

**Gilsenan, Michael**

---

**From:** Fenves, Carol  
**Sent:** Tuesday, May 21, 2002 3:52 PM  
**To:** Erdfarb, Stuart  
**Cc:** Avaltroni, Robert; Smyth, Virginia; Gilsenan, Michael (ex); Schiano, Frank  
**Subject:** RE: Invitation for Bid - WTC-CALL

FYI, bids are due on Thurs 5/23. I will be out of the office tomorrow (Wed). If a postponement is needed, please see Greg Hall and he can sign the postponement notice.

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

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