From:	Veldran, Katherine
To:	Pitts, Ted <TedPitts@gov.sc.gov>
	Soura, Christian <ChristianSoura@gov.sc.gov>
Date:	3/19/2012 6:20:56 PM
Subject:	FW: New Mexico Office of State Auditor - Hotline Contracts
Attachments:	20120131142241070.pdf
	Scan001.PDF

IG

From: Michael Rose [mailto:mrose5@sc.rr.com]
Sent: Monday, March 19, 2012 5:18 PM
To: Martin, Jim
Cc: mrose5@sc.rr.com; Veldran, Katherine; Senator Mike Rose
Subject: FW: New Mexico Office of State Auditor - Hotline Contracts

Jim,

Please read below and the file attachments above.

Thank you.

Mike Rose

From: Jock Stender [mailto:jock.stender@gmail.com]
Sent: Monday, March 19, 2012 5:10 PM
To: MROSE5@sc.rr.com
Subject: New Mexico Office of State Auditor - Hotline Contracts

Mike,

After many phone calls and e-mails, today I received from New Mexico's Office of State Auditor these two (attached) contracts it signed with its toll-free hotline provider:

Contract No. 80-308-00-00032 with The Network, Inc., dated Nov. 1, 2007 (12 pg.), file name Scan001.pdf

and

Contract No. 12-308-0000-0004 with The Network, Inc., dated Jan. 31, 2012 (8 pg.), file name 20120131142241070.pdf.

I think it would be very helpful for Jim Martin to study these (along with the list below I sent you on Mar. 1) as he considers what he wants to include in his requisition to the State Procurement Office.

Jock

TYPICAL RFP QUESTIONS FOR FRAUD, WASTE AND ABUSE HOTLINE SERVICES

1.   Provide the legal name, address, phone number and year the company was founded.

2.   Is your company involved in any litigation that may materially negatively impact your financial condition?

3. How much experience do you have providing hotline and case management services for an organization like ours?

4. Provide biographies of your leadership team, including the number of years that each has worked for your company.

5. Is the hotline available 24 hours a day, 365 days a year?

6. Are calls answered by a live call center agent?

7. Do the questions change based on the type of issue being reported, or are all callers asked the same questions?

8. What kind of training do the call center agents go through?

9. How do you monitor to ensure report quality?

10. Describe any translation services available.

11. Do you provide international toll-free services?

12. Describe how you protect the anonymity of reporters.

13. Describe your process for continuing communication with anonymous reporters.

14. Are all reports electronically captured?

15. Can we use your system to input our own incident reports should they come in through alternate channels?

16. Does your system provide a case management system? If so, please describe.

17. Do you offer, in addition to telephone reporting, internet/web reporting? If so, describe how the web report intake and call center applications integrate with the case management product.

18. What is the average distribution time for an incident report to management personal?

19. What ability do we have to create distribution lists and send reports to different individuals based on their responsibility within the organization?

20. Can we allow multiple people to see the same incident report?

21. Describe awareness/promotional items your company provides.

22. Describe your experience creating custom communication campaigns.

23. Describe your user training and client orientation.

24. Do you provide dedicated account managers? If so, who would it be?

25. Would we have the ability to get on-demand, up-to-date analytics information, or is there a turnaround time before up-to-date reporting would be available? If there is a turnaround time, what is it?

26. Can an administrator edit aspects of the reports -- such as location, incident types, etc.?

27. If an edit is made, how quickly does it take for the change to appear in the report?

28. Is an unlimited amount of storage space available for our reports, documentation, and report attachments?

29. How do you protect your system (firewall, IDs, etc.)?

30. How does your system handle the history and retention of data?

31. Provide a high-level work plan and timeline for service implementation.

32. Do you provide consultations on the incident reports we receive?

33. Do you provide in-house investigative services should we request them?

34. What is the cost structure?