



STATE OF TENNESSEE  
DEPARTMENT OF HEALTH

**REQUEST FOR PROPOSALS # 34353-15423  
AMENDMENT # 1  
FOR TENNESSEE BREASTFEEDING HOTLINE**

DATE: December 1, 2022

RFP # 34353-15423 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		November 1, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	November 4, 2022
3. Pre-response Conference	1:00 p.m.	November 7, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	November 8, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	November 15, 2022
6. State Response to Written "Questions & Comments"		December 1, 2022
7. Response Deadline	2:00 p.m.	December 12, 2022
8. State Schedules Respondent Oral Presentation		January 3, 2023
9. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	January 10-11, 2023
10. State Completion of Technical Response Evaluations		January 12, 2023
11. State Opening & Scoring of Cost Proposals	8:00 a.m.	January 13, 2023
12. Negotiations		January 13-23, 2023
13. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	January 24, 2023
14. End of Open File Period		January 31, 2023
15. State sends contract to Contractor for signature		February 1, 2023

16. Contractor Signature Deadline	2:00 p.m.	February 5, 2023
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**2. State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP Section	#	Question/Comment	State Response										
1.1.	1	In addition to English and Spanish, which languages are required?	Services must be accessible via voice, video, instant and text messaging; available in multiple languages and Telecommunications Device for the Deaf (TDD) for those with hearing impairments. The vendor must be able to provide services in English, Spanish. Contractor shall be responsible for providing a language line which includes other languages.										
1.1.	2	Regarding instant messaging, it is the Department's intent that chat/instant messaging be available via the State's Department of Health webpage for the Hotline or is the vendor expected to provide a separate chat/instant messaging platform?	Please see corrected sentence from Proforma Section A.5.:  The <b>Contractor</b> shall make available instantaneous communication with users through voice and also any one or all of the following service options: video chat, instant messaging, and text messaging through the use of an app or online application. App-based services will be provided by the vendor at a minimum for Android and iOS users.										
1.1.	3	Is video calling currently provided, if so, what is the volume of video calls currently being completed/attempted each month?	No, video calling is not currently available.										
Proforma Section A.5.	4	What is the anticipated start date/ start of calls for this contract?	As per Proforma contract Section A.5. the Contractor shall ensure that the TBH is reviewed and approved by the State and fully operational by June 1, 2023.										
	5	Please provide information on the historical workload/volume of interactions by call, text, etc. for the past 12 months. This information is necessary to develop an appropriate staffing plan.	Interactions were by call only and the following is the workload/volume by month for the past 12 months. <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Oct-21</td> <td>377</td> </tr> <tr> <td>Nov-21</td> <td>358</td> </tr> <tr> <td>Dec-21</td> <td>373</td> </tr> <tr> <td>Jan-22</td> <td>380</td> </tr> <tr> <td>Feb-22</td> <td>375</td> </tr> </table>	Oct-21	377	Nov-21	358	Dec-21	373	Jan-22	380	Feb-22	375
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	6	Please provide interaction volume by language requested.	<table border="1"> <tr> <td></td> <td>English Call Volume</td> <td>Spanish Call Volume</td> </tr> <tr> <td>July-September 2022</td> <td>1055</td> <td>81</td> </tr> </table> <p>Call volume by language is listed above.</p>		English Call Volume	Spanish Call Volume	July-September 2022	1055	81										
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RFP Attachment 6.2.	7	Are out-of-state vendors eligible for award of this contract? Is there a preference for in-state vendors?	Yes, out-of-state vendors are eligible for award. There is no preference for in-state vendors. See Proforma contract for all contractor's requirements. All evaluation criteria are outlined in RFP Attachment 6.2.																
Proforma Section A.5.	8	Does the Department of Health have any service level requirements regarding the expected average speed of answer by each contact type, abandonment rate, or other standards?	<p>Please see Proforma contract section A.5.f.(1):</p> <p>During the first <b>year of the</b> Contract Period, one hundred percent (100%) of Calls and Call Back Messages will receive a live phone response within sixty (60) minutes of the original Call. During subsequent <b>years of the</b> Contract Period, the Contractor and the State shall mutually agree upon a reasonable response time for Calls and Call Back Messages to receive a live phone response, based on Call volume;</p>																

3. **Delete RFP # 34353-15423, in its entirety, and replace it with RFP # 34353-15423, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.