

RFP 2022-NURSE TRIAGE LINE

Request for Proposals Questions and Answers

Q1: Can companies from outside the USA apply [submit a proposal] for this [RFP] from India or Canada?

A1: *In order to support compliance with the requirements of the Health Information and Privacy Accountability Act (HIPAA), call center services must be performed in the United States of America.*

Q2: Will the Company need to come to Bethel, Alaska for meetings?

A2: *Generally, no. However, there may be occasional circumstances in which in-person communication is preferred.*

Q3: Can we submit the proposals via email?

A3: Yes. Submission of proposals **can only be made by email**. See Section 3.2 of the RFP document for more information.

Q4: You are requesting a live model. We only have a call-back mode, and cannot do a live mode. Is this a deal breaker?

A4: *YKHC requires a live model.*

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