Vendor Questions and Answers for KHS 24/7 NURSE ADVICE LINE RFP RESPONSES RFP		
Vendor Q #	**Question**	**Response**
1	Please confirm that the overall volume for the 24/7/365 service is 500-1000 calls per month?	KHS confirms the Calendar Year 2024 average volume was 515 calls per month (6,179 overall).
2	Can Kern Health System please share further details about the expected volume in scope for this program of work including call arrival patterns? -Call types -Percentage non-clinical vs clinical call volumes -Call volume across day of week -Any interval data (15-minute or 30-minute intervals) or a breakdown to understand what percentage of calls come in from 0700-1200, 1200-1700, 1700-2200, and 2200-0700 for example?	**Call Types:** Call Center or Triage Interaction **Percentage non-clinical vs clinical call volumes on average:** Non-Clinical: 29.20%; Clinical: 70.80% **Call volume across days of the week (Rolling 12-Month averages):** Demand has been highest at the start of the week—peaking on Mondays (17%) and gradually tapering off through Sunday (10%), reflecting reduced weekend activity. Tuesday: 15.80% Wednesday: 15.30% Thursday: 14.80% Friday: 15.40% Saturday: 11.70% **Call time interval data (Rolling 12-Month averages):** 9 AM – 6 PM: 60.40% – Majority of calls occur during standard business hours	6 PM – Midnight: 23.00%	Midnight – 9 AM: 16.80%
3	Can the Kern Health System share further details about the current service: who provides it, is it outsourced? What does the staffing complement look like in terms of clinical/non-clinical staff and what types of roles are used for the current combination of staffing, (ie RN, Medical Assistant, LVN, Operator)?	This service is currently outsourced. California License Registered Nurses perform the functions for triage call requests and are the first contact with the member (as RN answers the call, there is not an intermediary staff member that transfers the call to the RN).
4	Can the Kern Health System share what IT systems will be required to provide this service?	KHS does not require a specific IT system to provide the service. KHS does require reports/data exchange. The IT system used would need to produce the required reports/data exchange.
5	Does Kern Health System have an active statewide system being leveraged today (electronic portal for documenting) or is it the responsibility of the vendor partner to have a platform for holding PHI and reporting requirements?	The vendor is responsible.
6	Will the Kern Health System permit offshore based staff?	No.
7	Is a physician on call required to be staffed and supported by the vendor?	No.
8	What is the estimated increase in calls volumes that would be anticipated by January 2026?	It is noted: KHS has expanded its services to a Dual Special Needs Program, Medicare/Medi-Cal plan which will be effective January 1, 2026, and we anticipate both to grow significantly in memberships.
9	Can Kern Health System please elaborate on, ''How does your system tie member to provider lookup?''	Is it part of the vendor responsibilities to contact that member's/patient's PCP. In the existing model, how do these communications occur? (i.e. electronic portal, fax communication, etc.)
10	What are the main drivers that have initiated the RFP to be released?	We release an RFP for the vasty majority of our contracts to ensure KHS is receiving high quality, cost-effective services.

11	What percent of the stated 500-1,000 calls per month are non-clinical?	On average, about 30% of monthly calls are non-clinical.
12	Does KHS have an existing audio health library (AHL) that will be provided to members, or is it the responsibility of the vendor to source this material?	KHS does not have our own AHL and will rely on the vendor to supply their own. KHS will supply the vendor access to our online digital health library through our website.
13	Since the majority of your members are covered under Medi-Cal or another primary health coverage, is it a requirement that your selected "Nurse Triage Services" vendor have the capability to accept Medicare/ Medicaid for payment?	No.
14	Are RN's required to be licensed in CA?	Yes, all clinical staff must be licensed in California.
15	Do you have a preferred reporting system/ method of delivery for reports?	KHS preferred reporting system and data exchange method of delivery is via Secure File Transfer Protocol or SFTP daily, supported with monthly performance trending reports, at minimum. KHS request detail records for every call handled and expect that the details reconcile to any reports provided by the vendor.
16	What is the proposed budget for this project?	At this time, we are not sharing a proposed budget with vendors. We are looking to evaluate proposals based on overall value, scope of services, and alignment with our organizational goals. We encourage you to submit your most competitive and comprehensive proposal based on your understanding of the requirements outlined in the RFP.