

**SPECIFICATIONS
AUTOMATIC DIALER
SERVICE**

Contractor must provide a phone service which will automatically generate phone calls, voice messages and text messages for reminders of medical and/or dental appointments for clients serviced throughout the State of Tennessee in two (2) languages, English and Spanish.

Contractor must be able to provide service to all 95 Tennessee counties and within multiple programs as shown below, but not limited to:

- Breast Feeding Programs
- Women, Infants and Children (WIC)
- Family Health and Wellness Planning (FHW)
- Primary Care Programs
- Immunizations Programs
- Dental Programs

Definitions: For purposes of this ITB, definitions shall be as follows and as set forth in the Specifications:

- a. Copper Carriers- Telecommunications provider that utilizes copper wiring through their system to make and receive calls.
- b. Federal Communications Commission- Commission ("FCC") created by statute to regulate interstate communications by radio, television, wire, satellite, and cable.
- c. Integrated Service Digital Network ("ISDN") – Set of communication standards for simultaneous digital transmission of voice, video, data and other network services over the traditional circuits of the public switch telephone network.
- d. Region or Regional – There are seven Regions across the State of Tennessee, each Region includes multiple counties.
- e. Regional Office- The Regional Office is the main headquarters for each Region. The Regional Offices report to the main Department of Health location in Nashville, Tennessee.
- f. Regional System Administrator- Member of the Tennessee Department of Health that oversees communications within the State and Region.
- g. Security File Retrieval- access to vendor site via secure connection using supplied User ID/Password
- h. Short Message Service ("SMS")- Text messaging service component of most telephone, internet and mobile device systems, standardized communication protocols to enable mobile devices to exchange short text messages.
- i. State – Tennessee Department of Health
- j. Voice Over Internet Protocol ("VOIP") – Allows voice calls using a broadband Internet connection instead of a regular (or analog) phone line.

Technical Specifications:

1. Calls must be delivered through both VOIP and ISDN Copper Carriers.
2. Contractor must be capable of delivering all required voice calls and SMS text messages.
3. Contractor must be able to connect with all domestic phone carriers.
4. Service must be web-based and available 24/7.
5. Contractor must automatically deliver a text message to all cell phones and a phone message to all landlines simultaneously.

6. Contractor will be provided information such as landline, cell phone and or text information.
7. Contractor shall identify which method was used in the report of .(see Reporting Section below)
8. Contractor must be able to provide automated message delivery notification unique to:
 - a. Each location
 - b. Each language (English and Spanish)
 - c. All client appointment and contact data
 - d. Response to call or text must be provided
9. Contractor must meet all FCC requirements.
10. Clients must be allowed to self-manage their preferred method notifications via opt-in/opt-out.
11. Contractor must be able to deliver messages in English and Spanish
12. Contractor must have the ability to translate for phone, text and e-mail delivery using either:
 - a. computerized translation program,
 - b. computerized text-to-speech,
 - c. customer talents,
 - d. and/or language translator
13. Contractor must be able to automatically display the dynamic Caller ID for each local office.
14. Contractor must be able to provide secure/encrypted storage (compliant with HIPAA, HITECH, and other applicable privacy laws) of client and staff data on-line which can easily be filtered for the following variables:
 - a. Due date range
 - b. Language
 - c. Clinic
 - d. Appointment time
 - e. Appointment date
 - f. Missed appointments
 - g. Mass Texts
 - h. Survey link
15. Calls/texts must be made at hours and dates designated by the Regional System Administrators for a specific county and/or Region.
16. Contractor must have the ability to assign an account number to each county within their assigned Region.
17. Contractor must have the ability to provide multiple user log-ins for each county and Regional office.
18. Contract must have portal for Regional System Administrators to log into using a unique log in for each region and or county.
19. Contractor must have the ability to remove clients who utilize the opt-out feature.

HIPAA Compliance: Contractor must be able to comply with obligations under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), Health Information Technology for Economic and Clinical Health (“HITECH”) Act and any other relevant laws and regulations regarding privacy (collectively the “Privacy Rules”).

- a. Contractor must be able to warrant that it is familiar with the requirements of the Privacy Rules, and will comply with all applicable requirements in the course of this Contract.
- b. Contractor must be able to warrant that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers

- required by the Privacy Rules, in the course of performance of the Contract so that both parties will be in compliance with the Privacy Rules.
- c. Contractor must be able to sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and Contractor in compliance with the Privacy Rules.
 - d. Contractor must be able to indemnify the State and hold it harmless for any violation by Contractor or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.

Reporting:

1. Contractor must provide reports electronically to Regional System Administrators when complete via e-mail.
2. Report must be in a .csv format in Excel spreadsheet.
3. Contractor must provide a report by Security File Retrieval each night.
4. Contractor must provide reports by language, English and Spanish.
5. Contractor must be able to provide the designed number of calls and texts provided by Regional System Administrator per County and Region.
6. Contractor must be able to provide reports by County within their Region to include but not limited to:
 - a. Total number of calls
 - b. Total number of texts
 - c. Total number of e-mails
 - d. Language
 - e. Date
 - f. Time
 - g. Client Name
 - h. Responses
 - i. Mass texts
 - j. Missed appointments
 - k. Undeliverable calls, texts, or e-mails
 - l. Survey link and responses
 - m. Additional information required will be provided to the contractor by the Regional System Administrators.

Invoice/Pricing:

1. Pricing must be per client with unlimited texts, phone calls, voice messages, and be able to send a mass communication to the same list of clients for a one year time frame from date of first call.
2. Each subsequent year, the one-time price per client should be invoiced to begin another year of unlimited texts, phone calls, voice messages, and mass communication to a specific client list for a total of five (5) years. Contractor must automatically deliver a text message to all cell phones and a phone message to all landlines simultaneously.
3. Contractor must be able to provide per client billing for each Regional Office that includes the counties associated with that office/clinic.

Regional Offices and Counties

- West Tennessee Regional Office, Counties include: (estimated 54,000 clients per year)
 - Benton
 - Carroll
 - Chester
 - Crockett
 - Decatur
 - Dyer
 - Fayette
 - Gibson
 - Hardeman
 - Hardin
 - Haywood
 - Henderson
 - Henry
 - Lake
 - Lauderdale
 - McNairy
 - Obion
 - Tipton
 - Weakley

- Mid-Cumberland Regional Office, Counties include: (estimated 64,000 clients per year)
 - Cheatham
 - Dickson
 - Houston
 - Humphreys
 - Montgomery
 - Robertson
 - Rutherford
 - Stewart
 - Sumner
 - Trousdale
 - Williamson
 - Wilson

- South Central Regional Office, Counties include: (estimated 38,000 clients per year)
 - Bedford
 - Coffee
 - Giles
 - Hickman
 - Lawrence
 - Lewis
 - Lincoln
 - Marshall
 - Maury

- Moore
 - Perry
 - Wayne
- Southeast Regional Office, Counties include: (estimated 28,000 clients per year)
 - Bledsoe
 - Bradley
 - Franklin
 - Grundy
 - McMinn
 - Marion
 - Meigs
 - Polk
 - Rhea
 - Sequatchie
- Upper Cumberland Regional Office, Counties include: (estimated 47,000 clients per year)
 - Cannon
 - Clay
 - Cumberland
 - DeKalb
 - Fentress
 - Jackson
 - Macon
 - Overton
 - Pickett
 - Putnam
 - Smith
 - Van Buren
 - Warren
 - White
- East Tennessee Regional Office, Counties include: (estimated 55,000 clients per year)
 - Anderson
 - Blount
 - Campbell
 - Claiborne
 - Cocke
 - Grainger
 - Hamblen
 - Jefferson
 - Loudon
 - Monroe
 - Morgan
 - Roane
 - Scott
 - Sevier
 - Union

- Northeast Regional Office, Counties include: (estimated 32,000 clients per year)
 - Carter
 - Greene
 - Hancock
 - Hawkins
 - Johnson
 - Unicoi
 - Washington