

SCHEDULING SERVICE SUPPORT FOR CENTRALIZED ACCESS**REQUEST FOR QUOTATION****ADDENDUM NUMBER: ONE (1)****November 2, 2021**

THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFQ'S. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.

MODIFICATION

Section VI. Minimum Requirements - Please note that the following is **no longer a Minimum Requirement** and is only a preference: "Vendor must provide operator(s) with bi-lingual (English/Spanish) capabilities."

Section VII. Specific Response Requirements, question B.4

DID READ: "How many bi-lingual (English/Spanish) operators will be assigned to the Broward Health account? (Minimum Requirement #3)"

NOW READS: "Are bilingual (English/Spanish) operators available to be assigned to the Broward Health account?"

Q&A

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)? **Companies must be registered in the USA operating under U.S. Federal and Privacy laws but can provide resources from abroad.**
2. Whether we need to come over there for meetings? **N/A**
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada. **Refer to above response.**
4. Can we submit the proposals via email? **Instructions on how to submit the bid response are contained within the RFQ document in SECTION I. RFQ SUMMARY PAGE.**
5. Are these calls for only primary care or will this be for all service lines? **Calls would be for both Primary Care and Specialists.**
6. What is the current % of English and Spanish calls? **Currently the calls are 100% English, but Broward Health does have Spanish/Creole speaking patient population.**
7. Can you please provide the budget for the entire 3-year project? **Broward Health will not be providing that information at this time.**
8. Can you please provide the payment to your current vendor? **This service is currently performed internally.**
9. For the SBE qualification, does the SBE have to be in the State of Florida or it can be anywhere in the United States? **The SBE needs to be a registered CDV with Broward Health. A list of Broward Health's CDV Certification Partners is listed in the RFP template Section III Part D – Supplier Diversity Enhancements & CDV Subcontractor Requirements.**
10. Does our support have to be in the State of Florida? **No.**
11. What percentage of bi-lingual agents do you need? **Operator(s) with bi-lingual (English/Spanish) capabilities are preferred but not required.**

END ADDENDUM ONE