

**E-MAIL QUESTIONS AND ANSWERS**  
November 8 through November 18, 2019  
for  
**RFP 28-2019**

**City and County of San Francisco, Department of Public Health**



**Request for Proposals (RFP) 28-2019**

**Telephone Answering Services**

**Proposals are due on or before 12:00 Noon November 25, 2019**

1. What is the current vendor charging for the same services listed in the RFP?  
**Answer:** Variable by clinic size and call volume per month. The by site monthly charge ranges from a low of approximately \$140 (including all fees) to a high of \$1400. There are 18 or more separate sites in need of answering services.
2. What percentage of calls are Spanish bilingual?  
**Answer:** The exact percentage of the Spanish bilingual calls is unknown. Among our patient population approximately 10% of patients are best served in a language other than English, and we estimate that approximately half of these patients may be monolingual Spanish-speaking.
3. What is the anticipated monthly call volume?  
**Answer:** Exact information is not available with the data on hand. Based on invoice data we anticipate that about half of the sites will receive very few calls in a month, the more active sites may receive up to 30-70 calls per month, and the three most active sites may receive up to 150-250 calls per month.
4. Do you have any call data that you can share with us that shows the month over month call volume for the last year?  
**Answer:** We do not have this information available to share. Among a sample of 60 by-site, by-month invoices the range of minutes of usage per month ranged from 0 minutes to 1100 minutes per site, with the majority of sites having fewer than 100 minutes of call time per month in most months and only three sites having recurring call volume above 400 minutes per month.
5. Do you have any data, preferably hour-by-hour, pertaining to call volume? The number of calls, number of minutes, and types of calls received by category.  
If this information is not available, do you have a rough estimate of the number of calls in a given month?  
**Answer:** The rough estimate of the number of calls is a range of 0 to 250 calls and 0 to 1100 minutes per site. With 18 sites, and an average number of calls per site of 30 per month, we estimate all services included in this contract would total approximately 540 calls per month for up to 3,000 minutes per month.
6. What are your payment terms?  
**Answer:** Invoices will be paid on a monthly basis in accordance with the budget approved in the contract.
7. If we are NOT able to support NLA, will you require us to find a vendor to partner with?  
**Answer:** No, we will not require the selected vendor to partner with a Nurse Advice Line if that is not an available service directly from the vendor. We are interested to read about any options vendors currently have or can develop in the future to make this service available, though this capacity is not a direct requirement or minimum qualification of this RFP.
8. Is a vendor currently performing these functions, and if so are you putting this out to bid because you are dissatisfied with the service?  
**Answer:** Yes, there is a current vendor performing these services. We are not putting the services out to bid because we are dissatisfied with their service, rather because a solicitation is required to continue the services beyond 12/31/2019. As in all solicitations, all qualified respondents will

receive equal consideration.

9. If you are using a vendor, would it be possible to see a sample script? This will help us immensely as we evaluate the work. We suspect that this work is very simple and in line with our other customers, but scripts often give us the full picture.

**Answer:** While the majority of our sites have simple scripts, we have included one sample script that likely represents our most complex script (see page 4).

10. We are 100% onshore. Are you preferring onshore service, or are you opening this up to offshore as well?

**Answer:** Only United States based companies will meet the minimum qualifications and advance into the technical review selection phase. The Minimum Qualifications section notes on page 8: "Applicant must be headquartered in the United States and cannot outsource to subcontractors or employees based outside of the United States."

**Follow the guidelines of the RFP for Submission Requirements and Submission Details.**

**Proposals are due on or before 12:00 pm on November 25, 2019**

Answer to question #9 **SAMPLE SCRIPT – FROM ONE OF DPH'S SECTION**

Answering Service instructions for responding to calls for San Francisco Department of Public Health, Communicable Disease On-Call Physicians, Account Number \_\_\_\_\_.  
Instructions apply for ALL calls, even the rare call coming through during business hours.  
Always take a message including, Name, MD (yes/no), institution, phone number.

Please state: "This is the answering service for Communicable Disease Control" when you answer the phone.

Go to Directory

For all calls:

- Can the call wait until the office opens? Yes, take message and fax over to us.
- Request last name of caller if not already provided.
- Requesting emergency medical care? Yes, hang up and call 911.
- Is caller told by Public Health team to call this # for on-call MD? Yes, page on-call MD.
- Is caller specifically asking for the SFDPH Health Officer? Yes, page on-call MD.
- Is caller from California Department of Public Health or Centers for Disease Control trying to reach on-call MD? Yes, page on-call MD.
- Is call about a possible exposure to OR possible case of measles? Yes, page on-call MD.
- Is call about a possible case of botulism? Yes, page on-call MD.
- Requesting urgent medical care? Yes, Adult urgent care at SFGH: \_\_\_\_\_.
- Requesting non-urgent medical care? Yes, CHN Pt referral line: \_\_\_\_\_.
- Is call about rodents or insect infestations? Yes: call \_\_\_\_\_.
- Is call about a sewage leak? Yes: call \_\_\_\_\_.
- Is call about unsanitary living conditions? Yes, call \_\_\_\_\_.
- Is call about tuberculosis (TB)? Yes: From 8-5 M-F call \_\_\_\_\_. After Hours, Holidays, and Weekends, page on-call MD.
- Is call about sexually transmitted diseases (syphilis)? Yes: call \_\_\_\_\_ during normal business hours.
- Is call about a possible exposure to HIV?
- Is caller an MD with a client with a possible exposure? Yes: \_\_\_\_\_.
- Is caller a client calling about their own exposure? Yes: \_\_\_\_\_.
- Is caller an MD with questions about caring for patients with HIV?
- Are the management questions about perinatal care?
  - Yes: call: \_\_\_\_\_.
  - No: call: \_\_\_\_\_.
- Is caller reporting Dead Bird for WNV testing? Yes: \_\_\_\_\_.
- Is caller voicing concerns about mosquito control? Yes: \_\_\_\_\_.
- Is call about an animal bite?
  - Is call is to report an animal bite? Yes, Call Animal Care & Control: \_\_\_\_\_.
  - Is call about possible rabies exposure, symptoms, treatment or vaccination? Yes, page on-call MD
- Is call about a dead or live bat, or pick up of a bat? Yes, Call Animal Care & Control: \_\_\_\_\_.
- Is caller complaining about illness from food? Yes: ask how many people are ill?
  - If number ill is less than 4 then call: \_\_\_\_\_.
  - If number ill is 4 or more then page on-call MD.
- If all answers are no, page the on-call physician per protocol.

→ A summary of all calls should be faxed to \_\_\_\_\_ on the next business day at ~8:30 am.