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**Cecile Erwin Young, Executive Commissioner**

**Request for Applications (RFA)**
**for**
**2-1-1 Texas Information and Referral Network Operations**
**RFA No. HHS0009792**

**Exhibit I, Key Performance Requirements**

| 2-1-1 TIRN Operation KPR 1 | |
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| **Reporting Period** | As Requested |
| **Service/Component** | Data Quality Initiatives |
| **Performance Standard** | Contractor must complete all data quality initiatives as assigned by HHSC/TIRN. |
| **Measurement of Noncompliance** | Each calendar day for each instance of a late submission, submission being found unacceptable or incomplete by HHSC, or failure to provide requested information by the due date indicated by HHSC. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination. |
| **Calculation/ Reporting Process** | Data quality initiatives will include an audit on database records, as directed by HHSC/TIRN.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by the completion of all data quality initiatives as requested by HHSC/TIRN submitted by the Successful Respondent via Exhibit E, Deliverable, D-01.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| 2-1-1 TIRN Operations Services KPR 2 | |
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| **Reporting Period** | Quarterly |
| **Service/Component** | Resource Formal Reviews |
| **Performance Standard** | Contractor must conduct formal reviews of resources of 100% active agencies on a 13-month basis. Formal reviews must be documented in writing and documents, e.g. communications with Agency representatives, must be retained in accordance with contract retention requirements. Formal review documentation must be provided to HHSC/TIRN upon request by email. |
| **Measurement of Noncompliance** | Every 10 percentage points under 100% |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring; |

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| | • Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>• Grant termination |
| **Calculation/ Reporting Process** | Contractor must record their update rate on the first business day of each month and then compile them into the quarterly report.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by assessing documentation of quality monitoring activity and score results reported by the Successful Respondent via Exhibit I, Deliverables, D-02.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| **2-1-1 TIRN Operation Services KPR 3** | |
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| **Reporting Period** | Monthly |
| **Service/Component** | Service Delivery: Contact Center Management Service Level |
| **Performance Standard** | For contractors with a monthly call volume of 10,000 calls or less, the contractor must answer 80% of calls within 60 seconds or less.<br><br>For a monthly call volume that exceeds 10,000, the contractor must answer 75% of calls within 60 seconds or less, for year one of the contract term. By year two of the contract term, contractors with a monthly call volume that exceeds 10,000 must answer 80% of calls within 60 seconds or less. |
| **Measurement of Non-compliance** | Each percentage point below the performance standards. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination |
| **Calculation/ Reporting Process** | Measured through monthly call metric reporting.<br><br>Rounding will be conducted to the nearest whole percentage point for service level. For example, an AIC whose monthly service level call volume is 10,000 or less and has a monthly service level of 79.56% would be rounded to 80%, thus meeting Monthly Service Level contract obligations. Conversely, an AIC whose monthly |

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| | service level call volume is 10,000 or less and has a monthly service level of 79.03% would be rounded to 79%, thus not meeting Monthly Service Level contract obligations.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by assessing monthly percentages for service level, abandoned rate, and RONA rate reported by the Successful Respondent via Exhibit I, Deliverables, D-02.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| **2-1-1 TIRN Operations KPR 4** | |
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| **Reporting Period** | Monthly |
| **Service/Component** | Service Delivery: Contact Center Management Call Abandonment Rate |
| **Performance Standard** | Contractor must ensure that the average percentage of abandoned calls in queues for both English and Spanish and Combined which ends within the reporting month are in each full calendar week does not exceed 10%.<br><br>Calls abandoned in less than 20 seconds are not included in calculations to determine the average percentage of abandoned calls. |
| **Measurement of Non-compliance** | Each percentage point above 10%. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination |
| **Calculation/ Reporting Process** | Measured through monthly call metric reporting. Rounding will be conducted to the nearest whole percentage point for abandonment rate.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by assessing monthly percentages for abandoned rate reported by the Successful Respondent via Exhibit I, Deliverables, D-02. |

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| | All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| 2-1-1 TIRN Operations KPR 5 | |
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| **Reporting Period** | Monthly |
| **Service/Component** | Service Delivery: Contact Center Management Roll Over and Not Answered (RONA) |
| **Performance Standard** | Contractor must ensure to maintain for regions where the monthly call volume is 10,000 calls or less, a 1% or less RONA call rate. |
| **Measurement of Non-compliance** | Each percentage point above 1%. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination |
| **Calculation/ Reporting Process** | Measured through monthly call metric reporting. Rounding will be conducted to the nearest whole percentage point for abandonment rate.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by assessing monthly percentages for abandoned rate reported by the Successful Respondent via Exhibit I, Deliverables, D-02.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| 2-1-1 TIRN Operation Services KPR 6 | |
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| **Reporting Period** | Quarterly |
| **Service/Component** | Service Delivery: Quality Assurance (QA) |
| **Performance Standard** | An average quality assessment score of 80% or more should be met for interactions (e.g., calls and web-based chat sessions) sampled during the reporting period. Outcomes to be measured by submitted documentation of quality monitoring activities and results as part of quarterly reporting. |
| **Measurement of Noncompliance** | Each percentage point below 80%. |

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| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or Grant termination |
| **Calculation/ Reporting Process** | Rounding will be conducted to the nearest whole percentage point. For example, an average QA score of 79.56% would be rounded to 80%, thus meeting QA-contract obligations. Conversely, an average QA score of 79.03% would be rounded to 79%, thus not meeting QA-contract obligations.<br><br>The System Agency determines the Successful Respondent's compliance with this KPR by assessing documentation of quality monitoring activity and score results reported by the Successful Respondent via Exhibit I, Deliverables, D-02.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| **2-1-1 TIRN Operations KPR 7** | |
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| **Reporting Period** | Annually |
| **Service/Component** | Disaster Response: Annual Readiness Drill |
| **Performance Standard** | Contractor will conduct an internal drill annually assessing readiness (e.g. ensuring key personal contact information, crisis call taking preparation, adequate training, and ensuring AIC Emergency Management Protocols familiarity). |
| **Measurement of Noncompliance** | Each calendar day for each instance of a late submission, submission being found unacceptable or incomplete by HHSC, or failure to provide requested information by the due date indicated by HHSC. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or Grant termination. |
| **Calculation/ Reporting Process** | The System Agency determines the Successful Respondent's compliance with this KPR by submitted documentation of annual readiness drill submitted by the contractor via Exhibit I, Deliverables, D-09. |

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| | All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| 2-1-1 TIRN Operations KPR 8 | |
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| **Reporting Period** | As Required |
| **Service/Component** | Official Correspondence State Action Request |
| **Performance Standard** | The Successful Respondent shall submit complete and accurate responses to any State Action Request (SAR) or Vendor Action Request (VAR) Response memos no later than ten (10) calendar days after the Successful Respondent's receipt of the request or by the date specified in the memo. |
| **Measurement of Non-compliance** | Each calendar day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination |
| **Calculation/ Reporting Process** | The System Agency determines the Successful Respondent's compliance with this KPR by comparing the submission date of the SAR or VAR Response via the formal communication process to the established due date.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| 2-1-1 TIRN Operations KPR 9 | |
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| **Reporting Period** | As Requested |
| **Service/Component** | Official Correspondence State Action Request Extensions |
| **Performance Standard** | Successful Respondent must submit written request for extension of a State Action Request (SAR) deadline that specifies the estimated date of completion and reasons for the extension no later than three (3) business days after Successful Respondent receives the SAR.<br><br>*Note:* Successful Respondent *must submit written request for extension of a High Priority deadline that specifies the estimated* |

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| | *date of completion and reasons for extension no later than three (3) hours after* Successful Respondent *receives the SAR.* |
| **Measurement of Non-compliance** | Each calendar day for each instance of a late submission, response being found incomplete or inaccurate by HHSC, or failure to provide requested response by the due date indicated by HHSC. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>Grant termination |
| **Calculation/ Reporting Process** | The System Agency determines the Successful Respondent's compliance with this KPR by comparing the submission date of the SAR or VAR Response via the formal communication process to the established due date.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

| **2-1-1 TIRN Operations KPR 10** | |
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| **Reporting Period** | As Required |
| **Service/Component** | Deliverables |
| **Performance Standard** | Successful Respondent must meet all due dates contained in the approved Contract Deliverables, Exhibit I, Deliverables. Failure to meet due dates for any Deliverable will be assessed separately. |
| **Measurement of Non-compliance** | Each calendar day after each due date specified in Exhibit I, Deliverables. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>• Grant termination |
| **Calculation/ Reporting Process** | The System Agency determines the Successful Respondent's compliance with this KPR by comparing the submission date of the deliverable via the formal communication process to the established due date.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

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| 2-1-1 TIRN Operations KPR 11 | |
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| **Reporting Period** | As Required |
| **Service/Component** | Service Delivery: ESEC Additional Contact Handling, if applicable |
| **Performance Standard** | Contractor will add 20 contact specialists, as needed and directed by HHSC. If less than 20 contact specialists are needed, HHSC/TIRN will direct the specified amount and the Contractor will be held to that standard. The additional contact specialist capacity must be added within a period of time not to exceed four hours or as directed by HHSC. |
| **Measurement of Non-compliance** | Each day the contractor delivers less than 20 contact specialists. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>• Grant termination |
| **Calculation/ Reporting Process** | The System Agency determines the Successful Respondent's compliance with this KPR by assessing call specialist log time within the telephony system. |

| 2-1-1 TIRN Operations KPR 12 | |
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| **Reporting Period** | As Required |
| **Service/Component** | System Requirements - Incident Reporting |
| **Performance Standard** | If the AIC experiences a system outage interrupting service due to any cause (e.g. Internet failure or power outage), it must notify HHSC/TIRN within 30 minutes and provide at least twice daily updates and at a change of circumstance to HHSC/TIRN until the identified incident is resolved. If system outage last 2 hours or more, the AIC must submit an incident report in the prescribed format below and include the following information:<br>• Details of the outage/incident;<br>• When and how the outage/incident was discovered;<br>• Impacts to operations, systems, and/or staff;<br>• Root cause of the outage/incident, including verifying documentation from the provider responsible for the outage;<br>• Detailed corrective measures taken by the AIC to mitigate the problem and long-term corrective actions to detect and |

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| | prevent future incidents, including identification of alternative providers of the failed service, if feasible and/or available. |
| **Measurement of Noncompliance** | Each incident that is not reported to the System Agency Point of Contact within required timeframes. |
| **Non-compliance Remedies** | Remedies may include:<br>• Costs disallowance;<br>• Increased monitoring;<br>• Corrective action plans;<br>• Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or<br>• Grant termination. |
| **Calculation/ Reporting Process** | The System Agency determines the Contractor's compliance with this KPR by comparing the notification date and time of the incident to establish due date and time specified by the System Agency.<br><br>All correspondence shall be sent to the 211 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov. |

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