



STATE OF TENNESSEE
DEPARTMENT OF HEALTH

**INVITATION TO BID # 11557
QUESTION AND COMMENTS RESPONSE
FOR THE AUTOMATED DIALING SYSTEM**

DATE: August 18, 2020

1. State responses to questions and comments in the table below amend and clarify this ITB.

QUESTION / COMMENT	STATE RESPONSE
1. Voice and text are listed as the communications methods to use for appointment reminders. However, email message totals are listed as a reporting item. Will email be one of the appointment reminders options or not? Under Technical Specifications, page 2 item #12, mentions translating for '...email delivery', is email one of the delivery methods?	No.
2. Will healthcare professionals from the client clinics be users on this system? What will they be accessing?	The System Administrator will be sending a file daily and expecting a report back from the system.
3. How will client records get into the system to start? Mass Import from what file type?	Excel .txt
4. How do you see the client opt-in process working? When will clients be signed up on the system and how will they opt-in to which type of communication method they prefer?	The Clients will sign a form giving the State permission to contact them.
5. How will the appointment dates & times & client reach our system, via a json file import, clinic data input directly to the auto dialer system, etc.	Excel spreadsheet sent daily.
6. There could be confusion on collecting missed calls & texts & appts when a single guardian manages appointments for multiple children, etc. So, a single phone number/client will be getting multiple appointment reminders for different persons in the household/guardianship.	Yes, the system should allow for one (1) or all.
7. How will mass texts be triggered and what sort of filters will be required to select the recipients?	The State will supply the list via *.txt file securely.

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8. How will surveys be triggered and identified? Are these dials and deliver voice surveys where the user will press 1 or 2 to answer questions? Or are surveys links to mail chimp or some survey web page form? How many questions will the typical survey contain and will surveys need to follow the language preferences?	The State tries to limit surveys to only five (5) questions. A link will be included in the text for the access to the survey.
9. Should responses for both text messages and surveys use the language preference or be able to accept responses in English and Spanish regardless of language preference?	Yes.
10. Under Technical Specifications what constitutes a 'missed appointment'? A client may not respond to a call or text but still show up for the appointment, how will that data from the medical service provider be captured and accurately reported back to the auto dialer?	This will be another list of missed appointments and the message will state that their appointment was missed and please contact the Clinic to reschedule. The program building the file of missed appointments verifies that they did not come in based on Encounter Data.
11. On voice calls, should we ask the client/patient to press 1 following the message to indicate they heard the message?	Yes, and press two (2) if they need us to reschedule. This would appear on our report, and we will call them to reschedule.
12. What should we do for no answer, always busy, disconnected and no response to text messages? Do we want to do several retries before posting a failure? Do we want to notify anyone of failure to reach the intended party?	Just show on the report reason for the failure.
13. On the Specifications, under Reporting, page 3, item #3, what is 'security file retrieval'?	"Secure" method such as secure email or secure file retrieval.
14. For Spanish voice and text messages will we be getting Spanish or must English be translated to Spanish?	The State will provide approved messages in English and Spanish.
15. In the Specifications, what is the Due date range mentioned in "section 14 a"? Please define.	To keep a record of when they will need to send out the message prior to their appointment.
16. Account numbers, when are they entered and what do they stick to?	County identifiers.
17. How does the client/patient opt-out? If a person opts-out via SMS by sending 'STOP', we do not get a notice, the carrier begins blocking further SMS as spam. Must use web or email to opt-out?	The Client will not sign the form giving the State permission to text them.

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18. Do we need to provide an API to receive appointment schedules and client data?	No, the State will send everything needed for the text in our file to you
19. Where can we find a copy of the State Enterprise Information Security Policy?	<p>Within the Terms and Conditions document, there is a section, “<i>Contractor Hosted Services Confidential Data, Audit, and Other Requirements</i>” that contains a link to the State Enterprise Information Security Policies document on the STS site.</p> <p>https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html.</p>
20. What is Expected Monthly volume of text messages, surveys, landline calls and cell calls?	Estimate of around eight thousand (8,000) per month for each of the seven (7) regions.
21. How many of the 318,000 clients have selected primary communication method by text? By Phone call? By Email?	Estimate of seventy-five percent (75%), but some only come to the clinics once (1) or twice (2) a year.
22. Under Technical Specification, item #14, mentions filtering data options of which the only ‘mass’ communication mentioned is text (sub item g), will there be mass voice calls or emails?	Only mass texts that will roll to landline if applicable
23. In the Specifications, under Reporting, page 3, item #5, please clarify what should be on this report, ‘contractor must be able to provide the designed number of calls and texts provided by Regional System Administrator per County and Region’?	Need a report to show the attempts, both successful and unsuccessful. If unsuccessful, what was the reason for the failure?
24. What is the roll out plan, a few counties or single region, to start with, etc.?	Statewide. The State has seven regions and a file will be sent from each daily.
25. Does there need to be a user password forced rotation schedule and password strength criteria?	<p>Yes. The answer to this is listed on page seventeen¹⁷ of <i>the State Enterprise Information Security Policies</i> document.</p> <p>https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html.</p>

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26. Is Two factor authentication required for user log in?	No.
27. When will the auto dialer service begin, in full production?	Once the contract has been awarded.
28. Is unlimited text a requirement for the bid or can we provide a low-cost transactional cost?	Unlimited is the requirement.
29. Are the bid quantities in the Event Detail document, transactions or customer counts?	Customer counts.