

**Emergency Call Center RFP**  
**0907130846**

**Answers to written questions submitted on the Emergency Call Center.**

**Question:** The RFP requires the call center vendor to have the call center potentially operate 7 x 24, 365 days per year, and be prepared to take calls after four hours of notification. Will the state provide payment to the vendor to cover costs to keep the call center capability ready, regardless of whether an emergency necessitates the call center to be used?

**Answer:** No, the state will only compensate the chosen bidder when the call center is activated and for the duration of the activation period. The Five Year Fee Structure included in Attachment L lists all allowed fees and states: “The unit prices for years 1-5 include all costs associated with the operation of the Call Center and must be included in these eight categories. These unit prices will be applied over the entire span of the contract. Regardless of volume, the unit prices below will be the basis for the contract prices.”

Each bidder should identify the costs associated with the four hour ramp-up requirement or other similar requirements to activate the call center, and these costs should be included in the “start-up fee, per event,” that is submitted. Similarly, the costs associated with operating the call center 7/24/365 should be included in the “daily management fee, per day”.

**Question:** Section IV – Sub Section C – Item 5 (d). Statement reads: “Securely store and transmit data (eg. Department Health Provider Network (HPN) secure file transfer, overnight data disks) that includes confidential information”.

Please clarify the data disks requirement. Are you referring to a back up disk that would need to be forwarded daily? We have the capability to store and send encrypted data to protect confidential information either via e-mail or HPN.

**Answer:** The requirement to store and send encrypted data in a manner that ensures confidential information is protected can be met via use of e-mail or HPN. A back-up disk does not need to be forwarded to the New York State Department of Health on a daily basis to meet the project requirements.