



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING

**NOTIFICATION OF STATEWIDE CONTRACT**

Date: June 9, 2021

**CONTRACT TITLE:** Contact Tracing Services QVL

<b>CURRENT CONTRACT PERIOD:</b>	Effective Date of Contract through June 30, 2021
<b>BUYER INFORMATION:</b>	Kelly Miller (573) 751-4885 <a href="mailto:Kelly.Miller@oa.mo.gov">Kelly.Miller@oa.mo.gov</a>

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.

PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **PREFERRED** FOR ALL STATE AGENCIES. Local Purchase Authority **should not** be used to purchase supplies/services included in this contract unless it is determined to be in the best interest of the State of Missouri for a state agency to obtain alternate services elsewhere.

The entire contract document may be viewed and printed from the Division of Purchasing's **Awarded Bid & Contract Document Search** located on the Internet at <http://oa.mo.gov/purchasing>.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
CS210521001	4605084700 2 /MB00121416	Arbor E&T dba Equus Workforce Solutions 805 N Whittington Parkway Louisville KY 40222 Attn: Cherisa Price-Wells Phone: 402-458-4925 Email: <a href="mailto:cherisapricewells@equusworks.com">cherisapricewells@equusworks.com</a>
CS210521002	2040924230 0 /MB00124941	Donia LLC 231 Norman Avenue, Suite 110 Brooklyn NY 11222 Attn: Donia Piersaint Phone: 646-793-9281 Email: <a href="mailto:dp@doniaa.com">dp@doniaa.com</a>
CS210521003	4809850590 7 /MB00081127	Favorite Healthcare Staffing Inc. PO Box 26225 Overland Park KS 66225 Attn: Michael Bellari Phone: 716-602-5563 Email: <a href="mailto:mbellari@favoritestaffing.com">mbellari@favoritestaffing.com</a>

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
CS210521004	5215909510 0 /MB00096461	Maxim Staffing Solutions (Maxim Healthcare Staffing Services Inc.) 1807 Park 270 Drive, Suite 200 St. Louis MO 63146 Attn: Stefan Haley Phone: 314-529-5569 Email: <a href="mailto:sthaley@maxhealth.com">sthaley@maxhealth.com</a>
CS210521005	2029980660 0 /MB00104987	Maximus Federal Services Inc. 1891 Metro Center Drive Reston VA 20190-5287 Attn: Mary Guida Phone: 703-720-5877 Email: <a href="mailto:maryguida@maximus.com">maryguida@maximus.com</a>
CS210521006	3920430470 1 /MB00096062	Premier Medical Staffing Services LLC PO Box 13188 Milwaukee WI 53213-0188 Attn: Mark Cerwin Phone: 414-395-4888 Email: <a href="mailto:mcerwin@premiermedstaffing.com">mcerwin@premiermedstaffing.com</a>
CS210521007	0429429130 2 /MB00080342	Public Consulting Group PO Box 845308 Boston MA 02284-5308 Attn: Kevin Hutchinson Phone: 919-576-2210 Email: <a href="mailto:khutchinson@pcgus.com">khutchinson@pcgus.com</a>
CS210521008	4316344700 0 /MB00081760	Rose International 3225 W. Truman Blvd Jefferson City MO 65109 Attn: Teri Elder Phone: 636-812-4000 x 7016 Email: <a href="mailto:state_loggov@roseint.com">state_loggov@roseint.com</a>
CS210521009	2052811990 0 /MB00092075	Taylor Consulting LLC 3542 Gettysburg Place Jefferson City MO 65109-6830 Attn: Sherl Taylor Phone: 573-634-2142 Email: <a href="mailto:tsida@embarqmail.com">tsida@embarqmail.com</a>
CS210521010	8510223040 0 /MB00155829	AM Trace LLC 700 North Randolph Apt #1721 Arlington VA 22203 Attn: Dan Gabriel/Daniela Bittner Phone: Dan - 571-225-9854 Daniela - 858-790-4337 Email: <a href="mailto:dan@am-trace.co">dan@am-trace.co</a> <a href="mailto:d.bittner@am-trace.co">d.bittner@am-trace.co</a>
CS210521011	4607301300 0 /MB00162161	Bio-Defense Network LLC 116 Embassy Lane St Louis MO 63122 Attn: Dave Reddick Phone: 314-574-4811 Email: <a href="mailto:dreddick@bio-defensenetwork.com">dreddick@bio-defensenetwork.com</a>
CS210521012	4713576380 0 /MB00106220	C2C LLC 2009 Andreas Lane Chesterfield MO 63005

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
		Attn: Bryan Cuny Phone: 904-329-6957 Email: <a href="mailto:bryan.cuny@c2c-llc.com">bryan.cuny@c2c-llc.com</a>
CS210521013	0105551420 0 /MB00163411	Cerida Investment Corp (Answernet Inc.) 3930 Commerce Ave Willow Grove PA 19090 Attn: James Glass Phone: 267-942-6000 Email: <a href="mailto:RFPManagement@answernet.com">RFPManagement@answernet.com</a>
CS210521014	2606763120 0 /MB00152896	Corporate Technologies Advantage LLC 210 East Sunshine Springfield MO 65807 Attn: Lori Patton Phone: 417-536-4433 Email: <a href="mailto:lpatton@ctatechs.com">lpatton@ctatechs.com</a>
CS210521015	3521071500 2 /MB00091152	Eight Eleven Group LLC (dba Medasource, Calculated Hire) PO Box 55767 Indianapolis, IN 46205 Attn: Alec Chrismer Phone: 314-650-7355 Email: <a href="mailto:achrismer@calculatedhire.com">achrismer@calculatedhire.com</a>
CS210521016	3919297190 1 /MB00139179	<b>AS OF 6/9/21 NOT EXTENDED, CONTRACT NO LONGER ACTIVE</b> Experis US Inc. 100 Manpower Place Milwaukee WI 53212 Attn: Michael Ferrante Phone: 816-398-2196 Email: <a href="mailto:Michael.ferrante@experis.com">Michael.ferrante@experis.com</a>
CS210521017	5223329100 1 /MB00031878	Global Contact Services 118 South Main Street, Ste B Salisbury NC 28144 Attn: George Simons Phone: 704-647-9621 Email: <a href="mailto:George.simons@GCSagents.com">George.simons@GCSagents.com</a>
CS210521018	8317686810 0 /MB00127897	Heart and Home Professional Services 120 N Keene St. Apt D Columbia MO 65202 Attn: Shaunda Hamilton Phone: 573-819-2244 Email: <a href="mailto:hamiltonshaunda@gmail.com">hamiltonshaunda@gmail.com</a>
CS210521019	2323481760 1 /MB00146194	Keystone Peer Review Organization Inc 777 East Park Drive Harrisburg PA 17111 Attn: Susan Norris Phone: 717-265-7012 Email: <a href="mailto:snorris@kepro.com">snorris@kepro.com</a>
CS210521020	8234343440 0 /MB00162405	<b>VENDOR CHOSE NOT TO EXTEND - CONTRACT NO LONGER ACTIVE</b> Lacuna Health LLC 733 Barret Ave Louisville KY 40204

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
		Attn: John Apholt Phone: 502-890-8363 Email: <a href="mailto:john.apholt@lacunahealth.com">john.apholt@lacunahealth.com</a>
CS210521021	4653749740 0 /MB00124946	Medical Edge Recruitment LLC 2829 Technology Forest Blvd, Suite 280C The Woodlands TX 77381 Attn: Julie Kennedy Phone: 713-897-8748 Email: <a href="mailto:jkennedy@medicaledgerecruitment.com">jkennedy@medicaledgerecruitment.com</a>
CS210521022	4631962710 0 /MB00137180	Social Climber Pro LLC 2926 W 13th St Joplin MO 64804 Attn: Beverly Boatright Phone: 417-483-0144 Email: <a href="mailto:beverly@socialclimberpro.com">beverly@socialclimberpro.com</a>
CS210521023	3838585420 2 /MB00140492	TEKsystems (TEKsystems Global Services LLC) 1 City Place Drive, Suite 650 Creve Coeur MO 63141 Attn: Norman Smith Phone: 682-499-7319 Email: <a href="mailto:nor-smith@teksystems.com">nor-smith@teksystems.com</a>
CS210521024	8705120210 0 /MB00162329	TPUSA Inc (Teleperformance USA) 5295 South Commerce Dr, Suite 600 Murray UT 84107 Attn: Samantha Grace Phone: 408-761-4464 Email: <a href="mailto:Samantha.grace@teleperformance.com">Samantha.grace@teleperformance.com</a>
CS210521025	0437061660 0 /MB00162400	Valerie Schlitt Associates Incorporated 441 Station Avenue Haddonfield NJ 08033 Attn: Valerie Schlitt Phone: 856-240-8100 Email: <a href="mailto:Valerie.schlitt@vsapropecting.com">Valerie.schlitt@vsapropecting.com</a>
CS210521026	2704021190 0 /MB00162503	Xtend Healthcare LLC 90 Volunteer Drive Hendersonville TN 37075 Attn: Daniel Brooks Phone: 770-540-2628 Email: <a href="mailto:dbrooks@xtendhealthcare.net">dbrooks@xtendhealthcare.net</a>
CS210521027	8345805390 0 /MB00161646	Naha Health LLC 2260 5h Ave S Suite 9 St. Petersburg FL 33712 Attn: George Bernardich Phone: 727-871-2056 Email: <a href="mailto:gbernardich@nahahealth.com">gbernardich@nahahealth.com</a>
CS210521028	4717207730 1 /MB00093232	Primaris Holdings 4215 Philips Farm Road Suite 101-A Columbia MO 65201 Attn: Vickie Alexander Phone: 573-817-8300 Ext. 258 Email: <a href="mailto:valexander@primaris.org">valexander@primaris.org</a>
CS210521029	8510525150 0 /MB00155031	<b>VENDOR CHOSE NOT TO EXTEND – CONTRACT NO LONGER ACTIVE</b>

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
		Traced Contacts LLC 2230 River Run Dr 189 San Diego CA 92108 Attn: Jeremy Hilliard Phone: 858-248-7467 Email: <a href="mailto:jeremy@tracedcontacts.com">jeremy@tracedcontacts.com</a>
CS210521030	0207942270 0 /MB00163264	IDS International Government Services LLC 2500 Wilson Blvd Ste 200 Arlington VA 22201 Attn: Kimberly Crooker Phone: 703-244-7106 Email: <a href="mailto:kcrooker@idsinternational.com">kcrooker@idsinternational.com</a>
CS210521031	5218228060 0 /MB00162335	Aerotek Inc 7301 Parkway Drive Hanover MD 21076 Attn: Dave Majerowicz Phone: 410-663-5008 Email: <a href="mailto:dmajerow@aerotek.com">dmajerow@aerotek.com</a>
CS210521032	2703874860 0 /MB00162173	Search Enterprises dba TalentBoost 125 Greenleaf St Quincy MA 02169 Attn: Thomas Connolly Phone: 860-685-1997 Email: <a href="mailto:tconnolly@gattih.com">tconnolly@gattih.com</a>
CS210521033	2042710880 0 /MB00099649	VTech Solution Inc 1100 H Street, N.W. Suite 750 Washington DC 20005 Attn: Anisha Vataliya Phone: 202-644-9774 Email: <a href="mailto:rfp.vtech@vtechsolution.com">rfp.vtech@vtechsolution.com</a>
CS210521034	5934822080 0 /MB00163246	Accounting Principals Inc. dba Ajilon 10151 Deerwood Park Blvd, Bldg 200, Ste 400 Jacksonville, FL 32256 Attn: Travis Lewis Phone: 913-563-1706 Email: <a href="mailto:travis.lewis@ajilon.com">travis.lewis@ajilon.com</a>
CS210521035	1339577080 0 /MB00152693	<b>AS OF 6/9/21 NOT EXTENDED, CONTRACT NO LONGER ACTIVE</b> Atrium Staffing LLC 387 Park Avenue South 3rd Floor New York, NY 10016 Attn: Melissa Monteiro Phone: 732-590-0270 Email: <a href="mailto:mmonteiro@atriumworks.com">mmonteiro@atriumworks.com</a>
CS210521036	4621169410 0 /MB00090031	CBE Companies Inc. (CBE Customer Solutions Inc.) 1309 Technology Parkway Cedar Falls, IA 50613 Attn: John Schwarm Phone: 319-226-1936 Email: <a href="mailto:john.schwarm@cbecompanies.com">john.schwarm@cbecompanies.com</a>
CS210521037	2034196540 0 /MB00162175	IGT Technologies Inc. 303 5th Avenue, #1608

CONTRACT NUMBER	SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID	VENDOR INFORMATION
		<p>New York, NY 10016  Attn: Kevin Schaughnessy  Phone: 517-392-0928  Email: <a href="mailto:kevin.s@igtsolutions.com">kevin.s@igtsolutions.com</a></p>
CS210521038	9117964310 0 /MB00162219	<p>Patient Accounting Service Center LLC  (GetixHealth LLC)  14141 Southwest Freeway Suite 300  Sugar Land, TX 77478  Attn: Michelle Garrison  Phone: (713) 414-7790  Email: <a href="mailto:michelle.garrison@getixhealth.com">michelle.garrison@getixhealth.com</a></p>
CS210521039	8136115600 0 /MB00120144	<p>Change Healthcare Technology Enabled Services LLC  PO Box 6401  Virginia Beach, VA 23456  Attn: Sheryl Zarozny  Phone: (508) 868-8560  Email: <a href="mailto:Sheryl.zarozny@changehealthcare.com">Sheryl.zarozny@changehealthcare.com</a></p>

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
Effective Date of Contract through 6/30/21	6/9/21	<ul style="list-style-type: none"> <li>• As of 6/9/21 all contracts extended thru 6/30/21 except: CS210521016 and CS210521035.</li> <li>• Contracts CS210521020 and CS210521029– vendors chose not to extend thru 6/30/21</li> </ul>
Effective Date of Contract through 6/30/21	5/3/21	<ul style="list-style-type: none"> <li>• As of 5/3/21 all contracts extended thru 6/30/21 except: CS210521016, CS210521020, CS210521034, CS210521035, and CS210521037.</li> <li>• Contracts CS210521003 and CS210521032 extended thru 3/31/21.</li> <li>• Contract CS210521029 – vendor chose not to extend thru 6/30/21</li> </ul>
Effective Date of Contract through 3/31/21	3/26/21	<ul style="list-style-type: none"> <li>• Contracts CS210521008, CS210521013, CS210521017, CS210521018, CS210521020, and CS210521023 extended thru 3/31/21.</li> </ul>
Effective Date of Contract through 3/31/21	1/28/21	<ul style="list-style-type: none"> <li>• As of 1/28/21 all contracts extended thru 3/31/21 except: CS210521003, CS210521008, CS210521013, CS210521017, CS210521018, CS210521020, CS210521023, and CS210521032.</li> <li>• Initial issuance of new statewide contracts CS210521038 and CS210521039.</li> <li>• Updated CS210521010 Vendor Information to correct email and add a second contact person.</li> </ul>
Effective Date of Contract through 3/31/21	12/14/20	<ul style="list-style-type: none"> <li>• Updated CS210521024 Vendor Information to correct phone number.</li> <li>• Initial issuance of new statewide contracts CS210521034, CS210521035, CS210521036, and CS210521037.</li> </ul>
Effective Date of Contract through 12/30/20	11/5/20	<ul style="list-style-type: none"> <li>• Issuance of new statewide contracts CS210521010, CS210521011, CS210521012, CS210521013, CS210521014, CS210521015, CS210521016, CS210521017, CS210521018, CS210521019, CS210521020, CS210521021, CS210521022, CS210521023, CS210521024, CS210521025, CS210521026, CS210521027, CS210521028, CS210521029, CS210521030, CS210521031, CS210521032, and CS210521033.</li> </ul>
Effective Date of Contract through 12/30/20	10/9/20	<ul style="list-style-type: none"> <li>• Initial issuance of new statewide contract</li> </ul>

## INSTRUCTIONS FOR REQUESTING ENTITIES FOR CONTACT TRACING SERVICES QVL

1. The contracts may be used by any state agency of the State of Missouri, including state colleges and universities, and members of the Division of Purchasing's Cooperative Procurement Program (<https://oa.mo.gov/purchasing/cooperative-procurement-program>) for contact tracing services.
2. Since multiple contracts exist, the requesting entity may utilize the services of any of the contractors listed herein based upon the contractor's service offerings and pricing. The requesting entity will determine which contractor's offering best meets their needs.
3. The requesting entity should reach out to the contractor that meets their needs to coordinate the logistics for the requesting entity's contact tracing needs.
4. State agencies should document for their files the basis for the contractor selected.
5. Requesting entities may view the contract documents containing Exhibit B, Part 1 Overall Responsibility, Part 2 Contact Tracing Experience in Other Public Jurisdictions, and Part 3 Experience with the Salesforce contact tracing software solution from the Division of Purchasing's **Awarded Bid & Contract Document Search** to understand how the vendor will provide the Contact Tracing Services.
  - a. The Division of Purchasing's **Awarded Bid & Contract Document Search** located on the Internet at <https://oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document-search>. To enter the search, click on the Link labeled OnBase System Search Enter Here. Search & Retrieval Instructions are also available for your reference.
    - 1) From the drop down box on the *Awarded Contract and Bid Documents Search* site select: *Public Contract & Bid Search* and Enter the *Contract Number* found herein.
    - 2) On the right side of the screen, you will see a list of several different document types once you do the search. Click on the document types to bring up the document. A short explanation of those document types are listed below:
      - CTRPTR1 (Contract Part 1) – The winning vendor's proposal which makes part of the contract. This is the document where you will find Exhibit B and the vendor's plan for the Contact Tracing services.
      - CTRPRT2 (Contract Part 2) – The RFQ that was issued.



**PRICING PAGE**

<b>Contact Tracing Services</b>								
<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Arbor E&T LLC dba Equus Workforce Solutions	CS210521001	N/A	\$207.51	\$1,037.56	\$4,150.23	\$30.81	\$39.95	N/A
Donia LLC	CS210521002	\$47.00	\$376.00	\$1,880.00	\$7,520.00	\$50.00	\$56.00	Hourly Rate per Contact Tracing Full Time Employee will be reduced to \$39 (Monthly Rate \$6,240) when more than 30 Full Time Contact Tracers are active on the contract.
Favorite Healthcare Staffing Inc.	CS210521003	\$50.00	\$400.00	\$2,000.00	\$8,000.00	\$50.00	\$65.00	N/A
Maxim Staffing Solutions (Maxim Healthcare Staffing Services Inc)	CS210521004	\$35.00	\$280.00	\$1,400.00	\$5,600.00	\$35.00	\$47.00	We can offer a volume based discount based on the number of full time employees working. (A fulltime employee is defined by someone working 32hr/wk or more)  - 0 – 25 FTEs = no discount - 26-50 FTEs = 2% discount - 51 – 75FTEs = 3% discount - 76 – 100FTEs = 4% discount - 100 or more FTEs = 5% discount

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>														
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)														
Maximus Federal Services Inc.	CS210521005	\$42.81	\$342.48	\$1,712.40	\$6,849.60	\$42.81	\$75.90	<p>The above rates reflect our published General Service Administration (GSA) Schedule 70 rates. Additional discounts may be available on these published rates, depending on volume requested. *</p> <p>Additional GSA Positions Available:</p> <table border="1"> <thead> <tr> <th>Labor Category</th> <th>Hourly Rate</th> </tr> </thead> <tbody> <tr> <td>Tracing Supervisor</td> <td>\$65.75</td> </tr> <tr> <td>Reporting Analyst\Workforce</td> <td>\$63.08</td> </tr> <tr> <td>Training\QA Specialist</td> <td>\$73.32</td> </tr> <tr> <td>Disease Investigator</td> <td>\$65.69</td> </tr> <tr> <td>Project\Program Manager</td> <td>\$126.51</td> </tr> <tr> <td>Epidemiologist</td> <td>\$190.46</td> </tr> </tbody> </table>	Labor Category	Hourly Rate	Tracing Supervisor	\$65.75	Reporting Analyst\Workforce	\$63.08	Training\QA Specialist	\$73.32	Disease Investigator	\$65.69	Project\Program Manager	\$126.51	Epidemiologist	\$190.46
Labor Category	Hourly Rate																					
Tracing Supervisor	\$65.75																					
Reporting Analyst\Workforce	\$63.08																					
Training\QA Specialist	\$73.32																					
Disease Investigator	\$65.69																					
Project\Program Manager	\$126.51																					
Epidemiologist	\$190.46																					
Premier Medical Staffing Services LLC	CS210521006	\$26.00	\$208.00	\$1,040.00	\$4,160.00	\$26.00	\$52.00	N/A														
Public Consulting Group	CS210521007	\$30.00	\$240.00	\$1,200.00	\$4,800.00	\$28.00	\$45.00	N/A, but are open to discussion of needs.														
Rose International	CS210521008	\$23.50	\$188.00	\$940.00	\$3,760.00	\$23.50	\$29.00	Discount of (1%) once volume reaches \$500,000.00														
Taylor Consulting LLC	CS210521009	\$49.00	\$392.00	\$1,960.00	\$7,840.00	\$49.00	\$54.00	N/A														
AM Trace LLC	CS210521010	\$46.76	\$374.08	\$1,870.40	\$7,481.60	\$46.76	\$63.89	7% discount for 200 FTEs or greater 10% discount for 350 FTEs or greater														

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Bio-Defense Network LLC	CS210521011	\$22.50	\$180.00	\$900.00	\$3,600.00	\$22.50 Most hours will be in this category	\$25.00	<p>\$1.50 per hour additional discount for 100 hours per week or more</p> <p>\$2.50 per hour additional discount for 200 hours per week or more</p> <p>The company expects its client to either provide the software tools necessary to do the work or reimburse for the cost of obtaining it.</p>
C2C LLC	CS210521012	\$28.00	\$224.00	\$1,120.00	\$4,480.00	\$28.00	Management of the workforce is already included in the above rates	We've provided our best pricing however we would be willing to negotiate a pay for performance structure, which would include bonus and penalties with an Agent FTE count greater than 30.
Cerida Investment Corp (Answernet Inc)	CS210521013	\$42.00	\$336.00	\$1,680.00	\$6,720.00	\$42.00	\$65.00	<p>Quality Assurance, Supervisors, and Workforce Management resources are billed at \$42/hr.</p> <p>Senior Resource Support is billed at \$95/hr.</p> <p>Technical resources/programming is billed at \$100/hr.</p> <p>Training rate is same as employee rate.</p> <p>Software/hardware sourcing - TBD based on needs</p>

**Contact Tracing Services**

Contractor	Contract Number	Contact Tracer Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Part Time Employee	Contact Tracing Manager	Contact Tracing Staffing																												
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)																												
Corporate Technologies Advantage LLC	CS210521014	\$30.00	N/A	N/A	N/A	N/A	N/A	\$30/hour which includes fully loaded contact tracer certified agents, management, support, and systems.																												
Eight Eleven Group LLC (dba Medasource, Calculated Hire)	CS210521015	\$28.00	\$224.00	\$1,120.00	\$4,480.00	\$28.00	\$28.00	<table border="1"> <thead> <tr> <th>Bucket</th> <th>Customer Service Background Rate</th> <th>Credentialed Staff (MA, CNA, LPN, etc.) Rate</th> <th>RN Staff Rate</th> </tr> </thead> <tbody> <tr> <td>&lt;100</td> <td>\$33.00</td> <td>\$39.00</td> <td>\$48.50</td> </tr> <tr> <td>101-300</td> <td>\$32.00</td> <td>\$38.00</td> <td>\$47.50</td> </tr> <tr> <td>301-500</td> <td>\$31.00</td> <td>\$37.00</td> <td>\$46.50</td> </tr> <tr> <td>501-700</td> <td>\$30.00</td> <td>\$36.00</td> <td>\$45.50</td> </tr> <tr> <td>701-1000</td> <td>\$29.00</td> <td>\$35.00</td> <td>\$44.50</td> </tr> <tr> <td>1001+</td> <td>\$28.00</td> <td>\$34.00</td> <td>\$43.50</td> </tr> </tbody> </table>	Bucket	Customer Service Background Rate	Credentialed Staff (MA, CNA, LPN, etc.) Rate	RN Staff Rate	<100	\$33.00	\$39.00	\$48.50	101-300	\$32.00	\$38.00	\$47.50	301-500	\$31.00	\$37.00	\$46.50	501-700	\$30.00	\$36.00	\$45.50	701-1000	\$29.00	\$35.00	\$44.50	1001+	\$28.00	\$34.00	\$43.50
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Experis US Inc	CS210521016	As of 6/9/21, not extended Contract CS210521016 no longer active																																		
Global Contact Services	CS210521017	\$23.98	\$191.84	\$959.20	\$3,836.80	\$23.98	\$45.00	We recommend establishing benchmarks during initial 90 days of operation and are willing to explore performance based pricing models, such as price per call, at that time.																												
Heart and Home Professional Services	CS210521018	N/A	N/A	N/A	N/A	\$14.00	\$20.00	All staff will be hired at part time up to 30 hours hat \$14.00 per hour. Anything over 30 hours will be paid an additional \$2.00 per hour at \$16.00 up to 40 hours. Ensuring lower cost and workload control.																												

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Keystone Peer Review Organization Inc	CS210521019	\$45.58	\$364.64	\$1,823.20	\$7,292.80	\$45.58	\$73.48	\$0.00
Lacuna Health LLC	CS210521020	Vendor chose not to extend through 6/30/21, contract no longer active						
Medical Edge Recruitment LLC	CS210521021	\$32.50	\$260.00	\$1,300.00	\$5,200.00	\$30.50	\$42.50	Volume Discount for all ST hours to \$30.00 per hour for new Contact Tracing employees or \$40.00 per hour for Contact Tracing employees or \$40.00 per hour for Contact Tracing Managers, after headcount of 50 employees is reached.  Further tenure discounts applicable should project past original 3 months.
Social Climber Pro LLC	CS210521022	\$37.50	\$300.00	\$1,500.00	\$6,000.00	\$32.50	\$47.00	For every 1000 cases received for contact tracing, we will offer a 1% discount off hours billed monthly.

**Contact Tracing Services**

Contractor	Contract Number	Contact Tracer Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Part Time Employee	Contact Tracing Manager	Contact Tracing Staffing								
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)								
TEKsystems (TEKsystems Global Services LLC)	CS210521023	\$30.00	\$240.00	\$1,200.00	\$5,190.00 173 hours per month	\$30.00	\$39.00	<p>With our vast experience in Contact Tracing for state and local governments, we have found that the optimal model team model includes the team members listed below. This team approach offers the appropriate oversight and escalation path and helps to continuously improve process as COVID-19 continues to change dynamics on the ground.</p> <p>Contact Tracing Representatives (CTRs) Contact Tracing Managers (CTMs) Epidemiology Leads (EPIs)</p> <p><u>Optimal Team Ratios:</u> CTs/CTMs, 10:1 CTs/EPIs, 20:1</p> <p><u>Hourly Rates for this model:</u> CTR - \$30.00 CTM - \$39.00 EPI - \$66.00</p> <p><u>Economies of Scale</u> The State of Missouri will be issued a rebate for all revenue that is achieved in excess of a certain revenue threshold per year. Rebate will only apply to the Contact Tracing work covered under this agreement. The rebate schedule is listed below:</p> <table border="1" data-bbox="1419 1349 2045 1490"> <thead> <tr> <th>Rebate Schedule</th> <th>Rebate Percentage</th> </tr> </thead> <tbody> <tr> <td>Revenue \$1 - \$4M</td> <td>1%</td> </tr> <tr> <td>Revenue \$4 - \$5M</td> <td>1.5%</td> </tr> <tr> <td>Revenue \$5M+</td> <td>2%</td> </tr> </tbody> </table>	Rebate Schedule	Rebate Percentage	Revenue \$1 - \$4M	1%	Revenue \$4 - \$5M	1.5%	Revenue \$5M+	2%
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**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
TPUSA Inc (Teleperformance USA)	CS210521024	\$25.83	\$206.64	\$1,033.20	\$4,132.80	\$25.83	\$29.48	251-350 FTEs – 1% Discount 351-500 FTEs – 2% Discount >501 FTEs – 3% Discount  <b>Teleperformance Pricing Assumptions:</b> <ul style="list-style-type: none"> <li>• Location: Work At Home in United States and all prices in USD</li> <li>• Classroom New Hire Training Length 2 days or less. Classroom new hire training billable at production rates listed above (ramp &amp; growth)</li> <li>• Attrition related training (including attrition incurred during new hire training) is not billable</li> <li>• Standard background checks included in the production rates or equivalent (NCRL which is all counties applicant resided In in the last 7 years)</li> <li>• Agents/tracer that support this program will all have the minimum required skills with special effort to the desired skills as well.</li> </ul>

**Contact Tracing Services**

Contractor	Contract Number	Contact Tracer Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Part Time Employee	Contact Tracing Manager	Contact Tracing Staffing
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
TPUSA Inc (Teleperformance USA)	CS210521024	See above table						<p><b>Teleperformance Pricing Assumptions, continued:</b></p> <ul style="list-style-type: none"> <li>• Paid Hours: All agent paid hours including talk, hold, wrap, available, coaching, breaks, team meetings, and other agent time logged into a time keeping system. Excluding lunches, new hire training, and any agent benefit time paid (vacation, sick, bereavement, etc.);</li> <li>• The client will provide to TP, at the clients expense, sufficient copies of all training materials necessary for TP to provide the Services</li> <li>• Teleperformance standard technology set up is included in the rate, but assumption made using State's IVR and CRM</li> <li>• Client requested overtime hours will be billed at a premium of 35% on top of production rates</li> <li>• Hours of operation: 8am-8pm Central / 7 days week and Languages Supported/Included: English</li> <li>• Support Ratios: <b>(All support staff included in rate outside of manager as called out above)</b> <ul style="list-style-type: none"> <li>✓ Supervisor 1:15</li> <li>✓ ACCM (Ops Mgr) 1:120</li> <li>✓ Trainers 1:100 and/or 1:28 classroom ratio</li> </ul> </li> <li>• Client to provide all needed systems / software to complete work (Utilize clients IVR, CRM &amp; KB)</li> <li>• Client supplies circuits for delivery of calls and/or data to TP USA's POP; TP will pay for routing to supporting locations (voice/data); VPN over the internet is provided to access clients systems.</li> </ul>



**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Valerie Schlitt Associates Incorporated	CS210521025	\$37.00	\$296.00	\$1,480.00	\$5,920.00	\$35.00	\$47.00	<p>Additional solution: Remote Rapid Response Turn-Key Contact Tracing Solution: See Appendix C.</p> <p>Volume discounts may apply to the following amounts, depending on the number of contact tracers needed, the duration and also the ratio of tracers to team leads.</p> <p>\$35.00/hour for contact tracer, with volume discounts above 15 full time equivalent Contact Tracers.</p> <p>\$40.00/ for supervisor.</p> <p>Retainer fee to reserve Contact Tracing resources: \$700/month per Contact Tracer.</p> <p>Fully trained and ready to deploy within 7-14 days, or sooner, depending on volume required.</p> <p>Great for periods of scaling up, scaling down, attendance issues, and simply staffing remotely.</p> <p>Can increase or decrease volume of staff on short notice.</p>
Xtend Healthcare LLC	CS210521026	\$39.00	\$312.00	\$1,560.00	\$6,240.00	\$39.00	\$75.00	N/A

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
NAHA Health LLC	CS210521027	\$21.63	\$173.04	\$865.20	\$3,460.80	\$21.63	\$35.70	Naha Health MOBILE APP --- Supplement to Sales Force COVID-19 Solution Provides patient COVID Screening; COVID test results; COVID Care & Case Management; and Contact Track & Trace Capabilities BASE APP COST: \$9.99/Patient One Time Set-up Registration Fee ADDITIONAL REPORTING & ANALYSIS: Pricing available upon request
Primaris Holdings	CS210521028	\$26.16	\$207.00	\$1,035.00	\$4,140.00	\$26.45	\$35.65	Model I: \$52.50/hr (bundled all emp. type)  Model II: \$47.50/hr>800 man-hr/wk (bundled w/ volume discount)  Model III: \$25.00/call, includes data entry  *min. 1 mgr./20 FTE contact tracers
Traced Contacts LLC	CS210521029	Vendor chose not to extend through 6/30/21, contract no longer active						
IDS International Government Services LLC	CS210521030	\$12.28	\$98.24	\$491.20	\$1,964.80	\$12.28	\$21.31	N/A

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Aerotek Inc	CS210521031	\$26.82 for Straight Time \$40.23 for Overtime	\$214.56	\$1,609.20	\$4,291.20	\$27.18	\$37.25 for Straight Time \$55.88 for Overtime	Bilingual Contact Tracer: \$29.80 for straight time \$44.70 for overtime  Disease Investigator: \$34.27 for straight time \$51.41 for overtime  Aerotek would offer volume rebates for quantities of 10 or more positions by using the agency. This can be negotiated at time of need.
Search Enterprises dba TalentBoost	CS210521032	\$30.00	\$240.00	\$1,200.00	\$4,800.00	\$30.00	N/A	1. Collaborative model deployed effectively in MA and with our University clients. Pooled staffing across geographically dispersed requesting entities. Dynamic teams allocation process allows us to direct resources to peak demand. More efficient use of CT resources – 30-40% savings.  2. Train & supervise existing, otherwise excess staff or volunteers from requesting entities. University clients deploy public health students and excess sports trainer staff trained & supervised by TalentBoost – 60-70% savings
Vtech Solution Inc	CS210521033	\$42.25	\$338.00	\$1,690.00	\$6,760.00	\$42.25	\$59.34	Discount: 3-5% on Multiple Placements (more than 30)

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Accounting Principals Inc. dba Ajilon	CS210521034	\$30.00	\$240.00	\$1,200.00	\$4,800.00	\$30.00	\$45.00	Full-time placement 1-25: \$30/hr.* Full-time placement 26-50: \$29.50/hr* Each full-time placement after 50: \$29/hr  *Contact tracer must complete 160 hours to be considered a placement for this volume discount.  **Our company is able to provide laptops for the contact tracers. The cost of this will be billed back to the client at a cost of \$181/month per laptop supplied, plus an initial \$75 fee for shipping per laptop supplied (which covers shipping to and return from contact tracer.)

**Contact Tracing Services**

Contractor	Contract Number	Contact Tracer Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Full Time Employee	Contact Tracing Part Time Employee	Contact Tracing Manager	Contact Tracing Staffing
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
Atrium Staffing	CS210521035	As of 6/9/21, not extended Contract CS210521035 no longer active						

**Contact Tracing Services**

<b>Contractor</b>	<b>Contract Number</b>	<b>Contact Tracer Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Full Time Employee</b>	<b>Contact Tracing Part Time Employee</b>	<b>Contact Tracing Manager</b>	<b>Contact Tracing Staffing</b>
		Per Hour	Per Day (8 hours)	Per Week (40 hours)	Per Month (160 hours)	Per Hour	Per Hour	Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)
CBE Companies Inc. (CBE Customer Solutions Inc.)	CS210521036	\$42.17	\$337.36	\$1,686.80	\$6,747.20	\$46.40	\$46.81	CBE is not proposing other pricing models.
IGT Technologies Inc.	CS210521037	\$24.00	\$192.00	\$960.00	\$3,840.00	NA	\$28.50	NA
Patient Accounting Service Center LLC (GetixHealth LLC)	CS210521038	\$28.50	\$228.00	\$1,140.00	\$4,560.00	\$28.50	\$44.75	GetixHealth is prepared to provide a volume discount of \$26.56 per hour for Contact Tracers starting at a headcount of 100 FTE. We are fully prepared to refine pricing with additional information. Price per call will be determined on the definition, call attempt or completed contact. GetixHealth will consider performance guarantees based upon agreed upon key performance indicators.
Change Healthcare Technology Enabled Services LLC	CS210521039	\$34.50	\$276.00	\$1,380.00	\$5,520.00	\$34.50	\$51.00	We are always amenable to volume and per call pricing. We would need to get more definition around number of resources and timeline to work to a mutual agreement.

## 2. SCOPE OF WORK

### 2.1 General Requirements

- 2.1.1 The contractor shall provide staffing services to support contact tracing for a requesting entity, with the provisions and requirements stated herein on an as needed, if needed basis.
- a. For purposes of this document, the contractor's contact tracing performance shall include but not be limited to the contact tracing process, including phone interviews, notifications, explaining COVID-19 symptoms and local quarantine orders to identified contacts, providing recommendations for follow-up care and testing, etc. to known COVID-19 exposed individuals, and entering all case and contact data into the Missouri Advanced Contact Tracing System (MO ACTS).
  - b. The requesting entity will be responsible for requesting services and providing payment to the contractor in accordance with the pricing specified in the contractor's awarded quote.
  - c. The contractor shall understand and agree that the contact tracer's will be remote and will not be required to be physically present at the requesting entity's location.

### 2.2 Performance Requirements:

- 2.2.1 **Contact Tracing Performance Requirements:** The contractor shall provide the necessary staffing to perform the following duties, as requested by the requesting entity:
- a. Within twenty-four (24) hours of case assignment/notification by a requesting entity, the contractor's contact tracers must conduct phone interviews with individual reported to the Missouri Department of Health and Senior Services (DHSS) with positive laboratory results for COVID-19 to determine possible sources of the infection and to identify individuals who may have been exposed to the infection.
  - b. Calculate the infectious period of positive cases to identify exposed individuals and determine the quarantine period for all close contacts.
  - c. Confidentially notify by phone individuals identified through the phone interview process about their exposure to COVID-19 and provide approved instructions on quarantine procedures, what to do if symptoms develop, and refer to testing as appropriate.
  - d. Explain the medical aspects of COVID-19 infection, how to reduce the risk of transmission to others, and testing procedures to individuals infected with or exposed to COVID-19.
  - e. Systematically collect and enter data as required by the CDC and DHSS policy and procedures within twenty-four (24) hours of event in DHSS surveillance systems (MO ACTS system) throughout case investigation process until case closure.
  - f. Assess case and contact needs for services to support during isolation/quarantine period and refer to resources as appropriate.
- 2.2.2 For any contact tracing conducted by the contractor's contact tracers, the contractor shall ensure that 80% of all cases assigned to the contractor shall be contacted and notified within seven (7) days of assignment.
- 2.2.3 The contractor shall accurately collect and enter all contact tracing data into the MO ACTS system, which is a Salesforce based platform, by the contractor's contact tracers. Additionally, all contact information shall be held confidential to the contractor and requesting entity.
- a. The MO ACTS system is a web-based platform. The state will provide the contractor's contact tracers with user id and password for access to the system. The system will allow for the contact tracers to place calls through the system, the contact tracers will only need a headset to make the phone calls.
- 2.2.4 The contractor will ensure that each employee of the contractor assigned to contact tracing has a stable internet connection.

- 2.2.5 The contractor must provide the equipment (i.e. laptop, headset, etc.) necessary to perform the services required herein.
- 2.2.6 In the event the contractor proposed and was awarded the line item for contact tracer manager and if a requesting entity requests such managers, the contractor shall be required to provide contact tracer managers to manage the contractor's contact tracers conducting services for the requesting entity. However, the contractor shall understand and agree that the requesting entity reserves the right to manage the contractor's contact tracers assigned rather than utilizing the contractor's contact tracer managers.

### 2.3 Minimum Qualifications

2.3.1 If the requesting entity has concerns about the performance of a contact tracer provided by the contractor, the contractor shall provide a mitigation plan, up to and including the replacement of the contact tracer in question. The requesting entity reserves the right to request immediate replacement of a contact tracer provided by the contractor.

2.3.2 **Contact Tracing Minimum Required Skills:** The contractor shall ensure that all contact tracers provided meet the following minimum required skills, and that all staff are held to the highest quality standard.

- a. Active listening
- b. Critical thinking
- c. Work efficiencies (e.g. multi-tasking, time management, prioritization, organization)
- d. Problem solving
- e. Establishing rapport and motivating clients
- f. Establishing and maintaining collaborative professional relationships
- g. Data collection and data entry
- h. Conflict management and resolution
- i. Using effective communication techniques and procedures
- j. Interpretation of scientific terms and information
- k. Computer skills
- l. Ability to use mobile devices
- m. Ability to rapidly learn new computer software systems and technologies
- n. Ability to adapt to unfamiliar and changing environments
- o. Ability to assess non-verbal communication
- p. Ability to prepare and maintain confidential records and reports
- q. Ability to conduct interviews of a highly personal nature
- r. Ability to problem solve in the field and in-house settings
- s. Ability to work with diverse populations

2.3.3 **Contact Tracing Preferred Skills:** It is highly desirable that the contractor provide contact tracers who have the following skills and/or experience:

- a. Case management
- b. Contact tracing
- c. Background in healthcare, public health, social work, or associated fields
- d. Salesforce and associated contact tracing platforms
- e. Interviewing techniques
- f. Disease investigation and notification protocols
- g. De-escalation training
- h. Conflict management and resolution training
- i. Knowledge of laboratory specimen collection, handling, and processing
- j. Use of disease intervention assessments and forms
- k. Use of record-searching tools and modalities for disease investigation

2.3.4 The contractor shall ensure that each contact tracer assigned by the contractor to provide contact tracing completes the minimum required training, as assigned by the Missouri Department of Health and Senior Services.



2.3.5 The contractor, their employees and subcontractors shall have and maintain during the contract term all licenses or certificates that are required by law, rule, or regulation to perform their obligations under the contract in a professional and industry-appropriate manner, and in accordance with such applicable laws and regulations.

2.3.6 Additional Information:

- a. The requesting entity has established policies and procedures.
- b. The contract tracers will be trained, by the requesting entity, on the specifics of each jurisdiction; however, the contractor shall be responsible for providing training on contact tracing to the contractor's contact tracers.
- c. The jurisdictional training will be approximately one (1) to two (2) days in length or as determined by the requesting entity.

## **2.4 Payments and Invoices:**

2.4.1 The requesting entity will be responsible for payment to the contractor in accordance with the pricing specified in the contractor's awarded quote.

2.4.2 The contractor shall invoice each individual requesting entity that has requested the contractor's services. The contractor shall invoice in accordance with the firm, fixed price stated on the Pricing Pages. Such invoice shall include the following: number of employees, hours worked, and number of contacts worked.

2.4.3 Upon the requesting entity's acceptance of the contractor's invoice and services provided by the contractor, the contractor shall be paid in accordance with the firm, fixed pricing as stated on the Pricing Page.

2.4.4 Other than the payments specified above, no other payments or reimbursements shall be made to the contractor for any reason whatsoever including, but not limited to taxes, travel expenses, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.

2.4.5 The contractor shall be paid in accordance with section 34.055 RSMo.