

# Mountain Park Health Center

## Telephone Answering/Call Center Services

### Request for Proposal



Mountain Park Health Center – Central Office  
3003 N. Central Ave. Suite 1600

Phoenix, AZ 85012

## SECTION 1: GENERAL INFORMATION

### 1.1 INTRODUCTION

Mountain Park Health Center (Mountain Park) is seeking quotes from qualified respondents to provide Telephone Answering/Call Center Services. After this process, Mountain Park anticipates entering into agreement with qualified companies. This document is a Request for Proposal (RFP) for the services described below and the RFP establishes minimum requirements a Respondent must meet to be eligible for consideration, as well as information to be included in the Respondent's bid response.

### 1.2 OWNER

Mountain Park is an Arizona nonprofit corporation (incorporated January 1980). Mountain Park operates seven (7) Community Health Center Clinics in the greater Phoenix area, along with various state and federal programs. Among other resources, Mountain Park operates with the assistance of grants awarded by the U.S. Department of Health and Human Services (DHHS) under authority of Public Law 95-626, Section 330. Grant funds are subject to periodic review by DHHS. Mountain Park has approximately 1,000 employees. This Scope of Work (SOW) is supported, in part, by the Health Resources and Services Administration (HRSA) of DHHS under various grants. This information and conclusions are those of Mountain Park and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, DHHS or the U.S. Government.

### 1.3 SCHEDULE

Abb3an	Date/Time
RFP Release	January 22nd, 2020 @ 5.00pm
Respondents Questions & Request for Clarification Due	January 29 <sup>th</sup> , 2020 @ 3.00pm
Mountain Park Answers & Clarifications Issued	February 5 <sup>th</sup> , 2020 @ 5.00pm
Dead Period (No Communications, Working Period)	February 5 <sup>th</sup> – 12 <sup>th</sup> 2020
Proposals Due (No submissions accepted after due date/time)	February 12 <sup>th</sup> , 2020 @ 3.00pm
Mountain Park Review of Proposals & Mountain Park Questions/Request for Clarification	February 12 <sup>th</sup> – 21 <sup>st</sup> 2020
Respondents Presentations, If Applicable	February 24 <sup>th</sup> & 25 <sup>th</sup> 2020
Notifications	March 30 <sup>th</sup> 2020

*Mountain Park reserves the right to extend or otherwise modify any portion of the schedule. The organization will notify all firms that have submitted a proposal of any changes to the schedule.*

## **1.4 SINGLE POINT OF CONTACT (SPC)**

The SPC for this RFP is Richard Akowuah, Director of Supply Chain. Questions and clarifications regarding the RFP process, scope of work, data requests, or evaluation process should be addressed to 602 323 3276 or [sourcing@mphc-az.org](mailto:sourcing@mphc-az.org)

## **1.5 IRREVOCABLE OFFER**

Proposal shall constitute an irrevocable offer for 90 business days following the deadline for its submission. Reference to a certain number of days in this RFP shall mean business days unless otherwise specified.

## **SECTION 2: SCOPE OF WORK (SOW) & DELIVERABLES**

The following scope of work outlines MPHC's overall expectations

### **IT Expectations**

- Dedicated Technical Account Manager to meet monthly with client
- Dedicated IT support team to triage and troubleshoot support issues
- Dedicated service management ticketing platform so support issues can be opened and tracked through completion
- Dedicated means of reporting technical issues; i.e. toll-free number, portal, service desk email, etc. - client will not be calling someone's personal cell phone number to report technical issues
- IT support resources available during MPHC business hours and IT on-call available during after-hours
- SLA for IT support response time and system up time - SLA performance will be reviewed with client during monthly meeting with call center Technical Account Manager
- Contractual penalties if SLA performance is breached
- Call center vendor has direct access to MPHC EHR cloud platform and does not require MPHC to host on-prem infrastructure of any kind
- Call center vendor has capability to schedule appointments within the client's EHR system in Arizona time
- Call center vendor will annually provide client with a certificate of attestation for HIPAA compliance - contractual penalty for not providing certificate of attestation by annual due date
- Call center vendor will provide client with their disaster recovery plan
- Call center will provide client with their system redundancy plan
- Call center will provide client with their system architecture

## **Clinical Expectations**

- 24/7 bilingual coverage with Spanish interpretation
- Robust training and auditing program
- Local-preferred with familiarity of Phoenix Metro Area, at the very least within this Time zone
- Proven track record with similarly sized community health centers
- Agents have high school diploma or GED equivalent
- Agents have prior customer service experience, minimum one year with the same employer
- HIPAA compliant SMS/text capability, connecting agents to providers in a seamless fashion
- Ability to quickly identify calls when a provider calls in through the back line
- Knowledge of medical terminology
- Professional telephone etiquette
- RN for afterhours triage calls, preferred

## **Operational Expectations**

- Volume 55,000 calls per month
- 24/7 ability to make an appointment
- Answer within 2 minutes-cant be put on hold
- Talk Time 5 minutes or less
- Bi-lingual employees-50% all shifts
- Call center in Phoenix or drivable distance preferred
- Hold Time less than 5 minutes
- Access to performance metrics-real time
- Provide Audits on quality metrics on a regular basis
- Record all calls and we have real time access to these calls
- Dedicated full time account manager-our account only
- Floor supervisor and Leads all shift
- Minimum Qualifications- High school diploma. Evening staff enrolled in college courses
- Provider hotline number
- Organization chart- with names and contact numbers
- Abandonment rate 3% or less
- Priority on customer service skills and telephone etiquette
- ECW experience preferred
- Formal staff training plan
- Quiet call center environment- no background noise

## **SECTION 3: PROCUREMENT REQUIREMENTS & EVALUATION**

### **3.1 SUBMISSION REQUIREMENTS**

Respondents shall submit proposals to the SPC via email [sourcing@mphc-az.org](mailto:sourcing@mphc-az.org). No faxed copies will be accepted. Emailed proposals should include "Mountain Park Call Center RFP" in the subject line. To ensure consideration, proposals must be submitted by the deadline and Respondents are encouraged to verify receipt with SPC. Proposals received after the deadline will not be considered. Proposals must be in Microsoft Word or PDF format and cannot exceed 10MB. Incomplete responses may not be considered.

### **3.2 QUESTIONS/REQUESTS FOR CLARIFICATION**

All inquiries, whether relating to the RFP process, administration, deadline or method of award, or to the intent or technical aspects of the RFP, must be emailed to SPC. Please refer to the specific page of the RFP being questioned (i.e. page and section). All inquiries must be received by the deadline for Questions/Requests for Clarification identified in the Schedule.

### **3.3 RESPONDENTS' PRESENTATIONS**

Following the initial review and screening of the quotes, several Respondents may be invited to participate in the final selection process, which may include participation in presentations and/or submission of any additional information as requested by Mountain Park. Presentations can be done in person at the Mountain Park Central Office or by Teleconference. Mountain Park reserves the right to waive presentations altogether and select a successful bidder based upon submissions only.

### **3.4 EVALUATION CRITERIA**

#### **Evaluation Criteria**

Mountain Park will evaluate vendors' proposals based on the completeness and quality of their responses to all sections.

- Experience, Background and Qualifications
- Pricing
- Account Management
- Information Technology
- References

### **3.5 SCORING OF PROPOSALS**

**Mountain Park will score all proposals on a “PASS” or “FAIL” basis.**

### **3.6 REJECTION OF PROPOSALS**

Mountain Park reserves the right in its sole discretion to reject any or all proposals in whole or in part. All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet a material requirement of the RFP, or if it is incomplete or contains irregularities, the proposal may be rejected. A deviation is material to the extent that a proposal is not in substantial accord with RFP requirements. Mountain Park reserves the right to award any contract to the next most qualified firm, if the successful application does not execute a contract within 30 days of notification of award selection.

### **3.7 AFFIRMATIONS**

In order for their proposal to be considered, Respondent and its employees shall not be excluded by the U.S. Office of Inspector General (“OIG”) OIG. As this SOW will be supported, at least in part, by federal funds, Mountain Park will require the successful Respondent to make certain affirmations – including that neither it, nor any of its employees, are subject to exclusion by the OIG – and Respondent shall be required to inform of any such notice which will be fully outlined in the contract. Such affirmations and attestations are requirements and failure to execute shall constitute a withdrawal.

### **3.8 CONTRACTUAL DOCUMENTS**

The successful Respondent will enter into a contractual agreement with Mountain Park following notification of award selection, which may include a required Business Associate Agreement (“BAA”), Non-Disclosure Agreement (“NDA”) and a Master Services Agreement (MSA).

### **3.9 SUPPLIER DIVERSITY**

Mountain Park encourages supplier diversity and seeks to provide opportunities for a broad spectrum of diverse suppliers to compete for our goods and services.