

Amendment 1 to RFP #20160219

This Amendment must be signed and submitted as a part of any proposal to be considered for this procurement. The following sections RFP #20160219 have been amended as follows:

1.7 Reporting and Deliverables

1.7.1 Call Center Requirements

1. The Contractor shall establish and maintain a dedicated telephone number, toll-free in Mississippi, for the receipt of pharmacy rate setting issues submitted by telephone. The dedicated telephone line shall be answered by live operators Monday through Friday, 7:00 a.m. to 6:00 p.m. Central Standard Time including State holidays except for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Calls placed during hours that the Call Center is not open shall receive a voice message, in English, stating the hours of operation. The Contractor may also route calls that are placed during hours that the Call Center is not required by DOM to be open to any call center operated by Contractor staff in any location in the United States of America. The Contractor may never route calls outside of the United States of America. The Contractor shall train staff on using services offered by Mississippi Relay Captioned Telephone Service for callers who are deaf, hard-of-hearing, deaf-blind, or speech disabled. The Contractor shall propose an alternate Call Center protocol for non-English speaking or non-verbal providers. The Contractor shall release and transfer the toll-free telephone number(s) to DOM or a successor Contractor upon termination of the Contract.

2. Oral contact between the Contractor and a provider shall be in a language the provider understands. The Contractor shall employ English-speaking Call Center Staff. If the provider's language is one other than English, the Contractor shall offer and, if accepted by the provider, to supply interpretive services. If a provider requests interpretive services by a family member or acquaintance, the Contractor shall not allow such services by anyone who is under the age of 18.

3. The Contractor shall ensure that its Call Center Staff treats each caller with dignity, and respects the caller's right to privacy and confidentiality. The Contractor shall process all incoming telephone inquiries regarding pharmacy rate setting services in a timely, responsive and courteous manner. Telephone staff shall greet callers and shall identify the Contractor and themselves by name when answering.

Receipt of Amendment Acknowledged: _____
(signature)

(printed)

Title: _____