS, LAWS

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

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

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

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

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

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

G. INSURANCE REQUIREMENTS

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

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

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.

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.

H. ANTITRUST

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

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 JP			

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

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

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

J. SITE RULES AND REGULATIONS

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

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.

K. ADVERTISING

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

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

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 JP			

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

N. DRUG POLICY

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

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

O. WARRANTY

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

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance


of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

IV. PAYMENT

Coast has read, understands, and agrees to comply with the State's Payment requirements. We have accepted and initialed the Payment requirements outlined in **Section IV** on the following pages. Coast has included its Cost Proposal in the file titled, "**RFP 6499 Z1 Coast Professional, Inc. File 2 of 3, COST PROPOSAL.**"


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:
			

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:
			

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:
			

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

V. PROJECT DESCRIPTION AND SCOPE OF WORK

V. Project Description and Scope of Work

Coast has read and fully understands the project requirements outlined in the RFP. On the following pages Coast will illustrate why we are the ideal candidate for the State of Nebraska for both Contact Tracing and Vaccine Helpline Services (**Option 3**). Coast has the expertise, supervisory personnel, and a scalable pool of highly skilled, professional contact center representatives to meet and exceed the rigorous demands of these projects as outlined in **Section V. Project Description and Scope of Work, A-H**.

Our clients benefit from personalized, one-on-one service from a dedicated business development director and a staff of professional, friendly call contact center representatives to ensure the individuals of Nebraska are satisfied with the service provided throughout the life of the contract. Coast designates Andy Chance, Director of Business Development, as the primary point of contact and contract administrator for the State. Mr. Chance can be reached by phone at (904) 826-9471 or by email at achance@coastprofessional.com. After contract execution and project implementation, Mr. Chance will remain involved to ensure that your expectations are not only met but exceeded.

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

With Coast as a partner, The State of Nebraska will enjoy the peace of mind that comes from working with an organization that strictly adheres to all applicable regulations. As you will see, the protection of our data, and the client data that has been entrusted to us, is paramount at Coast.

Coast never takes on a client unless we know that we can perform for them. We want your business, and we know that we will outperform your other vendors. Coast is a sound, reliable business partner with the financial strength, resources, and experience needed to assist the State of Nebraska. Our thorough understanding of the State's needs position Coast as an optimal partner for the State of Nebraska, Department of Administrative Services, Materiel Division, State Purchasing Bureau.

We have provided in-depth responses to **V.I.** and **V.N. Bidder Requirements** on the following pages.



**Coast Professional, Inc. Response
to RFP # 6499 Z1**

**State of Nebraska, Department of Administrative
Services, Materiel Division, State Purchasing
Bureau**

**Contact
Tracing**

V.I. BIDDER REQUIREMENTS-CONTACT TRACING

1. 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.

Coast has read and fully understands the project requirements outlined in the RFP. Regarding the Performance Requirements found in **Section V, Page 30**, Coast will place the initial outbound call within eight (8) business hours from receipt of information, in accordance with the State's requirements. If the call is not answered by the individual, Coast representatives will make at least five (5) subsequent attempts to call the individual as required by the State training guide. We fully understand the urgency of this project and will use our best efforts to contact an individual. Follow up attempts will be scheduled to conform with any information we obtain regarding the best time to make a subsequent call. Follow up attempts will be made at least 30 minutes after the most recent attempt or as stipulated by the State training guide. Coast understands that failure to meet the Performance Measures defined may require the submission of a Corrective Action Plan within fifteen (15) business days after the request.

Contact Tracing Approach

Coast has an experienced implementation team with a successful track record of onboarding large federal and contact tracing contracts in a timely manner. Using a project schedule which ensures on-time delivery of project milestones, Coast's team will complete the required implementation of the State's contract prior to the established due dates. Our implementation team consists of subject matter experts from each department, including all key personnel assigned to the contract.

We have developed a systematic operational process which has delivered consistent top performance on federal government and contact tracing contracts. Our project efficiency is rooted in our robust technology, comprehensive project plan, use of forecasting models, and analytical acumen.

Coast has more than 45 years of experience providing empathetic and compassionate contact center services on behalf of our clients. We are experts at educating the public on matters related to both healthcare and personal finances. To effectively perform our work, we focus on:

- Active listening techniques
- Building rapport and trust
- Treating people with respect
- Understanding the emotions a person may be experiencing

This unique combination of skills is especially valuable in the field of contact tracing, as infected persons frequently have concerns regarding loss of income and how to approach their financial matters while attending to personal and family health issues. Coast has the experience and skills necessary to exceed the State of Nebraska's performance expectations.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Contact Tracing and Case Investigation Experience

Coast is a current contractor providing contact tracing services for the Louisiana Office of Public Health (OPH). Coast recognized that, during the national pandemic, we could transition part of our services to help states and local governments combat the spread of COVID-19 simply by utilizing our experience and expertise in contact center management with our highly trained staff. Coast has included an in-depth overview detailing its COVID-19 contact tracing experience for the Louisiana OPH on the following pages. Our experience is scalable and translatable to the State's contract and will facilitate a rapid and thorough contract implementation.

Quality Assurance and Compliance

Our Compliance Department is responsible for ensuring that our operations and business practices adhere to all local, state, and federal legislation that governs our industry. As a current vendor to the U.S. Department of Education and other federal government clients, Coast must maintain standards much higher than other firms in our industry.

PPMS Certification

In early 2014, Coast obtained its Professional Practices Management System (PPMS) Certification, which has proven to be the optimal preparation tool for compliance with CFPB regulations. PPMS introduces collection agencies to industry-specific business practices and procedures that, once implemented, lead to the operation of an efficient, fiscally sound, ethically responsible, and legally compliant organization. To achieve and maintain PPMS Certification status, collection agencies must complete a rigorous application and audit process. Certified agencies must meet program requirements including developing an individualized professional practices system of management for their agency, creating supporting documents such as a company manual and submitting specific business records to an independent auditor to assure compliance with the program's high standards for collection agency operations. Periodic audits are conducted for an agency to maintain their certified status. PPMS certification is a comprehensive process and, to date, fewer than 50 agencies globally share the unique distinction of being PPMS certified by ACA International.

Coast is listed as a certified PPMS agency on the ACA International website:

<https://www.acainternational.org/education/ppms#certifiedagencies>

Additionally, Coast's Compliance team performs an Element 15 audit, which validates each of the elements required under our PPMS Certification. This audit includes a review of departmental policies, procedures, and work instructions. Each of these are reviewed annual and remediation is required for any non-passing scores.

Business Analytics: In addition to our real-time and call monitoring ability, Coast's dedicated business analytics team reviews trends in call volumes and frequency to provide our Operations Department with valuable strategic information. These reports and datasets provide important metrics on trends in our strategy and allow our management team to adjust, as necessary.

Coast has also established a separate Compliance Analytics Department that audits non-call-based processes.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

This includes, but is not limited to, the review of account transfer files, the reporting process, and information security compliance. This team is independent of the administrative teams and ensures that our contractual requirements are followed entirely.

2. Describe your language capabilities, including the percentage of contact tracers who are bilingual in English and Spanish, and any other languages available.

Language Capabilities

Coast will work with the State to establish the necessary Spanish speaking staff as applicable and appropriate. We currently, and will continue to, actively recruit bilingual and multilingual staff to ensure effective communication with clients and individuals. Coast understands we will be utilizing the State's telephonic language interpretation services.

Please note: If needed, Coast has the ability to develop scripts for contact tracers and case investigators that are translated into different languages as appropriate to effectively communicate with individuals. As part of our compliance process, Coast currently develops Spanish speaking scripts for employees to utilize and maintains Spanish speaking staff who review call recordings and account notation to ensure that our efforts remain compliant in our communications with individuals.

3. 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.

Coast is experienced in handling Protected Health Information (PHI). Our employees receive world-class training covering all facets of contact center operations and data security. Coast has not had any HIPAA breaches in the last three (3) years, nor any security incidents which required notification to the Office of Civil Rights. Please see below for an in-depth overview of our HIPAA/Personal Information Protection Policies.

HIPAA Compliance

Coast's contact center operations are designed to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA). All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Our employees are also required to complete an annual HIPAA training refresher course. This course requires employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI. Our meticulous employee training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential data breach. Coast has not reported any breach notifications in the last three years.

Coast understands the necessity to protect PHI and has implemented safeguards to ensure our continued compliance with HIPAA.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

This includes, but is not limited to:

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

PHI Protection

We are experts in the management of PHI and the PHI requirements of HIPAA. Coast's operations protect electronic protected health information (ePHI) as required under HIPAA. We sign and implement Business Associate Agreements (BAA) with covered entities as required to perform our services. We have implemented significant information security standards to ensure the protection of ePHI in our interactions with individuals, and in our contact center system whether in transit or at rest. Our security posture is enhanced by our written breach policy and process to manage data breaches in an immediate and encompassing action. All Coast employees are required to complete regular security awareness training including facility, data access, and document control, as well as all other federal security requirements, specifically including the Gramm Leach Bliley Act (GLBA) concerning privacy. Coast holds all employees to strict security standards.

4. 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.

Coast has employees that are available immediately to fully staff the State's contract. Coast can provide up to 100 contact tracers upon award and can build staff in increments of 100 every 30 days as required by the State.

Staffing Availability

For our current contract with the Louisiana OPH, we transitioned available staff to the contract and utilized our qualified pool of applicants to hire additional staff as needed. At present, our empathetic, qualified contact center representatives are ready to deploy within seven (7) business days of contract execution or as necessary based on the State and End User needs.

Our staffing model is flexible and agile allowing for adjustment based on assigned case volume and increases in COVID-19 cases. We have developed a staffing model to accommodate a seven-day work week and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring sufficient number of staff, and continually monitoring assigned call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation (8:00 a.m. - 8:00 p.m. Central

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Time Sunday through Saturday). Contact tracers and supervisors will ensure proper, on-time follow up conversations with individuals.

5. 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.

Coast recognizes the emergency need of this service and will work diligently to exceed the State's needs and expectations by utilizing our established staffing and implementation plans. In May 2020, Coast onboarded more than 300 employees to fulfill the Louisiana OPH's need for contract tracing services for the COVID-19 pandemic within 10 days.

Contact Tracing Staff

Coast has staff, who are experts in contact tracing, to immediately assign to this contract. Our internal list of high-quality candidates is available to supplement additional contact tracing staff as needed. We will assign contact tracing staff in the quantity required by the State and in accordance with workload fluctuations and best practices to meet the emergency need of contact tracing services. Coast will work with the State to establish the necessary Spanish speaking staff as applicable and appropriate.

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

Coast's contact tracing staff to supervisor ratio of 12.5:1 ensures operations remain manageable and compliant with the terms of our contracts. Coast's ancillary departments (Human Resources, Finance, etc.) are organized and structured to grow in proportion to the Operations and Compliance Departments. As a current contractor for the federal government, Coast's HR Client Clearance team has an experienced, efficient onboarding process, with the ability to screen thousands of applicants. Coast is familiar with the Electronic Questionnaires for Investigations Processing (e-QIP) process and is currently utilizing this process for the performance on our Department of Education, Federal Student Aid (FSA) and Fiscal Service contracts.

Coast staff assigned to the performance of this contract shall undergo suitability screening outlined by the contract and receive a favorable fingerprint check and background investigations as appropriate. Coast will ensure background investigations are processed in accordance with the State's requirements.

Equipment Provided

Coast employees demonstrate exceptional agility in complying with the evolution of any given technology platform. We will provide our employees with all required equipment in order to comply with the State's needs. Examples of equipment used with our current contact tracing project include the following:

- Thin Client desktop computer with keyboard and mouse
- Monitor
- Telephone

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

- Wired headset with microphone and quick disconnect
- Software licenses

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

Project Implementation

Coast has an experienced implementation team with a successful track record of onboarding large federal and contact tracing contracts in a timely manner. Using a project schedule which ensures on-time delivery of project milestones, this team will complete the required implementation of the State's contract prior to the desired start date noted on **Page 2, Schedule of Events**. Our implementation team consists of subject matter experts from each department, including all key personnel assigned to the contract.

Detailed Work Plan

Coast has provided a detailed work plan in the following table which represents an expedited implementation plan to begin providing the State with high quality and compliant contact tracing services. We recognize the emergency need of this service and will work diligently to meet the State's needs and expectations utilizing elements outlined below as applicable. Coast understands the State has established a Contractor Start Date of July 29, 2021.

Task Number:	Task Description:	Assigned to:	Estimated Date Completed:
1.0	Define Project Requirements	Coast Operations Department and the State	07/01/2021
1.1	Contract Signing	Coast Authorized Representative and the State	07/01/2021
2.0	Execute Staffing Plan	Coast Operations and Human Resources Departments	07/06/2021
2.1	Recruiting and Hiring	Coast Human Resources and Operation Departments	07/06/2021
2.1.1	Move current employees to contract	Coast Human Resources and Operation Departments	07/02/2021
2.1.2	Use Coast's extensive list of potential hires to quickly establish staff	Coast Human Resources and Operation Departments	07/06/2021
2.1.4	Post available positions online using career websites	Coast Human Resources and Operation Departments	07/06/2021

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Task Number:	Task Description:	Assigned to:	Estimated Date Completed:
2.1.5	Hire employees and complete applications within Coast HR Information System (HRIS)	Coast Human Resources Department	07/07/2021
2.2	New Hire Orientation	Coast Human Resources, Operations, and Compliance Departments	07/26/2021
3.0	Training Plan Development	Coast Compliance and Operation Departments	07/26/2021
3.1	Utilize existing training plan from current Contact Tracing contracts to create customized training program	Coast Compliance and Operation Departments	07/02/2021
3.2	Provide training to staff assigned to this contract	Coast Compliance and Operation Departments	07/27/2021
4.0	Establish Compliance Auditing Procedures	Coast Compliance Department	07/26/2021
4.1	Review contract requirements and create audits to ensure compliance with Iowa requirements	Coast Compliance Department	07/23/2021
5.0	Develop Progress Report	Coast IT, Compliance, and Operations Department	07/26/2021
5.1	Test Progress Report	Coast IT, Compliance, and Operations Department	07/27/2021
5.2	Implement Progress Report	Coast IT Department	07/28/2021
6.0	Implement and Train Call Scripts	Coast Compliance Department	07/28/2021
6.1	Review call scripts against contract requirements and Coast standards	Coast Compliance and Operation Departments	0719/2021
7.0	Establish system connectivity with the State	Coast IT Department	07/28/2021

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Task Number:	Task Description:	Assigned to:	Estimated Date Completed:
7.1	Implement any necessary General Conditions	Coast IT Department	07/28/2021
8.0	Final Signoff	Coast Operations Department and the State	07/28/2021
9.0	Begin Call Center Communications	Coast Professional, Inc.	07/29/2021

7. Describe your capacity of in-house trainers and approach to project on-boarding.

Coast employees are trained through an award-winning training program built to prepare each individual for a successful career in a call contact center atmosphere. We employ a Senior Director of Training, a Director of Training and Education, as well as several Training Specialists who are dedicated to system training, telephone etiquette training, teaching the importance of compliance with specific laws and regulations, and contract familiarity.

Coast can facilitate a train the trainer approach for project onboarding. All staff will be trained in a quick and effective manner. Coast has implemented similar training initiatives for current clients.

Our Contact Tracing/ Vaccine Helpline Representative staff are trained and tested to confirm their understanding of both contact center and Coast processes and routines. Representatives participate in mock scenarios with senior representative to provide a final level of training, enabling Team Managers to identify areas that may need enhancement or further support.

Coast has a successful mentoring program allowing entry-level representatives to partner with tenured skilled representatives to gain knowledge and hands-on experience. This program has resulted in the creation of a successful team with outstanding support and productivity.

Training Overview

We will train employees through the State’s established training program. New employees participate in an extensive and detailed training followed by a representative mentoring period to acclimate them into our contact center.

Staff Training: Contact tracing staff will be trained to comply with the State's preferred coursework, including State-approved HIPAA and Privacy Training, Contact Tracing Training, and Didactic Training. For similar projects, our staff has received training from the Association of State and Territorial Health Officials (*Making Contact: A Training for COVID-19 Contact Tracers*) and Johns Hopkins University (*COVID-19 Contact Tracing*). Coast can utilize similar training methods for the State (if approved). We have developed a training program for our contact tracing services with the Louisiana OPH that could be tailored to meet the needs of the State, allowing for a seamless transition of services for the State of Nebraska State Purchasing Bureau.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Our training program has been utilized by other agencies at the request of the State of Louisiana due to its efficacy in delivering outstanding contact rates and services on the contract.

February 2021: Coast received a Training Top 100 Award from Training Magazine. The Training Top 100 Awards recognize organizations with the most successful learning and development programs in the world. The Top 100 rankings are calculated based on corporate training overall, including the number of training hours per employee program, total training budget, and innovative learning goals. Coast has worked diligently to establish a world-class training program resulting in the recognition from Training Magazine. This award is a direct result of Coast's improved employee training programs, exemplary customer service, and compliance standards.

Project Onboarding

Coast has developed a recruiting process which places emphasis on staffing for contact tracing contracts. Our process follows federal and state law on hiring practices, equal employment opportunities, affirmative action, background investigations, and employee rights. As a testament to our ability, Coast recruited, hired, and onboarded over 300 staff within 60 days to begin work on our contract with the Louisiana OPH for COVID-19 contact tracing services. Our recruiting practices include a multi-media strategy such as social media and online employment websites, local magazines, billboards, local Departments of Labor, job-fairs, our own company website, and community outreach. Coast also administers an employee referral program, resulting in nearly half of our new hires and demonstrating the positive culture of the organization.

Project Implementation

Coast's approach to project onboarding focuses on the end goal of the project. With the focus on project success, our implementation team will set appropriate deadlines for each phase of implementation so that all deliverables are completed on or before the scheduled dates. Please see **Question 6** above for an in-depth overview of our Project Implementation Plan.

8. Describe your ability to meet the reporting requirements set forth in Section V.F, including ad hoc reporting capabilities.

Reporting Requirements

Coast understands the importance of providing comprehensive, real-time, and ad hoc reports and is able and willing to comply with all reporting requirements of the State. We will provide the State with a daily report of the contact tracing hours worked for the previous day by 2:00 PM and a weekly progress report, including total number of completed calls, date and time of uncompleted calls, a percentage of contacts made that were completed calls, and total number of calls, either completed or uncompleted, made by Coast per hour billed. Coast's Operational Department will ensure the reports are provided to the DHHS Contract Manager no later than 12:00 p.m. on Tuesday of each week. Coast is able to provide ad hoc reports as requested and required and understands that telephony reports will be our responsibility.

Currently, we provide the Louisiana OPH with progress reports and summaries at their request, which is typically daily. These reports are created via our internal daily tracking system which tracks all calls, contacts, and accounts.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Business Analytics Team: Coast's dedicated business analytics team reviews trends in call volumes and frequencies to provide our Operations Department with valuable, strategic reporting information. These reports and datasets provide important metrics on trends in our strategy and allow our management team to adjust, as necessary.

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.

Coast understands the importance of assembling a team that best reflects the State of Nebraska and its diverse population. We believe the key to a successful business is embracing the vital and vibrant diversity of our employees, including their socioeconomic and ethnic backgrounds, as well as our clients and the individuals they support. This method allows employees to relate to our clients and most importantly, the individuals of the State of Nebraska. Our employee diversity provides us with both innovation, teamwork, and enables us to provide an exemplary level of service unmatched in the industry. Coast actively recruits, hires, and maintains bilingual and Spanish-speaking staff to better serve our clients and the individuals they support. Coast will work with the State to determine staffing needs by geographic location.

Coast recruits, hires, and promotes without regard to race, color, creed, sex, gender identity or expression, pregnancy, marital status, age, national origin, citizenship, ancestry, religion, physical or mental disability, veteran or military status, sexual orientation, genetic predisposition, domestic violence victim status, employee's or dependent's reproductive decision making or any other legally recognized protected classes pursuant to applicable federal, state, or local laws.

We focus recruiting and hiring efforts in Historically Underutilized Business Zones (HUBZone) and rural communities to provide high quality careers to a stable workforce.

10. 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.

Coast's mission is to perform services by and on behalf of its clients with the highest integrity, efficiency, and in a manner that assures the individuals of Nebraska are treated with courtesy and respect. We are dedicated to maintaining the highest knowledge, superior customer service, and respectful communication.

Coast has decades of experience working with individuals during difficult times, including our current work with the State of Louisiana, Louisiana Office of Public Health (OPH) on COVID-19 contact tracing. Coast's success in contact tracing is the result of the extensive training we provide to employees and to the active and empathetic listening skills our employees develop. Our representatives are provided with the necessary skills and resources to compassionately overcome objections and elicit needed information. Developing a rapport with individuals while providing information and reassurance with confidence has made Coast the top performing contact tracer for Louisiana OPH.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

11. 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.

Coast understands that it is DHHS policy that contact tracing is not completed directly with minors, and that all contact tracing staff need to speak to a parent or guardian.

It is an existing Coast policy that if a case is under the age of 18, staff will interview either the parent or guardian.

In the event a parent or guardian is unable to interview due to severe illness, Coast staff is trained to seek a better time to follow up within a two-day time period. If the person is too sick following the two-day time period, Coast staff can ask for consent to interview a surrogate on their behalf, at the State's discretion.

Acceptable surrogates: Spouse, parent, grandparent, sibling, legal guardian, and children of legal age.

The State and the representative's name are provided to assure clear and transparent communication with the individuals of Nebraska.

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

Coast is committed to serving all individuals with the same high standards. Coast works with individuals, clients, and employees that may have additional needs and help accommodate where possible. Coast utilizes an outside law firm to provide guidance on compliance with accessibility standards.

Our intended vendor for serving the hearing impaired is Language Line. Language Line provides Americans with Disabilities Act (ADA) compliant services including text telephone (TTY) services. Coast will make any additional accommodations as required by the State.

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:	Coast Professional, Inc.
Bidder Address:	4273 Volunteer Rd. Geneseo, NY 14454
Contact Person & Title:	Andy Chance, Director of Business Development
E-mail Address:	achance@coastporofessional.com
Telephone Number (Office):	(904) 826-9471
Telephone Number (Cellular):	(904) 826-9471
Fax Number:	(866) 682-1915

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

Communication with the State Contact Information	
Bidder Name:	Coast Professional, Inc
Bidder Address:	4273 Volunteer Rd. Geneseo, NY 14454
Contact Person & Title:	Jonathan Prince, Chief Executive Officer
E-mail Address:	proposals@coastprofessional.com
Telephone Number (Office):	(585) 991-5200
Telephone Number (Cellular):	(585) 519-3426
Fax Number:	(318) 807-5100



**Coast Professional, Inc. Response
to RFP # 6499 Z1**

**State of Nebraska, Department of Administrative
Services, Materiel Division, State Purchasing
Bureau**

**Vaccine
Helpline
Services**

V.N. BIDDER REQUIREMENTS-VACCINE HELPLINE

1. 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.

Our contact center representatives are trained and equipped to meet and exceed the State's requirements for on-hold wait time (not to exceed four minutes) and responsiveness to voicemail (must respond within 24 hours), both at current call volumes, and as changes in vaccine availability result in higher expectations. The time spent with each caller and the disposition of all calls will be entered into the State-designated system. Calls are routinely monitored by a Supervisor and our industry-leading Corporate Compliance team to verify individuals receive efficient, respectful, personalized service at all times. Coast understands that failure to meet any of the Performance Measures defined may require submission of a Corrective Action Plan within fifteen (15) business days after the request.

Helpline Approach

Coast has an experienced implementation team with a successful track record of onboarding large contact center contracts in a timely manner. Using a project schedule which ensures on-time delivery of project milestones, this team will complete the required implementation of the State's contract prior to the established due dates. Our implementation team consists of subject matter experts from each department, including all key personnel assigned to the contract. Coast has developed a systematic operational process which has delivered consistent top performance. Our project efficiency is proven in our robust technology, comprehensive project plan, use of forecasting models, and analytical acumen. Coast has more than 45 years of experience providing empathetic and compassionate contact center services on behalf of our clients. We are experts at educating the public on matters related to both healthcare and personal finances. To effectively perform our work, we focus on:

- Active listening techniques
- Building rapport and trust
- Treating people with respect
- Understanding the emotions a person may be experiencing

This unique combination of skills is especially valuable for a Vaccination Helpline, as callers frequently have concerns or anxiety regarding personal and family health issues that must be handled with a firm but delicate touch.

Quality Control

Coast is committed to compliance with applicable laws and regulations. This includes establishing an independent Compliance Department, obtaining, and maintaining a Professional Practices Management Certification (PPMS), utilizing voice analytic software, the proper training of staff, and establishing appropriate internal audits and call monitoring procedures.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Quality Assurance and Compliance

Our Compliance Department is responsible for ensuring that our operations and business practices adhere to all local, state, and federal legislation that governs our industry, including the Fair Debt Collection Practices Act (FDCPA), as well as adhering to the best practices as recommended by professional organizations such as ACA International (the Association of Credit and Collection Professionals). As a current vendor to the U.S. Department of Education and other federal government clients, Coast must maintain standards much higher than other firms in our industry.

PPMS Certification

In early 2014, Coast obtained its Professional Practices Management System (PPMS) Certification, which has proven to be the optimal preparation tool for compliance with CFPB regulations. PPMS introduces collection agencies to industry-specific business practices and procedures that, once implemented, lead to the operation of an efficient, fiscally sound, ethically responsible, and legally compliant organization. To achieve and maintain PPMS Certification status, collection agencies must complete a rigorous application and audit process. Certified agencies must meet program requirements including developing an individualized professional practices system of management for their agency, creating supporting documents such as a company manual and submitting specific business records to an independent auditor to assure compliance with the program's high standards for collection agency operations. Periodic audits are conducted for an agency to maintain their certified status. PPMS certification is a comprehensive process and, to date, fewer than 50 agencies globally share the unique distinction of being PPMS certified by ACA International.



Coast is listed as a certified PPMS agency on the ACA International website:
<https://www.acainternational.org/education/ppms#certifiedagencies>.

Voice Analytics Module

One of Coast's most powerful tools is a sophisticated, state-of-the-art voice analytics module (VAM) that constantly monitors the state of a telephone conversation with individuals. Using advanced tone identification technology combined with word/phrase detection, the VAM examines the speech of both the individual and the Contact Tracing/ Vaccine Helpline Representative, assessing the emotions of both parties and alerting the representatives if the individual is becoming agitated. This information is provided to the representative in real-time, and helps the representative avoid conflicts before they begin. Every representative has a small meter on their desktop that provides constant feedback on the state of the conversation. Using this tool, representatives are able to self-monitor and moderate themselves, as well as receive insight into the caller's emotional state as they talk to them.

The VAM can also be monitored by the Contact Tracing/ Vaccine Helpline Representative Manager to verify individuals receive respectful, personalized service. Through the control panel, the manager can see all conversations occurring in real-time, listen to any active conversation, or drill down to see

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

specific agent and call statistics. If a manager decides to monitor an active call, he or she has the option to quietly listen in, coach the representative (the individual cannot hear the coaching), or to take over control of the call entirely to prevent escalation.

The screen capture below demonstrates the control panel used by managers to monitor collection activity and the live conversations currently taking place with individuals.



Every call has a post-call analysis available to the manager, who can review these statistics to examine a call, second by second, to see things such as exactly where a call began to degrade and who might be at fault.

Internal Audits

Coast undergoes numerous internal audits. Internal audits are developed for each line of business, based on client criteria and benchmarks.

Additionally, Coast's Compliance team performs an Element 15 audit, which validates each of the elements required under our PPMS Certification. This audit includes a review of departmental policies, procedures, and work instructions. Each of these are reviewed annual and remediation is required for any non-passing scores.

Call Recording & Monitoring

Coast will record all calls as required by the State after notifying the individual that we are recording the conversation. We understand the recordings will become property of the State. Recording calls is an excellent tool for reducing liability because all records may be retrieved and reviewed at any time to ensure compliance. Additionally, members of our Compliance team routinely review call recordings and monitor collector calls to ensure all representatives are conducting contact center efforts according to Coast mandatory protocols.

Coast is committed to providing the highest possible standard of service to our clients and their individuals. Our Compliance Team performs daily reviews for call quality and compliance to ensure all individuals are provided with accurate and complete information and that every call adheres to Coast's strict standards for disclosure, regulatory compliance, and clear communication.

Business Analytics: In addition to our real-time and call monitoring ability, Coast's dedicated business analytics team review trends in call volumes and frequency to provide our Operations Department with valuable strategic information. These reports and datasets provide important metrics on trends in our strategy and allow our management team to adjust, as necessary.

Coast has also established a separate compliance analytics department that audits non-call-based processes. This includes, but is not limited to, the review of account transfer files, the reporting process, and information security compliance. This team is independent of the administrative teams and ensures that our contractual requirements are followed entirely.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Coast understands that all call recordings are property of the State of Nebraska and will be returned to the State.

2. Describe your language capabilities, including the percentage of contact tracers who are bilingual in English and Spanish, and any other languages available.

Coast currently employs both English and Spanish speaking representatives, and will utilize the State's telephonic interpretation Contractor, as required.

Coast will work with the State to further establish the Spanish speaking staff as appropriate. Coast currently and actively recruits bilingual and multilingual staff to ensure effective communication with clients and individuals. We understand we will be utilizing the State's telephonic language interpretation services.

Please note: If needed, Coast can develop scripts for contact center representatives that are translated into different languages as appropriate to effectively communicate with individuals. As part of our compliance process, Coast currently develops Spanish speaking scripts for employees to utilize and maintains Spanish speaking staff who review call recordings and account notation to ensure that our efforts remain compliant in our communications with individuals.

3. 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.

Coast has not had any HIPAA breaches in the last three (3) years, nor any security incidents which required notification to the Office of Civil Rights. Please see below for an in-depth overview of our HIPAA/Personal Information Protection Policies.

HIPAA Compliance

Coast's contact center operations are designed to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA). All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Our employees are also required to complete an annual HIPAA training refresher course. This course requires employees to demonstrate their knowledge and compliance with HIPAA to ensure the protection of PHI. Our meticulous employment training, along with our stringent physical and network security protocols, create the largest buffer between our clients and a potential compliance breach. Coast has not reported any breach notifications in the last three years.

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

- **Administrative Safeguards:** Designed to develop processes ensuring the continued protection of PHI including establishing appropriate security measures, identifying roles and responsibilities, creating, and implementing training, and ensuring staff are evaluated in their understanding.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

- **Policies and Procedures:** Our policies and procedures are designed to ensure staff understand how to properly handle PHI, reduce the amount of PHI that is written down, and control PHI provided to us.
- **Risk Analysis and Management:** We undergo a yearly audit of our security measures which tests for HIPAA compliance, establish appropriate Business Associate Agreements with clients, and maintain appropriate security protections for data entrusted to us.
- **Technical Safeguards:** Coast will ensure that our staff have appropriate secure access to the State's preferred system(s)

PHI Protection

We are experts in the management of PHI and the PHI requirements of HIPAA. Our operations safeguard electronic protected health information (ePHI) as required under HIPAA. We sign and implement Business Associate Agreements (BAA) with covered entities as required to perform our services. We have implemented significant information security standards to ensure the protection of ePHI in our interactions with individuals, and in our contact center system whether in transit or at rest. Our security posture is enhanced by our written breach policy and process to manage data breaches in an immediate and encompassing action. All Coast employees are required to complete regular security awareness training including facility, data access, and document control, as well as all other federal security requirements, specifically including the Gramm Leach Bliley Act (GLBA) concerning privacy.

4. Describe your staffing availability, including whether you can meet the required hours specified in Section V.J.1.

Staffing Availability

Our staffing model is flexible and agile allowing for adjustment based on assigned case volume and the State's need to carry out its public health mission. We have developed a staffing model to accommodate a seven-day workweek and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring a sufficient number of staff, and continually monitoring assigned call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation (8:00 a.m. 8:00 p.m. Central Time, every day). Contact center representatives and supervisors will ensure proper, on-time follow up conversations with individuals.

At present, our empathetic, qualified contact center representatives are ready to deploy within seven (7) business days of contract award or as necessary based on the State's needs. Coast recognizes the immediate need of the State for timely communication to help quell the spread of COVID-19. For example, within five (5) days of being awarded a contract with the State of Louisiana, Coast was able to mobilize contact center representatives in a highly successful, ongoing COVID-19 contact tracing effort throughout all parts of the state.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

5. 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.

Coast recognizes the priority need of this service and will work diligently to meet the State's needs and expectations by utilizing our established staffing and implementation plans.

Helpline Staff

Coast recognizes the emergency need of this service and will work diligently to exceed the State's needs and expectations by utilizing our established staffing and implementation plans. In May 2020, Coast onboarded more than 300 employees to fulfill the Louisiana OPH's need for contract tracing services for the COVID-19 pandemic within 10 days.

Coast will assign staff in the quantity required by the State and as dictated by workload fluctuations and best practices to meet the priority need for Vaccine Helpline Services. Coast will work with the State to establish the necessary Spanish speaking staff as applicable and appropriate.

All Coast employees begin their onboarding with a rigorous, in-depth training process covering a multitude of information protection regulations including HIPAA. Employees participate in an extensive and detailed training followed by a representative mentoring period to acclimate them into our contact center. This allows new representatives to see how the laws are applied in real world situations. Coast's organizational structure is scalable and repeatable. This includes ensuring the appropriate ratio of contact center representatives to supervisor staff (12.5:1) to ensure our operations remain manageable and compliant with the terms of our contracts. Coast's ancillary departments (Human Resources, Finance, etc.) are organized and structured to grow in proportion to the Operations and Compliance Departments. As a current contractor for the federal government, Coast's HR Client Clearance team has an experienced, efficient onboarding process, with the ability to screen thousands of applicants. Coast is familiar with the Electronic Questionnaires for Investigations Processing (e-QIP) process and is currently utilizing this process for the performance on our Department of Education, Federal Student Aid (FSA) and Fiscal Service contracts.

Coast staff assigned to the performance of this contract shall undergo suitability screening outlined by the contract and receive a favorable fingerprint check and background investigations as appropriate.

Coast will ensure background investigations are processed in accordance with the State's requirements.

Relevant Staffing Experience

For 45 years, Coast has operated as a leading accounts receivable management and contact center company that is dedicated to respectful and ethical communication with individuals. During the pandemic, Coast was able to shift focus to a critically needed, lifesaving service offering: COVID-19 communication. Coast leadership recognized early on that the company could transition part of its services to help states and local governments combat the spread of COVID-19 by utilizing experience and expertise in contact center management. Coast's model has proven highly successful, starting with the State of Louisiana Office of Public Health (OPH) in May of 2020. Through the company's efforts, Coast's professional contact center representatives have communicated with well over 150,000 people to reduce the spread of COVID-19.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Adjustments to Call Volumes

We adjust our staffing model to manage the increased call volume through daily review of our Average Speed of Answer (ASA) and answer rate. If we notice the answer rate is decreasing and ASA is increasing, we will deploy more staff hours to the contract through:

- Increasing the availability of overtime
- Hiring additional staff
- Creating set schedules during peak call volume time

Equipment Provided

We will provide our employees with all required equipment in order to comply with the State's needs. Examples of equipment used with our current contact tracing project include the following:

- Thin Client desktop computer with keyboard and mouse
- Monitor
- Telephone
- Wired headset with microphone and quick disconnect
- Software licenses

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

Project Implementation

Coast has an experienced implementation team with a successful track record of onboarding large federal contracts in a timely manner. Using a project schedule which ensures on-time delivery of project milestones, this team will complete the required implementation of the State's contract prior to the desired start date noted on **Page 2, Schedule of Events**. Our implementation team consists of subject matter experts from each department, including all key personnel assigned to the contract.

Detailed Work Plan

Coast has provided a detailed work plan in the following table which represents an estimated expedited implementation plan to begin providing the State with high quality and compliant vaccine helpline services. We recognize the priority need of this service and will work diligently to meet the State's needs and expectations utilizing elements outlined on the following pages. Coast understands the State has established a Contractor Start Date of July 29, 2021.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Task Number:	Task Description:	Assigned to:	Estimated Date Completed:
1.0	Define Project Requirements	Coast Operations Department and the State	07/01/2021
1.1	Contract Signing	Coast Authorized Representative and the State	07/01/2021
2.0	Execute Staffing Plan	Coast Operations and Human Resources Departments	07/06/2021
2.1	Recruiting and Hiring	Coast Human Resources and Operation Departments	07/06/2021
2.1.1	Move current employees to contract	Coast Human Resources and Operation Departments	07/02/2021
2.1.2	Use Coast's extensive list of potential hires to quickly establish staff	Coast Human Resources and Operation Departments	07/06/2021
2.1.4	Post available positions online using career websites	Coast Human Resources and Operation Departments	07/06/2021
2.1.5	Hire employees and complete applications within Coast HR Information System (HRIS)	Coast Human Resources Department	07/07/2021
2.2	New Hire Orientation	Coast Human Resources, Operations, and Compliance Departments	07/26/2021
3.0	Training Plan Development	Coast Compliance and Operation Departments	07/26/2021
3.1	Utilize existing training plan from current Contact Tracing contracts to create customized training program	Coast Compliance and Operation Departments	07/02/2021
3.2	Provide training to staff assigned to this contract	Coast Compliance and Operation Departments	07/27/2021

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Task Number:	Task Description:	Assigned to:	Estimated Date Completed:
4.0	Establish Compliance Auditing Procedures	Coast Compliance Department	07/26/2021
4.1	Review contract requirements and create audits to ensure compliance with Iowa requirements	Coast Compliance Department	07/23/2021
5.0	Develop Progress Report	Coast IT, Compliance, and Operations Department	07/26/2021
5.1	Test Progress Report	Coast IT, Compliance, and Operations Department	07/27/2021
5.2	Implement Progress Report	Coast IT Department	07/28/2021
6.0	Implement and Train Call Scripts	Coast Compliance Department	07/28/2021
6.1	Review call scripts against contract requirements and Coast standards	Coast Compliance and Operation Departments	07/19/2021
7.0	Establish system connectivity with the State	Coast IT Department	07/28/2021
7.1	Implement any necessary General Conditions	Coast IT Department	07/28/2021
8.0	Final Signoff	Coast Operations Department and the State	07/28/2021
9.0	Begin Call Center Communications	Coast Professional, Inc.	07/29/2021

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

Coast employees are trained through an award-winning training program built to prepare each individual for a successful career in a contact center atmosphere. As previously stated, we employ a Senior Director of Training, a Director of Training and Education, as well as several Training Specialists who are dedicated to system training, telephone etiquette training, teaching the importance of compliance with specific laws and regulations, and contract familiarity.

Coast will utilize their in-house trainers to meet the needs and expectations of the State.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

All Coast employees begin their onboarding, both to the company and to individual projects, with a rigorous, in-depth training process covering a multitude of information protection regulations. Such information protection regulations include the Health Insurance Portability and Accountability Act (HIPAA), the Family Education Rights and Privacy Act (FERPA), and all other regulations covering data security.

Please see below for a detailed description of our training and project onboarding procedures.

Training Overview

We will train employees using proven methods that closely adhere to the State's train-the-trainer curriculum and priorities. Our established training program is built upon our experience running an effective and efficient contact center in a COVID-19 environment. New employees participate in an extensive and detailed training followed by a representative mentoring period to acclimate them into our contact center.

Coast's rigorous, in-depth training process covers a multitude of information protection regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), and all other regulations covering data security. Our Contact Tracing/ Vaccine Helpline Representatives are trained and tested to confirm their understanding of both contact center and Coast processes and routines. Representatives participate in mock scenarios with senior representatives to provide a final level of training, enabling Team Managers to identify areas that may need enhancement or further support.

Coast has implemented a successful mentoring program allowing entry level representatives to partner with tenured skilled representatives to gain knowledge and hands-on experience. The result of this program has been to build a successful team with outstanding support and productivity.

Staff Training: Contact center representatives will be trained to comply with the State's preferred coursework. For similar projects, our staff has received training from the Association of State and Territorial Health Officials.

February 2021: Coast received a Training Top 100 Award from Training Magazine. The Training Top 100 Awards recognize organizations with the most successful learning and development programs in the world. The Top 100 rankings are calculated based on corporate training overall, including the number of training hours per employee program, total training budget, and innovative learning goals. Coast has worked diligently to establish a world-class training program resulting in the recognition from Training Magazine. This award is a direct result of Coast's improved employee training programs, exemplary customer service, and compliance standards.

Project Onboarding

Coast has developed a recruiting process which places emphasis on staffing for COVID-related contracts, including vaccination helplines and contact tracing contracts. Our process follows federal and state law on hiring practices, equal employment opportunities, affirmative action, background investigations, and employee rights. As a testament to our ability, Coast recruited, hired, and onboarded over 300 staff within 60 days to begin work on our contract with the Louisiana OPH for COVID-19 contact tracing services. Our recruiting practices include a multi-media strategy such as social media and online employment websites, local magazines, billboards, local departments of labor, job-fairs, our own

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

company website, and community outreach. Coast also administers an employee referral program, resulting in nearly half of our new hires and demonstrating the positive culture of the organization.

Project Implementation

Coast's approach to project onboarding focuses on the end goal of the project. With the focus on project success, our implementation team will set appropriate deadlines for each phase of implementation so that all deliverables are completed on or before the scheduled dates. Please see **Question 6** above for an in-depth overview of our Project Implementation Plan.

8. Describe your ability to meet the reporting requirements set forth in Section V.L, including ad hoc reporting capabilities.

Reporting Requirements

Coast understands the importance of providing comprehensive, real-time, and ad hoc reports and is able and willing to comply with all reporting requirements of the State. We will provide the State with a weekly progress report, including number of calls per hour, average talk time per call, most frequently asked questions/topics of concern, most frequently used resources, number of vaccine registrations submitted per hour/day/week, number of voice mails left, number of repeat callers, average wait time, longest wait time, number of call abandonments, and longest and average wait time of abandonments. Coast's Operational Department will ensure the reports are provided to the State's Contract Manager no later than 12:00 p.m. (Central Time) on Tuesday of each week.

Coast is accustomed to providing reports and summaries at the request of our clients, often multiple times per week. For example, in our current contact tracing contract with the State of Louisiana, Louisiana Office of Public Health, we provide the client with a daily progress report, including daily summaries, of the number of cases investigated and contacts traced.

Reports are created via our internal daily tracking system which tracks all calls, contacts, and accounts. Our dedicated business analytics team also reviews trends in call volumes and frequencies to provide our Operations Department with valuable strategic information. These reports and datasets provide important metrics on trends in our strategy and allow our management team to adjust, as necessary.

9. 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.

Coast understands the importance of assembling a team that best reflects the State of Nebraska and the individuals that reside within the state. We believe the key to a successful business is embracing the vital and vibrant diversity of our employees, including their socioeconomic and ethnic backgrounds, as well as our clients and the individuals they support. This method allows employees to relate to our clients and most importantly, the individuals of the State of Nebraska. Our employee diversity provides us with innovation, teamwork, and enables us to provide an exemplary level of service unmatched in the industry. Coast actively recruits, hires, and maintains bilingual and Spanish-speaking staff to better serve our clients and the individuals they support. Coast will work with the State to determine staffing needs by geographic location.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Coast recruits, hires, and promotes without regard to race, color, creed, sex, gender identity or expression, pregnancy, marital status, age, national origin, citizenship, ancestry, religion, physical or mental disability, veteran or military status, sexual orientation, genetic predisposition, domestic violence victim status, employee's or dependent's reproductive decision making or any other legally recognized protected classes pursuant to applicable federal, state, or local laws.

We focus recruiting and hiring efforts in Historically Underutilized Business Zones (HUBZone) and rural communities to provide high quality careers to a stable workforce.

Coast has developed a recruiting process which places emphasis on staffing for contact center contracts. Our process follows federal law on hiring practices, equal employment opportunity, affirmative action, background investigations, and employee rights. As a testament to our ability, Coast recruited, hired, and onboarded over 300 staff within 60 days to begin work on our contract with the Louisiana OPH for COVID-19 contact tracing services. Coast's recruiting practices include a multi-media strategy such as social media and online employment websites, local magazines, billboards, local Departments of Labor, job-fairs, our own company website, and community outreach. Coast also administers an employee referral program, resulting in nearly half of our new hires and demonstrating the positive culture of the organization.

10. 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.

Coast's mission is to perform services by and on behalf of its clients with the highest integrity, efficiency, and in a manner that assures the individuals of Nebraska are treated with courtesy and respect. We are dedicated to maintaining the highest knowledge, superior customer service, and respectful communication.

Coast has decades of experience working with individuals during difficult times, including our current work with the State of Louisiana, Louisiana Office of Public Health (OPH) on COVID-19 contact tracing. Coast's success in contact tracing is the result of the extensive training we provide to employees and to the active and empathetic listening skills our employees develop. Our representatives are provided with the necessary skills and resources to compassionately overcome objections and elicit needed information. Developing a rapport with individuals while providing information and reassurance with confidence has made Coast the top performing contact tracer for Louisiana OPH.

11. Describe how you would address individuals with disabilities as part of your vaccine helpline services.

Coast is committed to serving all individuals with the same high standards. Coast works with individuals, clients, and employees that may have additional needs and help accommodate where possible. Coast utilizes an outside law firm to provide guidance on compliance with accessibility standards.

Our intended vendor for serving the hearing impaired is Language Line. Language Line provides Americans with Disabilities Act (ADA) compliant services including text telephone (TTY) and Real-time text (RTT) services. Coast will make any additional accommodations as required by the State.

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:	Coast Professional, Inc.
Bidder Address:	4273 Volunteer Rd. Geneseo, NY 14454
Contact Person & Title:	Andy Chance, Director of Business Development
E-mail Address:	achance@coastporofessional.com
Telephone Number (Office):	(904) 826-9471
Telephone Number (Cellular):	(904) 826-9471
Fax Number:	(866) 682-1915

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

Communication with the State Contact Information	
Bidder Name:	Coast Professional, Inc
Bidder Address:	4273 Volunteer Rd. Geneseo, NY 14454
Contact Person & Title:	Jonathan Prince, Chief Executive Officer
E-mail Address:	proposals@coastprofessional.com
Telephone Number (Office):	(585) 991-5200
Telephone Number (Cellular):	(585) 519-3426
Fax Number:	(318) 807-5100

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.

Full Company Name: Coast Professional, Inc.

Company Headquarter Address: 4273 Volunteer Road, Geneseo, NY 14454

Entity Organization: S Corporation

State of Incorporation: Nevada (licensed and bonded in all 50 states)

Year First Organized: 1976

Organization Name Changes:

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

Company History

Coast was founded in 1976 as LA County Professional Services, Inc., ultimately evolving into a national organization operating today as Coast Professional, Inc. (Coast). Coast is classified as a for-profit S Corporation and has demonstrated unprecedented growth and leadership across several decades. Over the years, we have grown into a robust, multi-state organization that is dedicated to service, compliance, performance, and technology. We constantly reimagine our business model in order to align with the current environment and provide exceptional contact center services for the needs of our clients. Coast has the demonstrated ability to quickly implement, adapt, and exceed performance expectations on large scale government contracts. The State can be confident that we have the requisite human capital, security infrastructure, and decades of experience working with individuals during difficult times, including our current work with the State of Louisiana, Louisiana Office of Public Health (OPH) on COVID-19 contact tracing.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Quick Facts: Coast's Contact Center Operation and Contact Tracing Overview

- Field over 15 million calls annually with 500,000 pieces of mailed correspondence processed
- Storied history of compliant, ethical, and empathetic communication with individuals
- 45 years of contact center services; 13 years of experience providing contact center operations to large government clients
- Current contact tracing contract with the State of Louisiana, Louisiana Office of Public Health; outpacing the base line contact rate by 46%
- Employees available in seven (7) days with the capability to work from home or from one of Coast's four (4) offices across the United States
- Employees have completed our training program which received an award as one of the Top 100 Training Programs in the world in February 2021 (as awarded by *Training Magazine*)
- Independent Compliance Department monitors calls and provides regulatory support
- A secure technological infrastructure that meets Federal Information Security Management Act (FISMA) / National Institute of Standards and Technology (NIST) 800-53 rev 4 standards
- Compliance with HIPAA, UDAAP, and other applicable information security and individual communication standards
- 2017 Better Business Bureau Torch Award winner for business ethics
- Surge capacity ability for call volume fluctuation Dedicated business analytics department to deliver portfolio insights

Office Locations

Along with remote staff, Coast has on-premise staff working in various locations. Currently, we are a national business with five (5) contact center facility locations and nine (9) satellite office locations. Should the State prefer staff working in office, we are able to house staff to provide the required services.

Geneseo, NY Office (Company Headquarters)

4273 Volunteer Road
Geneseo, NY 14454

East Aurora, NY

300 Glead Avenue
East Aurora, NY 14052

Albion, NY (Office of Performance)

231 East Ave.
Albion, NY 14111

West Monroe, LA

214 Expo Circle, Suite 7
West Monroe, Louisiana 71292

West Monroe, LA

651 Downing Pines Road
West Monroe, LA 71292



Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Satellite Offices

Coast maintains nine (9) satellite sales, marketing, and executive offices.

- Alpharetta, GA
- Dallas, TX
- Hahira, GA
- Palm City, FL
- Russellville, OH
- St. Augustine, FL (2)
- Trenton, OH
- Tustin, CA

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.

Coast has included its most recent audited financial statements in the file titled, "**RFP 6499 Z1, Coast Professional, Inc. File 3 of 3, PROPRIETARY INFORMATION**" Coast considers this information to be **Confidential and Proprietary** and should be withheld from public disclosure. We have included a written confidential rationale letter explaining how the release of proprietary information, such as financial statements, has the potential to harm our business and give an advantage to competitors. The confidential rationale letter can be found in **Exhibit I**.

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.

Coast is a privately held organization. We have provided additional information below regarding our company:

Description of Coast: We are a contact center and accounts receivable management company dedicated to respectful and ethical communication with individuals. Coast provides professional contact center services to hundreds of campus-based colleges, universities, and government clients. We are a six-time honoree on the Inc. 5000 list for America's Fastest-Growing Private Companies provided by Inc. Magazine and in 2020, were recognized for the fifth time as one of the "Best Places to Work In Collections" by insideARM.com and Best Companies Group. Since 1976, Coast has worked closely with clients to increase recoveries by assisting individuals in resolving their financial obligations. Our success is exemplified by exceptional recoveries, superior service, and dedication to the highest levels of compliance. More information about Coast can be found at www.coastprofessional.com

Size: Coast currently has approximately 800 employees with an annual revenue of approximately \$130 million. We will hire staff as needed and required by the State.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Longevity: Coast has been in business for 45 years.

Client Base: We have hundreds of clients across various business lines including contact tracing, collections, and general contact center work.

Areas of Specialization and Expertise: Coast is an expert in contact tracing, contact center services, and accounts receivable management services. Our decades of experience ensure clients receive outstanding and compliant service in full compliance with all contract specifications.

Coast is a financially stable firm, and we conduct all business practices in accordance with the highest standards of ethics and transparency. We have never filed for bankruptcy, nor have we ever been sold or acquired by another firm. Our financial practices are subject to regular, rigorous audits, both internally and as conducted by third parties, to ensure compliance with:

- GAAP principles
- federal, state, and local regulations
- and client-specific standards of conduct

Banking Reference

Bank	Contact Information
b1Bank Business First Bank 2500 N. 7th Street, West Monroe, LA 71291	Terry Johnson Terry.Johnson@b1bank.com (318) 322-8338

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

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

Coast confirms that no such condition is known to exist. There are no judgments, pending or expected litigation, or other real or potential financial reversals that will materially affect the viability or stability of Coast Professional, Inc.

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.

Coast has been providing professional contact center services for 45 years.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

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.

Coast has read, understands, and agrees to comply. We do not anticipate any replacement or change in ownership or control of the company, but in the unlikely event, we understand the State's requirements and will notify the correct points of contact.

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.

The State's contact center will be located at one of Coast's five locations **OR** can be set up in a remote (Work from Home) environment if preferred by the State. If an in-office setting is preferred, the State's operations will be housed at Coast's **Albion, NY** location (Primary Location) and the **West Monroe, LA** location as the secondary (Secondary location). The in-office location is dependent upon the contract agreement.

Coast's contact center service and operations functions are all done within the Continental United States. Please see **Page 49** for a list of our five (5) office locations with their addresses. Please see below for our primary and secondary office location addresses.

Office Locations

Albion, NY (Primary Location)

231 East Ave.
Albion, NY 14111

West Monroe, LA (Secondary Location)

214 Expo Circle, Suite 7
West Monroe, LA 71292

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

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.

Coast maintains two contracts with state entities within the State of Nebraska. The contract information is provided below:

Client	Contact Information	Contract Numbers
University of Nebraska, Lincoln	Matt Brockhoff mbrockhoff2@unl.edu Phone: (402) 472-4422	RFP 1212162
University of Nebraska, Omaha	Stacey Molgaard smolgaard@unomaha.edu Phone: (402) 554-2954	RFP 1212162

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.

Coast has not named in our response or employed any employee of the State of Nebraska within the past two years. It is noted that no such relationship exists. Coast does not employ or subcontract to any employee of any agency of the State of Nebraska. It is noted that no such relationship exists.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

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.

Coast has not had a contract terminated for default during the past two (2) years, or at any time during its 45-year history.

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. 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, nonperformance, 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 V.I.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.

In the last two (2) years Coast has only had two (2) contracts terminated. These contracts were terminated due to a liquidated Perkins fund, meaning that the business that the client typically would send to Coast for services ceased to exist, at no fault of Coast.

Reference	Contact Information	Dates of Contract	Description of Services
Eastern Oregon University	Kandi Savage Business Services One University Blvd La Grande, OR 97850 (541) 962-3305 perkins@eou.edu	June 2007 – April 2020	Collection agency services for Perkins Loans. Perkins Program was liquidated (discontinued).
Indiana University of Pennsylvania	Cindy Sisko 1011 South Drive Indiana, PA 15705 (724)388-6633 csisko@iup.edu	June 2010 – January 2020	Collection agency services for Perkins Loans. Perkins Loan Program was liquidated (discontinued).

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

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.

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

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.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Coast has included a table below outlining the requirements in Question 1. a,b,c, and d in an organized fashion. Coast was the Prime Contractor on all contracts listed.

Client and Project Time Period	Contact Information	Scheduled/Actual Completion Date & Budget	Responsibilities
<p>Louisiana Department of Health, Office of Public Health</p> <p>5/12/20 to 6/30/21</p>	<p>Brant Mitchell, Director Stephenson Disaster Management Institute Louisiana State University Bmitch@lsu.edu Phone: (225) 205-0523</p>	<p>Scheduled: 6/30/21</p> <p>*Still Active</p> <p>Budget: \$6,250,000</p>	<p>Perform contact tracing services and refer individuals to appropriate resources.</p>
<p>State of Arkansas, Transformation and Shared Services</p> <p>8/4/20 to 12/31/20</p> <p><i>*Coast is in a Mentor- Protégé Agreement(MPA) relationship with a certified HUBZone small business. This MPA is under the name of HUBFirst, LLC of which Coast is a member.</i></p>	<p>Alex Johnston, Chief Administrative Officer State of Arkansas, Transformation and Shared Services Alex.Johnston@arkansas.gov Phone: (501) 319-6552</p>	<p>Scheduled: 12/31/20</p> <p>10/24/2020-12/15/2020</p> <p>Budget: \$228,000</p>	<p>Performed calls to notify retired employees of pending changes in Medicare and insurance coverage options and services and refer them to the appropriate resources.</p>
<p>University of Nebraska, Omaha</p> <p>7/6/17 to 3/31/22</p>	<p>Stacy Molgaard, Manager smolgaar@unomaha.edu Phone: (402) 472-2959</p>	<p>Scheduled: 3/21/22</p> <p>*Still Active</p> <p>Budget: No Guaranteed Volume</p>	<p>Provide debt collection services for Federal Perkins Loans, institutional short-term loans, student account receivables, which may include tuition, student fees, housing, parking permits/citations, student health services, University bookstore, student fines, childcare</p>

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

4. Experience managing a successful call center.

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

Contact Tracing Experience

In May 2020, Coast onboarded more than 300 employees to fulfill the OPH's need for contract tracing services for the COVID-19 pandemic. The contract elements were implemented within 10 days. Currently, we provide OPH with COVID-19 contract tracing services by communicating with individuals who have tested positive for COVID-19 and identifying contacts who may have been exposed. We are one (1) of four (4) agencies contracted to provide these services to OPH. We utilize contact center technology to provide these services.

Our process includes utilizing provided individual data, scripted conversations focused on empathetic and information sharing communications, and a remote workforce of employees. Our representatives make initial contact with individuals to discuss their situation and attempt to determine potential exposed contacts. Coast refers these individuals to OPH resource coordinators to help them identify any needs such as a housing, groceries, or daycare. Coast is responsible for communication and follow up with potentially exposed individuals to suggest they quarantine. We have assisted more than 45,000 Louisiana residents (contract to date) and maintain an average contact rate of 65%, a rate higher than all other contractors performing services for OPH. Coast developed a contact tracing training program to cover the required elements of the contract and utilized comprehensive call scripts for communications. Based on Coast's overwhelming success on the contract, the State of Louisiana has allowed the other three (3) agencies on the contract to adopt Coast's process, training, and operational strategies to strengthen the contact rate across the State.

Department of Education Experience

Coast provides Private Collection Agency (PCA) services to the United States Department of Education, Federal Student Aid (FSA) for defaulted student loan debt. In January 2020, Coast's average inventory balance was approximately 676,012 accounts valued at \$18.8 billion. Coast has proven our ability to successfully service all types of FSA accounts over multiple contracts while maintaining our consistent compliance with requirements and ensuring individuals resolve their accounts in the most beneficial manner. Coast's success servicing FSA signifies a profound understanding and management capability of the contact center process and demonstrates our ability to perform at a high level within the scope of the State's objectives.

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.

Management Approach

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Coast's management approach emphasizes operational performance, individual experience, and the adherence to all applicable laws, regulations, and contract requirements. Our successful performance of contact tracing and contact center services for federal and other government agencies is predicated upon team structure, placing emphasis on maintaining smaller team sizes to reduce the number of representatives assigned to each manager. This structure strengthens communication and provides the necessary support to representatives in their outreach efforts.

We currently maintain a 1:12.5 supervisor to contact tracer ratio for our contact tracing teams.

Our supervisors engage in daily contact with team members and utilize custom built reports to ensure our standards of service are being provided to clients. Supervisors can be reached by phone or email and communicate with their team members daily. As part of our management strategy to ensure successful performance, Coast has developed a Business Analytics Department to provide information which creates actionable strategies for individual outreach and contract requirements. This information includes call volumes, average speed of answer, hold times, and outreach attempts.

Coast will maintain open channels of communication with the State and its residents. We have developed a staffing model to accommodate a seven-day workweek and substantial volume (call increases). This is completed through a flexible scheduling plan, hiring a sufficient number of staff, and continually monitoring assigned call volume fluctuations to ensure we maintain appropriate staff for the State's requested hours of operation. Our contact tracers and supervisors will ensure proper, on-time follow up conversations with individuals.

Coast's customer service plan for contact tracing resolves around our effective operational strategy, including, but not limited to:

- Transparent communication between the State and the individuals it serves
- Empathetic outreach to individuals and their identified contacts
- Appropriate account tracking and reporting to ensure proper handling of accounts
- Consistent and frequent follow-up with individuals who have yet to be contacted
- Facilitating additional care with State resources
- Establishing key performance indicators to ensure quality of services provided
- The development of scripts and training material to ensure our staff are consistent in their messaging and up to date on contract requirements

Our staff will provide compassionate, helpful services to individuals and assist in providing support and information as needed. Coast's representatives will educate individuals while obtaining information required to assist the State in its efforts to minimize the impact of COVID-19 on the residents of the State. With Coast as a partner, the State and its residents will receive compliant, compassionate service that exceeds expectations.

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.

Project Personnel

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Coast has provided information regarding our ability to appropriately staff a contact tracing contract for the State of Nebraska Purchasing Bureau. We have an experienced team ready to begin providing contact tracing services for the State, utilizing our success providing contact tracing services to the State of Louisiana. Coast will provide the State with the requested and required number of staff, based on the State's needs.

Group (Individual Name)	Assignment	Responsibilities
Shareholder Board (Brian Davis, Everett Stagg)	Strategic Business Direction	Overall company strategy and financial management
Operating Board (Jonathan Prince, Micah Pulliam, Michele Malczewski, Michael Del Valle, Annmarie Buchanan)	Daily Operations of Coast Project Implementation Team	Strategic decisions on project funding, operations, staffing structure and assignment, and act as Authorized Representatives for the company
Senior Vice President of Operations (Harold Wickline)	Project Implementation Team Operational Strategy Implementation	Develop and implement operational strategies, analyze internal reporting efforts, oversee and manage Coast team assigned to the State
Operations Executive Management	Project Implementation Team Operational Strategy Implementation	Implement operational strategies, hire staff, provide performance reviews, and make recommendations
Directors of Operations (Gabriel Sanchez, Jeff Jopling)	Project Implementation Team Daily Operational Team	Provide daily operational management, oversee team assigned to the State, provide monthly performance to Operating Board, and implement strategic initiatives
Contact Tracing/ Vaccine Helpline Representative Managers (Kathryn Delgado, Brittany Harper)	Daily Operational Team	Oversee a team of representatives and provide support to Contact Tracing teams, and handle call escalations

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

Group (Individual Name)	Assignment	Responsibilities
Contact Tracing/ Vaccine Helpline Representatives	Daily Operational Team	Communicate with individuals in a compliant manner to provide the State with high quality services
Sales Team (Andy Chance, Brooke Singletary)	Project Implementation Team Ongoing Point of Contact	Manage the relationship between University and Coast, provide problem resolution, and act as liaison between Coast and the State
Client Service Team (Rechelle Brown)	Project Implementation Team Daily Client Contact	Provide daily client support to the State, manage reporting requirements, provide problem resolution, and field client inquires

Coast has approximately 140 contact tracers/vaccine helpline representatives available for the State of Nebraska.

Please see below for our key personnel members Jonathan Prince, Chief Executive Officer, Harold Wickline, Senior VP of Operations, and Christopher Brown, Project Manager.



Jonathan Prince
 Chief Executive Officer
jprince@coastprofessional.com
 (585) 991-5200

Mr. Prince has been with Coast since 2009 and has 19 years of experience in the contact center industry. He develops company policies and procedures, oversees company operations, promotes vision, establishes strategic direction, and completes operational analysis. Mr. Prince leads the facilitation of the recruiting and hiring process for our contact tracing contract with the State of Louisiana. Mr. Prince earned his associate degree in accounting from Alfred State College.

**Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for
Contact Tracing and Vaccine Helpline Services**



Harold Wickline
Senior Vice President of Operations
hwickline@coastprofessional.com
(585) 991-5200

Mr. Wickline has been with Coast since 2018 and brings more than 40 years of experience in the collection industry and 27 years' experience working with government related debt. He is responsible for the year-over-year growth of operations, cost savings, and recovery results. Mr. Wickline earned his bachelor's degree in business administration from the University of North Carolina and is a member of the Professional Practice Management System (PPMS) steering committee



Chris Brown
Vice President of Operations
cbrown@coastprofessional.com
(318) 807-6327

Mr. Brown joined Coast in 2010 and has 11 years of contact center experience. He currently oversees the company's contact tracing contract with the State of Louisiana, leading to the contract's success. Mr. Brown provides leadership and strategic goals for Coast's contact tracing staff, including the Directors and Managers. He is responsible for training staff, ensuring they follow all laws, regulations, scripts, and client guidelines, as well as managing the overall client relationship under the guidance of Jonathan Prince, CEO. He holds dual bachelor's degrees from University of Louisiana at Monroe in accounting and marketing.

Coast Professional, Inc. Response to the State of Nebraska RFP # 6499 Z1 for Contact Tracing and Vaccine Helpline Services

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.

We have included resumes for Jonathan Prince, Harold Wickline, and Chris Brown in **Exhibit II**. All resumes include three (3) references each.

K. SUBCONTRACTORS

The state is not allowing subcontractors.

Coast has read and understands. We do not anticipate utilizing third-party contact center agency subcontractors for the performance of this contract.

CONTRACTUAL SERVICES FORM

Coast has provided its Contractual Services Form on the following page.

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:	Coast Professional, Inc.
COMPLETE ADDRESS:	4273 Volunteer Rd. Geneseo, NY 14454
TELEPHONE NUMBER:	585-991-5200
FAX NUMBER:	866-682-1915
DATE:	April 22, 2021
SIGNATURE:	<small>DocuSigned by:</small> <i>Jonathan Prince</i>
TYPED NAME & TITLE OF SIGNER:	<small>088217A510C6473...</small> Jonathan Prince, Chief Executive Officer

ADDENDUM ONE

Coast has read and included Addendum One on the following page.

ADDENDUM ONE

Date: March 17, 2021

To: All Bidders

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

RE: Addendum for Request for Proposal Number 6499 Z1 to be opened April 8, 2021 at 2:00 p.m. Central Time

Section I.K. Prices will be deleted and replaced with:

K. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the contractor, F.O.B. destination named in the solicitation. No additional charges will be allowed for equipment, packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern. All prices, costs, and terms and conditions submitted in the proposal shall remain fixed and valid commencing on the opening date of the proposal until the contract terminates or expires.

Upon request by either Party, the monthly amount for vaccine helpline may be adjusted by the Parties through a written amendment if the average daily call volume, **measured over four consecutive calendar weeks ("Measured Amount")**, increases or decreases by 25% (twenty-five percent) **from the most recent Measured Amount**. The requesting Party must provide at least seven (7) days' notification of an adjustment to the monthly rate. The **initial** baseline of call volume will be calculated as an average of the number of calls on the first four (4) weekly reports (see Section V.L.1).

This Addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response.

ADDENDUM TWO

Coast has read and included Addendum Two on the following page.

ADDENDUM TWO REVISED SCHEDULE OF EVENTS

Date: March 30, 2021

To: All Bidders

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

RE: Addendum for Request for Proposal 6499 Z1 to be opened ~~April 8, 2021~~ **April 15, 2021** at
2:00 p.m. Central

Schedule of Events

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

ACTIVITY		DATE/TIME
1.	Release Solicitation	March 8, 2021
2.	Last day to submit written questions https://nebraska.sharefile.com/r-red1b7bcd3ab24d3bbbed87cc3423a9eb9	March 23, 2021
3.	State responds to written questions through Solicitation "Addendum" and/or "Amendment" to be posted at: http://das.nebraska.gov/materiel/purchasing.html	March 30, 2021 April 5, 2021
4.	Proposal Opening – Online Via Zoom: https://us02web.zoom.us/j/87564469194?pwd=bW11bkpvZDRGcmVna1lzcFJSTHFCUT09 Electronic proposal submissions link: https://nebraska.sharefile.com/r-r80302c7a339945f4a1b40bf33ff0dfb0	April 8, 2021 April 15, 2021 2:00 PM Central Time
5.	Review for conformance to solicitation requirements	April 8, 2021 April 15, 2021
6.	Evaluation period	April 9, 2021 through April 23, 2021 April 16, 2021 through April 28, 2021
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8.	Post "Notification of Intent to Award" at: http://das.nebraska.gov/materiel/purchasing.html	April 27, 2021 May 3, 2021
9.	Contract finalization period	April 28, 2021 through May 21, 2021 May 4, 2021 through May 21, 2021
10.	Contract award	May 24, 2021
11.	Contractor start date	July 29, 2021

This Addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

ADDENDUM THREE

Coast has read and included Addendum Three on the following page.

ADDENDUM THREE REVISED SCHEDULE OF EVENTS

Date: April 5, 2021

To: All Bidders

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

RE: Addendum for Request for Proposal 6499 Z1 to be opened ~~April 8, 2021~~ ~~April 15, 2021~~ **April 16, 2021** at 2:00 p.m. Central

Schedule of Events

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

ACTIVITY		DATE/TIME
1.	Release Solicitation	March 8, 2021
2.	Last day to submit written questions https://nebraska.sharefile.com/r-red1b7bcd3ab24d3bbbed87cc3423a9eb9	March 23, 2021
3.	State responds to written questions through Solicitation "Addendum" and/or "Amendment" to be posted at: http://das.nebraska.gov/materiel/purchasing.html	March 30, 2021 April 5, 2021 April 6, 2021
4.	Proposal Opening – Online Via Zoom: https://us02web.zoom.us/j/87564469194?pwd=bW11bkpvZDRGcmVna1lzcFJSTHFCUT09 Electronic proposal submissions link: https://nebraska.sharefile.com/r-r80302c7a339945f4a1b40bf33ff0dfb0	April 8, 2021 April 15, 2021 April 16, 2021 2:00 PM Central Time
5.	Review for conformance to solicitation requirements	April 8, 2021 April 15, 2021 April 16, 2021
6.	Evaluation period	April 9, 2021 through April 23, 2021 April 16, 2021 through April 28, 2021 April 19, 2021 through April 29, 2021
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8.	Post "Notification of Intent to Award" at: http://das.nebraska.gov/materiel/purchasing.html	April 27, 2021 May 3, 2021 May 4, 2021
9.	Contract finalization period	April 28, 2021 through May 21, 2021 May 4, 2021 May 5, 2021 through May 21, 2021
10.	Contract award	May 24, 2021
11.	Contractor start date	July 29, 2021

This Addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

ADDENDUM FOUR

Coast has read and included Addendum Four on the following pages.

ADDENDUM FOUR REVISED SCHEDULE OF EVENTS

Date: April 6, 2021

To: All Bidders

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

RE: Addendum for Request for Proposal 6499 Z1 to be opened ~~April 8, 2021~~ ~~April 15, 2021~~ ~~April 16, 2021~~ **TBD** at 2:00 p.m. Central

Schedule of Events

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

ACTIVITY		DATE/TIME
1.	Release Solicitation	March 8, 2021
2.	Last day to submit written questions https://nebraska.sharefile.com/r-red1b7bcd3ab24d3bbbed87cc3423a9eb9	March 23, 2021
3.	State responds to written questions through Solicitation "Addendum" and/or "Amendment" to be posted at: http://das.nebraska.gov/materiel/purchasing.html	March 30, 2021 April 5, 2021 April 6, 2021 TBD
4.	Proposal Opening – Online Via Zoom: https://us02web.zoom.us/j/87564469194?pwd=bW11bkpvZDRGcmVna1IzcFJSTHFCUT09 Electronic proposal submissions link: https://nebraska.sharefile.com/r-r80302c7a339945f4a1b40bf33ff0dfb0	April 8, 2021 April 15, 2021 April 16, 2021 TBD 2:00 PM Central Time
5.	Review for conformance to solicitation requirements	April 8, 2021 April 15, 2021 April 16, 2021 TBD
6.	Evaluation period	April 9, 2021 through April 23, 2021 April 16, 2021 through April 28, 2021 April 19, 2021 through April 29, 2021 TBD
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8.	Post "Notification of Intent to Award" at: http://das.nebraska.gov/materiel/purchasing.html	April 27, 2021 May 3, 2021 May 4, 2021 TBD
9.	Contract finalization period	April 28, 2021 through May 21, 2021 May 4, 2021 May 5, 2021 through May 21, 2021 TBD

10.	Contract award	May 24, 2021 TBD
11.	Contractor start date	July 29, 2021

This Addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

ADDENDUM FIVE

Coast has read and included Addendum Five on the following pages.

ADDENDUM FIVE REVISED SCHEDULE OF EVENTS

Date: April 16, 2021

To: All Bidders

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

RE: Addendum for Request for Proposal 6499 Z1 to be opened ~~April 8, 2021~~ ~~April 15, 2021~~ ~~April 16, 2021~~ ~~TBD~~ **April 26, 2021** at 2:00 p.m. Central

Schedule of Events

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

ACTIVITY		DATE/TIME
1.	Release Solicitation	March 8, 2021
2.	Last day to submit written questions https://nebraska.sharefile.com/r-red1b7bcd3ab24d3bbbed87cc3423a9eb9	March 23, 2021
3.	State responds to written questions through Solicitation "Addendum" and/or "Amendment" to be posted at: http://das.nebraska.gov/materiel/purchasing.html	March 30, 2021 April 5, 2021 April 6, 2021 April 16, 2021
4.	Proposal Opening – Online Via Zoom: https://us02web.zoom.us/j/87564469194?pwd=bW11bkpvZDRGcmVna1lzcFJSTHFCUT09 Electronic proposal submissions link: https://nebraska.sharefile.com/r-r80302c7a339945f4a1b40bf33ff0dfb0	April 8, 2021 April 15, 2021 April 16, 2021 TBD April 26, 2021 2:00 PM Central Time
5.	Review for conformance to solicitation requirements	April 8, 2021 April 15, 2021 April 16, 2021 TBD April 26, 2021
6.	Evaluation period	April 9, 2021 through April 23, 2021 April 16, 2021 through April 28, 2021 April 19, 2021 through April 29, 2021 TBD April 27, 2021 through May 10, 2021
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8.	Post "Notification of Intent to Award" at: http://das.nebraska.gov/materiel/purchasing.html	April 27, 2021 May 3, 2021 May 4, 2021 TBD May 13, 2021
9.	Contract finalization period	April 28, 2021 through May 21, 2021

		May 4, 2021 May 5, 2021 through May 21, 2021 TBD May 14, 2021 through May 31, 2021
10.	Contract award	May 24, 2021 TBD June 1, 2021
11.	Contractor start date	July 29, 2021

This Addendum will become part of the proposal and should be acknowledged with the Request for Proposal.

ADDENDUM SIX

Coast has read and included Addendum Six on the following page.

ADDENDUM SIX QUESTIONS and ANSWERS

Date: April 16, 2021

To: All Bidders

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

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

Questions and Answers

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

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1.	Section V – A.		To ensure eligibility for all options, should the vendor submit 3 separate proposals?	Bidder may submit a proposal for Option 1 - Contact Tracing, Option 2 - Vaccine Helpline, or Option 3 – both, Contract Tracing and Vaccine Helpline. See Section I.Q.
2.			Will the vendor be provided with credentials for the State's vaccination portal?	The Contractor(s) will be provided with login credentials to the State's vaccination portal.
3.			Why has this bid been released at this time?	The State requires Contact Tracing and Vaccine Helpline services in response to the COVID-19 pandemic.
4.			Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	No, bidders may not deviate from the pricing structure provided in the Cost Proposals. Bidders must provide pricing on the Cost Proposals.
5.			Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	See response to question #8.
6.			Has the current contract gone full term?	No
7.			Have all options to extend the current contract been exercised?	This is outside the scope of this RFP.
8.			Who is the incumbent, and how long has the incumbent been providing the requested services?	Copies of the current contact tracing contracts can be found at the following links:

				<ul style="list-style-type: none"> • Nelnet Servicing, LLC • North End Teleservices • Professional Research Consultants <p>Copy of the current vaccine helpline contract can be found at:</p> <ul style="list-style-type: none"> • Professional Research Consultants
9.			To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	The proposed location or headquarters will not have any bearing on an award. However, all staff must be located within the contiguous 48 states.
10.			How are fees currently being billed by any incumbent(s), by category, and at what rates?	See response to question #8.
11.			What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Bidders may visit www.statespending.nebraska.gov to view all expenditures to the incumbent Contractors.
12.			Is previous experience with any specific customer information systems, phone systems, or software required?	No.
13.			What is the minimum required total call capacity?	For contact tracing, call capacity is dependent on the case prevalence in the State of Nebraska. For vaccine helpline, call capacity is dependent on the case prevalence in the State of Nebraska and new information released by the State of Nebraska and the CDC.
14.			What is the minimum simultaneous inbound call capacity?	See response to question #13.
15.			What is the maximum wait time?	For contact tracing, maximum wait time is 4 minutes. However, inbound calls for contact tracing are minimal. For Vaccine Helpline, the maximum wait time is 4 minutes.
16.			What percentage of inbound calls must be answered by a live operator?	All contact tracing calls received during operating hours shall be answered by a live operator. However, inbound calls for contact tracing are minimal. All Vaccine Helpline calls received during operating hours shall be answered by a live operator.

17.			What percentage of calls must be resolved without a transfer, second call, or a return call?	The State does not have a set percentage of calls.
18.			What is the maximum percentage of calls that can be terminated by the caller without resolution?	The State does not have a set percentage of calls.
19.			Is there a minimum or maximum number of operators and supervisors?	The number of operators and supervisors will be based on call volume.
20.			What is the required degree of dedication for the call center?	The State does not have a degree of dedication; however, the State will pay the hourly rate for staff that are dedicated to working the contact tracing and/or vaccine helpline.
21.			What is the required degree of dedication for the operators?	The State does not have a degree of dedication; however, the State will only pay the hourly rate for staff that are dedicated to working the contact tracing and/or vaccine helpline.
22.			What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	Contact Tracing calls shall not be recorded. Vaccine Helpline calls shall be recorded and maintained by the Contractor until the end of the contract, or as requested by the State. The recorded calls shall be transferred to the State upon expiration of the contract.
23.			What are the recording and storage requirements for non-phone communications?	Communications with the public will only be by telephone.
24.			What information is to be included in call logs?	For contact tracing, Contractors must complete all the required fields in the State's system for each investigation. For vaccine helpline, the following information will be logged: <ul style="list-style-type: none"> - Name, if provided - Any comments regarding an issue that is not addressed in the FAQ provided by the State or require further research
25.			What was your average monthly call volume over the past year?	See Section V.B of the RFP.
26.			What is the current number of seats for operators and supervisors at your existing call center?	This is outside the scope of this RFP.
27.			What is the current average wait time for phone calls?	Contact tracing is mostly outbound. Wait time for in bound calls is not tracked. For vaccine helpline, the current wait time is 32 seconds.

28.			What is the current average handle time for phone calls and other types of communications?	<p>For contact tracing, the average handle time is 10 minutes per call.</p> <p>For vaccine helpline, the average handle time is 6 minutes. See response to question #37.</p>
29.			What is the current average after-call work time for operators?	<p>For contact tracing, all data entry is performed during the call with the individual.</p> <p>For vaccine helpline, this is not measured. Also see response to question #24.</p>
30.			Is this work being outsourced today?	See response to question #8.
31.			Can you disclose who the current supplier is?	See response to question #8.
32.			How many suppliers are currently servicing the contract?	See response to question #8.
33.			Can you provide us with a copy of the contract? If not, can you direct us to a copy of where we can locate the contract?	See response to question #8.
34.			What was the length of last contract?	See response to question #8.
35.			Was a contract extension used?	See response to question #8.
36.			Will there be a notification for short-list and if so, what is the anticipated timeline?	<p>Bidders should monitor the SPB Website for any correspondence related to this RFP.</p> <p>See section I.C for the Schedule of Events.</p>
37.			Can you provide average monthly volumes, handle times and service levels for each of the contact types listed?	<p>For contact tracing, the average handle time is 10 minutes per call.</p> <p>Since January 1, 2021, the range of contact tracing positive cases is 2,500 – 12,000 per month. There is an average of one contact per positive case. Actual call volume is dependent on the case prevalence in the State of Nebraska.</p> <p>For vaccine helpline, the average handle time is 6 minutes.</p> <p>The average number of calls to the vaccine helpline is 15,000 calls per month. Actual call volume is dependent on the case prevalence in the State of Nebraska and new information from the CDC regarding vaccination.</p> <p>Because call volume varies based on the case prevalence in the State of Nebraska and new information from the CDC regarding vaccination, the</p>

				information in this response may conflict with Section V.B of the RFP. The information in this response is current as of April 5, 2021.
38.			Can you provide historical daily call volumes by intervals?	No, the State does not have this information.
39.			Can you provide historical call volumes for an indicative week and seasonal fluctuations?	For contact tracing, see the link to the COVID-19 online dashboard in section V.B for historical case rates. The State does not have this information for the vaccine helpline, as it was implemented in mid-February 2021. See also response to question #37.
40.			How many FTE's currently service the program?	Please provide a response that best meets the requirements of the RFP.
41.			How long is the new hire training for each Line of Business?	For contact tracing, the State-required training is approximately 4 hours. Additional in-house training by the Contractor is approximately 4-6 hours. For the vaccine helpline, the State-required training is approximately 1 hour.
42.			Are there expected ongoing training requirements? If so, please define.	For contact tracing, any updates in processes will be accompanied by necessary training. For the vaccine helpline, Contractor's staff must keep current with most recent information regarding vaccination provided by DHHS.
43.			Does the State require dedicated trainers and/or training managers?	No, the State does not require dedicated trainers. However, a bidder's training plan will be evaluated on questions V.I.7 and V.N.7.
44.			What is the expected Average Handle Time for calls?	See response to question #37.
45.			Can you provide more detail around your Quality Assurance expectations for each Line of Business? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?	Bidders should describe their approach to Quality Assurance in responses to questions V.I.1 and V.N.1.
46.			How is CSAT measured/calculated today?	The State does not measure CSAT.
47.			What are the system requirements, will it be hosted by the supplier or provided by you, the State?	For contact tracing, the system is cloud-based. See also the definition of "System" in the Glossary of Terms. The Contractor

				<p>is responsible for all equipment and telephony systems.</p> <p>For the vaccine helpline, the State will provide only a phone number. See also the definition of "System" in the Glossary of Terms. The Contractor is responsible for all equipment and telephony systems.</p>
48.			Will agents be working off the State's system platform?	Yes. See also response to question #47.
49.			What technology will be provided by the State?	See response to question #47.
50.			Please confirm if the State will be providing voice/data circuits to the vendor's Points of Presence (POP)? If this will be handled by the vendor instead, please provide your data center locations/address.	<p>No, this is the responsibility of the Contractor. For the Vaccine Helpline only, the State will provide a toll-free number that will be routed to the Contractor's network. The State will pay for the toll-free number.</p> <p>The State cannot provide data center location information.</p>
51.			What are the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?	All communication will be by telephone. See Section V.B.
52.			Are you considering proposals from offshore providers?	No, all staff must be located within the contiguous 48 states.
53.			The bid was awarded last time but the bid was rescinded. Is there a chance of that happening again? What is the chance of the State not moving forward with a chosen vendor?	This is outside the scope of this RFP.
54.			What is the States long-term plan for a partnership with a company in regards to Contact Tracing and Hotline Services?	This is outside the scope of this RFP.
55.			What are the Systems that vendors will gain access to with the State for both Contact Tracing and Vaccine Helpline?	See response to question #47.
56.			What is are the reporting functions of the State's Systems?	<p>See Section V.F.4.</p> <p>The Salesforce system is able to provide reporting on cases. The Contractor will have the ability to create reports and dashboards regarding cases.</p>
57.			Will the State be making multiple awards?	See section I.W.
58.	V. Project Description and Scope of Work; C. Scope of Work - Option 1 - Contact Tracing; Number 2; Letter b:	Pg. 38 of the pdf; pg 29 of document	Will the State of Nebraska include the Johns Hopkins certification program or equivalent, or will the Contractor be expected to provide that as part of the foundation onboarding requirement?	The State will provide the certification program.

59.	V. Project Description and Scope of Work; J. Scope of Work - Option 2 - Vaccine Helpline; Number 4:	41 of pdf; 32 of rfp	Will the helpline staff be performing the registration and scheduling of the patient for the vaccine? If so is there an estimate on the inbound call volume for this purpose?	Yes, the current average is 500 calls per day.
60.	V. Project Description and Scope of Work; K. Performance Requirements; Number 1:	Pg. 42 of pdf; 33 of rfp	Callers cannot be on hold greater than 4 minutes. Is the Contractor permitted to provide patient with option to leave a voice mail during peak inbound call times?	Yes.
61.	V. Project Description and Scope of Work; K. Performance Requirements; Number 1:	Pg. 42 of pdf; 33 of rfp	Is there hourly call volume reporting available to ensure the scheduling plan provides the correct coverage to comply with the maximum hold time of 4 minutes?	See response to question #38.
62.	Cost Proposal Option 3, Table 3:		Is there a State estimate to be applied? There are remarks on Table 1 (25 individuals) , Table 2 (425 individuals @425 hours) Table 3 has no set criteria.	The State requires a flat monthly fee for the Vaccine Helpline. See Section V.B for call estimates.
63.			What multiple vendors are currently providing contact tracing services for Nebraska?	See response to question #8.
64.			How many vendors will be selected for the Vaccine line?	See response to question #57.
65.			How many EEs are employed by the incumbent vendor for the vaccine line?	This is outside the scope of this RFP.
66.	V.B. Project Environment for All Options	Page 28	Is the State of Nebraska open to a Work from Home (WFH) staffing model, if necessary?	Yes.
67.	I.H.1.b I.Q	4 6	If bidder want to submit for all three options, does the bidder only submit for Option 3, or should bidder submit for Option 1, 2 and 3 separately? And if a proposal needs submitted for all three of the options, would the naming convention reflect that ex. RFP 6499 Z1 Company Name Option 1 Contact Tracing Services, RFP 6499 Z1 Company Name Option 2 Vaccine Helpline Services, and RFP 6499 Z1 Company Name Option 3 Contact Tracing and Vaccine Helpline Services	In order to be considered for an award in each option, bidders must submit separate responses. Bidders should submit Option 1 for just contact tracing, Option 2 for just Vaccine Helpline, and/or Option 3 for both contact tracing and Vaccine Helpline. Please see Section V. A. paragraph two. Yes
68.	I.H.1.b I.Q	4 6	Several items are listed in proposal requirements. What is to be included in the Technical Proposal Submission and what is to be included in the Cost Proposal Submission (including all attachments that should be provided in each) AND do submissions also need to be titled as such ex. RFP 6499 Z1 Company Name Contact Tracing and Vaccine Helpline Services Technical	Everything except the Cost Proposal can be included in the Technical Proposal file. The Cost Proposal should be submitted as a separate file. Proprietary information should be submitted as a separate file.

			Proposal File 1 of 2, RFP 6499 Z1 Company Name Contact Tracing and Vaccine Helpline Services Cost Proposal File 2 of 2.	Yes.
69.	I.Q.1.c	6	What is the state looking for specifically in regard to Clarity and responsiveness of the proposal?	The State must be able to understand the bid. If the bid is confusing, ambiguous, or otherwise not understandable, the State may, in the State's discretion, deem the bid non-responsive and reject such bid. Similarly, if the bid does not adequately respond to the requirements of the RFP, the State may, in the State's discretion, deem the bid nonresponsive and reject such bid.
70.	V.C.2.a	29	What documentation is required to send to the Contract Manager that HIPAA training has been completed?	The State will provide HIPAA training. The Contractor must provide the Contract Manager a list of individuals who have completed the training via email.
71.	V.C.2.b	29	What documentation is required to send to the Contract Manager that Contact Tracing Training has been completed?	The State will provide Contact Tracing training. The Contractor must provide the Contract Manager a list of individuals who have completed the training via email.
72.	V.J.8 V.M.5	32 33	Does the state have a system that this documentation will occur in, or will the awarding contractor need to provide their own solution to document these call reasons and questions? If it is a state system, will the awarding contractor be granted adequate permissions to pull a variety of reports needed to meet the reporting requirements expected.	New information or questions will be communicated to the DHHS Director of Emergency Preparedness. The DHHS Director of Emergency Preparedness compiles the information and loads it onto the SharePoint system.
73.	V.K.1	33	Does the 4 minutes reference time in queue or a mid-call hold? What is the Occupancy percentage?	In queue. This question is not clear, unable to provide a response.
74.	V.M.6	33	What are these telephone lines to be used for?	See response to question #50.
75.	I.AA	8	What States provide an in-State bidder preference that Nebraska would reciprocate for Nebraska bidders?	Bidders should refer to Neb. Rev. Stat. §§ 73-101.01 and 73-101.02.
76.	V.B	28	How many FTEs are staffing the Vaccine Helpline?	This is outside the scope of this RFP.
77.	V.B	28	What is the average after-call work time for the Vaccine Helpline?	See response to question 29.
78.	V.F.2.b.	30	Is the State looking for a COUNTED SUM of the Uncompleted Calls in hourly time blocks (8am = 34, 9am = 95, 10am - 82, etc) or is the State looking for a CALL LOG EXPORT Date and Time of uncompleted calls (3/26/2021 1:34pm 402-555-1212, 3/26/2021 1:36pm 402-999-8425, 3/26/2021 1:39pm 531-555-1212, etc.)?	Section V.F.2.b is deleted and replaced with the following: "Total number of calls, either Completed or uncompleted, made by Contractor per day."

79.	V.J.3.i.	32	Does the State have hotline registering callers via their appropriate county notification portal?	Callers will be registered in the State of Nebraska system, not individual counties.
80.	V.L.1.c.d.e	33	We assume that the vendors systems will be tracking these items for reporting, is that correct?	For V.L.1.c and d, see response to question #72. For V.L.1.e, the Contractor's system will track the information. The information is then provided to the DHHS Director of Emergency Preparedness.
81.	V		What is the expectation regarding holiday coverage?	See definition of Business Day in the Glossary of Terms.
82.	V		Are there minimum quality monitoring expectations required by the contractor?	See response to question #45.
83.	II-IV	9-27	Is there a specific format that we should respond to these terms and conditions? Should the contractor use the tables provided under each of the terms and conditions?	Please use the tables provided in the RFP. Bidders should initial in the appropriate box and, if necessary, provide any additional notes, comments, or proposed alternative language.
84.	V.I & N	31-34	Can we answer these questions (requirements) in the same table format that they are presented in the RFP solicitation?	Yes.
85.	VI	35-36	Is there a specific format that the contractor should use to respond to this section of the proposal, and should this section be its own file separate from the cost and technical proposal and if so, how should it be named?	There is no specific format required for the Corporate Overview section. It can either be included with the technical proposal or as a separate file.
86.	Form A		Should this form be attached at the beginning or the end of the technical proposal? Or should it be submitted as a separate file and if so, how should it be named?	Form A can be included with the technical proposal. There is no required placement for this form within the technical proposal.
87.	V. C	28-29	Are attempts outside of telephone calls permitted? For example attempts by email, or text messages? Will the vendor also be responsible for follow up calls to individuals already interviewed to monitor symptoms? If so, how often are follow up calls currently made? For example, daily follow up calls?	No. No.
88.	V		How long does a new user set up take for either option?	For training, see response to question #41. Setting up a user's access to the State's systems can take up to 72 hours.
89.	V. C	28-29	Will Contact Tracers be responsible for both new case/initial call interviews and subsequent contact tracing calls?	Yes.
90.	V. C	28-29	How do you prioritize cases such as student's vs the elderly, high-risk, immune, etc.?	The Local Health Departments prioritize the cases and send the cases to DHHS. DHHS then sends the cases to the Contractors.
91.			In order to create a cleaner appearance in our response, may vendors place the	Yes.

			content of these pages onto a company template/letterhead—with the understanding that no material changes to content be made?	
92.	V.G	30	Will the awarded contractor be given adequate State system access to generate reporting to ensure calls are being completed: within 8 hours of being assigned, making 5 follow up calls, subsequent calls made no less than 30 min after first, etc.	Contractors will not have access to this reporting themselves, but the State can provide the reports upon request.
93.	V.G.1	30	What is the time span that the 5 subsequent calls can be made within? You want the five-attempt completed in what time frame?	The five subsequent attempts must be made within 72 hours.
94.	V.C.2.a & b	29	Will the state provide administrative access/login to allow the contractor reporting on if State training has been completed?	No, but the State can provide the reports upon request.
95.	V.B	28	Who is the incumbent for the Vaccine Helpline?	See response to question #8.
96.	I.C.	2	What is the probability/likelihood of changes being made to your published Vaccination Timeline? Could work begin sooner than late-July?	Per section I.C, The State expects to adhere to the procurement schedule shown below, but all dates are approximate and subject to change.
97.	I.X.	8	Are there any additional guidelines to allow for a variance of proposals from the specifications listed in Section 1.Q - Page 6?	There are no specific guidelines in addition to those stated in section I.X.
98.	V.B.	28	We are requesting confirmation of a July 29, 2021 start date for this work. Per the Vaccination Timeline (link published on page 28 of the RFP), the final phase of vaccinations will commence beginning in May.	Per section I.C, the State expects to adhere to the procurement schedule shown below, but all dates are approximate and subject to change.
99.	VI.K.	35	Section VI.K. states that the use of subcontractors is not allowed, however, the use of potential subcontractors is referenced throughout the RFP. We are requesting clarification regarding the use of sub-contractors to support this effort - is the use of sub-contractors acceptable?	Subcontractors are not permissible.
100.	V.B.	28	What is the anticipated call volume (number of calls) demand for both contact tracing and vaccine helpline? Number of cases specifically for contact tracing?	See section V.B and response to question #37.
101.	V.B.	28	Will the work for contact tracing and vaccine helpline be 100% remote and virtual or is there a required number of contractors that would need to be physically located in the State of NE?	The location of the Contractor's staff is to be determined by the Contractor. The only requirement is that all staff must be located within the contiguous 48 states.
102.	V.B.	28	Section V.C. Scope of Work specifically states that all contractors need to be physically located in the United States for the contact tracing workstream. Is this the same for vaccine helpline? Related to both: • Is there a minimum requirement for the number of contractors that would need	See response to question #101. No.

			to be permanent residents of Nebraska? Are there specific states where permanent residents would not be able to be sourced to fill contractor roles?	Alaska and Hawaii.
103.	V.C. V.J.	28 32	Do the systems used for contact tracing and vaccine helpline have the ability to be accessed by VDI (Virtual Desktop Interface) or similar remote feature?	The systems are cloud based.
104.	V.C. V.J.	28 32	For both options, will the State provide QA oversight, or will it be the sole responsibility of the chosen Vendor?	QA will be the responsibility of the Contractor.
105.	V.C V.J.	28 32	For both options, is there any special clearance required for contractors to hold either contact tracing or vaccine helpline positions outside of a full background check? Any specific NE background check requirements?	No. No.
106.	V.C V.J.	28 32	For both options, does the state have an established intake/qualification review for callers to qualify for services?	Not enough information was provided to respond to the question.
107.	V.G V.K	30 33	For both options, are there any requirements for phone-type used by operators (cell phone, smart phone, soft phone, etc.) and any required security to be installed on phone in relation to voicemail housing PII and PHI?	Phones must comply with section V.C.7.
108.	V.F. V.L.	30 33	For both options, are reporting requirements specific to each vendor providing operations support? For example, if multiple 3rd party vendors are operating the helplines, would [REDACTED] weekly reporting require us to present status of other 3rd party(s) partners, or only that of our own team?	Contractors will be responsible for their reporting only. Subcontractors are not permissible.
109.	V.H. V.M.	31 33	For both options, are there existing training materials created and/or used by the current DHHS support for operating the phone line?	Yes.
110.	V.C	28	Please describe the system(s) being used for contact tracing, and the capabilities.	See the definition of 'System' in the Glossary of Terms. The contact tracing system allows users to enter data about the individual and their contacts. See response to question #56 regarding reporting capabilities.
111.	V.C.	28	Please describe the state's process for developing and updating contact tracing scripts and notifying the contractors of updates to scripts.	The State updates the scripts per CDC guidelines. Changes will be shared with the Contractor(s) via email and weekly touch-point calls.
112.	V.C.	28	What is the telephonic / voice software currently used for external calls?	This is outside the scope of this RFP. All telephony equipment will be the responsibility of the Contractor(s).
113.	V.E. V.H.	30	What is the State's management structure for managing the contact tracing activities,	The State will assign a contract manager for the awarded

			and who would be the key stakeholders involved in the effort?	contract(s). DHHS agency contacts will be provided to the Contractor(s) after award.
114.	V.F.	30	What reporting platform is currently used by the State to analyze call volumes and metrics for reporting?	This is outside the scope of this RFP.
115.	V.J	32	Please describe the system(s) being used for vaccine helpline, and the capabilities.	See the definition of 'System' in the Glossary of Terms. See responses to questions #24 and #72.
116.	V.J	32	Are hours of operation for vaccination helpline subject to change? Will contractors be required to mirror the State's holiday observance schedule and hours of operation?	The State does not foresee changing the hours of operation, but reserves the right to do so. An amendment to the contract would be executed if the schedule does change. See definition of 'Business Day' in the Glossary of Terms.
117.	V.J	32	Section V.C. within the contact tracing scope of work states that contractors must complete Contractor's State-approved online HIPAA and privacy training. Is there any special training(s) required by the State for vaccine helpline contractors as it relates to protecting PHI and PII?	The State's HIPAA training will be required for the Vaccine Helpline.
118.	V.J	32	Confirming that the contractors are to register (schedule) Nebraska residents for both Vaccines and COVID testing?	Yes.
119.	V.M.	33	What is the State's management structure for managing the vaccine helpline activities, and who would be the key stakeholders involved in the effort?	The State will assign a contract manager for the awarded contract(s). DHHS agency contacts will be provided to the Contractor(s) after award.
120.	V.K.	33	RFP states that the "Contractor must respond to 100% of voicemails within 24 hours". In what system are voicemails stored?	All telephony equipment will be the responsibility of the Contractor(s).
121.	V.K.	33	Does the state have established dispositions identified or will this need to be created by the contractor?	Yes, dispositions are built in to the SharePoint system.
122.	V.L.	33	What reporting platform is currently used by the current contractor to analyze call volumes and metrics for reporting to the State? Is it the contractor's system or the States system?	This is outside the scope of this RFP.
123.	V.M.	33	What are the existing processes to approve updated training materials? For example, as guidance changes related to Vaccine requirements, testing & vaccine availability, etc. who ensures that the latest State guidance is available in the telephony database so Operators can provide the most up-to-date information?	The State updates the training materials per CDC guidelines. Changes will be shared with the Contractor(s) via email and weekly touch-point calls.
124.	V.M.	33	What is the telephonic / voice software currently used for inbound calls?	This is outside the scope of this RFP. All telephony equipment will be the responsibility of the Contractor(s).

125.	V.M.	33	How many telephone lines are currently in existence and if so, what are the distinguishments between the different telephone lines?	This is outside the scope of this RFP. Call volume is dependent on the case prevalence in the State of Nebraska.
126.	V.M.	33	Do the following require separate database access? <ul style="list-style-type: none"> • Schedule a vaccine • Schedule a COVID test Answer general COVID / Vaccine related inquiries	The items listed are in different systems. The Contractor(s) will be given necessary access to the systems and public websites to assist callers in scheduling a vaccine and/or COVID test.
127.	V.M.	33	Do additional State Responsibilities include a technology helpdesk that supports software to housing FAQ answers to Vaccine and COVID related calls? Additionally, who will be the technology point of contact for Vaccine & COVID scheduling site updates which would make available additional sites for scheduling as well as remove sites for site closures?	There is not a dedicated helpdesk, but the DHHS Division of Information and Systems Technology can assist with any technical questions. The State will assign a point of contact for technical questions for the awarded contract(s).
128.	Section V	28	Will this project support a fully remote work environment?	Yes.
129.	Section V.I - K	36	Can the selected vendor have a telephony vendor as a project infrastructure partner, but not acting as a Subcontractor on the project?	Joint ventures and subcontractors are not permitted. The vendor(s) directly contracting with the State are responsible for providing the telephony system.
130.	Section V - B	28	Does the State of Nebraska intend to transfer any existing staff working on either scope of work to the employ of the selected vendor?	No.
131.	Section V - C.1.b	29	Is the State of Nebraska open to contact tracers and/or vaccine support staff using personally provided equipment, such as computers?	Yes.
132.	Section V - A	28	If a bidder submits under Option 3, are they eligible to be selected for ONLY Option 3, or could they be selected for an Option 1 or Option 2 award?	See response to question #67.
133.	Section V.I - J	36	If the bidder submits under Option 3, does the bidder need to include staffing structures for all 3 possible Options?	See response to question #67.
134.	Pricing		Would you allow other positions such as Team Supervisors and Managers in the pricing structure? Or is only a blended rate allowed?	Other positions may be included in the proposal, but the costs for the additional positions must be included in the hourly rate for contact tracing and monthly rate for vaccine helpline.
135.	Scope of Service	i	Will the State of Nebraska allow for company financials to be marked as Confidential and be redacted from a published version of the proposal?	See the first page of the RFP for instructions regarding proprietary information.
136.			For any contractor previously awarded this bid what key components were they not able to deliver on?	This is outside the scope of this RFP.

137.			<p>Is the contractor responsible for managing the daily activities and functions of the contract tracers?</p> <p>Is the contractor responsible for managing the daily activities and functions of the vaccine helpline services personnel?</p>	<p>Yes.</p> <p>Yes.</p>
138.			<p>Do contractors need to identify/utilize their own services for the deaf and hard of hearing individuals or will the state provide this?</p> <p>Is the contractor responsible for having their own Spanish language contact interpreter or will this be provided by the state?</p>	<p>Yes, the Contractor must provide services for the deaf and hard of hearing and Spanish language interpretation.</p> <p>See sections V.C.1.d and V.J.5.</p> <p>Section V.J.5 is deleted and replaced with the following:</p> <p>At all times of operation, all telephone staffers must be fluent in reading, writing, and speaking English and at least 10% (ten percent) of telephone staffers must be fluent in reading, writing, and speaking in both Spanish and English.</p>
139.			<p>Would the contractor have to provide their own telephonic software and hardware equipment for the contact tracers?</p>	<p>Yes.</p>
140.			<p>For the contact tracing role will personnel be required to travel or drive to any location? Or is this role 100% remote?</p>	<p>See response to question #128.</p>
141.	Section VI Corporate Overview, Item E	Page 35	<p>This section states “the bidder’s office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified”. Please clarify if the State has any geographic preferences or requirements regarding site locations, or is any domestic location acceptable?</p>	<p>Please see response to questions #101 and #102.</p>
142.	Section V Corporation Overview, Item C5	Page 29	<p>Would the State be open to work-to-home arrangements whereby agents may start work in an on premise location, and based on performance transition to work-from-home status/remote agents?</p> <p>1. Does the State allow work-to-home agents on this program? Does the State have virtual training capabilities such that remote agents could also be trained remotely without having to attend a physical brick-and-mortar location just for training?</p>	<p>See response to question #128.</p> <p>Yes.</p> <p>Yes.</p>
143.	Section V Scope of Work, C1b	Page 28	<p>This section states, “Contractor must ensure all contact tracers are supplied with telephony software, telephony equipment and computer equipment”. For pricing reasons, please provide the following information:</p> <p>a. Desktop requirements (how many monitors are required for</p>	

			<p>each agent's workstation, what is the monitor size; please define the PC processor speed, operating systems, and RAM)</p> <p>b. Do the agents require Microsoft Office products?</p> <p>c. Since the vendor is required to provide the telephony technology, does the State reimburse vendor's long distance charges for the required outbound return calls during staffing hours? Can these charges be billed as a pass-through expense on the invoice?</p> <p>d. Regarding the technology (e.g. CRM systems), please confirm how the Vendor will access the States' Salesforce and SharePoint platforms? Will it be via VPN or via the internet?</p> <p>e. If you have a high-level network to show how the Vendor will integrate with any of the State's applications, please share.</p> <p>f. Please provide the estimated bandwidth requirements per user.</p>	<p>Contact tracers' workstations must be able to access the cloud-based system.</p> <p>No.</p> <p>Contractor is responsible for the telephony system and expenses and must be included in the proposed cost.</p> <p>The system can be accessed via the internet. Contractors may provide a VPN to its staff.</p> <p>The system is cloud based.</p> <p>This is unknown, but the State's system is cloud based and can be accessed with a standard internet connection.</p>
144.	Section V – Scope of Work, Item H4,	Page 31.	Regarding training program, process and technology content, please clarify if the Department is providing the training materials (e.g. instructor-training guide and a trainee guide).	Yes.
145.	Section V – Scope of Work, Item I2,	Page 31.	<p>This section requires the Vendor to describe their language capabilities. Would the State please clarify the percentage estimate of your volume for all other languages besides English?</p> <p>a. Would the State please confirm if they allow the use of a language line service if multiple languages are needed?</p> <p>If a language line service provider can be utilized, does the State already have a language line service provider the vendor will use, or would the selected vendor be responsible for providing the language line services?</p>	<p>This is currently not tracked, but an estimate is 10%.</p> <p>Contractors will utilize the State's language line service for non-English and non-Spanish languages.</p>
146.	Section V – Scope of Work, J.3.	Page 32	Could the State please provide an estimate of the existing Average Handle Time (including talk, hold and after-call work time) for these types of calls?	See response to question #37,

147.	Section V.A.	Page 28	For each of Contact Tracing and the Vaccine Help Line, will long-distance and toll charges be incurred by the State or are they to be included in bidder's bundled pricing?	See response to question #143.c.
148.	Cost Proposal Option 1	Page 1	For Option 1, Table 1, as the rate for evaluation is based on 40 hours per week per individual, please confirm if the hourly rate will be billable for 1) all paid hours (including paid breaks, vacation and other paid time off); 2) all worked hours (excluding any or all of paid breaks, vacation or other paid time off); or 3) some other basis.	The State will only pay for actual hours worked.
149.	Cost Proposal Option 2	Page 1	For Option 2, will the cost of the State's interpretation (language translation) line be incurred by the State or is the cost to be included in the bidder's bundled pricing? If to be included in bidder's pricing, please provide the cost per minute of such service.	The costs for language interpretation services will be incurred by the State.
150.	V. Project Description & Scope of Work, J. 4	Page 32	What is the anticipated training duration for the Vaccine Helpline?	The State's required training for the vaccine helpline and HIPAA training is approximately one and one-half hours total. The Contractor may also have in-house training.
151.	V. Project Description & Scope of Work J.3	Page 32	For the Vaccine Helpline, will the State allow for a call-back functionality to be used by the bidder, where the caller can elect to discontinue holding and receive a call back?	Yes.
152.	II Terms and Conditions	Page 9	Is it the State's intention that all RFP language of Sections II through VI be replicated in the proposal, or only the tables for each letter?	The language in Sections II – IV (Terms and Conditions) must be included with a bidder's proposal.
153.	V. Project Description and Scope of Work, K.2.	33	In the event that the initial period of call measurement varies materially from 1,000 calls a day, would there be an opportunity for a pricing revisions for the initial operating period?	See Addendum One.
154.	V. Project Description and Scope of Work. J.2.	32	When and how would the State expect the recordings?	The file format should be .wav or other file agreed to by the Contractor and the State. The State will communicate the method to transfer files with the awarded Contractor. See also response to question #22.
155.	V. Project Description & Scope of Work, Section J.2.	32	What is the call recording retention?	See response to question #22.
156.	V. Project Description and Scope of Work. K.3.	33	Regarding the system designated by the State, please confirm how the Vendor will access the State's SharePoint (Vaccine Helpline)	The system is cloud based.
157.	V. Project Description and Scope of Work. K.3.	33	How will the calls be routed to Vendor?	The State has three numbers that will route to the Contractor's telephony system.

158.	V. Project Description and Scope of Work M.6.	33	Can the State explain what is meant by "Make telephone line(s) available for Contractor's use"?	See response to question #157.
159.	V. Project Description and Scope of Work Section C, 1.d.	28 & 29	As it relates to the Contact Tracing and Vaccine Helpline, and the vendor's telephony responsibilities, does the vendor's use of a TTY device or RTT device and/or relay service meet the Network Technology Access Standards 2-201?	Yes.
160.			Regarding Vaccine Helpline, the RFP does not address fax nor email inquiries, will the State of Nebraska continue to be responsible for fax and email inquiries related to Vaccine Helpline?	The Contractor will not be responsible for fax or email inquiries.
161.			Can The State provide the anticipated volume for each role?	See response to question #37.
162.			How many vendors does The State envision choosing?	See response to question #57.
163.			Is The State willing to provide a list of current pay rates or rate ranges for in-scope roles?	See response to question #8.
164.			Please provide an estimated total hours worked by contingent workers for the previous year, along with an estimate for the current year.	See response to question #37.
165.			What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?	The Contractor is responsible for the hiring of all its staff.
166.			What is the average length of assignment?	The Contractor is responsible for the hiring of all its staff.
167.			Does The State have tenure limits for contingent labor? If so, how are they enforced?	By law a service contract must be for the term of the project. This RFP involves a service contract, so the duration, which will be one (1) year commencing upon execution of the contract by the State and the bidder. The contract includes the option to renew for three (3) additional one (1) year periods. See the cover page of the RFP.
168.			Could The State clarify what types of background/drug screens are required?	The State does not have a required background/drug screen.
169.			Is there a The State-specific vendor used for background/drug testing, or can the vendor utilize its own identified processes? If there is a specific vendor, what is the cost per test?	There is not a State-specific vendor for background/drug testing.
170.			Does The State expect vendors to provide timecard management or time clocks or does The State intend to leverage an existing internal time management process?	The Contractor is responsible for providing a timecard management system for its staff.
171.			Please provide the expected talent to supplier oversight ratio, if applicable.	It is the responsibility of the Contractor to determine the talent to supplier oversight ratio.
172.			Please specify expectations for orientation prior to the start of a contingent resource's assignment. Please also define any on-	See responses to questions #41 and #42.

			going training requirements and associated frequency of distribution?	
173.			What are The State's expected payment terms?	See Section IV.H.
174.			What is The State's expected invoicing schedule (weekly, bi-weekly, monthly)?	See Section IV.F.
175.			Does The State envision paying with a Purchasing Card?	No.
176.			Should funding for background checks be included in our mark-up or billed back separately?	All expenses must be included in the pricing provided on the Cost Proposal.
177.			Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or The State guidelines?	This is outside the scope of this RFP.
178.			Does The State have mandatory PTO for contingent labor? If so, what is the expectation and does The State want this billed separately or factored into the markup/bill rate?	No. PTO an acronym for "paid time off" and is a benefit normally associated with employees. The contingent labor under the contract would not be the State's employee. Any payment under the contract would be for services provided and the payment structure does not include for paying contingent labor's benefits such as PTO.
179.			Will The State be providing all equipment and work spaces needed for office-based positions?	The State will not be providing any equipment or office space. All expenses must be included in the pricing provided on the Cost Proposal.
180.			What personal protection equipment (PPE) is required by The State and for which roles? What equipment is provided by The State versus what the vendor needs to provide? Will PPE be billed at cost to The State?	The Contractor is responsible for personal protective equipment. See response to question #179.
181.			Pricing for certain positions is dependent upon facility and role evaluations. Will The State allow for site visits/evaluations prior to the RFP deadline? If not, when will site visits be allowable?	There will not be site visits. See response to question #179.
182.			Related to on-site management, will The State provide office space, network access, internet, furniture, phones, copier access, internet access, and rooms for interviewing?	See response to question #179.
183.			In the Cost Proposal worksheets, what assumptions should be made when providing the all-inclusive monthly rates to the State? Should we assume 40 hours per week x 52 weeks divided evenly over 12 months? For example in this case, we would assume that overtime would still be billed at 1.50 times the regular time bill rate when it has been worked.	All expenses must be included in the pricing provided on the Cost Proposal. The State will not pay overtime.
184.			What is the current expected overtime percentage of hours?	The State will not pay overtime.

185.	I.Q	6	Does the State have a preference for how may options a bidder can submit or respond to?	No.
186.	I.S	6	Will bidders who offer to provide Option 3, both contact tracing and vaccine helpline receive any evaluation preference(s)?	No.
187.	V.B	28	Based on the State's experience with the vendors which provided contact tracing and vaccine helpline services to meet the State's immediate needs, what improvements or enhancements, if any, would the State like to see achieved via this contract?	This is outside the scope of this RFP.
188.	V.C.1.a	28	What systems will the State provide to service contact tracing, including the list of system features that must be used by vendors?	See the definition of "System" in the Glossary of Terms.
189.	V.C.5	29	Does the State have a limit on the percentage or number of contact tracing agents which may work contact tracing remotely?	No.
190.	V.D.1 VI.K	29 36	Contact tracing vendors must have the capacity to increase the number of available agents from 25 to 1,000 which must be ready to attend training within 1 week of being receiving a notice request from the State. Will the State consider permitting subcontracting to meet the volume increase to 1,000 agents within one week of notification? If yes, may the subcontracting arrangement be limited to meeting surge needs and established following contract award?	No, subcontractors are not permitted.
191.	V.J	32	What systems will the State provide to service the vaccine hotline, including the list of system features that must be used by vendors?	See the definition of 'System' in the Glossary of Terms. See response to question #115.
192.	V.J	32	How many agents does the State anticipate will be needed to service the vaccine helpline?	Bidders must determine the number of agents based on the estimated volume provided in the RFP. See also the response to question #37.
193.	V.J	32	Does the State have a limit on the percentage or number of contact tracing agents which may work the vaccine hotline remotely?	No.
194.	V.J.7	32	What service does the State currently use to assist deaf and hard-of-hearing individuals?	See response to question #8. The current contracts contain language on requirements for services to assist deaf and hard of hearing individuals.
195.	Cost Proposal Opt. 2	RFP Attachment – Cost Proposal Option 2, Vaccine Helpline	This cost proposal does not specify a staffing model, e.g., number of agents required to perform the work, which would enable all bidders' costs to be evaluated equally. Will the State please provide the number of agents bidders should use to calculate vaccine helpline staffing?	See response to question #192.

196.	Section IV: Payment, Letter F – Invoices	Pg. 27	From Proposal: Invoices shall include itemization of training hours, active hours, back-up capacity headcount per tier, and total amount due. Invoice shall also include documentation log hours per rep each week. Question: Please further define what is required for the headcount per tier.	The third paragraph of section IV.F is deleted and replaced with the following: “Invoices shall include itemization of training hours, active hours, and total amount due. Invoice shall also include documentation log hours per rep each week.”
197.	Section V: Project Description & SOW--Section B. Project Environment For All Options, 2 nd paragraph	Pg. 28	For the initial call for positive Covid-19 case, is the 1-2 hour reference to complete a call interview answered by the callee using the State’s Salesforce.com system, or does this time frame represent how the cases were handled prior to implementation of Salesforce.com?	Both before and after the implementation of Salesforce.
198.	Section V: Project Description & SOW-- Section B. Project Environment For All Options, 2 nd paragraph	Pg. 28	For the calls placed to contacts, is the 1-2 hour reference representative of the duration of a single call answered by callee?	No, the 1-2 hour reference is for the initial contact plus any additional contacts derived from the initial contact.
199.	Section V: Project Description & SOW-- Section B. Project Environment For All Options, 2 nd paragraph	Pg. 28	What system is the State and LHDs using to conduct and document the initial call for positive COVID-19 cases?	Salesforce
200.	Section VI: Corporate Overview— Section B: Financial Statements	Pg. 35	Clarify which financial statements should be submitted from a company that is not publicly held. For example: Balance Sheet and/or Income Statement.	Acceptable documentation includes any documentation that will allow proposal evaluators to reasonably formulate a determination about the stability and financial strength of the organization.
201.	Section VI: Corporate Overview— Section J: Bidder’s Personnel/Mg mt Approach	Pg. 36	If office location is outside of Nebraska, does the State require a DBA in Nebraska?	No.
202.	Section VI: Corporate Overview— Section J: Bidder’s Personnel/Mg mt Approach	Pg. 36	Clarify definition of professionals in first sentence, second paragraph that states: The bidder should identify the specific professionals who will work on the project. Does “professionals” mean licensed clinical staff, or in general any key management, call center and support staff?	“Professionals” means any key management, call center and support staff.
203.	Section V: Project	Pg. 32	Does the State require all recorded calls to be sent and become property of the	Yes

	Description & SOW—Section J: SOW Vaccine Helpline #2		State? Or will some subset of all be required?	All calls will be required.
204.	Section V: Project Description & SOW—Section J: SOW Vaccine Helpline #2	Pg. 32	What digital format should the recorded calls be provided to the State?	See response to question #22 and #154.
205.	Section V: Project Description & SOW—Section J: SOW Vaccine Helpline #8	Pg. 32	Clarify where/how to capture new information. Is there a State system to document new information?	See response to question #72.
206.	Section V: Project Description & SOW—Section K: Performance Requirements Vaccine Helpline #3	Pg. 33	Will the State provide a list of dispositions required to capture for all (inbound and outbound) calls?	See response to question #121.
207.	Section V: Project Description & SOW—Section J. #9: Scope of Work, Option 2 – Vaccine Helpline & Section V: Project Description & SOW—Section M. #6: State Responsibilities Vaccine Helpline	Pg. 32 (J. #9); Pg. 33 (M. #6)	“Contractor must provide all telephony software, telephony equipment and computer equipment. The State will not provide any equipment.” “Make telephone line(s) available for Contractor’s use.” Clarification requested: These statements are contradictory. Who is responsible, the State or Contractor, for providing telephony?	The State will only provide the line(s) that will forward to the Contractor’s telephony system.
208.	Section I: Procurement Procedure—Q. Request for Proposal/Proposal Requirements	Pg. 6	Will the State accept documents in an appendix? For example, financial documents: Balance Sheet and Income Statement. Or does all content need to be integrated into the body of the applicable response section?	Yes, documents may be submitted in an appendix, but all appendices and references thereto should be clearly marked.
209.	B. Project Environment for All Options	28	Please confirm that the average handle time is 15-20 minutes for the vaccine helpline.	See response to question #37.
210.	J. Scope of Work - Option 2 - Vaccine Helpline	32	What is the anticipated headcount for the vaccine helpline?	See response to question #192.

211.	C. Scope of Work - Option 1 - Contact Tracing J. Scope of Work - Option 2 - Vaccine Helpline	29, 32	Please confirm DHHS expects normal hours of operation on state/federal holidays for both contact tracing and the vaccine helpline.	See definition of 'Business Day' in the Glossary of Terms.
212.	J. Scope of Work - Option 2 - Vaccine Helpline	32	What is the estimated timeline for training for the vaccine helpline?	See responses to questions #41 and #42.
213.	J. Scope of Work - Option 2 - Vaccine Helpline	32	Will agents on the vaccine helpline require HIPAA training?	Yes.
214.	M. State Responsibilities - Option 2 - Vaccine Helpline	33	Based on V.M.5 (Provide access to system where calls must be documented), please confirm that DHHS will be providing the core platform, not the vendor.	The State will provide access to the SharePoint system. The Contractor will be responsible for providing the telephony system.
215.	M. State Responsibilities - Option 2 - Vaccine Helpline	33	Will DHHS provide access to the system of record (core platform) so that vendors can pull the following information to provide reporting? c. Most frequently asked questions/topics of concern; d. Most frequently used resources; e. Number of vaccine registrations submitted per hour/day/week;	These items are not in the system at this time. See also response to question #72.
216.	Section B Project Environment for All Options	28	How well are the current vendors performing? Is the State Happy with their work?	This is outside the scope of this RFP.
217.	Section B Project Environment for All Options	28	Do the current vendors have the capacity going forward to provide these services in a long-term contract?	This is outside the scope of this RFP.
218.	Section B Project Environment for All Options	28	Does the State anticipate utilizing any of the existing vendors after July 29 th when the new contract starts?	This is outside the scope of this RFP.
219.	Section B Project Environment for All Options	28	The contract start date is listed as July 29 th . Does the State anticipate the volume to be at the same level by then that it is currently at?	Volume is dependent on the prevalence of COVID-19 in the State of Nebraska.
220.	Section C Scope of Work Subsection 3	29	Would the State like to accept after hour phone calls on the helpline if a company already operates 24/7/365?	Contact tracing calls will not be made outside the timeframe established by the State. Inbound calls may be accepted outside the established timeframe.
221.	Section B Project Environment for All Options	28	Would the State like to provide texting and email services for both helpline and contact tracing?	No.
222.	Section G Insurance Requirements	22	If a company has all of the required insurance, but one of their policies covers an amount that is lower than what the	See section III.G.4.

			State requires, is the State willing to renegotiate the limits allowed? If not, would the State allow the company to increase their policy after they are selected to perform the work but before the go live date?	Yes.
223.	General	N/A	Would the State please provide the Contractor(s) who are currently performing Contact Tracing and Vaccine Helpline services?	See response to question #8.
224.	General	N/A	What is the peak number of Contact Tracers who have been employed? Was this capacity sufficient?	The peak was 1,687 FTEs per week in December 2020 and January 2021.
225.	General	N/A	How many staff are currently performing Contact Tracing services?	The State is using 478 FTEs per week for the week of March 28, 2021.
226.	General	N/A	Would the State provide call statistics for Contact Tracing the last two months (e.g., number of outbound attempts, number of successful outbound calls where a contact is reached, average talk time, etc.)?	The State does not have this information.
227.	General	N/A	Would the State please provide call statistics for Vaccine Helpline services for the last two months (e.g., number of inbound calls, average talk time, average-speed-to-answer, abandonment rate, etc.)?	The State does not have this information.
228.	I.H.1	4	Is there a file size limit for uploading to ShareFile?	No.
229.	I.H.1.b	4	How would the State like the Technical, Cost, and Proprietary Information files to be delimited within the naming structure? Is Technical File 1 of 3, Cost File 2 of 3, and Proprietary Information File 3 of 3 or should the Volume name be included prior to the file number?	Files should be named according to the standard set forth in I.H.1.b. Question is unclear.
230.	I.Q	6	If a bidder wishes to be considered for Option 1, Option2, or Option3, must they complete all three submissions?	See response to question #67.
231.	I.Q	6	If a bidder submits a proposal for Option 3, can they still be evaluated individual for Option 1 and Option 2? If so, does the bidder need to designate this request for individual awards in their proposal?	No, see response to question #67.
232.	V.B	28	Will LDH and DHHS continue to provide contact tracing after the Contractor goes live?	Yes.
233.	V.C	28	Are any inbound services required for Contact Tracing? If so, please describe.	Per section V.C.7, all outbound calls must be identified on caller ID. Contractor must answer any inbound calls.
234.	V.C	38	Please confirm that no in-person work is needed for Contact Tracing.	Confirmed.
235.	V.C.1.a	28	The RFP indicates the State will provide all systems. Please provide a description of each system, how it is accessed, and how/when it is used.	The State will provide access to the cloud based system. This system is used to enter information regarding each contact and case. Contractor is

				responsible for all hardware and telephony systems.
236.	V.C.1.a	28	How will the Contractor connect to each system?	The system is cloud based and can be accessed via the internet.
237.	V.J	32	Please confirm the Vaccine Helpline is not responsible for scheduling vaccines.	See response to question #126.
238.	V.J.8	32	Where are staff to document Vaccine Helpline calls?	Calls will be documented in the Contractor's system and sent to the DHHS Director of Emergency Preparedness.
239.	V.J.8	32	Please confirm the State is not providing a system that will be available to contractor staff to document calls.	See response to question #238.
240.	I.I.K	5	Would the State agree to include Average Handle Time in the price adjustment mechanism for the monthly price for the vaccine helpline, both as a standalone variable and in combination with call volume?	No.
241.	I.I.K	5	Please confirm that any price adjustments are to be negotiated with mutual agreement by both parties.	Yes.
242.	V.D.1	29	The ability to add contact tracers in any given week is dependent on supply and demand factors that may bring unfavorable pricing conditions to the State. To alleviate this unfavorable situation, in the event that the state requires more contract tracers, would the state agree to a maximum number of tracers that could be requested to be hired and onboarded in any given week, in order provide the best value for services rendered?	No. The State will work with the Contractor(s) to determine how many contact tracers can be added in a given week.
243.	II.O	14	Please confirm that liquidated damages will not be assessed against the Contractor if all contact attempts are made, per Sections V.G.1&2, despite no contact being made.	Correct. Contact must be initiated with an individual upon receiving notification from DHHS with three (3) business days.
244.	V.K.1	33	Based on our extensive contact center experience, performance measures with 100% achievement levels do not provide best value for money. Would the state agree to a less stringent standard such as 90% of callers on hold for no longer than 4 minutes? If so, please confirm that this will be measured monthly.	Section V.K.1 is deleted and replaced with the following: "At least 95% of all calls will be answered in four (4) minutes or less." Yes.
245.	V.B	28	For Contact Tracing, shall the Contractor use already established toll free numbers or establish new numbers?	For Contact Tracing, the Contractor must establish a number(s).
246.	V.C.1.c	28	Is the script solely created by the State or does the Contractor create script(s) and obtain State approval?	The State creates the scripts.
247.	V.F V.L.1	30 33	For both Contact Tracing and the Vaccine Hotline, can reports be submitted via a secured online dashboard or are physical reports required?	Reports can be submitted via email.
248.	V.J.1	32	For the Vaccine hotline, is the toll-free number already established or shall the	For Vaccine Hotline, the number is already established.

			Contractor establish a new toll-free number?	
249.	V.J.3	32	All answers given must be provided to the State. How shall the Contractor respond to questions that the State has not provided an answer to? How will information sharing occur so that the State can update their answer list?	For questions that have no answer provided by the State, the Contractor should record the question and contact the Director of Emergency Preparedness. See response to question #72.
250.	General	General	Did the last Contact Tracing RFP result in a contract with the three Contractors selected?	No, the solicitation was withdrawn.
251.	General	General	Does the Contact Tracing work for this RFP require working with the three Contractors selected in February 2021? If not, is this a new RFP for Contact Tracing independent of the last RFP issued?	The State did not award contracts from the previous RFP. Yes, this is a new RFP independent of the previous RFP.
252.	V.B	37/47	Request the State to share historical data on call volume by hour and by day for vaccine helpline	See response to question #37.
253.	V.D.1	38/47	Is the State expecting equivalent of 25 contact tracers to be staffed every day of the week between 8am to 8pm CST or is it equivalent to 25 contact tracers spread over 7 days of the week.	The State is expecting 25 FTE per day, seven days per week. The FTEs can be scheduled between 8:00 am and 8:00 pm CT.
254.	V.D.1	38/47	Does State want 25 contact tracers across every hour for each of the 12 hours	See response to question #253.
255.	V.J	41/47	Does State require any specific skillset for the vaccine helpline staff	Vaccine Helpline staff must be able to perform the duties set forth in section V.J.
256.	General	General	Would the state have reservations to a cross training approach between Contact tracing and Vaccine Helpline staff	Staff can be cross trained, but can work on only one service type at any given time.
257.	Table 2	Cost Proposal	Kindly clarify what Table 2 of Cost proposal - "For purposes of evaluation, the State will estimate 4 hours of training for 425 individuals" refer to?	To establish an extended cost of Contact Tracing training for scoring purposes, the State will estimate 4 hours of training for 425 individuals.
258.	Section J	5	The section states "Cash discount periods will be computed from the date of receipt of a properly executed claim voucher or the date of completion of delivery of all items in a satisfactory condition..." Question: Do cash discounts apply to this RFP?	No.
259.	Section A, paragraph 2	28	The section states "A highest scoring bidder will be identified for each of the options 1, 2 and 3." Question 1: Does the State prefer a combined Contact Tracing and Vaccine bid vs. a standalone bid for Options 1 or 2? Question 2: Can a bidder submit separate responses for Options 1, 2 and 3?	No preference. See response to question #1 and #67.
260.	Section C	28	Section 1 a states "Contractor shall exclusively utilize the systems provided by the State for contact tracing services..." Section C, number 1b states "Contractor must ensure all contact tracers are supplied with telephony software....and	See response to question #235.

			computer equipment. The State will not provide any equipment.” Question 1: Please confirm that this assumption is correct. The Vendor is not expected to use a CRM or any other platform. Contact tracers can enter data directly into the State’s systems.	
261.	Section C	28	What is the percentage of anticipated Spanish call to be received.	See response to question #145. The vast majority of non-English calls will be Spanish.
262.	Section C, number 3	29	The section states “... from 8 am to 8pm Central Sunday through Saturday...” Question 1: Is it acceptable to have an announcement for off-hours and use of voicemail where messages can be left and returned the subsequent day? Question 2: What, if any, information will the vendor be required to share in regard to a specific staffing plan for contract tracing?	Yes. The State will provide the number of staff required per week. The Contractor will be responsible for scheduling contact tracers.
263.	Section C, number 5	29	“If the Contractor is utilizing telework...” Question 1: Is a softphone acceptable? Question 2: If the contract starts as telework, does the bidder expect to require a move to an on-site model at any time in the future? Question 3: Does the bidder anticipate door to door (in person) contact tracing to be a requirement of this contract?	Yes. No. No.
264.	Section C, number 5	29	The section also states “may include but not be limited to ...additional monitor.” Question 1: Is an additional monitor recommended? Question 2: Does the State require the vendor to provide a CRM, or will entering directly into the State’s system be sufficient? Question 3: Is it expected that the vendor will provide laptops or tablets for some or all of the contact tracers. Question 4: Is it expected that the vendor will provide “hot spots” or other means of internet access to any of the contact tracing staff?	An additional monitor is recommend but not required. The Contractor will use the State’s cloud based system. The Contractor must provide all equipment for its contact tracers. The Contractor must provide all equipment for its contact tracers.
265.	Section C, number 7	29	The section states “Caller ID must be identified as coming from the ‘Nebraska COVID Response Team...’ Question: Can inbound/return calls be answered by a contact tracer that is different than the agent who placed the original call?	Yes.
266.	Section D, number 1	29	The section states “....equivalent of 25 contact tracers ... up to a maximum of 40 hours per week.” Question 1: Does the State recognize holiday pay for state recognized holidays, and if so, what are those are the designated holidays.	No, the State does not pay holiday pay.
267.	Section D, number 2	29	The section states “If the State requires additional contact tracers, the State will notify Contractor, in writing, how many contact tracers it requires..... begin	See Attachment A.

			training no later than one week after receipt of request from the State.” Question: If the State determines to reduce the number of contact tracers, what advance notification will the State provide?	
268.	Section D, number 4	29	The section states “Each contact tracer must work on average a minimum of 15 (fifteen) hours per week. Question: For clarification purposes If an individual is scheduled a minimum of 15 hours and is sick or otherwise absent in a given week that causes that actual work to be lower than 15, as long as the overall average is 15 or more, that employee qualifies for the contract, correct?	Yes.
269.	Section E, c	30	The section states “The DHHS Contract Manager shall receive the weekly reports from the Contractor, as well as monitor the work being performed under this contract...” Question: In addition to reviewing input into the State’s system, the vendor’s weekly and ad hoc reports, what other pieces of information will the bidder need to monitor work performed?”	The Contractor will be responsible for monitoring Quality Control metrics and telephony reports.
270.	Section G, number 1	30	The section states “Contractor shall make at least 5 subsequent attempts to call the individual as stipulated by the State training guide.” Question: Does the State training guide also require texts or emails either in addition to or in place of the calls? If so, is this functionality built into the State’s system, or should the vendor provide?”	No.
271.	Section H, number 1	30	The section states “Designate and maintain the System and provide Contractor access to it.” Question 1: What System does the State currently use? Question 2: Will vendor’s supervisor have the ability to review contact tracer documentation in the State’s System for QA purposes? Question 3: Will vendor have the ability to create login credentials for the contact tracers and management users for the State’s System?	Salesforce. Contractor Supervisors will have additional access to the contact tracing system for performance evaluation purposes, such as reporting. No, the State will perform this function.
272.	Section I, number 9	31	Question: Is there a preference for hiring contact tracers who live in the State of Nebraska? If so, are there geographic requirements for said hires? (Example: Rural, Urban, or specific percentage mix)?	No.
273.	Section J	32	How long are the recordings required to be saved and available for the State?	See response to questions #22 and #154.
274.	Section J	32	What are the agent desk top and internet requirements for utilization of the State’s scheduling and contract tracing systems?	This is unknown, but the State’s scheduling and contact tracing system and can be accessed with a standard internet connection.
275.	Section VI	35	Question: Will special consideration be given to woman-owned businesses or small businesses?	No preference will be given to woman-owned businesses or small businesses.

276.	Section K	36	The section states "The State is not allowing subcontractors." Question: If we submit a contract under Option 3, can two organizations jointly submit the response with one organization focusing on contact tracing and other on the vaccine, if one of the entities serves as the primary bidder. Both would use W2 staff of their respective organizations.	No, each entity would need to submit a separate proposal.
277.	Procurement Procedures	4	As the submission of the response is through the online portal, can the signature on the RFP response be a scan of an ink signature?	Yes.

This addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response

EXHIBIT I. CONFIDENTIAL RATIONALE LETTER



April 22, 2021

Ms. Heinrichs and Ms. Walton
State of Nebraska State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Dear Ms. Heinrichs and Ms. Walton,

Coast Professional, Inc. has deemed one (1) required document to be confidential and proprietary in nature. The financial statements required in **Section VI, Corporate Overview, B.**, are not considered public knowledge.

We are dedicated to protecting sensitive information from unauthorized public circulation. The release of our financial statements could cause substantial harm and put the company at a competitive disadvantage should it be released.

The following list of competitors have the ability to gain a competitive advantage from our audited financial statements (the documents we marked as proprietary and confidential):

- General Dynamics
- Maximus
- Navient
- Nelnet
- McGhee and Associates
- Professional Research Consultants
- Teleperformance
- Xtend

As a privately held organization, our audited financial statements are not available publicly, and the ability for these specific organizations to gain a competitive advantage in further understanding our debt structure, recent revenue, operating margins, overall expense composition, and strategic pricing model is increased should this information be made public.

Coast appreciates the opportunity to provide protected information in a confidential format. We understand that the State of Nebraska, Department of Administrative Services, Materiel Division, State Purchasing Bureau is subject to the requirements of the Attorney General No. 92068 and that State officials shall determine if the information identified in our request is exempt from disclosure. Should you have any questions regarding our request for the confidential treatment of the aforementioned material, please reach out to proposals@coastprofessional.com

Sincerely,

DocuSigned by:

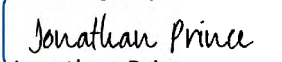

Jonathan Prince
Chief Executive Officer

EXHIBIT II. RESUMES

19
Years of
Experience

Jonathan Prince

Chief Executive Officer

(585) 991-5202

jprince@coastprofessional.com



RELEVANT EXPERIENCE

Coast Professional, Inc.	Chief Executive Officer	2021 – Present
Coast Professional, Inc.	Chief Operating Officer	2018 – 2021
Coast Professional, Inc.	Vice President of Operations	2012 – 2018
Coast Professional, Inc.	Director of Operations	2009 – 2012

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

FUNCTIONAL ROLES AND RESPONSIBILITIES

- Responsible for strategic planning, resource allocation, and formal direction of the company
- Serves as Key Personnel for two Federal Contracts: Department of the Treasury, Bureau of the Fiscal Service and Department of Education, Federal Student Aid
- Provides day-to-day operational oversight of Coast's Operations Department
- Appraises and evaluates the results of overall operations regularly and systematically
- Directs the development and implementation of procedures and controls

ACCOMPLISHMENTS AND MEMBERSHIPS

- Association of Credit and Collection Professionals (ACA International) Member
- International Association of Commercial Collectors (IACC) Member

EDUCATION AND CERTIFICATIONS

Alfred State *Associate Degree, Accounting*

REFERENCES

John Amabile Emergency Planning Management, Inc.	(540) 220-2988 Amabile@planandprepare.com
Kevin Baker National Recovery Solutions, LLC.	(716) 923-7486 kmbaker@nrsolutionsllc.com
Nathan Sullivan Mid-South Adjustment Co., Inc.	(870) 536-9600 n.r.sullivan@midsouthadjustment.com

40
Years of
Experience

Harold Wickline

Senior Vice President of Operations
(585) 991-5203
hwickline@coastprofessional.com



RELEVANT EXPERIENCE

Coast Professional, Inc.	Senior Vice President of Operations	2018 – Present
Premiere Credit of North America	Vice President of Operations	2012 – 2015
Sallie Mae	Vice President and Chief Operating Officer	2008 – 2011
Pioneer Credit Recovery, Inc.	President and Chief Operating Officer	2003 – 2008

SUMMARY OF QUALIFICATIONS

Mr. Wickline has been with Coast since 2018 and has more than 40 years of experience in the call center industry and 28 years' experience working with government clients. He is an experienced leader who manages all aspects of Coast's operations, including team performance, setting performance targets, and identifying areas of improvement. He provides day-to-day operational oversight and is responsible for the year-over-year growth of operations, cost savings, and recovery results. Mr. Wickline earned his bachelor's degree in Business Administration from the University of North Carolina and is a member of the Professional Practice Management System (PPMS) steering committee.

FUNCTIONAL ROLES AND RESPONSIBILITIES

- Oversees the entire Operations Department
- Responsible for year-over-year growth of operations, cost savings, ad recovery results
- Member of Professional Practice Management System (PPMS) steering committee

ACCOMPLISHMENTS AND MEMBERSHIPS

- American Collector's Association {ACA International}
- International Association of Commercial Collectors {IACC}
- Federation of Tax Administrators (PTA)
- Northeastern States Tax Officials Association (NESTOA)
- Industry Council for the Southeastern Association of Tax Administrators (SEA TA)
- National Council of Higher Education Loan Programs (NCHELP)

EDUCATION AND CERTIFICATIONS

University of North Carolina *Bachelor's Degree , Business Administration*

REFERENCES

Hank Federal Matthews, NC	(704) 651-4882 hlfed@outlook.com
Jim Kenney Charlotte, NC	(704) 668-4380 Jim.kenney713@gmail.com
Jim Trampert Orchard Park, NY	(716) 440-0998 jtramopspt@aol.com

11
Years of
Experience

Christopher Brown

Vice President of Operations

(318) 807-6327

cbrown@coastprofessional.com



RELEVANT EXPERIENCE

Coast Professional, Inc.	Vice President of Operations	2018 – Present
Coast Professional, Inc.	Senior Director of Operations	2016 – 2018
Coast Professional, Inc.	Director of Operations	2013 – 2015
Coast Professional, Inc.	Senior Manager	2010 – 2013

Mr. Brown is responsible for overseeing the operations of our West Monroe, LA office with a particular emphasis on our Contact Tracing contract. He provides leadership and guidance to our COVID-19 contact tracing representatives, ensuring that Coast is successful in meeting client expectations. Mr. Brown has quickly become an expert in contact tracing and has a full understanding of what it takes to lead his team during challenging times. He is an expert in Microsoft Excel and Coast's call center system report generator, allowing him to effectively monitor, track, and provide compliance in all areas of responsibility.

FUNCTIONAL ROLES AND RESPONSIBILITIES

- Collaborates with training directors to implement the correct training procedures and requirements
- Co-manages client relationship with the Louisiana Office of Public Health (OPH)
- Manages representatives to ensure they are following client guidelines and all related laws and regulations
- Creates weekly progress reports including daily summaries of the number of cases investigated and contacts traced

ACCOMPLISHMENTS AND MEMBERSHIPS

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

EDUCATION AND CERTIFICATIONS

University of Louisiana at Monroe	<i>BBA, Accounting</i>
	<i>BBA, Marketing</i>

REFERENCES

Golden Rueckert	(303) 442-4882
PDA Investigations	golden@prodagency.com
Beverly Hill	(970) 226-1386
Beverly Hill's Inc.	B504grad@comcast.net
Terry Johnson	(318) 322-8388
B1 Bank	Terry.Johnson@b1bank.com



Coast Professional, Inc. Response to RFP # 6499 Z1

**State of Nebraska, Department of Administrative
Services, Materiel Division, State Purchasing
Bureau**

Contact Tracing and Vaccine Helpline Services Cost Proposal

Submitted to:

Ms. Connie Heinrichs
Ms. Anne Walton
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
402-471-0975/402-471-1428
connie.heinrichs@nebraska.gov
Annette.walton@nebraska.gov

Submitted by:

Andy Chance
Director of Business Development
Coast Professional, Inc.
4273 Volunteer Road
Geneseo, NY 14454
904-826-9471
achance@coastprofessional.com

COST PROPOSAL

Coast has provided its competitive pricing in the Cost Proposal on the following page.

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

Bidder Name: Coast Professional, 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	\$26.89	\$26.89	\$26.89	\$26.89

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.

	Initial Term	Renewal 1	Renewal 2	Renewal 3
Hourly Rate	\$22.60	\$22.60	\$22.60	\$22.60

Table 3: Vaccine Helpline – Bidder must provide an all-inclusive monthly rate.

	Initial Term	Renewal 1	Renewal 2	Renewal 3
Monthly Rate	\$312,044.00	\$312,044.00	\$312,044.00	\$312,044.00