



### Notice of Intent to Award

Solicitation Number	192234	Award Date	6/1/2022   12:13 PM CDT	
Solicitation Title	COVID-19 Results Call Center			
Buyer Name	Christina Alexander	Buyer Email	christina.alexander@nashville.gov	
BAO Rep	Sierra Washington	BAO Email	sierra.washington@nashville.gov	

### Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	22nd Century Technologies Inc.	Company Contact	Kulpreet Singh		
Street Address	2 Executive Drive, Ste., 230				
City	Somerset	State	NJ	Zipcode	08873

Company Name		Company Contact			
Street Address					
City		State		Zipcode	

Company Name		Company Contact			
Street Address					
City		State		Zipcode	

### Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

### Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.

No, the EBO Program is not applicable.

### Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

Yes, monthly reporting is applicable.

No, monthly reporting is not applicable.

### Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

### Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

\_\_\_\_ Supervisor (Initial)

*Michelle A. Hernandez Lane*

Michelle A. Hernandez Lane  
Purchasing Agent & Chief Procurement Officer

**RFQ# 192234 COVID-19 Results Call Center****Evaluation Committee Score Sheet**

Offeror	Applied Memetics LLC	22nd Century Technologies Inc.	transcosmos America Inc.	Senture LLC
Contract Acceptance	Yes w/exceptions	Yes	Yes	Yes w/exceptions
Cost (30)	19.25	30.00	19.09	19.95
Firm Qualifications (35)	29.00	29.00	21.00	32.00
Project Approach (35)	30.00	33.00	22.00	32.00
<b>Total Evaluation Scores</b>	<b>78.25</b>	<b>92.00</b>	<b>62.09</b>	<b>83.95</b>

**No SBE/SDV participation applicable to this solicitation - EBO only**

\*Call Center Sales Pro Inc.; Xtend Healthcare LLC; McGhee & Associates LLC; and Complete Contract Consulting deemed non-responsive for failure to comply with EBO requirements

**Evaluation Comments****Applied Memetics LLC****Strengths**

Proposal demonstrated firm's healthcare call center experience. Proposal provided detailed training plan for staff, to include HIPPA and PHI training. Proposal demonstrated a detailed plan for on the job mentoring. Proposal demonstrated firm's ability to provide bilingual staff members for Metro. Proposal demonstrated detailed plan for lab liaison. Proposal provided a detailed customer service plan. Firm's proposal demonstrated and provided all other

**Weaknesses**

Firm's reference information lacked detail. Proposal focused on contact tracing, not communicating results, firm failed to demonstrate a clear understanding of the scope of work listed in the RFQ. Proposal failed to demonstrate firm's technological capacity to perform scope of work listed in the RFQ. Firm's proposed project approach lacked detail

**22nd Century Technologies Inc.****Strengths**

Proposal provided detailed training plan for staff/agents, to include HIPPA and PHI training. Proposal demonstrated firm's ability to provide multilingual staff members for Metro. Proposal demonstrated firm's personable approach when dealing with clients. Firm's proposal demonstrated and provided all other required information with the exception of

**Weaknesses**

Proposal demonstrated firm has limited experience in healthcare communications. Proposal failed to demonstrate firm has complete understanding of scope of work listed in RFQ. Proposal failed to demonstrate a detailed plan for lab liaison.

**transcosmos America Inc.**

**Strengths**

Proposal demonstrated a detailed onboard training plan. Proposal demonstrated firm's experience and years of service providing call center services. Firm's proposal demonstrated and provided all other required information with the exception of the weaknesses noted

**Weaknesses**

Proposal failed to demonstrate firm has complete understanding of scope of work listed in RFQ. Proposal failed to demonstrate firm's ability to perform scope of work in RFQ. Proposal failed to demonstrate firm's capacity to perform scope of work in RFQ. Firm's proposed project approach lacked detail. Firm proposed the use of computer generated voice

**Senture LLC**

**Strengths**

Proposal provided detailed training plan for operators. Proposal demonstrated firm's experience in medical call center services. Proposal demonstrated firm's experience in providing scope of work services. Proposal demonstrated firm's technological capacity to perform scope of work services. Proposal demonstrated detailed training plan. Proposal demonstrated firm's ability to provide scope of work services in 350 languages, with the use of (already) contracted interpretation firm. Proposal demonstrated detailed plan for lab liaison. Firm's project approach demonstrated IT flexibility and capacity to perform scope of

**Weaknesses**

Proposal lacked detail for IT security infrastructure under firm qualifications. Firm's project approach lacked detail for service hour availability to provide results.

COVID-19 Results Call Center; RFQ 192234		Lowest Bid	
		\$128.60	30
Offeror's Name	Bids	RFP Cost Points	
22nd Century Technologies Inc.	\$128.60		30.00
Senture LLC	\$193.40		19.95
Applied Memetics LLC	\$200.39		19.25
transcosmos America Inc.	\$202.06		19.09

**No SBE/SDV participation applicable for this solicitation - EBO only**

\*Call Center Sales Pro Inc.; Xtend Healthcare LLC; McGhee & Associates LLC; and Complete Contract Consulting deemed non-responsive for failure to comply with EBO requirements



## Statement of M/WBE Utilization

Proposer's/Firm's Name: 22nd Century Technologies, Inc.	Proposer's Phone #: 888-998-7284
Solicitation Title: COVID-19 Results Call Center	Proposer's Email Address: sledproposals@tscti.com
Solicitation #: RFQ #192234	Amount Self-performed : TBD
Proposer's/Firm's Ownership: <b>MBE</b>	Total Bid Amount: TBD
<b>Proposed EBO Goal (%)</b> : 10 <u>    </u> MBE%    15 <u>    </u> WBE%	EBO Goal Met? (Y/N) <b>Select</b>

The following MWBE\* subcontractor(s)/supplier(s) will be utilized for the performance of this project:

				Certificate						
				Type	* MBE/WBE	Code #			MBE/WBE	Percent
		MBE/WBE Firm Name	MBE/WBE Firm Address	Phone/E-Mail	(MBE or WBE)	Group Type *	UNSPS/NAICS	Description of Work	Dollars (\$)	of Total Contract
1		<b>Bentley Miller &amp; Company</b>	3102 West End Avenue   Suite 400, Nashville, TN 37023	615-747-1182 ext. 101/CHenry@B	WBE	1	541511	Provide support services for COVID-19 Results Call C	TBD	15%
2		<b>Revere Consultinga Company, Inc.</b>	424 Church Street Suite 2000 Nashville, TN 37219	708-753-7960 /rpowell@reverecor	MBE	1	541511	Provide support services for COVID-19 Results Call C	TBD	10%
3					Select	Select				
4					Select	Select				
5					Select	Select				
6					Select	Select				
7					Select	Select				

*I am the duly authorized representative and certify the facts and representations contained in this form and supporting documents are true and correct.*

Authorized Representative (Printed Name/Title/Signature) <b>Anne Eaton, Administrator</b>	Date <b>01/20/2022</b>
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\*Note: MWBE is defined as business enterprise maintaining a significant business prescience in the Program Area & performing a commercial useful function that is owned by one or more of the following: (1) African Americans (2) Native Americans, (3) Hispanic Americans, (4) Asian Americans, and (5) Women.

<b>Has Prime Complied with EBO Goal?</b> <b>YES</b>	<b>For Internal Office Use ONLY</b>	<b>BAO Only</b>
	<i>If No, Good Faith Efforts Met?</i>	

**BAO Representative:** Sierra Washington      **Metro Buyer:** Christina Alexander      **Project Manager:** Ava Elsaghir      **Date:** 04/14/22

<b>Total MBE Subcontracting</b>	10 _____ %	§ TBD _____
<b>Total WBE Subcontracting</b>	15 _____ %	§ TBD _____
<b>Total MBE/WBE Participation:</b>	25 _____ %	§ TBD _____

**BAO Notes:**

**Certificate Of Completion**

Envelope Id: 11A04E0FD3014065B485387D36DBBC2C	Status: Completed
Subject: Updated Intent to Award - RFQ #192234 Covid-19 Results Call Center	
Source Envelope:	
Document Pages: 5	Signatures: 1
Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Enabled	Procurement Resource Group
Time Zone: (UTC-06:00) Central Time (US & Canada)	730 2nd Ave. South 1st Floor
	Nashville, TN 37219
	prg@nashville.gov
	IP Address: 170.190.198.185

**Record Tracking**

Status: Original	Holder: Procurement Resource Group	Location: DocuSign
4/14/2022 5:29:27 PM	prg@nashville.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: Metropolitan Government of Nashville and Davidson County	Location: DocuSign

**Signer Events**

Michelle A. Hernandez Lane  
michelle.lane@nashville.gov  
Chief Procurement Officer/Purchasing Agent  
Metro  
Security Level: Email, Account Authentication (None)

**Signature**

*Michelle A. Hernandez Lane*

Signature Adoption: Pre-selected Style  
Signed by link sent to michelle.lane@nashville.gov  
Using IP Address: 170.190.198.185

**Timestamp**

Sent: 4/14/2022 5:33:03 PM  
Viewed: 4/19/2022 11:52:37 AM  
Signed: 6/1/2022 12:13:30 PM

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

**In Person Signer Events****Signature****Timestamp****Editor Delivery Events****Status****Timestamp****Agent Delivery Events****Status****Timestamp****Intermediary Delivery Events****Status****Timestamp****Certified Delivery Events****Status****Timestamp****Carbon Copy Events****Status****Timestamp**

Christina Alexander  
christina.alexander@nashville.gov  
Security Level: Email, Account Authentication (None)

**COPIED**

Sent: 6/1/2022 12:13:31 PM  
Viewed: 6/1/2022 12:17:51 PM

**Electronic Record and Signature Disclosure:**  
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**Witness Events****Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Sent	Hashed/Encrypted	4/14/2022 5:33:03 PM
Certified Delivered	Security Checked	4/19/2022 11:52:37 AM
Signing Complete	Security Checked	6/1/2022 12:13:30 PM

<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
Completed	Security Checked	6/1/2022 12:13:31 PM
<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>