

**Answers to Written Questions Submitted on the Emergency Call Center RFP (April 2, 2009).**

**Question:** Should bidders include the attachments in the Technical Proposal or the Cost Proposal?

**Answer:** The Technical and Cost Proposals are required to be submitted in separate sealed envelopes/packages and placed in a third package. The Bid Form, STD 220-CA, State Consultant Services Form A, M/WBE forms, Cost Proposal Worksheet and Standby Letter of Credit Form must be included in the Cost Proposal. (Anything to do with cost.) All other documents belong in the Technical proposal.

**Question:** RFP Section C, Cost Proposal (page 14) lists the Cost Proposal Worksheet as Attachment J. The actual Cost Proposal Worksheet is labeled Attachment L. Please clarify.

**Answer:** Errors were made in referencing the correct letter of the attachment. The title of the attachment is correct. Note that the following letters correspond to the correct attachment:

- Attachment J is the Vendor Responsibility Attestation
- Attachment L is the Cost Proposal Worksheet

**Question:** Page 3 section IV. C talks to the size of past events (600 to 10,000 calls per event) can the division comment on the number of events that might have met the definition of an event in each of the last 3 years?? Can you give the estimated duration for each of those historical events??

**Answer:** The number and duration of events can vary greatly year to year, so an average is not completely helpful. In the last few years we have averaged 2 to 5 events per year. As indicated in the RFP, call volume has ranged from 600 to 10,000 calls over one to two month periods for geographically localized events. If an extended, statewide emergency were to occur, the number of calls could jump dramatically and last for a much longer period of time.

**Question:** Page 4 section IV. C. 1. b) Requires full ramp up for every event within 4 hours. Is there tolerance for staggered ramp up to the service levels or volumes for predetermined large numbers in large events? (e.g. if calls are over 10,000 on day one the SLA's will be modified or waived until day 2).

**Answer:** The contractor must have the capability to ramp-up call center operation to fully operational status within four hours after the Department provides the contractor with the Department's "Questions and Answer" script and data collection form for use by call center operators. This means that the contractor must have the facility, technology, and staffing in place to start taking calls within four hours after receiving the Department's "Question and Answer" script and data collection form. The Department will attempt to provide more than four hours, if possible, as the Department prepares to respond to an event. At this time, The Department does not want to modify the four hour requirement to fully operational status and allow staggered or other ramp up arrangements.

**Question:** Page 4 section IV. C. 1. e) speaks to other tolls free numbers. How many are there? Who will pay the charges and use fees associated with those lines inside and outside of defined events?

**Answer:** The number of other toll free numbers is not known and is dependent on the nature of the emergency. For example, if there were a regional emergency, calls could be forwarded from other states' call centers for additional information.

The Cost Proposal Worksheet allows for additional fees. They are to be listed under "Other Fees (please specify type)".

**Question:** Page 4 section IV. C. 2. c) requires English and Spanish capability in the call center, and other languages as requested by the Department. Will those additional languages be accounted for in SLA and pricing sheets as necessary?

**Answer:** The Cost Proposal Worksheet allows for additional fees. They are to be listed under "Other Fees (please specify type)".

**Question:** Page 10 section B. 4 talks about "other key staff". Other than the defined Program Manager, is their guidance on the number or type of Key persons expected by the Department.

**Answer:** No. The bidder should identify the number and type of key persons required to respond to the requirements detailed in the RFP.

**Question:** On Page 14 section C. 3. b. iii) and in the Cost Worksheet there is only one flat fee per minute. Would the Department a separate cost methodology for calls being handled in the Multi-lingual Language translation services?

**Answer:** The Cost Proposal Worksheet allows for additional fees. They are to be listed under "Other Fees (please specify type)".

**Question:** Page 15 section D. 1. d) mentions a list of States that penalize NYS vendors. Can you provide a link to that list of States?

**Answer:** It is up to the bidder to verify that their state does not penalize NYS vendors.

**Question:** Page 23 section O. speaks to statement of M/ WBE goals in terms of Dollars and Percentage. Given the Indefinite Delivery and Indefinite Quantity nature of the bid, is Percentage only adequate?

**Answer:** Yes.

**Question:** Who will your 800# be provided from AT&T, Verizon, Sprint, etc.?

**Answer:** Verizon