STATE OF TENNESSEE
DEPARTMENT OF HEALTH

REQUEST FOR INFORMATION
FOR
OPERATION OF TOBACCO QUITLINE SERVICES

RFI # 34347-54517
September 1, 2016

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health, issues this Request for Information ("RFI") for the purpose of soliciting information about Tobacco Quitline Services. We appreciate your input and participation in this process.

2. BACKGROUND:

Since 2005, the State of Tennessee, Department of Health, has provided tobacco cessation services in the form of a Tobacco Quitline to assist callers to quit tobacco use. This free telephone-based resource serves as the State's access line for tobacco cessation information, proactive quit counseling and referral to local support resources. The Tennessee Tobacco Quitline operates 90 hours per week, 7 days a week, except for Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Recent media initiatives such as the Center for Disease Control and Prevention's "Tips" campaign have led to a marked increase in calls to Quitlines across the country, and have fueled the need for the State to explore opportunities for improvements in its Quitline services. The State is seeking information regarding best practices in system operations and for strategies relating to performance measurements.

3. COMMUNICATIONS:

Please submit your response to this RFI to:

Melissa Painter, Competitive Procurement Coordinator
Division of Administrative Services/Service Procurement Program
Andrew Johnson Tower, 5th Floor
710 James Robertson Parkway
Nashville, TN 37243
615-741-0285
Melissa.Painter@tn.gov

3.1. Please feel free to contact the Department of Health with any questions regarding this RFI. The main point of contact will be:

Thea Jones, MPH, Director of Chronic Disease Prevention and Health Promotion
Tennessee Department of Health
Division of Family Health and Wellness, 8th Floor
710 James Robertson Parkway
Nashville, Tennessee 37243
Email Address: Thea.Jones@tn.gov
Telephone # 615-532-8192

3.2. Please reference RFI # 34347-54517 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		September 1, 2016
2.	RFI Response Deadline		September 22, 2016

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #34347-54517 TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Brief description of experience providing similar scope of services/products.
4. What are the general determinants for optimal staffing for operating a Quitline?
5. What do you recommend as the optimal caller to counselor ratio to ensure the highest quit rate?
6. What would be the minimal caller to counselor ratio that would be acceptable?
7. What methods and protocols do you recommend to limit long wait times, busy signals, abandoned calls and voicemails requiring call backs?
8. What do you see as the essential components of an effective Quitline website and web-based cessation program?
9. Describe your process for servicing non-coach assisted calls and for serving coach assisted calls.
10. For effective quit rates, how many counseling sessions do you recommend?
11. For effective quit rates, how many weeks of Nicotine Replacement Therapy (NRT) do you recommend?
12. What methodology do you use for follow-up calls?
13. What methodology do you use for fax referrals?
14. How do you provide feedback to referring agents?
15. What is your capacity for electronic referrals?
16. Describe how you measure quit rates.
17. What type of system do you use for reporting, evaluation and quality assurance activities?
18. What is your procedure for handling non-contracted data requests, such as special data requests/changes in reporting as an outcome of process improvement?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize.
2. Describe the typical price range for services.
3. How is your fee schedule determined, per initial call and per follow up call(s)?
4. What is the optimal graded fee structure based on quit rates or other quality performance metrics?
5. How is your fee schedule determined for non-coach assisted calls versus coach assisted calls?

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional considerations that might benefit the State: