

PROCUREMENT NOTICE

State of Connecticut – Department of Public Health
Public Health Initiatives Branch
Community Health and Prevention Section
Tobacco Use Prevention and Control Program

REQUEST FOR PROPOSAL # 2014-0902 Connecticut Quitline Services

ADDENDUM # 1: Questions and Answers

The questions received as of October 3, 2013 on RFP # 2014-0902 are provided verbatim as submitted. The questions and their responses are:

- 1) In response to # 5 Attachments on page 8 of 55, “required Appendices or Forms must not be altered” , would you please send the following forms in a Word or writeable pdf format? Your RFP states that these forms are required at time of submission of our proposal.

Cover Sheet – Section VI. “RFP Cover Sheet” (page 44 of 55)

Section V. – Nondiscrimination Certificate – Affidavit (page 33 of 55)

Section VI. – Budget Summary (page 46 of 55)

Subcontractor Schedule C-Detail (page 47 of 55)

Staffing (page 48 of 55)

Work Plan (page 49 of 55)

Applicant Capability Chart (page 50 of 55)

Tobacco Industry Funding and Partnership Certification (page 51
of 55)

Consulting Agreement Affidavit (page 52 of 55)

Affirmative Action Contract Compliance Policy Statement (page
53 of 55) and Workforce Analysis (page 55 of 55)

Answer:

A second document was posted on the website with the Request for Proposal that provides the Application Forms in a WORD document. They are available on either the State Contracting portal at http://www.biznet.ct.gov/SCP_Search/Default.aspx?Acclast=1, or from the DPH website at <http://www.state.ct.us/dph>; select “Requests for Proposals”; or from the project contact at 860-509-8251 or via email DPHtobacco@ct.gov.

- 2) Is the page limit on Page 8 of 55 of your RFP (15 pages that includes proposal narrative and work plan) fifteen 2-sided pages? Is the work plan you provided on page 49 of 55 to be included in these fifteen pages?

Answer:

The page limit *was* listed as 15 pages, meaning 7.5 sheets of paper with printing double sided for the proposal narrative. The work plan will NOT be included within these 15 pages (note this is a revision of the RFP Page 8 of 55). See also answer to **Question 12** that is related to this topic.

- 3) On page 19 you state “24 service is desired Monday-Sunday.” Do you require Intake staff to be available 24/7, or would online enrollment during the non-business hours of a quitline meet this requirement?

Answer:

Intake calls are received all hours of the day, intake staff is not required 24/7 but is desirable. Online enrollment should also be available 24/7.

- 4) Would you please share your calls per hour per day for a standard month?

Answer:

High media months - calls per day average 28
Lower media months- calls per day average 15
Calls come in every hour of the day and night.

- 5) On page 22 you state staffing levels should accommodate 1,500 calls per month. Are these 1,500 calls from new callers each month, therefore 18,000 new callers each year? On page 31, the Quitline Usage report shows a total number of registered callers at 7,770. To present a competitive budget in addition to the do you want the higher funded rate budget estimate to include 18,000 or closer to 8,000 registered callers annually?

Answer:

The 1,500 calls per month are from new and existing callers. The number of 8,000 new registered callers annually can be used for budgeting purposes.

- 6) Is there a provision for indirect costs in the budget?

Answer:

Indirect costs are not allowed. The state cost standards can be located at the following link: <http://www.ct.gov/opm/lib/opm/POSCostStandards090106.pdf>. All costs must be direct costs, see also the section within the Cost Standards regarding Administrative and General Costs.

- 7) What is the amount of funds available for marketing over the next 4-5 years?

Answer:

The amount for marketing will depend on the total funding available from year to year. Currently there is a \$10,000 budget for marketing within the Quitline budget. Media campaigns marketing the Quitline are funded separately.

8) How much additional funds will be allocated for NRT if any?

Answer:

The \$200,000 is federal funding that cannot be used for NRT. The Program has been fortunate to have received Master Settlement Agreement funding from the Tobacco and Health Trust Fund for the Quitline over the past years which has been used to offer NRT. Master Settlement Agreement funding is not guaranteed each year.

9) Would an answering service meet the requirements for 24/7 support?

Answer:

An answering service may meet the requirements for 24/7 support although live answered phone lines are more desirable.

10) What does the \$200K per year budget account for?

Answer:

This funding can be used for basic services and counseling. This funding is federal funding and cannot be used for NRT.

11) Can you clarify or provide the annual expected program budget over the next 4-5 years?

Answer:

The Program receives funding from CDC in the amount of about \$200,000 each year for Quitline services. In the past, additional funding has been received from the CT Tobacco and Health Trust Fund in the amount of \$1.6 and \$2.0 million. Funding from the CT Tobacco and Health Trust Fund is not guaranteed.

12) I have been working on our (name deleted) proposal for your Connecticut Quitline RFP # 2014-0902 and am having a difficult time meeting the 15 page requirement for F. Main Proposal, in fact even if this were 15 two-sided pages for a total of 30 pages, we are finding that it is difficult to respond to the **Section C.3. Services to be Provided** on pages 18 to 22. Would you consider increasing this page limit to enable us to present a more comprehensive but yet concise response?

Answer:

Yes, considering the list of services that we have asked you to describe, the number of pages for the narrative portion of the proposal is *INCREASED* to 25 pages. See also answer to **Question 2**, where the narrative only is included for the page count. The work plan no longer counts towards this page limit.

13) May we add two columns to the Budget Summary (p. 46) to reflect the assumed take rates of each services and the derived number of units associated with each item in order for the department to see the calculations that result in the Budget Total?

Answer: Yes, thank you.

14) To allow bidders to use the same assumptions for budget projections, please provide the Connecticut Quitline averages for the following items?

- Percent of registered callers who enroll in the multiple call program
- Percent of registered callers who enroll in the single call program
- Number of calls completed in the multiple call program
- Percent of registered callers who opt for text messaging

Answer:

Calls: 7/1/12-6/30/13

7,770 registered callers

86% of registered callers (tobacco users, proxy, provider etc.) asked for an intervention

93% of registered callers were tobacco users

Of the registered callers who were tobacco users-

84% enrolled in multi-call program

.02% enrolled in one call program

14% were lost to further contact

(The remaining tobacco users were still deciding at time of report or requesting information only)

12,568 calls were completed with an intervention

Text messaging: 1/1/13- 9/30/13

29% of registered callers enrolled in the text messaging program since implementation in January 2013

- ***Anyone interested in submitting a proposal on this initiative is reminded that letters of intent are due no later than October 24, 2013 and proposals are due no later than November 7, 2013 by 2:00 PM Eastern Standard Time.***