STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING

NOTIFICATION OF STATEWIDE CONTRACT

Date: March 26, 2021

CONTRACT TITLE: Contact Tracing Services QVL

<table>
<thead>
<tr>
<th>CURRENT CONTRACT PERIOD:</th>
<th>Effective Date of Contract through March 31, 2021</th>
</tr>
</thead>
</table>
| BUYER INFORMATION:       | Kelly Miller  
(573) 751-4885  
Kelly.Miller@oa.mo.gov |

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 ~.

<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
</table>
| 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: cherisapricewells@equusworks.com |
| CS210521002     | 2040924230 0 /MB00124941                       | Donia LLC  
231 Norman Avenue, Suite 110  
Brooklyn NY  11222  
Attn: Donia Piersaint  
Phone: 646-793-9281  
Email: dp@doniaa.com |
| CS210521003     | 4809850590 7 /MB00081127                       | AS OF 3/26/21 NOT EXTENDED YET  
Favorite Healthcare Staffing Inc.  
PO Box 26225  
Overland Park KS  66225  
Attn: Michael Bellari  
Phone: 716-602-5563 |
<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
</table>
| CS210521004     | **Maxim Staffing Solutions (Maxim Healthcare Staffing Services Inc.)**  
St. Louis MO 63146  
Attn: Stefan Haley  
Phone: 314-529-5569  
Email: sthaley@maxhealth.com |
| CS210521005     | **Maximus Federal Services Inc.**  
Reston VA 20190-5287  
Attn: Mary Guida  
Phone: 703-720-5877  
Email: maryguida@maximus.com |
| CS210521006     | **Premier Medical Staffing Services LLC**  
Milwaukee WI 53213-0188  
Attn: Mark Cerwin  
Phone: 414-395-4888  
Email: mcerwin@premiermedstaffing.com |
| CS210521007     | **Public Consulting Group**  
Boston MA 02284-5308  
Attn: Kevin Hutchinson  
Phone: 919-576-2210  
Email: khutchinson@pegus.com |
| CS210521008     | **Rose International**  
Jefferson City MO 65109  
Attn: Teri Elder  
Phone: 636-812-4000 x 7016  
Email: state_loggov@roseint.com |
| CS210521009     | **Taylor Consulting LLC**  
Jefferson City MO 65109-6830  
Attn: Sherl Taylor  
Phone: 573-634-2142  
Email: tsida@embarqmail.com |
| CS210521010     | **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: dan@am-trace.co d.bittner@am-trace.co |
| CS210521011     | **Bio-Defense Network LLC**  
St Louis MO 63122  
Attn: Dave Reddick  
Phone: 314-574-4811  
Email: dreddick@bio-defensenetwork.com |
| CS210521012     | **C2C LLC**  
2009 Andreas Lane |
<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>SAM II VENDOR NUMBER/ MissouriBUYS SYSTEM ID</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
</table>
| CS210521013     | 0105551420 0 /MB00163411                   | Chesterfield MO  63005  
Attn:  Bryan Cuny  
Phone: 904-329-6957  
Email: bryan.cuny@c2c-llc.com |
| CS210521014     | 2606763120 0 /MB00152896                   | Cerida Investment Corp (Answernet Inc.)  
3930 Commerce Ave  
Willow Grove PA  19090  
Attn:  James Glass  
Phone: 267-942-6000  
Email: RFPManagement@answernet.com |
| CS210521015     | 3521071500 2 /MB00091152                   | Corporate Technologies Advantage LLC  
210 East Sunshine  
Springfield MO  65807  
Attn:  Lori Patton  
Phone: 417-536-4433  
Email: lpatton@ctatechs.com |
| CS210521016     | 3919297190 1 /MB00139179                   | Eight Eleven Group LLC (dba Medasource, Calculated Hire)  
PO Box 55767  
Indianapolis, IN  46205  
Attn:  Alec Chrismer  
Phone: 314-650-7355  
Email: achrismer@calculatedhire.com |
| CS210521017     | 5223329100 1 /MB00031878                   | Experis US Inc.  
100 Manpower Place  
Milwaukee WI  53212  
Attn:  Michael Ferrante  
Phone: 816-398-2196  
Email: Michael.ferrante@experis.com |
| CS210521018     | 8317686810 0 /MB00127897                   | Global Contact Services  
118 South Main Street, Ste B  
Salisbury NC  28144  
Attn:  George Simons  
Phone: 704-647-9621  
Email: George.simons@GCSagents.com |
| CS210521019     | 2323481760 1 /MB00146194                   | Heart and Home Professional Services  
120 N Keene St. Apt D  
Columbia MO  65202  
Attn:  Shaunda Hamilton  
Phone: 573-819-2244  
Email: hamiltonshaunda@gmail.com |
| CS210521020     | 8234343440 0 /MB00162405                   | Keystone Peer Review Organization Inc  
777 East Park Drive  
Harrisburg PA  17111  
Attn:  Susan Norris  
Phone: 717-265-7012  
Email: snorris@kepro.com |
|                 |                                             | Lacuna Health LLC  
733 Barret Ave  
Louisville KY  40204  
Attn:  John Apholt  
Phone: 502-890-8363  
Email: john.apholt@lacunahealth.com |
<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
</table>
| 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: jkennedy@medicaledgerecruitment.com |
| CS210521022     | 4631962710 0/MB00137180                   | Social Climber Pro LLC  
2926 W 13th St  
Joplin MO 64804  
Attn: Beverly Boatright  
Phone: 417-483-0144  
Email: beverly@socialclimberpro.com |
| 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: norsmith@teksystems.com |
| 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: Samantha.grace@teleperformance.com |
| CS210521025     | 0437061660 0/MB00162400                   | Valerie Schlitt Associates Incorporated  
441 Station Avenue  
Haddonfield NJ 08033  
Attn: Valerie Schlitt  
Phone: 856-240-8100  
Email: Valerie.schlitt@vsaprospecting.com |
| CS210521026     | 2704021190 0/MB00162503                   | Xtend Healthcare LLC  
90 Volunteer Drive  
Hendersonville TN 37075  
Attn: Daniel Brooks  
Phone: 770-540-2628  
Email: dbrooks@xtendhealthcare.net |
| 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: gbernardich@nahahealth.com |
| CS210521028     | 4717207730 1/MB00093232                   | Primaris Holdings  
4215 Phillips Farm Road Suite 101-A  
Columbia MO 65201  
Attn: Vickie Alexander  
Phone: 573-817-8300 Ext. 258  
Email: valexander@primaris.org |
| CS210521029     | 8510525150 0/MB00155031                   | Traced Contacts LLC  
2230 River Run Dr 189  
San Diego CA 92108  
Attn: Jeremy Hilliard  
Phone: 858-248-7467 |
<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>SAM II VENDOR NUMBER/ MissouriBUYSSYSTEM ID</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
</table>
| 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: kcrooker@idsinternational.com |
| CS210521031    | 5218228060 0 /MB00162335                   | Aerotek Inc  
7301 Parkway Drive  
Hanover MD 21076  
Attn: Dave Majerowicz  
Phone: 410-663-5008  
Email: dmajerow@aerotek.com |
| CS210521032    | 2703874860 0 /MB00162173                   | Search Enterprises dba TalentBoost  
125 Greenleaf St  
Quincy MA 02169  
Attn: Thomas Connolly  
Phone: 860-685-1997  
Email: tconnolly@gattihr.com |
| 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: rfp.vtech@vtechsolution.com |
| CS210521034    | 5934822080 0 /MB00163246                   | Accounting Principals Inc dba Ajillon  
10151 Deerwood Park Blvd, Bldg 200, Ste 400  
Jacksonville, FL 32256  
Attn: Travis Lewis  
Phone: 913-563-1706  
Email: travis.lewis@ajilon.com |
| CS210521035    | 1339577080 0 /MB00152693                   | Atrium Staffing LLC  
387 Park Avenue South 3rd Floor  
New York, NY 10016  
Attn: Melissa Monteiro  
Phone: 732-590-0270  
Email: mmonteiro@atriumworks.com |
| 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: john.schwarm@cbecompanies.com |
| CS210521037    | 2034196540 0 /MB00162175                   | IGT Technologies Inc.  
303 5th Avenue, #1608  
New York, NY 10016  
Attn: Kevin Schaugnessy  
Phone: 517-392-0928  
Email: kevin.s@igtsolutions.com |
<p>| CS210521038    | 9117964310 0 /MB00162219                   | Patient Accounting Service Center LLC (GetixHealth LLC) |</p>
<table>
<thead>
<tr>
<th>CONTRACT NUMBER</th>
<th>SAM II VENDOR NUMBER/ MissouriBUY SYSTEM ID</th>
<th>VENDOR INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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></td>
<td>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></td>
</tr>
<tr>
<td>CS210521039</td>
<td>8136115600 0 /MB00120144</td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Contract Period</th>
<th>Issue Date</th>
<th>Summary of Changes</th>
</tr>
</thead>
</table>
| Effective Date of Contract through 3/31/21 | 1/28/21 | - As of 1/28/21 all contracts extended thru 3/31/21 except: CS210521003, CS210521008, CS210521013, CS210521017, CS210521018, CS210521020, CS210521023, and CS210521032.  
- Initial issuance of new statewide contracts CS210521038 and CS210521039.  
- Updated CS210521010 Vendor Information to correct email and add a second contact person. |
| Effective Date of Contract through 3/31/21 | 12/14/20 | - Updated CS210521024 Vendor Information to correct phone number.  
- Initial issuance of new statewide contracts CS210521034, CS210521035, CS210521036, and CS210521037. |
| Effective Date of Contract through 12/30/20 | 11/5/20 | - 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. |
| Effective Date of Contract through 12/30/20 | 10/9/20 | - Initial issuance of new statewide contract |
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.


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

### Contact Tracing Services

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracer Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Part Time Employee</th>
<th>Contact Tracing Manager</th>
<th>Contact Tracing Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbor E&amp;T LLC dba Equus Workforce Solutions</td>
<td>CS210521001</td>
<td>N/A</td>
<td>$207.51</td>
<td>$1,037.56</td>
<td>$4,150.23</td>
<td>$30.81</td>
</tr>
<tr>
<td>Donia LLC</td>
<td>CS210521002</td>
<td>$47.00</td>
<td>$376.00</td>
<td>$1,880.00</td>
<td>$7,520.00</td>
<td>$50.00</td>
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<tr>
<td>Maxim Staffing Solutions (Maxim Healthcare Staffing Services Inc)</td>
<td>CS210521004</td>
<td>$35.00</td>
<td>$280.00</td>
<td>$1,400.00</td>
<td>$5,600.00</td>
<td>$35.00</td>
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</table>

- 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

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracing Staffing</th>
<th>Contact Tracing Supervisor</th>
<th>Reporting Analyst/Workforce</th>
<th>Training/QA Specialist</th>
<th>Disease Investigator</th>
<th>Project/Program Manager</th>
<th>Epidemiologist</th>
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<tbody>
<tr>
<td>Maximus Federal Services Inc.</td>
<td>CS210521005</td>
<td>$42.81</td>
<td>$342.48</td>
<td>$1,712.40</td>
<td>$6,849.60</td>
<td>$42.81</td>
<td>$75.90</td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)</td>
</tr>
<tr>
<td>Premier Medical Staffing Services LLC</td>
<td>CS210521006</td>
<td>$26.00</td>
<td>$208.00</td>
<td>$1,040.00</td>
<td>$4,160.00</td>
<td>$26.00</td>
<td>$52.00</td>
<td>N/A</td>
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<tr>
<td>Public Consulting Group</td>
<td>CS210521007</td>
<td>$30.00</td>
<td>$240.00</td>
<td>$1,200.00</td>
<td>$4,800.00</td>
<td>$28.00</td>
<td>$45.00</td>
<td>N/A, but are open to discussion of needs.</td>
</tr>
<tr>
<td>Rose International</td>
<td>CS210521008</td>
<td>$23.50</td>
<td>$188.00</td>
<td>$940.00</td>
<td>$3,760.00</td>
<td>$23.50</td>
<td>$29.00</td>
<td>Discount of (1%) once volume reaches $500,000.00</td>
</tr>
<tr>
<td>Taylor Consulting LLC</td>
<td>CS210521009</td>
<td>$49.00</td>
<td>$392.00</td>
<td>$1,960.00</td>
<td>$7,840.00</td>
<td>$49.00</td>
<td>$54.00</td>
<td>N/A</td>
</tr>
<tr>
<td>AM Trace LLC</td>
<td>CS210521010</td>
<td>$46.76</td>
<td>$374.08</td>
<td>$1,870.40</td>
<td>$7,481.60</td>
<td>$46.76</td>
<td>$63.89</td>
<td>7% discount for 200 FTEs or greater 10% discount for 350 FTEs or greater</td>
</tr>
<tr>
<td>Contractor</td>
<td>Contract Number</td>
<td>Contact Tracing Full Time Employee (Per Hour)</td>
<td>Contact Tracing Full Time Employee (Per Day)</td>
<td>Contact Tracing Full Time Employee (Per Week)</td>
<td>Contact Tracing Full Time Employee (Per Month)</td>
<td>Contact Tracing Part Time Employee (Per Hour)</td>
<td>Contact Tracing Manager (Per Hour)</td>
<td>Contact Tracing Staffing</td>
</tr>
<tr>
<td>----------------------------</td>
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<tr>
<td>Bio-Defense Network LLC</td>
<td>CS210521011</td>
<td>$22.50</td>
<td>$180.00</td>
<td>$900.00</td>
<td>$3,600.00</td>
<td>$22.50</td>
<td>$25.00</td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing) $1.50 per hour additional discount for 100 hours per week or more $2.50 per hour additional discount for 200 hours per week or more The company expects its client to either provide the software tools necessary to do the work or reimburse for the cost of obtaining it.</td>
</tr>
<tr>
<td>C2C LLC</td>
<td>CS210521012</td>
<td>$28.00</td>
<td>$224.00</td>
<td>$1,120.00</td>
<td>$4,480.00</td>
<td>$28.00</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Cerida Investment Corp (Answernet Inc)</td>
<td>CS210521013</td>
<td>$42.00</td>
<td>$336.00</td>
<td>$1,680.00</td>
<td>$6,720.00</td>
<td>$42.00</td>
<td>$65.00</td>
<td>Quality Assurance, Supervisors, and Workforce Management resources are billed at $42/hr. Senior Resource Support is billed at $95/hr. Technical resources/programming is billed at $100/hr. Training rate is same as employee rate. Software/hardware sourcing - TBD based on needs</td>
</tr>
<tr>
<td>Contractor</td>
<td>Contract Number</td>
<td>Contact Tracer Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Part Time Employee</td>
<td>Contact Tracing Manager</td>
<td>Contact Tracing Staffing</td>
<td></td>
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<tr>
<td>Corporate Technologies Advantage LLC</td>
<td>CS210521014</td>
<td>$30.00</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>$30/hour which includes fully loaded contact tracer certified agents, management, support, and systems.</td>
<td></td>
</tr>
<tr>
<td>Eight Eleven Group LLC (dba Medasource, Calculated Hire)</td>
<td>CS210521015</td>
<td>$28.00</td>
<td>$224.00</td>
<td>$1,120.00</td>
<td>$4,480.00</td>
<td>$28.00</td>
<td>$28.00</td>
<td></td>
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<tr>
<td>Experis US Inc</td>
<td>CS210521016</td>
<td>$38.00</td>
<td>$304.00</td>
<td>$1,520.00</td>
<td>$6,080.00</td>
<td>$38.00</td>
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<td>Global Contact Services</td>
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<td>$23.98</td>
<td>$191.84</td>
<td>$959.20</td>
<td>$3,836.80</td>
<td>$23.98</td>
<td>$45.00</td>
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<tr>
<td>Heart and Home Professional Services</td>
<td>CS210521018</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>$14.00</td>
<td>$20.00</td>
<td></td>
</tr>
</tbody>
</table>

For exclusive opportunities we would do the following: Contact Tracer $36/Hr. Contact Tracer Manager $56/Hr.

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.

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.
<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracer Full Time Employee</th>
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<th>Contact Tracing Part Time Employee</th>
<th>Contact Tracing Manager</th>
<th>Contact Tracing Staffing</th>
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<tbody>
<tr>
<td>Keystone Peer Review Organization Inc</td>
<td>CS210521019</td>
<td>$45.58</td>
<td>$364.64</td>
<td>$1,823.20</td>
<td>$7,292.80</td>
<td>$45.58</td>
<td>$73.48</td>
</tr>
<tr>
<td>Lacuna Health LLC</td>
<td>CS20521020</td>
<td>$45.67</td>
<td>$365.39</td>
<td>$1,827.00</td>
<td>$7,307.88</td>
<td>$46.58</td>
<td>N/A</td>
</tr>
<tr>
<td>Medical Edge Recruitment LLC</td>
<td>CS210521021</td>
<td>$32.50</td>
<td>$260.00</td>
<td>$1,300.00</td>
<td>$5,200.00</td>
<td>$30.50</td>
<td>$42.50</td>
</tr>
<tr>
<td>Social Climber Pro LLC</td>
<td>CS210521022</td>
<td>$37.50</td>
<td>$300.00</td>
<td>$1,500.00</td>
<td>$6,000.00</td>
<td>$32.50</td>
<td>$47.00</td>
</tr>
</tbody>
</table>

Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)

The above assumes RN, public health, or similar experienced employee.

Call center agents without this experience requirement offered at the rate of $37 per hour.

Volume Discount for all ST hours to $30.00 per hour for new 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.

For every 1000 cases received for contact tracing, we will offer a 1% discount off hours billed monthly.
## Contact Tracing Services

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracer Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Part Time Employee</th>
<th>Contact Tracing Manager</th>
<th>Contact Tracing Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEKsystems (TEKsystems Global Services LLC)</td>
<td>CS210521023</td>
<td>$30.00</td>
<td>$240.00</td>
<td>$1,200.00</td>
<td>173 hours</td>
<td>$5,190.00</td>
<td>$30.00</td>
</tr>
</tbody>
</table>

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.

- Contact Tracing Representatives (CTRs)
- Contact Tracing Managers (CTMs)
- Epidemiology Leads (EPIs)

**Optimal Team Ratios:**
- CTSs/CTMs, 10:1
- CTSs/EPIs, 20:1

**Hourly Rates for this model:**
- CTR - $30.00
- CTM - $39.00
- EPI - $66.00

**Economies of Scale**
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:

<table>
<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>
## Contact Tracing Services

<table>
<thead>
<tr>
<th>Contractor</th>
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<th>Contact Tracing Staffing</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Per Hour (8 hours)</td>
<td>Per Day (40 hours)</td>
<td>Per Week (160 hours)</td>
<td>Per Hour</td>
<td>Per Hour</td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)</td>
</tr>
<tr>
<td>TPUSA Inc (Teleperformance USA)</td>
<td>CS210521024</td>
<td>$25.83</td>
<td>$206.64</td>
<td>$1,033.20</td>
<td>$4,132.80</td>
<td>$25.83</td>
<td>$29.48</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$25.83</td>
<td>$206.64</td>
<td>$1,033.20</td>
<td>$4,132.80</td>
<td>$25.83</td>
<td>$29.48</td>
</tr>
<tr>
<td></td>
<td></td>
<td>251-350 FTEs – 1% Discount</td>
<td>351-500 FTEs – 2% Discount</td>
<td>&gt;501 FTEs – 3% Discount</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Teleperformance Pricing Assumptions:</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Location: Work At Home in United States and all prices in USD</td>
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<tr>
<td></td>
<td></td>
<td>• Classroom New Hire Training Length 2 days or less. Classroom new hire training billable at production rates listed above (ramp &amp; growth)</td>
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<td></td>
<td></td>
<td>• Attrition related training (including attrition incurred during new hire training) is not billable</td>
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<tr>
<td></td>
<td></td>
<td>• Standard background checks included in the production rates or equivalent (NCRL which is all counties applicant resided In in the last 7 years)</td>
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<td></td>
<td></td>
<td>• Agents/tracer that support this program will all have the minimum required skills with special effort to the desired skills as well.</td>
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<tr>
<td>Contractor</td>
<td>Contract Number</td>
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<td></td>
<td></td>
<td></td>
<td>Contact Tracing Staffing</td>
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<td>----------------------------------</td>
</tr>
<tr>
<td>TPUSA Inc (Teleperformance USA)</td>
<td>CS210521024</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)</td>
</tr>
</tbody>
</table>

**Teleperformance Pricing Assumptions, continued:**

- **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.);
- **The client will provide to TP, at the clients expense, sufficient copies of all training materials necessary for TP to provide the Services**
- **Teleperformance standard technology set up is included in the rate, but assumption made using State’s IVR and CRM**
- **Client requested overtime hours will be billed at a premium of 35% on top of production rates**
- **Hours of operation: 8am-8pm Central / 7 days week and Languages Supported/Included: English**
- **Support Ratios:** *(All support staff included in rate outside of manager as called out above)*
  - Supervisor 1:15
  - ACCM (Ops Mgr) 1:120
  - Trainers 1:100 and/or 1:28 classroom ratio
- **Client to provide all needed systems / software to complete work (Utilize clients IVR, CRM & KB)**
- **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.**
<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Part Time Employee</th>
<th>Contact Tracing Manager</th>
<th>Contact Tracing Staffing</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Per Hour</td>
<td>Per Day (8 hours)</td>
<td>Per Week (40 hours)</td>
<td>Per Month (160 hours)</td>
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<td>Per Hour</td>
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</tr>
<tr>
<td>Valerie Schlitt Associates Incorporated</td>
<td>CS210521025</td>
<td>$37.00</td>
<td>$296.00</td>
<td>$1,480.00</td>
<td>$5,920.00</td>
<td>$35.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>Xtend Healthcare LLC</td>
<td>CS210521026</td>
<td>$39.00</td>
<td>$312.00</td>
<td>$1,560.00</td>
<td>$6,240.00</td>
<td>$39.00</td>
<td>$75.00</td>
</tr>
</tbody>
</table>
## Contact Tracing Services

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Number</th>
<th>Contact Tracer Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
<th>Contact Tracing Part Time Employee</th>
<th>Contact Tracing Manager</th>
<th>Contact Tracing Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAHA Health LLC</td>
<td>CS210521027</td>
<td>$21.63</td>
<td>$173.04</td>
<td>$865.20</td>
<td>$3,460.80</td>
<td>$21.63</td>
<td>$35.70</td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)</td>
</tr>
<tr>
<td>Primaris Holdings</td>
<td>CS210521028</td>
<td>$26.16</td>
<td>$207.00</td>
<td>$1,035.00</td>
<td>$4,140.00</td>
<td>$26.45</td>
<td>$35.65</td>
<td>Model I: $52.50/hr (bundled all emp. type)</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Model II: $47.50/hr&gt;800 man-hr/wk (bundled w/ volume discount)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Model III: $25.00/call, includes data entry</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>*min. 1 mgr./20 FTE contact tracers</td>
</tr>
<tr>
<td>Traced Contacts LLC</td>
<td>CS210521029</td>
<td>$38.95</td>
<td>$311.60</td>
<td>$1,558.00</td>
<td>$6,232.00</td>
<td>$33.95</td>
<td>$43.95</td>
<td>Volume Discount 30-99 staff: -$2.00/hr discount 100-249 staff: -$3.00/hr discount 250+ staff: -$3.50/hr discount</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Locality Discount: We will discount $2.00/hr per employee with MO residency OR to active MO University Students.</td>
</tr>
<tr>
<td>IDS International Government Services LLC</td>
<td>CS210521030</td>
<td>$12.28</td>
<td>$98.24</td>
<td>$491.20</td>
<td>$1,964.80</td>
<td>$12.28</td>
<td>$21.31</td>
<td>N/A</td>
</tr>
<tr>
<td>Contractor</td>
<td>Contract Number</td>
<td>Contact Tracer Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Manager</td>
<td>Contact Tracing Staffing</td>
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</tr>
<tr>
<td>Aerotek Inc</td>
<td>CS210521031</td>
<td>$26.82 for Straight Time</td>
<td>$214.56</td>
<td>$1,609.20</td>
<td>$4,291.20</td>
<td>$27.18</td>
<td>$37.25</td>
<td>$55.88 for Overtime</td>
</tr>
<tr>
<td>Vtech Solution Inc</td>
<td>CS210521033</td>
<td>$42.25</td>
<td>$338.00</td>
<td>$1,690.00</td>
<td>$6,760.00</td>
<td>$42.25</td>
<td>$59.34</td>
<td>Discount: 3-5% on Multiple Placements (more than 30)</td>
</tr>
</tbody>
</table>
### Contact Tracing Services

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contact Number</th>
<th>Contact Tracer Full Time Employee</th>
<th>Contact Tracing Full Time Employee</th>
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<th>Contact Tracing Part Time Employee</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Per Hour</td>
<td>Per Day (8 hours)</td>
<td>Per Week (40 hours)</td>
<td>Per Month (160 hours)</td>
<td>Per Hour</td>
<td>Per Hour</td>
<td>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.)</td>
</tr>
<tr>
<td>Accounting Principals Inc. dba Ajilon</td>
<td>CS210521034</td>
<td>$30.00</td>
<td>$240.00</td>
<td>$1,200.00</td>
<td>$4,800.00</td>
<td>$30.00</td>
<td>$45.00</td>
<td></td>
</tr>
</tbody>
</table>
### Contact Tracing Services

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<tr>
<th>Contractor</th>
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<td></td>
<td>Per Hour</td>
<td>Per Day (8 hours)</td>
<td>Per Week (40 hours)</td>
<td>Per Month (160 hours)</td>
<td>Per Hour</td>
<td>Per Hour</td>
<td>Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing)</td>
</tr>
<tr>
<td>Atrium Staffing</td>
<td>CS210521035</td>
<td>Not to exceed $39.50</td>
<td>Not to exceed $316.00</td>
<td>Not to exceed $1580.00</td>
<td>Not to exceed $6,320.00</td>
<td>N/A</td>
<td>Contact tracer bill rates will range from $27.50-39.50 per hour not to exceed $39.50 depending on experience and program needs. MSP Option: If desired, Atrium can also assist in streamlining the approach by acting as Managed Service Provider (MSP) to administer activation processes for all state-approved vendors selected to operate this program. An Atrium MSP model is cost-effective and scalable, designed to create one channel for sourcing, urgent communication, efficient engagements, compliance, consolidated invoices, and visibility. An Atrium MSP will deliver remote/digital Vendor onboarding and on platform for time entry and billing. Atrium can assist by identifying new talent by way of its own database as well as approved vendors transitioned into the MSP program, and can also payroll talent referred by the State at a reduced rate. The team will offer high-touch Manager/Vendor/Worker experiences to promote program adoption and motivate Workers to produce exceptional results. Atrium has proven success in large scale state initiatives and optimizing talent strategies and turnkey MSP solutions or clients like, Pfizer, Firmenich and Vertex. We welcome an opportunity to explore potential MSP partnership as part of the most impactful, comprehensive solution.</td>
</tr>
<tr>
<td>Contractor</td>
<td>Contract Number</td>
<td>Contact Tracer Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Full Time Employee</td>
<td>Contact Tracing Part Time Employee</td>
<td>Contact Tracing Manager</td>
<td>Contact Tracing Staffing</td>
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<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CBE Companies Inc. (CBE Customer Solutions Inc.)</td>
<td>CS210521036</td>
<td>$42.17</td>
<td>$337.36</td>
<td>$1,686.80</td>
<td>$6,747.20</td>
<td>$46.40</td>
<td>$46.81</td>
</tr>
<tr>
<td>IGT Technologies Inc.</td>
<td>CS210521037</td>
<td>$24.00</td>
<td>$192.00</td>
<td>$960.00</td>
<td>$3,840.00</td>
<td>NA</td>
<td>$28.50</td>
</tr>
<tr>
<td>Patient Accounting Service Center LLC (GetixHealth LLC)</td>
<td>CS210521038</td>
<td>$28.50</td>
<td>$228.00</td>
<td>$1,140.00</td>
<td>$4,560.00</td>
<td>$28.50</td>
<td>$44.75</td>
</tr>
<tr>
<td>Change Healthcare Technology Enabled Services LLC</td>
<td>CS210521039</td>
<td>$34.50</td>
<td>$276.00</td>
<td>$1,380.00</td>
<td>$5,520.00</td>
<td>$34.50</td>
<td>$51.00</td>
</tr>
</tbody>
</table>

Other Advantageous Pricing Models offered by the contractor (such as volume discount, performance based, per call pricing): CBE is not proposing other pricing models.

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.

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 individuals 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, handing, 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.