



TEXAS

Health and Human Services

Cecile Erwin Young, Executive Commissioner

**Request for Applications (RFA)
for
2-1-1 Texas Information and Referral Network Operations
RFA No. HHS0015545**

Exhibit G, Key Performance Requirements (KPRs)

2-1-1 TIRN Operation KPR 1	
Reporting Period	As Requested,
Service/Component	Data Quality Initiatives
Performance Standard	Applicant 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: <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or • Grant termination.
Calculation/ Reporting Process	<p>Data quality initiatives will include an audit on database records, as directed by HHSC/TIRN.</p> <p>The System Agency determines the Applicant's compliance with this KPR by the completion of all data quality initiatives as requested by HHSC/TIRN submitted by the Applicant via SAR/VAR.</p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211 TIRN SAR VAR@hhs.texas.gov.</p>

2-1-1 TIRN Operations Services KPR 2	
Reporting Period	Quarterly
Service/Component	Resource Formal Reviews
Performance Standard	<p>Applicant must conduct formal reviews of resources of 100% active agencies on a thirteen (13) month basis. The Applicant must meet the annual update rate, Key Performance Requirement, monthly with a 95% or above based on a thirteen (13) month timeframe.</p> <p>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.</p>

Measurement of Non-compliance	Every ten (10) percentage points under 95%
Non-compliance Remedies	Remedies may include: <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or • Grant termination
Calculation/Reporting Process	<p>Applicant must record their update rate on the first business day of each month and then compile them into the quarterly report.</p> <p>The System Agency determines the Applicant compliance with this KPR by assessing documentation of quality monitoring activity and score results reported by the Applicant via <u>Exhibit F, Deliverables, D-02.</u></p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov.</p>

2-1-1 TIRN Operation Services KPR 3	
Reporting Period	Monthly
Service/Component	Service Delivery: Contact Center Management Service Level
Performance Standard	<p>For Applicants with a monthly call volume of ten thousand (10,000) calls or less, the Applicant must answer 80% of calls within ninety (90) seconds or less.</p> <p>For a monthly call volume that exceeds ten thousand (10,000), the Applicant must answer 75% of calls within ninety (90) seconds or less, for year one of the contract term. By year two of the contract term, Applicants with a monthly call volume that exceeds ten thousand (10,000) must answer 80% of calls within ninety (90) seconds or less.</p>
Measurement of Non-compliance	Each percentage point below the performance standards.
Non-compliance Remedies	Remedies may include: <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or Grant termination
Calculation/Reporting Process	Measured through monthly call metric reporting.

	<p>Rounding will be conducted to the nearest whole percentage point for service level. For example, an AIC whose monthly service level call volume is ten thousand (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 service level call volume is ten thousand (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.</p> <p>The System Agency determines the Applicant compliance with this KPR by assessing monthly percentages for service level, abandoned rate, and RONA rate reported by the Applicant via <u>Exhibit F, Deliverables, D-02.</u></p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov.</p>
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2-1-1 TIRN Operations KPR 4	
Reporting Period	Monthly
Service/Component	Service Delivery: Contact Center Management Call Abandonment Rate
Performance Standard	<p>Applicant 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%.</p> <p>Calls abandoned in less than twenty (20) seconds are not included in calculations to determine the average percentage of abandoned calls.</p>
Measurement of Non-compliance	Each percentage point above 10%.
Non-compliance Remedies	<p>Remedies may include:</p> <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or • Grant termination

Calculation/Reporting Process	<p>Measured through monthly call metric reporting. Rounding will be conducted to the nearest whole percentage point for abandonment rate.</p> <p>The System Agency determines the Applicant compliance with this KPR by assessing monthly percentages for abandoned rate reported by the Applicant via <u>Exhibit F, Deliverables, D-02.</u></p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov.</p>
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2-1-1 TIRN Operations KPR 5	
Reporting Period	Monthly
Service/Component	Service Delivery: Contact Center Management Roll Over and Not Answered (RONA)
Performance Standard	Applicants must ensure to maintain for regions where the monthly call volume is ten thousand (10,000) calls or less, a 1% or less RONA call rate.
Measurement of Non-compliance	Each percentage point above 1%.
Non-compliance Remedies	<p>Remedies may include:</p> <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or • Grant termination
Calculation/Reporting Process	<p>Measured through monthly call metric reporting. Rounding will be conducted to the nearest whole percentage point for abandonment rate.</p> <p>The System Agency determines the Applicant compliance with this KPR by assessing monthly percentages for abandoned rate reported by the Applicant via <u>Exhibit F, Deliverables, D-02.</u></p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov.</p>

2-1-1 TIRN Operation Services KPR 6	
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%.
Non-compliance Remedies	Remedies may include: <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • Placing special conditions on awards or precluding the recipient from obtaining future awards for a specified period; or • Grant termination
Calculation/Reporting Process	<p>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.</p> <p>The System Agency determines the Applicant's compliance with this KPR by assessing documentation of quality monitoring activity and score results reported by the Applicant via <u>Exhibit F, Deliverables, D-02.</u></p> <p>All correspondence must be sent to the 2-1-1 TIRN SAR VAR email address at 211_TIRN_SAR_VAR@hhs.texas.gov.</p>

2-1-1 TIRN Operations KPR 7	
Reporting Period	As Required,
Service/Component	Service Delivery: ESEC Additional Contact Handling, if applicable (<i>Only for ESECs</i>)
Performance Standard	Applicant will add twenty (20) contact specialists, as needed, and directed by HHSC. If less than twenty (20) contact specialists are needed, HHSC/TIRN will direct the specified amount and the Applicant will be held to that standard. The additional contact specialist capacity must be added within a period not to exceed four hours or as directed by HHSC
Measurement of Non-compliance	Each day the Applicant delivers less than twenty (20) contact specialists.

Non-compliance Remedies	Remedies may include: <ul style="list-style-type: none"> • Costs disallowance. • Increased monitoring. • Corrective action plans. • 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 Applicant's compliance with this KPR by assessing call specialist log time within the telephony system.