

Gilsenan, Michael

From: Schiano, Frank
Sent: Wednesday, May 15, 2002 4:38 PM
To: Smyth, Virginia
Cc: Fenves, Carol; Gilsenan, Michael (ex)
Subject: RE: Call Center Schedule A

Looks good. I still have the question of whether the USEPA wanted to be named as an additional insured on any of these contracts. No one has ever gotten back to me on that. For this contract, I don't think that it makes a difference but for the others we should know. On the other contracts as per Corp. Counsel, I will be giving you a short addendum which will also require that the contractor provide the City with a defense to any action or claim in addition to providing indemnification

-----Original Message-----

From: Smyth, Virginia
Sent: May 15, 2002 15:35
To: Schiano, Frank
Cc: Fenves, Carol; Gilsenan, Michael (ex)
Subject: Call Center Schedule A

Here is a copy of the Schedule A for the Call Center as we discussed.

<< File: SCHACALL.wpd >>

Gilsenan, Michael

From: Erdfarb, Stuart
Sent: Tuesday, May 21, 2002 3:49 PM
To: Fenves, Carol
Cc: Avaltroni, Robert; Smyth, Virginia; Gilsenan, Michael (ex); Schiano, Frank
Subject: FW: Invitation for Bid - WTC-CALL

PLEASE HANDLE AND ADVISE ME OF OUTCOME.

-----Original Message-----

From: Phil Kenter [mailto:pjk@relaycom.com]
Sent: Tuesday, May 21, 2002 3:24 PM
To: stue@dep.nyc.gov
Subject: Invitation for Bid - WTC-CALL

To Whom It May Concern:

Pursuant to the Pre-Bid conference call yesterday, we would like to submit our comments.

Unfortunately, many call centers that have the experience and capability to provide the services that you require, such as us, are precluded from responding primarily because of the time factor that you have imposed. You have not provided sufficient time for a proper response. You do not have all the information readily available that is necessary for a call center to review and implement before starting service. It was unfair to impose such requirements realizing that recipients would be precluded from submitting a bid.

We have the latest in sophisticated computerized equipment; we have 35 years of experience; our rates are very competitive; our service is excellent. Having received your RFB during the day on Thursday (5/16), reviewing it on Friday (5/17), then being off for the weekend (5/18 & 5/20), then having a mandatory conference call on Monday (5/20), and then being required to mail a Bid no later than Wednesday (5/22), and then start service no later than Saturday (6/1) and all without complete information from your agency is something, that in our opinion, would not attract companies that are conservative and precise in establishing a new account, programming it, training its staff, testing call types, and then becoming fully operational. Perhaps you will receive a Bid from at least one of the conference callers but then it may not be in the interest of all parties concerned if that company is awarded the Bid simply by default because others, like us, did not have sufficient time nor information to prepare for it..

Please be advise that we will not submit a Bid based on all the above.

Thank you for considering us.

Phil Kenter
Relay Communications Center, Inc.
Riverhead, L.I., New York
1-800-248-8330 ext 315

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