



Request for Proposals (RFP): SCF23-1086
Title of RFP: Anchorage and Valley Native Primary Care
Clinic Call Recording
RFP Release Date: 10/20/2022

Purchasing Office
Procurement and Materials
7033 E Tudor Dr.
Anchorage, AK 99507

Purchasing Agent: Kirk Miller
Phone: 907-729-5264 Fax:
907-729-6639
E-Mail: kmiller@southcentralfoundation.com

Important Notice: You must register with the Purchasing Office at the below link to receive any subsequent amendments. Failure to register with the Purchasing Office may result in the rejection of your Proposal.

[Click here to register by email for this RFP](#)

Revision History

Date	Revision Number	Revision Details	Revised By

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Section 1, Background and History

1.1 SCF History

Southcentral Foundation (SCF) is an Alaska Native-owned, nonprofit health care organization serving nearly 65,000 Alaska Native and American Indian people living in Anchorage, Matanuska-Susitna Valley and 60 rural villages in the Anchorage Service Unit. Incorporated in 1982 under the tribal authority of Cook Inlet Region, Inc. (CIRI), SCF is the largest of the CIRI nonprofits, employing more than 2,000 people in more than 80 programs.

1.2 Vision and Mission Statement

SCF's vision is a Native Community that enjoys physical, mental, emotional and spiritual wellness; its mission is to work together with the Native Community to achieve wellness through health and related services. The organization has developed and implemented comprehensive health-related services to meet the changing needs of the Native Community enhance culture and empower individuals and families to take charge of their lives.

Section 2, General Information

2.1 Purpose of the Request for Proposal (RFP)

Southcentral Foundation (SCF) Anchorage Native (ANPCC) and Valley Native Primary Care Clinics (VNPCC) are soliciting detailed proposals from suppliers interested in providing call recording services for SCF Primary Care Clinics.

A scope of work for each site is included in EXHIBIT A.

2.2 Contract Period

SCF intends to establish a contract for call recording with a contract performance period of three (3) years.

2.3 Bidder Registration

- You must register via email with the SCF Point of Contact by clicking on the link posted at the bottom of the Title Page (1st page). The subject line of the email should state, "SCF23-1086 – SCF PCC Call Recording – Registration". Failure to register with the SCF Point of Contact may result in the rejection of your proposal.
- Please visit the website frequently during the RFP process for up-to-date information including revised RFP's, changes to the schedule, notices, comment responses and etc. SCF will not be providing updated information via email.
- Please include all of your contact information when registering.

2.4 SCF Point of Contact

Any information required or questions regarding this RFP should be addressed and/or delivered to:

SCF Procurement and Materials Department

Attention: Kirk Miller

7033 East Tudor Road

Anchorage, AK 99507

Email: kmiller@southcentralfoundation.com

Phone: 907-729-5264 and Fax: 907-729-6639

Section 3, Request for Proposal Details

3.1 RFP Schedule

This RFP will follow the schedule in the Table 2, RFP Schedule below; SCF reserves the right to modify this schedule.

RFP Release Date	October 20th, 2022
Site Visit (if necessary)	N/A
Deadline to Submit Additional Questions	October 28th, 2022 at 2:00pm
Issue Responses to Additional Questions	November 4th, 2022 at 2:00pm
Proposal Due Date	November 11th, 2022 at 2:00pm
Notice of Award	November 18th, 2022
Service Start Date	Around December 1st, 2022

Table 2, RFP Schedule

3.2 Deadline for Receipt of Proposals

Proposals must be submitted no later than the proposal due date and time. Bidders are fully responsible for timely delivery of proposals. Any proposal received after the stated closing time will be returned. The Bidder is responsible for assuring actual delivery of the proposal to the email address referenced in the General Information, Section 2.4 before the advertised date and hour located in Section 3.1.

To ensure the proposal is routed to the proper person, the subject line should read, "SCF23-1086 – SCF PCC Call Recording – Proposal".

3.3 Other Licenses and Registrations Requirements

All Bidders must have a valid Business License prior to award of contract.

All Bidders are required to hold all necessary applicable professional licenses and registrations required by Federal, State, Municipality or Borough law and proof of such will be submitted with each proposal. Obtaining and ensuring compliance to all licensing and registering requirements is the responsibility of the Bidder.

3.4 Conflict of Interest and Restrictions

If Bidder, Bidder's employee, subcontractor, or any individual providing services under contract to SCF has a possible conflict of interest affecting the objectivity, analysis, and/or performance under contract, the Bidder is required to submit details in writing to SCF within (10) ten days of issuance of this RFP: SCF will determine if the conflict is significant and material and if so, may notify the Bidder in writing of elimination from the RFP process.

3.5 Addendum to the RFP and Right to Award

SCF reserves the right to issue written addendums to revise or clarify the RFP, respond to questions, and/or extend or shorten the due date of the proposals.

SCF reserves the right to not award or cancel the award of the contract to a Bidder who will not agree to all of the provisions and terms and conditions as contained within this RFP.

3.6 Cancellation of the RFP

SCF retains the right to cancel the RFP process if it is in SCF's best interest. SCF will not be responsible for costs incurred by Bidders for proposal preparation.

3.7 Contract Negotiations

This RFP does not obligate SCF or the selected Bidder until a contract is signed and approved by both parties. Upon completion of the evaluation process, contract negotiations may commence. If the selected Bidder fails to provide necessary information for negotiations in a timely manner and/or, negotiate in good faith, SCF may terminate the award of the contract. SCF will not be responsible for costs incurred by the Bidder resulting from contract negotiations.

SCF reserves the right to include additional terms and conditions during contract negotiations. However, these terms and conditions must be within the scope of the original RFP and will be limited to price, clarification, definition, administrative, and legal requirements.

3.8 Performance Bonds and Surety Deposits

SCF reserves the right to require a performance bond or surety deposit to assure the Bidder's performance of all contract terms and conditions.

Section 4, Instructions for Bidders

4.1 Bidder's Review and Substantive Questions

Bidders should carefully review this RFP for errors, questionable or objectionable materials, and items requiring clarification. Bidders may submit these comments and/or questions in writing to SCF's contact person as directed in Section 2.4 of this RFP. This will allow time for written response, clarification, or an addendum to the RFP to be issued, if required, to all bidders.

Bidders may not rely upon verbal responses made by any SCF employees or any representatives of SCF except for the SCF Contract Specialist or their designee.

Bidders making contact with any other SCF employee regarding this RFP may be disqualified. Bidders have no claim against SCF for failure to obtain information made available by SCF and are solely responsible for conducting their own research, due diligence, or other work necessary for the preparation of proposals, negotiation of agreements, or delivery of services pursuant to any agreement.

4.2 Filing a Protest

A Bidder may protest the award of a contract or the proposed award of a contract. The protest must be filed in writing, addressed to the SCF purchasing agent, and include the following information:

- The name, address, and telephone number of the protester;
- Signature of the protester or the protester's representative;
- Identification of the RFP;
- Detailed statement of the legal and factual grounds of the protest, including copies of relevant documents; and
- Form of relief requested.

Protests will be treated in accordance with SCF policy. Protests must be submitted to the SCF Point of Contact within (5) five business days of Notice of Award date, as provided in Section 2.4 of this RFP. Only bidders that submitted a valid proposal may file a protest.

4.3 Proposal Content

A. The proposal must be addressed with a scope of work and compensation provided, as required by Section 5.1 (see details for requirements of Bid Section 6).

B. Bidders may not bid on more than (1) one request.

4.4 Other RFP or Proposal Requirements

- A. A proposal's content will not be disclosed to other Bidders.
- B. All proposals and other material submitted become the property of SCF.
- C. SCF assumes no responsibility or liability for the transmission, delay, or delivery of proposals by either public or private carriers.
- D. All costs incurred by Bidders in preparing and submitting a proposal are the Bidder's responsibility and shall not be charged to SCF or reflected as an expense of the resulting contract.
- E. It is the responsibility of the Bidder to indicate within their proposal the applicability and compliance of any other federal, state, municipal, or other governmental statutes, regulations, ordinances, acts, and/or requirements.
- F. If all bids are over SCF's allotted budget for the project; SCF reserves the right to reduce the scope of the project as needed to fit the budget.
- G. In the event that only one bid is received, SCF reserves the right to restructure the bid and/or extend the due date of proposals.

4.5 Proposal Withdrawal and Correction

A proposal may be corrected or withdrawn by a written request received prior to the date and time of proposals being due.

Section 5, Format for Proposals

5.1 Proposal Content and Format

Proposals should be compiled in a professional manner and organized in accordance with this section.

Bidders are required to submit (1) one PDF electronic copy of their proposal.

Bid Section 1, Title Page

The title page should be on Bidder letterhead. It should contain the name and identification number of this RFP and states the name, title, company, mailing address, phone numbers and email address of the person(s) authorized to commit the Bidder to contractual arrangement with SCF. This person(s) will be the Bidder's authorized contact for all communication. Bidder may also identify an alternate contact person in case the authorized contact is unavailable

Bid Section 2, Table of Contents

The proposal will have a table of contents with page numbers and pages numbered throughout the proposal.

Bid Section 3, Introduction

Brief introductions include the following:

- A. The Bidder's name and address.
- B. A statement indicating that all information in the proposal is accurate, truthful, and factual; certifying that personnel and resources proposed will be made available to fulfill duties and obligations of the contract, if awarded.
- C. State the proposal and submitted prices shall be valid for at least (45) forty-five days from proposal submission deadline until any awarded contract is established and signed.

Bid Section 4, Qualifications

Qualifications may include the following but are not limited to:

- A. State qualifications and ability to provide professional services at SCF.

Qualifications may include, but are not limited to:

- 1) This is where you may list out specific services provided to SCF previously or currently,
- 2) Any special qualifications,
- 3) Quality of work,
- 4) Length of time the Bidder has provided services to similar healthcare organizations
- B. Statement regarding Bidder's personnel:
 - 1) Length of time personnel have been employed by Bidder.
 - 2) Any special qualifications personnel may have.
 - 3) Detailed statement that all personnel providing services under this contract will be trained and skilled in the performance of providing services detailed in RFP's Scope of Work.
- C. Provide (3) three references to include work completed, contact information (name, email and phone number), and period of contract.
- D. Alaska Native/American Indian (AN/AI) owned company or AN/AI hiring preference

Bid Section 5, License / Insurance Requirements

Insurance requirements include the following:

- Business license or any other licenses and/or registrations as required by this RFP,
- Insurance certificate, include proof of insurance to cover products in transit and during storage.

Bid Section 6, Compensation and Scope of Work

A. Bidders will include the scope of work with a detailed proposal.

B. Total price for 36 months and monthly price will be populated on the Cost Proposal Schedule provided as Exhibit B.

Section 6, Selection Process

6.1 RFP Compliance

Prior to evaluation, each proposal will be reviewed to determine whether or not it is compliant with RFP requirements. Noncompliant proposals will not be evaluated. Factors that may result in a proposal being declared noncompliant are:

- a. Not providing evidence of meeting minimum requirements.
- b. Substantial and material conflicts of interest that were not declared.
- c. Substantial and material noncompliance to requirements of RFP section on format for proposals.
- d. Insufficient information regarding scope of work or compensation.

6.2 Evaluation Process

An evaluation committee consisting of (3) three or more qualified individuals will independently evaluate proposal compliance and content.

Bid evaluation will be based on the criteria and point values in Table 3 and will be documented by recording a final score calculated as the average score of the three committee members' individual point value totals.

6.3 Evaluation Criteria and Point Value

Evaluation Criteria	Point Value	Details
Technical Support	20	Evaluation of technical support – including location of support services.
Questionnaires	30	Evaluation of questionnaires and built-in capabilities for manually evaluating employees' customer service
Automatic Scoring	10	Proposed evaluation should include automatic scoring
Alaska Native/American Indian Preference	5	Evaluation of Bidder's AN/AI qualifications.
Report Generation	10	Evaluation of ability to pull evaluation reports based on employee's completed evaluations of phone calls
Price Proposal	25	Evaluation of pricing in Bidder's proposal, as provided in Exhibit B, Cost Proposal Schedule.
Total Point Value - 100		

Table 3, Evaluation Criteria and Point Value

6.4 Discussions

As determined by the evaluation process, Bidders may be offered the opportunity to discuss their proposal with appropriate SCF personnel or evaluation committee and the proposal may be adjusted as a result of that discussion. Bidders may also be allowed to submit a best and final proposal as a result of any discussion.

6.5 Presentations

SCF reserves the right to require a verbal presentation of their proposal. If a presentation is requested, Bidders will be notified in writing of the request, date, time, location, and amount of time allowed for the presentation and/or questions and answer period. Time frames will be strictly enforced.

The entire evaluation committee will be present for oral presentations. All costs associated with a verbal presentation will be the Bidder's responsibility.

6.6 Notice of Award

A notice of contract award will be provided to all Bidders.

Section 7, Standard Contract Terms

7.1 Introduction

SCF is providing the following provisions as a consideration for Bidders to review in advance of a submitted proposal. These and other standard provisions will be presented to a successful Bidder at the time of contract award.

7.2 Compensation

- A. Change orders and work orders may be approved by SCF at specified hourly rates.
- B. Additional services performed by the Contractor that are not specifically provided for in an Agreement will be not compensated; nor may the Contractor perform any services not covered by the Agreement unless the services are specifically approved in writing by the SCF Program Manager or another authorized SCF agent.
- C. All invoices should include a brief description of the work completed (e.g. dates, number of hours, location services performed, applicable SCF program, and SCF account line item number). Invoices shall be submitted with the SCF Contract Number, as provided by SCF.
- D. Contractor must submit monthly invoices to SCF via email to scfappillar@scf.cc or mail Southcentral Foundation, ATTN: Accounts Payable, 7033 E. Tudor Rd., Anchorage, AK 99507.
- E. Payment is due (30) thirty days after receipt of an invoice by SCF.

7.3 Termination

Either Party may terminate an Agreement, in whole or in part, for cause, at any time by written notice of the terminating Party to the other Party. Either Party may terminate an Agreement, in whole or in part, without cause, by a (30) thirty day written notice of the terminating Party to the other Party. Notice of termination will be sent by certified mail. If hand delivered, then the delivery of the notice of the termination will be evidenced by a signed and dated receipt. The obligation to pay monies due under an Agreement for services provided prior to the termination if any, will survive termination.

7.4 Status of Independent Contractor

The Parties intend that Contractor must provide the work described in an Agreement as an independent contractor. As an independent Contractor, Contractor is not an employee of SCF. Therefore, payments made to Contractor by SCF will not be eligible for unemployment compensation or other similar benefits. Contractor is responsible for paying all employment, income and any other taxes with respect to such payments. Neither Contractor nor any Party employed by the Contractor will be deemed for any purpose to be an employee, agent, servant or representative of SCF. Furthermore, Contractor shall not assert in any legal proceedings arising out of this Agreement that Contractor or any Party employed by Contractor is an employee or loaned servant of SCF.

7.5 Insurance Requirements

Contractor shall purchase and maintain in force at all times during the performance of services under an Agreement the following policies of insurance, unless expressly waived below by SCF in writing. Where specific limits are shown, it is understood they will be the minimum acceptable limits. If the Contractor's policy contains higher limits, SCF will be entitled coverage to the extent of such higher limits. Certificates of Insurance and the attachments of Additional Insured Endorsements and Transfer of the Waiver of Rights Endorsements must be furnished to the SCF Contract Administrator prior to beginning work. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach and grounds for termination of the Contractor's services.

1. *Commercial General Liability Insurance:* Contractor shall provide Commercial General Liability Insurance with coverage limits not less than \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage per occurrence and \$2,000,000 Combined Single Limit of Bodily Injury and Property Damage Aggregate. Coverage is to be on a standard ISO version commercial general liability policy

form, or its equivalent, providing coverage for premises-operations liability, products-completed operations liability, personal and advertising injury liability, and contractual liability including independent contractors.

2. *Workers' Compensation Insurance:* The Contractor must maintain Workers Compensation and Employers Liability Insurance for his own employees in the amount required under Statutory Limits for those states in which employees are working and Employers Liability Insurance as required by state and federal statutes. The employer's Liability Insurance shall not be less than \$1,000,000 per bodily injury per accident, \$1,000,000 bodily injury by disease per employee and \$1,000,000 bodily injury by disease policy limit. The Contractor will also be responsible for insuring that any subcontractors who directly or indirectly provide services under this contract maintain Workers' Compensation Insurance in the amount required under Statutory Limits.
3. *Commercial Auto Liability Insurance:* Contractor shall maintain a commercial automobile liability insurance policy covering all owned, hired, and non-owned vehicles to be used or in connection with the Contractor, with coverage limits not less than \$1,000,000 per person/\$1,000,000 per occurrence combined single limit bodily injury and property damage.
4. *Subcontracting Requirements:* The Contractor is required to have prior approval by SCF before using any subcontractor. SCF may, in its sole discretion, withhold its approval for any reason or for no reason. Additionally, Contractor will be responsible for ensuring that its subcontractors comply with the same insurance provision as required herein as required by Alaska law during the course of its subcontractors' operations. Contractor shall provide copies of all subcontractors' certificates of insurance and endorsements to SCF prior to any subcontractor commencing work.

7.6 Compliance with Legal Obligations and SCF Code of Conduct

Contractor agrees to comply with all federal, state and local laws; ethical, environmental or safety business standards; and any underlying agreement or grant provisions to which SCF is subject. Contractor shall ensure that the provision of services and/or expenditure of funds under this Agreement do not violate any laws, business standards, or underlying agreement or grants. Contractor shall be responsible for any damage or injury not caused by SCF as a result of Contractor's, or any subcontractor's or their employees', servants,' or agents' failure to comply with any law, applicable business standard or underlying agreement or grant. Furthermore, Contractor has been supplied with a link

(https://www.southcentralfoundation.com/wp-content/uploads/2021/06/07-26-2021_CodeOfConductFINAL-low-res.pdf) to SCF's Code of Conduct and agrees to comply with its provisions

and to complete SCF compliance training if necessary.

7.7 Monitoring

SCF may establish a schedule for periodic review of Contractor's performance. Review may be at least once a year, or as frequently as SCF determines necessary.

7.8 Lobbying

The undersigned representative of Contractor certifies, to the best of his/her knowledge and belief, that:

- A. No Federal appropriated funds have been paid or will be paid, by or on behalf of Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract; the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- B. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, Contractor shall

complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

C. Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, or cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

7.9 Exclusion and Debarment

Each Party represents and warrants that no adverse action by the federal government that will or may result in mandatory or permissive exclusion from a federal healthcare program pursuant to 42 U.S.C. §1320a-7 has occurred or is pending or threatened against it, its principals, its affiliates, or to the best of its knowledge, against any of its employees, agents or subcontractors providing services under this Agreement. Each Party additionally represents and warrants that neither it, its principals, its affiliates, and to the best of its knowledge, its employees, its agents, nor its subcontractors providing services under this Agreement are suspended, debarred, or otherwise determined to be ineligible for award of contract, grant or cooperative agreement by any federal, state, or other governmental body.

Each Party shall immediately provide written notice to the other Party of (1) its receipt of a notice of an adverse action by the federal government against any of the individuals or entities specified above that will or may result in mandatory or permissive exclusion from a federal healthcare program pursuant to 42 U.S.C. §1320a-7, (2) the date of any adjudication or determination that any of the individuals or entities specified above has committed any action that would subject it/them to mandatory or permissive exclusion under 42 U.S.C. §1320a-7, or (3) a notice of an adverse action by a governmental body against any of the individuals or entities specified above that will or may result in a determination of ineligibility for award of contract, grant or cooperative agreement. In the event either Party fails to provide the other Party with such written notice, or it is discovered that either Party's representations contained herein are false, the other Party has the right to immediately terminate this Agreement.

7.10 Successors, Assignment or Delegation

This Agreement may not be assigned or subcontracted or otherwise transferred by Contractor without the prior written consent of SCF, which SCF may withhold for any reason or for no reason, in its sole and absolute discretion, and any assignment or other transfer in violation hereof shall be null and void and of no force or effect. If SCF consents to an assignment or subcontract of all or any portion of this Agreement, Contractor warrants to SCF that the assignee or subcontractor shall execute a written instrument agreeing to be bound by all of the terms and conditions of this Agreement, that Contractor shall provide SCF with a copy of the written agreement, and that any such assignment or subcontract shall not relieve the Contractor from any obligations hereunder. Contractor further agrees that Contractor shall guarantee the performance of any assignee or subcontractor hereunder. Without limiting the foregoing, this Agreement shall be binding upon, and inure to the benefit of, the parties hereto, and their successors and permitted assigns, if any.

7.11 Nondiscrimination

Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, marital status, or "qualified individual with a disability status."

7.12 Governing Law, Venue and Jurisdiction

Any Agreement will be governed, construed, and enforced in accordance with the laws of the State of Alaska and the United States of America. All parties expressly agree that should litigation or any legal proceeding be necessary under this Agreement, the same will be commenced exclusively in Alaska Superior Court, Third Judicial District at Anchorage or in the United States District Court for the District of Alaska.

7.13 Audit and Examination of Records

Contractor agrees to maintain and make available for review by SCF all books, records, documents, and other evidence pertaining to costs and expenses of an Agreement for examination and audit by SCF for a period of (6) six years from and after the termination of this Contract. SCF shall have the right to make copies of documents audited and such copies will become the confidential property of SCF.

7.14 Media Contact

Contractor, its employees, agents, and subcontractors shall not contact any member of the print or electronic media as a representative of SCF without the prior written approval of the President/CEO of SCF. If any member of the print or electronic media contacts the Contractor asking for information, the Contractor will refuse to comment and will refer the inquiry to SCF's Office of Public Relations. Further, Contractor will not use SCF's name in any advertising, publications, promotional materials, or publicity release concerning any Agreement or the services performed under it.

EXHIBIT A: Scope of Work

Purpose of Request

- Primary Care improvement has identified a need for a new call recording system. Our current system is significantly low in functionality. Employee complaints include frequent technical glitches and malfunctioning, management of its maintenance (complication of arranging support between SCF IT, the supplier, and the system's developers in a foreign country), complicated communication during these support meetings, screen resolution of the web page, inability to easily save monitored calls, inability to pull a compilation of weighted scores at the end of each month, and an inability to see saved calls with scores in a single view.
- Call recording for Administrative Support and Case Management Support employees is crucial for supporting these entry-level positions by providing feedback for customer care and relationships, resolving discrepancies for customer-owner complaints, and ensuring health care compliance.

Deliverables of Software

- Must be HIPAA compliant call recording
- Built-in capabilities for creating customizable questionnaires, automatic scoring, and compiling reports based on user and/or location.

Evaluation Criteria

- Price Proposal
- Technical Support – location of bidder's technical support operations. Coordination and communication for technical support to Alaska
- Built-in capabilities for manually evaluating employees' customer service
- Automatic Scoring – proposed bidder should provide automatic scoring
- Report Generation – evaluation reports based on employee's completed call evaluations

Licenses

- 500 recording licenses. Of these licenses 75 to allow for supervisors to access all employee calls and build/fill out questionnaires for Scoring (Quality Assurance)

Desired Implementation Date:

- As soon as bid awarded, and contract agreed upon.

EXHIBIT B: Proposal Offer and Signature Page

RFP Number: SCF23-1086

RFP Name: SCF PCC Call Recording

RFP Due Date and Time: November 11thth @ 2:00 PM Alaska (6:00 PM Eastern)

BIDDERS MUST COMPLETE THE SECTION BELOW

Total Monthly Price	Proposed Firm Fixed Price

Table 4, Price Proposal

Any additional information for cost proposal:

Proposals may be submitted the person of contact referenced in Section 2.4

Is an Alaska Native / American Indian Business Owner Preference being claimed? **YES** ☐ or **NO** ☐

Company Name: _____

Contact Name: _____

Email: _____

Address *City* *State* *Zip Code*

Phone: _____

Date: _____

Addendum 1 acknowledgement: _____

Addendum 2 acknowledgement: _____

By signing below the contractor agrees to all terms and conditions as listed within this Request for Proposal issued by SCF.

Authorized Signature: _____

Date: _____

END OF RFP



ADDENDUM NUMBER One (1)
Primary Care Clinic Call Recording
SOUTHCENTRAL FOUNDATION RFP- SCF23-1086

November 4, 2022

The following corrections, changes, additions, deletions, revisions, and/or clarifications are hereby made a part of the Contract Documents as issued by Southcentral Foundation on October 20th, 2022. In the case of conflicts between this Addendum and previously issued documents, this Addendum shall take precedence.

This Addendum consists of one (1) pages and Zero (0) attachments.

CHANGES TO REQUEST FOR PROPOSAL (RFP)

Title Page:

Title of RFP should read "Anchorage Primary Care Clinic Call Recording"

Section 2, General Information; 2.1 Purpose of the Request for Proposal (RFP)

Page 2 of 15. Replace text with:

"Southcentral Foundation (SCF) Anchorage Native Primary Care Clinic (ANPCC) is soliciting detailed proposals from suppliers interested in providing call recording services for SCF's Anchorage Primary Care Clinic"

Exhibit A: Scope of Work; Licenses:

Remove: "500 recording licenses. Of these licenses 75 to allow for supervisors to access all employee calls and build/fill out questionnaires for Scoring (Quality Assurance)"

Add: "Recording for 425 phones with the ability to add phones/licenses as needed. Room for at least 72 supervisory users that have access to all employee calls with the ability to add more as needed."

END OF ADDENDUM 1



ADDENDUM NUMBER Two (2)
Primary Care Clinic Call Recording
SOUTHCENTRAL FOUNDATION RFP- SCF23-1086

November 10, 2022

The following corrections, changes, additions, deletions, revisions, and/or clarifications are hereby made a part of the Contract Documents as issued by Southcentral Foundation on October 20th, 2022. In the case of conflicts between this Addendum and previously issued documents, this Addendum shall take precedence.

This Addendum consists of one (1) pages and Zero (0) attachments.

CHANGES TO REQUEST FOR PROPOSAL (RFP)

Section 3, Request for Proposal Details; 3.1 RFP Schedule:

Replace Table 2, RFP Schedule with the following updated Table 2, RFP Schedule:

RFP Release Date	October 20th, 2022
Site Visit (if necessary)	N/A
Deadline to Submit Additional Questions	October 28th, 2022 at 2:00pm
Issue Responses to Additional Questions	November 4th, 2022 at 2:00pm
Proposal Due Date	November 18th, 2022 at 2:00pm
Notice of Award	November 29th, 2022
Service Start Date	ASAP after contract signing

RFP SCFF23-1086 Question and Answer list:

Add:

9	What Cisco platforms are you currently using?	Cisco Unified Communications Manager - Version 11.0.1.2 and Cisco Contact Center - Version 11.6.2.1. Models include 8851 IP, 8821 IP, 8831 IP, 8861 IP and other supported Cisco phones
10	If using Cisco Unified Communications Manager (UCM) platform, is UCM deployed in your premises or hosted by Cisco or other third- party service provider	CUCM is hosted onsite and managed by SCF IT dept.

END OF ADDENDUM 2

RFP SCF23-1086, PCC Call Recording

Item No.	Comment or Question Provided by Bidder	SCF Response
1	A question on the total number of users and supervisors, is it 500 recording license and 75 supervisors for both sites? I ask as it was 425 and 72 just for the first group I worked with. I was under the impression that Primary Care had just as many users within their locations.	The 72 refers to our supervisors having access to all their employees calls, while the 425 refers only to number of phones being recorded. Our last call recording system had a login for users whose calls were being recorded, but they could only see their own calls; another log in gave access to using an evaluation form that graded each of their employees being recorded; and another log in gave access to "Super Users," who could configure the system (e.g, a scheduler left the company and was replaced by another, or a phone extension changed for an employee, or someone was promoted and became a supervisor—they would need their role changed to supervisor or Super User in the system to gain appropriate access to features.
2	Are we required to include/attach a copy of our business license and copies of the various required insurance policies in this section of our proposal?	Yes - it is expected that you will attach these items if you have them available. If you are selected as the winning bidder these items will be needed in the contract agreement.
3	Does Southcentral Foundation have a preferred deployment method (Cloud or On-Premise)?	Cloud is preferred
4	Which voice platform(s) do your primary care clinics use, currently?	Southcentral Foundation utilizes Cisco Collaboration Flex. Nearly all phones are Cisco and the majority of peripheral headsets are Plantronics. Laptop and Desktop computers are primarily Dell with a couple of Microsoft Surface Pro
5	What interface does your current call recording platform use for integration with the voice platform (Built-in-bridge, DMCC, TAPI, JTAPI, port mirroring, etc.)?	There is no current call recording system
6	How long do you keep recordings?	6 months - the option to save specific ones longer if needed is preferred

7	Approximately how many minutes per month do you record?	<p>We don't have much reliable data that targets this question.</p> <p>One estimate is that family medicine clinics get about 350 calls to the admin/CMS on a Monday, our busiest day; we have several smaller ancillary departments that also need call recording. Another source (Cisco inbound/outbound phone calls) shows our family medicine CMS handled 590 inbound calls and 680 outbound calls on an average day in September. This source only includes 7 out of 8 of our family medicine clinics, and again we do have several smaller specialty clinics who require call recording</p>
8	Are you expecting to migrate previous call recordings to the new platform?	No