

**Community First Health Plans, Inc.**  
**Auto Dialer System RFP Solicitation**  
**Vendor Questions**

- Community First describes that they are doing OB today:
  - What technology is being used today? **New Era Cameo Auto dialer**
- Is the goal of the RFP to replace current technology? **Yes**
  - If so, why? **Cameo is no longer a supported technology**
    - Are current auto-dialer capabilities outsourced? **No**
    - Are current campaigns agent-based campaigns? **No**
      - If so, how many agents are involved? **N/A**
  - Are current campaigns IVR-based campaigns (voice messaging/voice blaster)? **Some have an option to press a number and be transferred to an internal Community First agent.**
    - If IVR, is there a transfer to agent option? **Yes, see previous answer**
      - If so, how is this being handled today? **Yes, see previous answer**
- 5 current campaigns, as described on page 5, in two languages, with a number of scripts involved.
  - Please define scripts (voice messaging scripts, agent scripts, etc.). **Voice recordings for the member to listen to or leave as voicemail**
  - What languages are involved? **English and Spanish**
  - Can Community First provide copies of scripts in use today? **Yes, that will be part of the onboarding of the vendor. A sample script is included with this response.**
- Does Community First utilize SMS messaging to reach patients? **Yes, and that service is not needed as part of this RFP response.**
- What is the timeframe for the decision? **A decision will be made within a month or less of the closing of the RFP.**
- What is the current contact center tech stack comprised of?
  - Can the auto-dialer being proposed use the current tech stack, if possible? **A new server can be built in our VMware environment if needed**
  - Or does Community First require a new, dedicated dialer? **Equipment required can be specified in preparation for implementation so that it can be purchased if needed**
  - Is this a voice-only dialer, or do you want SMS and Email? **Voice only**
  - With the above questions and the timeline for us to receive the answers to these questions, this may not be enough time for all parties to complete all the answers to the RFP questions. Can we please have an extension to the end of July timeline? **The current deadline for RFP responses is July 31<sup>st</sup> at 2pm. An extension to August 7<sup>th</sup> at 2pm has been granted in consideration of responses to these questions.**
- For emailed responses, is DocuSign acceptable as an “original” signature method? **Yes**

- For Vendor’s proposing cloud-based solutions, please provide the referenced “Community First conditions and terms of use” associated to the credentialing mentioned in Section 4.10.b. **Community First requires a Business Associate Agreement that is provided with this response.**
- Tab 6, Enhancement Strategy: Please provide Community First’s definition of “enhancement”. Provide details on items that Community First considers to be an “enhancement”. **Enhancement is being defined as any functionality or feature that is requested to be added after initial implementation.**
- Tab 6, Security: (Questions 1 – 29): Please clarify if Community First is seeking responses associated to the Vendor’s overall network or at the product level only. **Specific to the product is preferred to showcase the level of expertise in development and usability of the product.**
- Will Community First sign a Vendor’s NDA in order for the Vendor to provide SOC / Compliance documents? **Yes, it will be reviewed by our legal team prior to signature.**
- How many total agents and enterprise workers does Community First currently employ?  
How many telephone numbers are associated to those agents and workers?  
**55 total agents, 2 extension each the 8+ and the 1+ (ex:86097/16097)**
- What is the current model and release of Community First’s existing contact center and enterprise phone system?  
**Contact center version 12.5.1**
- What phone system client does Community First’s enterprise workers currently use?  
**Community First uses Cisco VoIP platform (UCCM, UCCX)**
- Please provide a few examples of the current scripts being used for campaigns. **See below**
- Would the Auto Dialer require any integration into existing or future Community First systems? If so, what are those systems and what type of integration does Community First allow?
  - In particular, please provide any details for the requested “ability to integrate with QNXT core system,” and any QNXT modular add-ons Community First has implemented such as the QNXT Open Access product.  
**QNXT for IVR capabilities.**

## **SCRIPT SAMPLES**

### **TOPIC: Well Child Visits**

#### **ENGLISH:**

Hello, this is Dr. Ruiz. I'm a pediatrician and Medical Director with Community First Health Plans calling with an important message about your child.

Para español, oprima el dos.

Your child may be due for a Texas Health Steps or Well-Child physical exam.

If your child is 9 years or older, they may also be due for routine vaccinations including Tetanus, Pertussis, Meningitis, or HPV.

Please contact your child's doctor or nurse practitioner to schedule an appointment.

If you need help scheduling an appointment or would like to arrange for transportation, please press 1.

Community First Health Educators are also available to help. You can reach them at 210-358-6055 Monday through Friday, from 8:30 am to 4:30 pm. Again, the number is 210-358-6055

Thank you. Please stay on the line to answer one additional question that may apply to you.

#### **Spanish:**

Hola, soy la doctora Ruiz. Soy pediatra y directora médica de Community First Health Plans y llamo con un mensaje importante sobre su hijo.

Es posible que su hijo deba someterse a un examen físico o Pasos Sanos de Texas o del Bienestar del niño.

Si su hijo tiene 9 años o más, es posible que también deba recibir vacunas de rutina, como el tétanos, la tos ferina, la meningitis o el virus del papiloma humano (VPH).

Comuníquese con el médico o enfermero especializado de su hijo para programar una cita.

Si necesita ayuda para programar una cita o desea coordinar el transporte, oprima el número uno.  
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Los educadores de Community First también están disponibles para ayudar. Puede comunicarse con ellos al 210-358-6055 de lunes a viernes, de 8:30 a 4:30. Una vez más, el número es 210-358-6055

Gracias. Por favor manténgase en la línea para responder a una pregunta adicional que puede aplicarse a usted.

**TOPIC: Migrant Farm Worker**

**ENGLISH:**

A migrant farmworker is a person who leaves their home each year to plant, harvest, and pack fruits, vegetables, and nuts. Other migrant farmworkers may work in the meat packing and dairy industries. Are you a migrant farm worker? Please press 1 for YES or 2 for NO

**Spanish:**

Un trabajador agrícola migrante es una persona que sale de su casa cada año para plantar, cosechar y empacar verduras, frutas y nueces. Otros trabajadores agrícolas migrantes pueden trabajar en el empaque de carne y las industrias lácteas. ¿Es un trabajador agrícola migrante? Oprima el número uno para Sí o dos para NO