

SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT REQUEST TO THE HEALTH COMMISSION

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Contractor: <u>Answernet. Inc</u>	Division/Section: <u>SFHN/ZSFGH</u>	
	Deputy Director: <u>Roland Pickens</u>	
Address: <u>3930 Commerce Avenue</u>	DPH Administrator: <u>Hali Hammer</u> ^{DS} <u>DHH</u>	
<u>Willow Grove, PA 19090</u>	Program Administrator: <u>Colin Hart</u> Phone: <u>(628) 217 6909</u>	
Contact: <u>David Evangelist</u> Phone: <u>267 942 6010</u>	Contract Analyst: <u>Dereje Geleta</u> Phone: <u>(628) 271 6152</u>	

Request for approval of a new contract for after hours telephone answering services with Answernet Inc. Answernet, Inc. will answer calls during after hours, weekends, and City Holidays across multiple DPH units. Answernet also serve as back up during regular hours when City staff are unavailable to answer patient's call. Answernet will use DPH's transcript and protocols while patching calls to on call provider and vice versa. DPH will utilize Answernet's communication portal to regularly update change in staffing and protocols. The total proposed contract amount is \$660,800 which includes a 12% contingency for the term of January 1,2024 through December 31,2028 (5 years).

Mark only one for each question below:

1. **Vendor Type** For Profit Non-Profit Government Entity
2. **Is the Vendor a CMD Certified LBE?** Yes No
3. **Purchasing Authority:** RFP SFGOV 000007111 Sole Source GPO
<Sole Source Number>
<Approval Date>
4. **Does DPH have other existing contracts with this Vendor?** Yes No
If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. 0

CONTRACT INFORMATION

Proposed Transaction

FUNDING SOURCES:

Special Fund	\$3,500
General Fund	\$586,500
<u>TOTAL DPH REVENUES:</u>	\$590,000
12% Contingency Amount	\$70,800
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$660,800
<u>ONE-TIME UPFRONT COSTS:</u>	N/A
<u>ANNUAL AMOUNT OF CONTRACT*:</u>	\$118,000
<i>*Excludes one-time upfront/implementation costs.</i>	

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[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]

Program Administrator Indirect Percent	
<u>TOTAL INDIRECT EXPENSES:</u>	
<u>TOTAL DIRECT EXPENSES:</u>	

PROPOSED BREAKDOWN OF ITEMS/SERVICES

	Annual Fees	1/1/2024-12/31/2024	1/1/2025-12/31/2025	1/1/2026-12/31/2026	1/1/2027-12/31/2027	1/1/2028-12/31/2028	Total
Primary Care	\$33,000.00	\$33,000.00	\$33,000.00	\$33,000.00	\$33,000.00	\$33,000.00	\$165,000.00
Health At Home	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$17,500.00
DPC CCSF Communicable Disease (PHEPR)	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$17,500.00
Comprehensive Child Crisis (CCCS)	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$100,000.00
Richard Fine Adult Clinic	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$30,000.00
Children's Health Center	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	\$30,000.00
CASARC	\$2,400.00	\$2,400.00	\$2,400.00	\$2,400.00	\$2,400.00	\$2,400.00	\$12,000.00
Family Health Center	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$18,000.00
Other /As needed	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$100,000.00
Subtotal	\$98,000.00	\$98,000.00	\$98,000.00	\$98,000.00	\$98,000.00	\$98,000.00	\$490,000.00
						Optional	\$100,000
						Total	\$590,000
						Contingency	\$70,800
						Not to Exceed Amount	\$660,800

Purpose of Contract:

The Department has a continuing need for telephone answering services primarily during weekends, after hours, City holidays, and when Department staff are unavailable to answer calls.

AnswerNet will answer calls and follow DPH script and protocols to connect patients, laboratory providers, medical providers, or other agencies with on call DPH doctors ("providers"), as well as to provide translation services as needed.

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Answernet will maintain, track and report the following:

- a) Individual call time/date stamp, call length, number of times the answering service attempted to contact the on call Provider and the response to call time;
- b) Caller identifying information, including relation of caller to the patient if not the patient;
- c) Summary of the primary issue the caller reported;
- d) On call Provider's response time and name;
- e) Average speed of answer;
- f) Delay in answering, average call abandon time, call handling time, and call volume by clinic/program;
- g) Referred calls (non-urgent calls regarding appointments, lab results, communicable and other disease issues, etc.);
- h) Abandonment rate (e.g. Percentage and number of abandoned calls);
- i) Additional reports as requested;

Answernet was awarded after a competitive solicitation SFGOV 0000007111.

Performance Monitoring:

The contract will be monitored in accordance with Hospital and network monitoring procedures by the Program Manager assigned to these services.

Health Equity and Inclusion Compliance:

The Department will work with Contractor will provide necessary information to comply with the Department's Office of Health Equity (OHE) requirements and will align with the citywide efforts on contract equity as overseen by the Office of Racial Equity (ORE) in the Human Rights Commission.

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AnswerNet, established 1998, is privately held LLC incorporated in Delaware. It is a brand name for the AnswerNet family of affiliated companies. These include AnswerNet, Inc., New AnswerNet Inc., Cerida Investment Corp. Synergy Solutions, Contact Centre Growth Corporation and TPV, LLC. AnswerNet is a full-service provider of inbound, outbound, and automated contact center services.

Ansewernet together with its affiliates, operate 31 contact centers within United States and Canda. Ansewernet provides a vast range of contact call center services to optimize telephone answering services, appointment setting and confirmation, customer support, sales, lead qualification, market research, and a host of other contact management solutions.

Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:

CEO: Gary Pudles Executive Officer, and Founder

Board of Directors: It is privately held company and does not have a board.

Owners of 10% or more of the Firm: Gary Pudles Executive Officer, and Founder
