

| Sent: Monday, June 03, 2002 12:30 PM

Here's the release going out now on the hotline. It is up and running, so we're all systems go. Lots of press interest, as you might expect.

Contact: Mary Mears 212-637-3669

EPA LAUNCHES LOWER MANHATTAN CLEANING HOTLINE

FOR RELEASE: Monday, June 3, 2002

(#02053) New York, New York ? Starting today, lower Manhattan residents can request cleaning and/or testing of their homes from the U.S. Environmental Protection Agency (EPA) by logging on to the Agency's World Trade Center Web page at www.epa.gov/wtc or by calling the EPA hotline at 1-877-796-5471. The launch of the hotline and Web site marks the startup of the comprehensive multi-agency program that was announced in May to ensure that apartments impacted by the collapse of the World Trade Center have been properly cleaned. EPA and its federal, state and city partners are collaborating in this unprecedented effort to provide assurances that people are not being exposed to pollutants related to the World Trade Center collapse at levels that might pose long term health risks.

The cleaning and testing services will be available to lower Manhattan residents who live south of Canal, Allen and Pike Streets. The hotline will be staffed to take cleaning and testing requests between 10 a.m. and 8 p.m., Monday through Friday and between 10 a.m. and 5 p.m. on Saturday and Sunday for about three months starting June 3rd.

When residents call to register for either cleaning or testing, they will be asked basic questions including how many rooms in their home, how dusty it was following 9/11, how it was cleaned, and if tests were done. Once registered, residents will be given a confirmation number and a privacy code. They can use this number and code to track - on either the Web or through the hotline - the status of their cleanup and/or testing and to check test results once the cleanup and testing are completed. EPA will make every effort coordinate cleanup requests if they come from the same building and the Agency encourages tenant associations to work to coordinate residents' requests.

The hotline will have English, Spanish and Chinese-speaking representatives. Operators will be equipped to answer basic questions on the cleanup program and EPA monitoring activities. EPA will meet on an on-going basis with residents and tenant organizations, community and other interested groups to discuss the program. EPA is advertizing the hotline using a combination of direct mailings, flyers and posters, and media outreach.

"I encourage residents of lower Manhattan to take advantage of our cleaning and testing program," said Jane Kenny, EPA Regional Administrator. "The program will provide downtown residents with a measure of confidence that their homes have been properly cleaned."

While EPA is working out the final contracting details on how the cleanup program will be implemented, the Agency will register residents. Information gathered from these residents will be used to gauge the best approach to scheduling cleanups. Scheduling will begin in July.

#



**Department of
Environmental
Protection**

59-17 Junction Boulevard
Corona, New York
11368-5107

**Joel A. Miele Sr., P.E.
Commissioner**



www.nyc.gov/dep

(718) DEP-HELP

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY BID PROPOSAL FOR LIVE OPERATOR SERVICES

PURPOSE:

A. Background :

The Environmental Protection Agency seeks a vendor to provide a technologically advanced Call Center service to be used to answer calls regarding the cleaning and testing of residential units south of Canal Street. The vendor shall have the technological ability to seamlessly manage large volumes of calls either directly or forwarded **from** a separate Integrated Voice Response system (managed by a vendor contracted by the Agency). The vendor shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below.

The vendor shall provide the public with courteous and professional responses to sets of questions regarding public health risks and concerns. The vendor may also receive caller questions about specific actions being taken by the Agency for which information will be subject to change on a daily or more frequent basis. This system must be maintained and serviced by the vendor **at** a location remote to 290 Broadway. However, a location that is within 120 miles, or 2 hours, of NYC is preferred. Call Center must be available for operation prior to May 30.

B. Anticipated Contract Term:

It is anticipated that the term of the contract will be until December 31, 2002, with a renewal option. The agency reserves the right to determine the length of the initial contract term and each option to renew, if any.

SCOPE OF SERVICES:

AGENCY GOALS AND OBJECTIVES:

The Agency's goals and objectives are to maintain live operator services which allow the Department to:

- Receive and maintain records on callers
- Maximize its ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

A. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the goals and objectives set out above are as follows:

The contractor would have:

- History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- Experience in the maintenance of live operator services.

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10AM – 8 PM, Monday through Friday.
- 2) Ensure no busy signals, and call pick-up within three rings.
- 3) Ensure that no caller should wait in a “queue” for more than one minute.
- 4) Provide additional operators within 24 hours notice should call volume increase.
- 5) Equip operators with specified scripts of information to relay to callers and have the technological ability to easily access the appropriate script.
- 6) Immediately update scripts and alert/train operators of changes in script upon notification by EPA. Modification of actual scripts would occur within two hours of notification by EPA.
- 7) Provide the Department a toll-free or local NYC lead number at no cost to EPA
- 8) Provide operator service in English, Spanish, Chinese and other languages upon request
- 9) Provide TTY provisions for the hearing impaired.
- 10) Maintain a database, which would record the information included in Attachment 1.
- 11) Provide data and statistics regarding call volume and nature of calls, daily in an electronic format, on the information recorded in the database before noon next business day. Database will be developed by EPA and will be delivered to the contractor.
- 12) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 13) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.

- 14) Provide quality assurance that technology, information dispensed, and customer service standards are maintained.
- 15) Provide outgoing call services as needed, i.e., follow-up to questions posed by callers.
- 16) Distribute by mail or fax, EPA written information to callers, as requested. (Materials will be provided by EPA.).
- 17) Ensure that 90% of all calls are responded to in 5 rings or less. The Agency reserves the right to deduct 5% of the contractor's total payment should this condition not be met.

5/ 8

DRAFT HOTLINE QUESTIONNAIRE (& POST-SURVEY FIELD INFO)

QUESTIONNAIRE:

First Name:

Last Name:

Street Address & AKA's, if known :

Apartment Number:

Cross Street #1:

Cross street #2:

Telephone, -daytime:

Telephone, evening:

email:

Fax:

Number of rooms:

Central air conditioning:

Unit air conditioning (number of units and location):

Carpets: (number and location)

Describe the dust situation when you first entered your apartment:

Light: Write in it: Measurable depth (estimate): Color:

Was your apartment first cleaned by Building Owners/Managers using:

- | | | |
|----|---|-------------------|
| 1. | Certified asbestos contractor (name): | Approximate date: |
| 2. | Non-certified contractor: | Approximate date: |
| 3. | A certified/non-certified contractor
hired by resident of dwelling unit. | Approximate date |
| 4. | Housekeeper: | Approximate date: |
| 5. | Occupant: | Approximate date: |

Was your apartment tested prior to and/or after cleaning: Approximate date:

Do you know the results:

Were building common areas cleaned:

Do you want:

Your apartment professionally cleaned and tested for air quality (after cleaning):
(This will take 2-3 days and will require you
or your representative to be present)

Your apartment tested for air quality without cleaning:
(If – and only if – asbestos is found during testing, you
may still ask that your apartment be professionally cleaned.)

Reimbursement for a High Energy Particulate Air (HEPA) vacuum:
(You may get reimbursement for a HEPA vacuum even if you have your
apartment professionally cleaned) **NB: Is this correct?**

Post-Interview fields:

Cleanup scheduled (date):

Entry notes:

Cleanup completed (date):

Testing scheduled (date):

Testing completed (date):

Test Results:

	Company	Contacts	e-mail	phone	fax	Address	website
1	All City Answering Services	Sales Department - Attn: Ken	info@cityanswering.com	800-669-7711	262-542-2120	620 North Barstow Waukesha, WI 53186	cityanswering.com
2	Americall Communications & Messaging Systems	Sales Department	sales@americall.com	800-964-3556	800-383-3011	1502 Tacoma Avenue South Tacoma, WA 98402	www.americall.com/remote%20receptionist.htm
3	Ansercomm	Sales Department	sales@ansercomm.com	(800) 289-5858	856-722-8480	205 Chester Ave Moorestown, NJ 08057	www.ansercomm.com
4	AnservAmerica	Sales Department		(800) 980-9770	973-283-1044	1250 Rte. 23 North Butler, NJ 07405	www.anserve.com
6	The Answer System	Sales Department	marketing@theanswersystem.net	800-564-1995	602-231-9313	3401 East McDowell Rd, Suite B Phoenix, AZ 85008	www.theanswersystem.com
6	AnswerTel Corporation	Lee Reeds	answertel@answertelcorp.com	(800) 245-8383	214-349-6628	8609 NW Plaza Drive, Suite 300 Dallas, TX 75225	www.answertelcorp.com
7	Berkshire Communicators, Inc.	Nicole Knight	berkcomm@berkshire.net	(800) 369-3905	413-243-1273	551 Fenn St. Pittsfield, MA 01201	www.berkshirecommunicators.com
8	Business One	Sales Department		(877) 477-0057 (941) 209-1111	877-477-0049 941-437-1619	4426 Cleveland Ave. Fort Myers, FL 33901	www.e-Businessone.net
9	The Business Link	Sales Department		800-837-3078 ext 22	740-345-4639	180 Hudson Ave Newark, OH	www.businesslinkintl.com
10	Callstar	Sales Department	sales@callstar.net	888-860-1131	727-562-6610	PO Box 40750 St. Petersburg, FL 33743	www.call-star.com
11	Champaign Telephone Company	Terry U.	terry@champaigntelephone.com	(800) 337-4282	217-398-5923	1300 S. Neil St. Champaign, IL 61820	www.champaigntelephone.com
12	Dispatch America	Sales Department	sales@dispatch-america.com	(800) 386-2337	650-655-2697	1600 S. Amplett Boulevard, Suite 250 San Mateo, CA 94402	911desk.com
13	EFLS Communications	Sales Department	info@efls.net	(212) 868-1121	212-714-1453	545 Eight Ave, Ste. 401 New York, NY 10018	www.efls.net
14	Gage Marketing	Sales Department		800-338-5143	404-559-3487	3465 North Dessert Dr., Suite 20 Atlanta, GA 30344	www.a8ls.com
15	Michigan Message Center	Sales Department	sales@mmc-net.com	800-873-0444	800-873-0560	341 West Lovell Kalamazoo, MI 49007	www.mmc-net.com/tele.htm
16	National Telephone Answering Service	Donna		(800) 757-5636	800-757-5364	2780 Keith St., NW Suite 4 Cleveland, TN 37312	www.ntas.com
17	NewTel, Inc.	Joel Richards	carolannjohns@newtel.org	212-798-4000	212-798-4015	151 West 26th St, 8th Floor New York, NY 10001-6810	www.newtel.org
18	Phonpower, Inc.	Sandy Holt/Melissa McGowan	sales@ppower.com	(800) 498-1120	301-722-5033	171 N. Mechanic St. Cumberland, MD 21502- 2315	www.ppower.com
19	Professional Communications Messaging Service, Inc.	Jeff Slater	tas@pcmsl.com	(888) 776-2661	800-382-7329	1611 Peach St. Eerie, PA 16501	www.ncinter.net/~pcms
20	Proserv Inc.	Sales Department	proserv@proserv.com	800-824-2222	916-961-5522	4778 Dewey Dr. Fair Oaks, CA 95628	proserv.com

	Company	Contacts	e-mail	phone	fax	Address	website
21	Quick Phone Telemarketing and Telemessaging	Sales Department	info@quickphone.com	800-931-1111	617-621-9525	432 Columbia St., Suite 18-A Cambridge, MA 02141-1000	www.quickphone.com
22	Relay Communications Center	Kevin	Info@relaycom.com	(800) 248-8330	631-727-5385	145 Griffing Ave PO Box 596 Riverhead, NY 11901	www.relaycom.com
23	RSVP/S'il Vous Plait Call Center Services	Sales Department		212-744-8100	212-988-1632	1501 Third Avenue New York, NY 10028	
24	Source One Communications	Sales Department		973-893-6400	973-893-8629	1515 Broad Street Bloomfield, NJ 07003	
25	South Suburban Answering & Secretarial Service	Sales Department	info@ssass.com	800-850-8090	952-884-8113	Dupont Center 9801 Dupont Ave South, Suite 250 Bloomington, MN 55431- 3197	www.ssass.com
26	Stenocall	Sales Department	sales@stenocall.com	888-783-6622	806-744-8684	1515 Ave. J Lubbock, TX 79401	www.stenocall.com
27	Syntellect	Sales Department		800-788-9733	602-789-2899	16610 North Black Canyon Highway Phoenix, AZ 85053	
28	Telephone Concepts Unlimited aka Integrated Marketing Concepts	Jack Daddona		800-987-8770	610-437-5212	3724 Crescent Court West Whitehall, PA 18052	
29	Tele-Serve	Sales Department	teleserve@win.bright.net	800-428-8159	715-834-5991	409 Main Street Eau Claire, WI 54701	www.tele-serve-1.com

**THE CITY OF NEW YORK
DEPARTMENT OF HEALTH**

**BUREAU OF BUSINESS AND
TECHNOLOGY STRATEGY**

REQUEST FOR PROPOSALS

**LIVE OPERATOR SERVICES
REQUEST FOR PROPOSALS REQUEST FOR PROPOSALS**

PIN: 01BT465

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AUTHORIZED AGENCY CONTACT PERSON

Proposers are advised that the Authorized Agency Contact Person for all matters concerning this Request for Proposals is:

**Tom Roche
Bureau of Business & Technology Strategy
125 Worth Street – Room 331
New York, N.Y. 10013 Phone: (212)442-8977**

SECTION I - TIME TABLE

A. Release Date of the Request for Proposals: April 5th, 2001.

B. Pre-Proposal Conference:

Time: 10:00 a.m. to 2:00 p. m.

Date: April 19th, 2001

Place: 125 Worth Street, 3rd Floor Boardroom

Proposers are encouraged but not required, to attend this pre-proposal conference.

C. Proposal Due Date and Time and Location:

Date: April 27th, 2001

Time: 5:00 p. m.

Location: Proposals shall be submitted to Office of the ACCO, 125 Worth Street, Room 627.

E-mailed or faxed proposals will not be accepted by the agency.

Proposals received at this Location after the Proposal Due Date and Time are late and shall not be accepted by the agency, except as provided under New York City's Procurement Policy Board Rules.

The agency will consider requests made to the Authorized Agency Contact Person to extend the Proposal Due Date and Time prescribed above. However, unless the agency issues a written addendum to the RFP which extends the Proposal Due Date and Time for all proposers, the Proposal Due Date and Time prescribed above shall remain in effect.

D. Anticipated Contract Start Date: July 1, 2001

SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS

A. Purpose of RFP

The New York City Department of Health (DOH) seeks a vendor to provide a technologically advanced Call Center service to be used in the event of public health emergencies requiring large volumes of calls from the public. The vendor shall have the technological ability to seamlessly manage large volumes of calls either directly or forwarded from a separate Integrated Voice Response system (managed by a vendor contracted by the Department). The vendor shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below. The focus of the calls will be related but not limited to public health issues, such as the Department's response to the West Nile virus outbreak.

The vendor shall provide the public with courteous and professional responses to sets of questions regarding public health risks and concerns. The vendor may also receive caller questions about specific actions being taken by the City for which information will be subject to change on a daily, or more frequent basis. In addition, some emergencies may require that the Call Center collect pertinent information from the public. This system must be maintained and serviced by the vendor at a location remote to 125 Worth Street. However, a location that is within 120 miles, or 2 hours, of NYC is preferred. Call Center must be available for operation by July 1, 2001.

B. Anticipated Contract Term

It is anticipated that the term of the contract awarded from this RFP will be two (2) years from July 1, 2001 to June 30, 2003, with a one year renewal option. The agency reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any.

C. Anticipated Payment Structure

It is anticipated that the payment structure of the contract awarded from this RFP will be based on a combination of a fee schedule and performance-based outcome measures, related financial incentives and/or disincentives, and liquidated damages for late or poor performance. However, the Agency will consider proposals to structure payments in a different manner and reserves the right to select any payment structure that is in the City's best interest.

SECTION III : SCOPE OF SERVICES

A. AGENCY GOALS AND OBJECTIVES

The Agency's goals and objectives are to maintain live operator services which allow the Department to:

- Maximize its ability to provide accurate, up-to-date information to the public regarding public health issues.

Maintain a cost effective, quality reporting system for acquiring and disseminating information regarding public health issues and/or emergencies.

B. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the goals and objectives set out above are as follows:

The contractor would have:

- History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- Experience in the maintenance of live operator services.

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 1,200 calls per hour between the hours of 8:00 A.M. to 9:00 PM, Monday through Friday.
- 2) Provide live operator assistance outside of the above mentioned hours, possibly twenty-four hours a day, seven days a week if requested, preferably at a discounted rate.
- 3) Ensure no busy signals, and call pick-up within three rings.
- 4) Ensure that no caller should wait in a "queue" for more than 30 seconds.
- 5) Provide additional operators within 24 hours notice should call volume increase.
- 6) Commence service within 24 to 36 hours notice by DOH of a new script.
- 7) Equip operators with specified scripts of information to relay to callers and have the technological ability to easily access the appropriate script.
- 8) Immediately update scripts and alert/train operators of changes in script upon notification by DOH. Modification of actual scripts would occur within 2 hours of notification by DOH.
- 9) Provide the Department a toll-free or local NYC lead number at no cost to DOH.
- 10) Provide operator service in English and Spanish and other languages upon request.
- 11) Provide TTY provisions for the hearing impaired.

- 12) Integrate calls from an existing provider of IVR services under contract to the Department and if requested, provide call forwarding to outbound locations.
- 13) Maintain a database which would record:
 - a) Date of call
 - b) Start and end time of call
 - c) Phone number of caller
 - d) Zip code of caller
 - e) Nature of call
 - f) Disposition (i.e. calls which were completed, abandoned, forwarded, etc.)
 - g) Operator identification
 - h) Other information, as requested
- 14) The Department of Health will provide, via the Internet, online forms to be used by operators during phone calls to submit information to the Department.
- 15) Provide data and statistics regarding call volume and nature of calls, daily and preferably in an electronic format, on the information recorded in the database. Database would be an IBM compatible file with a line listing of data.
- 16) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to DOH staff.
- 17) Allow for DOH staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.
- 18) Provide quality assurance that technology, information dispensed and customer service standards are maintained.
- 19) Provide outgoing call services as needed, i.e. follow-up to questions posed by callers; conducting phone surveys of random households in a given geographic area.
- 20) Distribute by mail or fax DOH written information to callers, as requested. (Materials will be provided by DOH)

C. AGENCY ASSUMPTIONS REGARDING PERFORMANCE OUTCOME MEASURES AND RELATED FINANCIAL INCENTIVES AND/OR DISINCENTIVES

The Agency's assumptions regarding which performance outcome measures and related financial incentives and/or disincentives will best assure that the selected proposer will perform the work under the contract awarded from this RFP in a manner that is cost-effective for the Agency and most likely to achieve the Agency's goals and objectives set forth above are:

Response time in answering calls:

- The Department would deduct 5% of the contractor's earned annual payment when more than 10% of all calls had not been responded to in 5 rings or less.
- Accuracy of information supplied to caller.
- The Department would deduct 10% of the contractor's earned annual payment when incorrect information is provided to callers in more than 2% of all calls.

The Department would make random phone calls to the contractor to verify both response time and accuracy of information supplied.

SECTION IV: FORMAT AND CONTENT OF THE PROPOSAL

Instructions: Proposers should respond the information requested in the format below. Pages should be paginated. The proposal will be evaluated on the basis of its content, not length.

A. Proposal Format

1. Proposal Cover Letter

The Proposal Cover Letter form (Appendix A) transmits the proposer's Proposal Package to the Agency. It should be completed, signed and dated by an authorized representative of the proposer.

2. Program Proposal

The Program Proposal is a clear, concise narrative which addresses the following:

a. Experience

Describe the successful relevant experience of the proposer, each proposed sub-contractor, if any, and the proposed key staff in providing the program described in Section III - Scope of Services of the RFP. In addition:

- 1) Attach a listing of at least two (2) relevant references, including the name of the reference entity, a brief statement describing the relationship between the proposer or proposed sub-contractor, as applicable, and the reference entity, and the name, title and telephone number of a contact person at the reference entity, for the proposer and each proposed sub-contractor if any.
- 2) Attach for each key staff position a resume and/or description of the qualifications that will be required.

b. Organizational Capability

- Demonstrate the proposer's organizational (i.e., programmatic, managerial and financial) capability to perform the services described in Section III B Scope of Services of the RFP. In addition, attach a copy of the proposer's latest audit report or certified financial statement, or a statement as to why no report or statement is available.

- Demonstrate your capacity to successfully provide the requisite services within the prescribed turn around time. Include a description of your facility, equipment, staffing and how you will meet delivery deadlines.
- If your facility is not within the five boroughs of NYC, indicate how many miles it is from NYC and demonstrate that you will be able to meet all deadlines prescribed in the RFP.

c. Proposed Approach

Describe in detail how the proposer will provide the services described in Section III B - Scope of Services of the RFP and demonstrate that such an approach will fulfill the Agency's goals and objectives. In addition:

- Include a timetable and schedule for accomplishing each activity and demonstrate that you can complete each task within the proposed time frame.
- For each staff person, clearly identify and/or explain, as applicable, each of the following:
 - * Job Title
 - * Description of the job tasks to be carried out by the staff person.
- Specify the type of database you would use in providing these services, for Item Number 15 in Scope of Services.
- Provide a Quality Assurance/Quality Control Plan to ensure integrity of technology, accuracy of information dispensed and customer service.
- Provide a Disaster Recovery Plan, for unexpected interruptions in service.

The Agency's assumptions regarding approach represent what the Agency believes to be the best approach. However, proposers are encouraged to propose an approach that they believe will best achieve the Agency's goals and objectives. Proposers may also propose more than one approach. However, if an alternative approach affects other areas of the proposal such as experience, organizational capability or price, that alternative approach should be submitted as a complete and separate proposal providing all the information specified in Section IV of the RFP.

3. Price Proposal

If your organization is interested in providing this service, please provide the following information in your proposal:

- a) costs for system activation, i.e. set-up and initial training
- b) cost per minute per INCOMING call, during the hours of:
 - i) 8:00 A.M. to 9:00 P.M., Monday through Friday
 - ii) 9:00 P.M. to 8:00 A.M., Monday through Friday
 - iii) Weekend days and weekend nights
 - iv) 24 X 7

- c) cost per minute per OUTGOING call
- d) cost of providing TTY capability
- e) cost of providing operators in languages other than English and Spanish
- f) cost of information distribution services
- g) cost of maintenance and support, i.e. on-going training and administrative costs

Proposers are encouraged to propose innovative payment structures. The Agency reserves the right to select any payment structure that is in the City's best interest. For the purposes of comparison, however, proposers should submit a price proposal that conforms to the format prescribed in Sections 3(a) and below.

4. Performance Outcome Measures and Financial Incentives and/or Disincentives

List and describe at least three outcome measures of the work to be performed by the proposer under the contract and the related financial incentives and/or disincentives that could potentially be applied to the contract, in whole or part, as a reliable means for measuring and paying for success, as described in Section III Scope of Services of the RFP. Proposers are encouraged to propose measures, incentives and disincentives which they believe will best achieve the Agency's goals and objectives in a cost-effective manner. Proposers may also propose more than one approach. While the proposer's proposed performance outcome measures and related financial incentives and/or disincentives will not be scored by the Agency's Evaluation Committee, they may be considered by the Agency in awarding the contract and structuring its payments to contractors.

5. Acknowledgment of Addenda

The Acknowledgment of Addenda form (Appendix B) serves as the proposer's acknowledgment of the receipt of addenda to this RFP which may have been issued by the Agency prior to the Proposal Due Date and Time. The proposer should complete this form as instructed on the form.

B. Proposal Package Contents (Checklist)

The Proposal Package should contain the following materials. Proposers should utilize this section as a checklist to assure completeness prior to submitting their proposal to the agency.

1. A sealed inner envelope labeled "Program Proposal" containing one original set and six (6) duplicate sets of the documents listed below in the following order:
 - Proposal Cover Letter (Appendix A)
 - Program Proposal
 - Narrative

- References for the Proposer and, if applicable, each Sub-Contractor
 - Resumes and/or Description of Qualifications for Key Staff Positions
 - Audit Report or Certified Financial Statement or a statement as to why no report or statement is available.
 - Acknowledgment of Addenda Form (Appendix B)
2. A separate sealed inner envelope labeled "Price Proposal" containing one original set and six (6) duplicate sets of the Price Proposal.
3. A sealed outer envelope, enclosing the two sealed inner envelopes. The sealed outer envelope should have two labels containing:
- The proposer's name and address, the Title and PIN # of this RFP and the name and telephone number of the Proposer's Contact Person.
 - The name, title and address of the Authorized Agency Contact Person.

SECTION V: PROPOSAL EVALUATION AND CONTRACT AWARD PROCEDURES

A. Evaluation Procedures.

All proposals accepted by the Agency will be reviewed to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals which are determined by the Agency to be non-responsive will be disqualified. The Agency's Evaluation Committee will evaluate and rate all remaining proposals based on the Evaluation Criteria prescribed below. Although discussions may be conducted with proposers submitting acceptable proposals, the Agency reserves the right to award contracts on the basis of initial proposals received, without discussions. Therefore, the proposer's initial proposal should contain its best programmatic and price terms.

B. Evaluation Criteria.

- | | |
|--|------------|
| • Demonstrated quantity and quality of successful relevant experience. | 50% |
| • Demonstrated level of organizational capability | 10% |
| • Quality of proposed approach. | <u>40%</u> |

C. Basis for Contract Award.

A contract will be awarded to the responsible proposers whose proposals are determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria which are set forth in this RFP. In addition, contract award shall be subject to the timely completion of contract negotiations between the agency and the selected proposers.

SECTION VI - GENERAL INFORMATION TO PROPOSERS

- A. **Complaints.** The New York City Comptroller is charged with the audit of contracts in New York City. Any proposer who believes that there has been unfairness, favoritism or impropriety in the proposal process should inform the Comptroller, Office of Contract Administration, 1 Centre Street, Room 835, New York, NY 10007; the telephone number is (212) 669-3000. In addition, the New York City Department of Investigation should be informed of such complaints at its Investigations Division, 80 Maiden Lane, New York, NY 10038; the telephone number is (212) 825-5959.
- B. **Applicable Laws.** This Request for Proposals and the resulting contract award(s), if any, unless otherwise stated, are subject to all applicable provisions of New York State Law, the New York City Administrative Code, New York City Charter and New York City Procurement Policy Board (PPB) Rules. A copy of the PPB Rules may be obtained by contacting the PPB at (212) 788-7820.
- C. **General Contract Provisions.** Contracts shall be subject to New York City's General Contract Provisions, a copy of which is available through the Authorized Agency Contact Person.
- D. **Contract Award.** Contract award is subject to each of the following applicable conditions and any others that may apply: New York City Fair Share Criteria; New York City MacBride Principles Law; New York City Burma Law; submission by the proposer of the New York City Department of Business Services/Division of Labor Services Employment Report and certification by that office; submission by the proposer of the requisite VENDEX Questionnaires/Affidavits of No Change and review of the information contained therein by the New York City Department of Investigation; all other required oversight approvals; applicable provisions of federal, state and local laws and executive orders requiring affirmative action and equal employment opportunity; and Section 6-108.1 of the New York City Administrative Code relating to the Local Based Enterprises program and its implementation rules.
- E. **Proposer Appeal Rights.** Pursuant to New York City's Procurement Policy Board Rules, proposers have the right to appeal agency non-responsiveness determinations and agency non-responsibility determinations and to protest an agency's determination regarding the solicitation or award of a contract.
- F. **Multi-Year Contracts.** Multi-year contracts are subject to modification or cancellation if adequate funds are not appropriated to the agency to support continuation of performance in any City fiscal year succeeding the first fiscal year and/or if the contractor's performance is not satisfactory. The Agency will notify the contractor as soon as is practicable that the funds are, or are not, available for the continuation of the multi-year contract for each succeeding City fiscal year. In the event of cancellation, the contractor will be reimbursed for those costs, if any, which are so provided for in the contract.
- G. **Prompt Payment Policy.** Pursuant to the New York City's Procurement Policy Board Rules, it is the policy of the City to process contract payments efficiently and expeditiously.
- H. **Prices Irrevocable.** Prices proposed by the proposer shall be irrevocable until contract award, unless the proposal is withdrawn. Proposals may only be withdrawn by submitting a written request to the Agency prior to contract award but after the expiration of 90 days after the opening of proposals. This shall not limit the discretion of the Agency to request proposers to revise proposed prices through the submission of best and final offers and/or the conduct of negotiations.
- I. **Confidential, Proprietary Information or Trade Secrets.** Proposers should give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification of why such materials, upon request, should not be disclosed by the City. Such information must be easily separable from the non-confidential sections of the proposal. All information not so identified may be disclosed by the City.
- J. **RFP Postponement/Cancellation.** The Agency reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all proposals.
- K. **Proposer Costs.** Proposers will not be reimbursed for any costs incurred to prepare proposals.
- L. **Charter Section 312(a) Certification.** [IF APPLICABLE] The Agency has determined that the contract(s) to be awarded through this Request for Proposals will not directly result in the displacement of any New York City employee.

Agency Chief Contracting Officer

Date

APPENDIX A

PROPOSAL COVER LETTER

Proposer:

Name: _____

Address: _____

Tax Identification #: _____

Proposer's Contact Person:

Name: _____

Title: _____

Telephone #: _____

Proposer's Authorized Representative:

Name: _____

Title: _____

Signature: _____ Date: _____

APPENDIX B
ACKNOWLEDGMENT OF ADDENDA

DIRECTIONS: COMPLETE PART I OR PART II, WHICHEVER IS APPLICABLE.

PART I: LISTED BELOW ARE THE DATES OF ISSUE FOR EACH ADDENDUM RECEIVED IN CONNECTION WITH THIS RFP:

ADDENDUM # 1, DATED _____, 20

ADDENDUM # 2, DATED _____, 20

ADDENDUM # 3, DATED _____, 20

ADDENDUM # 4, DATED _____, 20

ADDENDUM # 5, DATED _____, 20

ADDENDUM # 6, DATED _____, 20

PART II: NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS RFP.

DATE / /

PROPOSER (NAME) _____

PROPOSER (SIGNATURE) _____

Appendix C:
“NO BID RESPONSE”

PIN #01BT465

HAS OPTED NOT TO BID ON

(Contractor Name)

(Title of Procurement)

For the following reason(s):

Contact Name

(Signature)

Date / /

Return this form to DOH at the address in the cover letter; or fax to (212) 788-4764,

Attention: Mr. Luis Pena-Barrero, Contracting Agent, by no later than April 27,

2001 at 5:00 p.m.,

**THE CITY OF NEW YORK
DEPARTMENT OF HEALTH**

**BUREAU OF BUSINESS AND
TECHNOLOGY STRATEGY**

REQUEST FOR PROPOSALS

**LIVE OPERATOR SERVICES
REQUEST FOR PROPOSALS REQUEST FOR PROPOSALS**

PIN: 01BT465

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SECTION IV	FORMAT AND CONTENT OF THE PROPOSAL	6
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APPENDIX C	NO BID RESPONSE	

AUTHORIZED AGENCY CONTACT PERSON

Proposers are advised that the Authorized Agency Contact Person for all matters concerning this Request for Proposals is:

**Tom Roche
Bureau of Business & Technology Strategy
125 Worth Street – Room 331
New York, N.Y. 10013 Phone: (212)442-8977**

SECTION I - TIME TABLE

A. Release Date of the Request for Proposals: April 5th, 2001.

B. Pre-Proposal Conference:

Time: 10:00 a.m. to 2:00 p. m.

Date: April 19th, 2001

Place: 125 Worth Street, 3rd Floor Boardroom

Proposers are encouraged but not required, to attend this pre-proposal conference.

C. Proposal Due Date and Time and Location:

Date: April 27th, 2001

Time: 5:00 p. m.

Location: Proposals shall be submitted to Office of the ACCO, 125 Worth Street, Room 627.

E-mailed or faxed proposals will not be accepted by the agency.

Proposals received at this Location after the Proposal Due Date and Time are late and shall not be accepted by the agency, except as provided under New York City's Procurement Policy Board Rules.

The agency will consider requests made to the Authorized Agency Contact Person to extend the Proposal Due Date and Time prescribed above. However, unless the agency issues a written addendum to the RFP which extends the Proposal Due Date and Time for all proposers, the Proposal Due Date and Time prescribed above shall remain in effect.

D. Anticipated Contract Start Date: July 1, 2001

SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS

A. Purpose of RFP

The New York City Department of Health (DOH) seeks a vendor to provide a technologically advanced Call Center service to be used in the event of public health emergencies requiring large volumes of calls from the public. The vendor shall have the technological ability to seamlessly manage large volumes of calls either directly or forwarded from a separate Integrated Voice Response system (managed by a vendor contracted by the Department). The vendor shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below. The focus of the calls will be related but not limited to public health issues, such as the Department's response to the West Nile virus outbreak.

The vendor shall provide the public with courteous and professional responses to sets of questions regarding public health risks and concerns. The vendor may also receive caller questions about specific actions being taken by the City for which information will be subject to change on a daily, or more frequent basis. In addition, some emergencies may require that the Call Center collect pertinent information from the public. This system must be maintained and serviced by the vendor at a location remote to 125 Worth Street. However, a location that is within 120 miles, or 2 hours, of NYC is preferred. Call Center must be available for operation by July 1, 2001.

B. Anticipated Contract Term

It is anticipated that the term of the contract awarded from this RFP will be two (2) years from July 1, 2001 to June 30, 2003, with a one year renewal option. The agency reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any.

C. Anticipated Payment Structure

It is anticipated that the payment structure of the contract awarded from this RFP will be based on a combination of a fee schedule and performance-based outcome measures, related financial incentives and/or disincentives, and liquidated damages for late or poor performance. However, the Agency will consider proposals to structure payments in a different manner and reserves the right to select any payment structure that is in the City's best interest.

SECTION III : SCOPE OF SERVICES

A. AGENCY GOALS AND OBJECTIVES

The Agency's goals and objectives are to maintain live operator services which allow the Department to:

- Maximize its ability to provide accurate, up-to-date information to the public regarding public health issues.

Maintain a cost effective, quality reporting system for acquiring and disseminating information regarding public health issues and/or emergencies.

B. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the goals and objectives set out above are as follows:

The contractor would have:

- History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- Experience in the maintenance of live operator services.

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 1,200 calls per hour between the hours of 8:00 A.M. to 9:00 PM, Monday through Friday.
- 2) Provide live operator assistance outside of the above mentioned hours, possibly twenty-four hours a day, seven days a week if requested, preferably at a discounted rate.
- 3) Ensure no busy signals, and call pick-up within three rings.
- 4) Ensure that no caller should wait in a "queue" for more than 30 seconds.
- 5) Provide additional operators within 24 hours notice should call volume increase.
- 6) Commence service within 24 to 36 hours notice by DOH of a new script.
- 7) Equip operators with specified scripts of information to relay to callers and have the technological ability to easily access the appropriate script.
- 8) Immediately update scripts and alert/train operators of changes in script upon notification by DOH. Modification of actual scripts would occur within 2 hours of notification by DOH.
- 9) Provide the Department a toll-free or local NYC lead number at no cost to DOH.
- 10) Provide operator service in English and Spanish and other languages upon request.
- 11) Provide TTY provisions for the hearing impaired.

- 12) Integrate calls from an existing provider of IVR services under contract to the Department and if requested, provide call forwarding to outbound locations.
- 13) Maintain a database which would record:
 - a) Date of call
 - b) Start and end time of call
 - c) Phone number of caller
 - d) Zip code of caller
 - e) Nature of call
 - f) Disposition (i.e. calls which were completed, abandoned, forwarded, etc.)
 - g) Operator identification
 - h) Other information, as requested
- 14) The Department of Health will provide, via the Internet, online forms to be used by operators during phone calls to submit information to the Department.
- 15) Provide data and statistics regarding call volume and nature of calls, daily and preferably in an electronic format, on the information recorded in the database. Database would be an IBM compatible file with a line listing of data.
- 16) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to DOH staff.
- 17) Allow for DOH staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.
- 18) Provide quality assurance that technology, information dispensed and customer service standards are maintained.
- 19) Provide outgoing call services as needed, i.e. follow-up to questions posed by callers; conducting phone surveys of random households in a given geographic area.
- 20) Distribute by mail or fax DOH written information to callers, as requested. (Materials will be provided by DOH)

C. AGENCY ASSUMPTIONS REGARDING PERFORMANCE OUTCOME MEASURES AND RELATED FINANCIAL INCENTIVES AND/OR DISINCENTIVES

The Agency's assumptions regarding which performance outcome measures and related financial incentives and/or disincentives will best assure that the selected proposer will perform the work under the contract awarded from this RFP in a manner that is cost-effective for the Agency and most likely to achieve the Agency's goals and objectives set forth above are:

Response time in answering calls:

- The Department would deduct 5% of the contractor's earned annual payment when more than 10% of all calls had not been responded to in 5 rings or less.
- Accuracy of information supplied to caller.
- The Department would deduct 10% of the contractor's earned annual payment when incorrect information is provided to callers in more than 2% of all calls.

The Department would make random phone calls to the contractor to verify both response time and accuracy of information supplied.

SECTION IV: FORMAT AND CONTENT OF THE PROPOSAL

Instructions: Proposers should respond the information requested in the format below. Pages should be paginated. The proposal will be evaluated on the basis of its content, not length.

A. Proposal Format

1. Proposal Cover Letter

The Proposal Cover Letter form (Appendix A) transmits the proposer's Proposal Package to the Agency. It should be completed, signed and dated by an authorized representative of the proposer.

2. Program Proposal

The Program Proposal is a clear, concise narrative which addresses the following:

a. Experience

Describe the successful relevant experience of the proposer, each proposed sub-contractor, if any, and the proposed key staff in providing the program described in Section III - Scope of Services of the RFP. In addition:

- 1) Attach a listing of at least two (2) relevant references, including the name of the reference entity, a brief statement describing the relationship between the proposer or proposed sub-contractor, as applicable, and the reference entity, and the name, title and telephone number of a contact person at the reference entity, for the proposer and each proposed sub-contractor if any.
- 2) Attach for each key staff position a resume and/or description of the qualifications that will be required.

b. Organizational Capability

- Demonstrate the proposer's organizational (i.e., programmatic, managerial and financial) capability to perform the services described in Section III B Scope of Services of the RFP. In addition, attach a copy of the proposer's latest audit report or certified financial statement, or a statement as to why no report or statement is available.

- Demonstrate your capacity to successfully provide the requisite services within the prescribed turn around time. Include a description of your facility, equipment, staffing and how you will meet delivery deadlines.
- If your facility is not within the five boroughs of NYC, indicate how many miles it is from NYC and demonstrate that you will be able to meet all deadlines prescribed in the RFP.

c. Proposed Approach

Describe in detail how the proposer will provide the services described in Section III B - Scope of Services of the RFP and demonstrate that such an approach will fulfill the Agency's goals and objectives. In addition:

- Include a timetable and schedule for accomplishing each activity and demonstrate that you can complete each task within the proposed time frame.
- For each staff person, clearly identify and/or explain, as applicable, each of the following:
 - * Job Title
 - * Description of the job tasks to be carried out by the staff person.
- Specify the type of database you would use in providing these services, for Item Number 15 in Scope of Services.
- Provide a Quality Assurance/Quality Control Plan to ensure integrity of technology, accuracy of information dispensed and customer service.
- Provide a Disaster Recovery Plan, for unexpected interruptions in service.

The Agency's assumptions regarding approach represent what the Agency believes to be the best approach. However, proposers are encouraged to propose an approach that they believe will best achieve the Agency's goals and objectives. Proposers may also propose more than one approach. However, if an alternative approach affects other areas of the proposal such as experience, organizational capability or price, that alternative approach should be submitted as a complete and separate proposal providing all the information specified in Section IV of the RFP.

3. Price Proposal

If your organization is interested in providing this service, please provide the following information in your proposal:

- a) costs for system activation, i.e. set-up and initial training
- b) cost per minute per INCOMING call, during the hours of:
 - i) 8:00 A.M. to 9:00 P.M., Monday through Friday
 - ii) 9:00 P.M. to 8:00 A.M., Monday through Friday
 - iii) Weekend days and weekend nights
 - iv) 24 X 7

- c) cost per minute per OUTGOING call
- d) cost of providing TTY capability
- e) cost of providing operators in languages other than English and Spanish
- f) cost of information distribution services
- g) cost of maintenance and support, i.e. on-going training and administrative costs

Proposers are encouraged to propose innovative payment structures. The Agency reserves the right to select any payment structure that is in the City's best interest. For the purposes of comparison, however, proposers should submit a price proposal that conforms to the format prescribed in Sections 3(a) and below.

4. Performance Outcome Measures and Financial Incentives and/or Disincentives

List and describe at least three outcome measures of the work to be performed by the proposer under the contract and the related financial incentives and/or disincentives that could potentially be applied to the contract, in whole or part, as a reliable means for measuring and paying for success, as described in Section III Scope of Services of the RFP. Proposers are encouraged to propose measures, incentives and disincentives which they believe will best achieve the Agency's goals and objectives in a cost-effective manner. Proposers may also propose more than one approach. While the proposer's proposed performance outcome measures and related financial incentives and/or disincentives will not be scored by the Agency's Evaluation Committee, they may be considered by the Agency in awarding the contract and structuring its payments to contractors.

5. Acknowledgment of Addenda

The Acknowledgment of Addenda form (Appendix B) serves as the proposer's acknowledgment of the receipt of addenda to this RFP which may have been issued by the Agency prior to the Proposal Due Date and Time. The proposer should complete this form as instructed on the form.

B. Proposal Package Contents (Checklist)

The Proposal Package should contain the following materials. Proposers should utilize this section as a checklist to assure completeness prior to submitting their proposal to the agency.

1. A sealed inner envelope labeled "Program Proposal" containing one original set and six (6) duplicate sets of the documents listed below in the following order:
 - Proposal Cover Letter (Appendix A)
 - Program Proposal
 - Narrative

- References for the Proposer and, if applicable, each Sub-Contractor
 - Resumes and/or Description of Qualifications for Key Staff Positions
 - Audit Report or Certified Financial Statement or a statement as to why no report or statement is available.
 - Acknowledgment of Addenda Form (Appendix B)
2. A separate sealed inner envelope labeled "Price Proposal" containing one original set and six (6) duplicate sets of the Price Proposal.
3. A sealed outer envelope, enclosing the two sealed inner envelopes. The sealed outer envelope should have two labels containing:
- The proposer's name and address, the Title and PIN # of this RFP and the name and telephone number of the Proposer's Contact Person.
 - The name, title and address of the Authorized Agency Contact Person.

SECTION V: PROPOSAL EVALUATION AND CONTRACT AWARD PROCEDURES

A. Evaluation Procedures.

All proposals accepted by the Agency will be reviewed to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals which are determined by the Agency to be non-responsive will be disqualified. The Agency's Evaluation Committee will evaluate and rate all remaining proposals based on the Evaluation Criteria prescribed below. Although discussions may be conducted with proposers submitting acceptable proposals, the Agency reserves the right to award contracts on the basis of initial proposals received, without discussions. Therefore, the proposer's initial proposal should contain its best programmatic and price terms.

B. Evaluation Criteria.

- | | |
|--|------------|
| • Demonstrated quantity and quality of successful relevant experience. | 50% |
| • Demonstrated level of organizational capability | 10% |
| • Quality of proposed approach. | <u>40%</u> |

C. Basis for Contract Award.

A contract will be awarded to the responsible proposers whose proposals are determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria which are set forth in this RFP. In addition, contract award shall be subject to the timely completion of contract negotiations between the agency and the selected proposers.

SECTION VI - GENERAL INFORMATION TO PROPOSERS

- A. Complaints.** The New York City Comptroller is charged with the audit of contracts in New York City. Any proposer who believes that there has been unfairness, favoritism or impropriety in the proposal process should inform the Comptroller, Office of Contract Administration, 1 Centre Street, Room 835, New York, NY 10007; the telephone number is (212) 669-3000. In addition, the New York City Department of Investigation should be informed of such complaints at its Investigations Division, 80 Maiden Lane, New York, NY 10038; the telephone number is (212) 825-5959.
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- D. Contract Award.** Contract award is subject to each of the following applicable conditions and any others that may apply: New York City Fair Share Criteria; New York City MacBride Principles Law; New York City Burma Law; submission by the proposer of the New York City Department of Business Services/Division of Labor Services Employment Report and certification by that office; submission by the proposer of the requisite VENDEX Questionnaires/Affidavits of No Change and review of the information contained therein by the New York City Department of Investigation; all other required oversight approvals; applicable provisions of federal, state and local laws and executive orders requiring affirmative action and equal employment opportunity; and Section 6-108.1 of the New York City Administrative Code relating to the Local Based Enterprises program and its implementation rules.
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- J. RFP Postponement/Cancellation.** The Agency reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all proposals.
- K. Proposer Costs.** Proposers will not be reimbursed for any costs incurred to prepare proposals.
- L. Charter Section 312(a) Certification.** [IF APPLICABLE] The Agency has determined that the contract(s) to be awarded through this Request for Proposals will not directly result in the displacement of any New York City employee.

Agency Chief Contracting Officer

Date

APPENDIX A

PROPOSAL COVER LETTER

Proposer:

Name: _____

Address: _____

Tax Identification #: _____

Proposer's Contact Person:

Name: _____

Title: _____

Telephone #: _____

Proposer's Authorized Representative:

Name: _____

Title: _____

Signature: _____ Date: _____

APPENDIX B
ACKNOWLEDGMENT OF ADDENDA

DIRECTIONS: COMPLETE PART I OR PART II, WHICHEVER IS APPLICABLE.

PART I: LISTED BELOW ARE THE DATES OF ISSUE FOR EACH ADDENDUM RECEIVED IN CONNECTION WITH THIS RFP:

ADDENDUM # 1, DATED _____, 20

ADDENDUM # 2, DATED _____, 20

ADDENDUM # 3, DATED _____, 20

ADDENDUM # 4, DATED _____, 20

ADDENDUM # 5, DATED _____, 20

ADDENDUM # 6, DATED _____, 20

PART II: NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS RFP.

DATE / /

PROPOSER (NAME) _____

PROPOSER (SIGNATURE) _____

Appendix C:
"NO BID RESPONSE"

PIN #01BT465

HAS OPTED NOT TO BID ON

(Contractor Name)

(Title of Procurement)

For the following reason(s):

Contact Name

(Signature)

Date / /

Return this form to DOH at the address in the cover letter; or fax to (212) 788-4764,

Attention: Mr. Luis Pena-Barrero, Contracting Agent, by no later than April 27,

2001 at 5:00 p.m.,

DRAFT HOTLINE QUESTIONNAIRE (& POST-SURVEY FIELD INFO)

QUESTIONNAIRE:

First Name:

Last Name:

Street Address &AKA's, if known :

Apartment Number:

Cross Street #1:

Cross street #2:

Telephone, -daytime:

Telephone, evening:

email:

Fax:

Number of rooms:

Central air conditioning:

Unit air conditioning (number of units and location):

Carpets: (number and location)

Describe the dust situation when you first entered your apartment:

Light: Write in it: Measurable depth (estimate): Color:

Was your apartment first cleaned by Building Owners/Managers using:

- | | | |
|----|---|-------------------|
| 1. | Certified asbestos contractor (name): | Approximate date: |
| 2. | Non-certified contractor: | Approximate date: |
| 3. | A certified/non-certified contractor
hired by resident of dwelling unit. | Approximate date |
| 4. | Housekeeper: | Approximate date: |
| 5. | Occupant: | Approximate date: |

Was your apartment tested prior to and/or after cleaning: Approximate date:

Do you know the results:

Were building common areas cleaned:

Do you want:

Your apartment professionally cleaned and tested for air quality (after cleaning):
(This will take 2-3 days and will require you
or your representative to be present)

Your apartment tested for air quality without cleaning:
(If – and only if – asbestos is found during testing, you
may still ask that your apartment be professionally cleaned.)



Reimbursement for a High Energy Particulate Air (HEPA) vacuum:
(You may get reimbursement for a HEPA vacuum even if you have your
apartment professionally cleaned) **NB: Is this correct?**

Post-Interview fields:

Cleanup scheduled (date):

Entry notes:

Cleanup completed (date):

Testing scheduled (date):

Testing completed (date):

Test Results:

	Company	Contacts	e-mail	phone	fax	Address	website
1	All City Answering Services	Sales Department - Attn: Ken	info@allcityanswering.com	800-669-7711	262-542-2120	620 North Barstow Waukesha, WI 53186	allcityanswering.com
2	Americall Communications & Messaging Systems	Sales Department	sales@americall.com	800-964-3556	800-383-3011	1502 Tacoma Avenue South Tacoma, WA 98402	www.americall.com/remote%20receptionist.htm
3	Ansercomm	Sales Department	sales@ansercomm.com	(800) 289-5858	856-722-8480	205 Chester Ave Moorestown, NJ 08057	www.ansercomm.com
4	AnservAmerica	Sales Department		(800) 980-9770	973-283-1044	1250 Rte. 23 North Butler, NJ 07405	www.anserve.com
5	The Answer System	Sales Department	marketing@theanswersystem.net	800-564-1995	602-231-9313	3401 East McDowell Rd, Suite B Phoenix, AZ 85008	www.theanswersystem.com
6	AnswerTel Corporation	Lee Reeds	answertel@answertelcorp.com	(800) 245-8383	214-349-6628	8609 NW Plaza Drive, Suite 300 Dallas, TX 75225	www.answertelcorp.com
7	Berkshire Communicators, Inc.	Nicole Knight	berkcomm@berkshire.net	(800) 369-3905	413-243-1273	551 Fenn St. Pittsfield, MA 01201	www.berkshirecommunicators.com
8	Business One	Sales Department		(877) 477-0057 (941)209-1111	877-477-0049 941-437-1619	4426 Cleveland Ave. Fort Myers, FL 33901	www.e-Businessone.net
9	The Business Link	Sales Department		800-837-3078 ext 22	740-345-4639	180 Hudson Ave Newark, OH	www.businesslinkintl.com
10	Callstar	Sales Department	sales@callstar.net	888-860-1131	727-562-6610	PO Box 40750 St. Petersburg, FL 33743	www.call-star.com
11	Champaign Telephone Company	Terry U.	terry@champaigntelephone.com	(800) 337-4282	217-398-5923	1300 S. Neil St. Champaign, IL 61820	www.champaigntelephone.com
12	Dispatch America	Sales Department	sales@dispatch-america.com	(800) 386-2337	650-655-2697	1660 S. Amplett Boulevard, Suite 250 San Mateo, CA 94402	911desk.com
13	EFLS Communications	Sales Department	info@efls.net	(212) 868-1121	212-714-1453	545 Eight Ave, Ste. 401 New York, NY 10018	www.efls.net
14	Gage Marketing	Sales Department		800-338-5143	404-559-3487	3465 North Dessert Drive, Suite 420 Atlanta, GA 30344	www.a8Ls.com
15	Michigan Message Center	Sales Department	sales@mmc-net.com	800-873-0444	800-873-0560	341 West Lovell Kalamazoo, MI 49007	www.mmc-net.com/tele.htm
16	National Telephone Answering Service	Donna		(800) 757-5636	800-757-5364	2780 Keith St., NW Suite 4 Cleveland, TN 37312	www.ntas.com
17	NewTel, Inc.	Joel Richards	carolannjohns@newtel.org	212-798-4000	212-798-4015	151 West 26th St, 8th Floor New York, NY 10001-6810	www.newtel.org
18	Phonepower, Inc.	Sandy Hott/Melissa McGowan	sales@ppower.com	(800) 498-1120	301-722-5033	171 N. Mechanic St. Cumberland, MD 21502- 2315	www.ppower.com
19	Professional Communications Messaging Service, Inc.	Jeff Slater	tas@pcmsi.com	(888) 776-2661	800-382-7329	1611 Peach St. Eerie, PA 16501	www.ncinter.net/~pcms
20	Proserv Inc.	Sales Department	proserv@proserv.com	800-824-2222	916-961-5522	4778 Dewey Dr. Fair Oaks, CA 95628	proserv.com

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21	Quick Phone Telemarketing and Telemessaging	Sales Department	info@quickphone.com	800-931-1111	617-621-9525	432 Columbia St., Suite 18-A Cambridge, MA 02141-1000	www.quickphone.com
22	Relay Communications Center	Kevin	Info@relaycom.com	(800) 248-8330	631-727-5385	145 Griffing Ave PO Box 596 Riverhead, NY 11901	www.relaycom.com
23	RSVP/S'il Vous Plait Call Center Services	Sales Department		212-744-8100	212-988-1632	1501 Third Avenue New York, NY 10028	
24	Source One Communications	Sales Department		973-893-6400	973-893-8629	1515 Broad Street Bloomfield, NJ 07003	
25	South Suburban Answering & Secretarial Service	Sales Department	info@ssass.com	800-850-8090	952-884-8113	Dupont Center 9801 Dupont Ave South, Suite 250 Bloomington, MN 55431-3197	www.ssass.com
26	Stenocall	Sales Department	sales@stenocall.com	888-783-6622	806-744-8684	1515 Ave. J Lubbock, TX 79401	www.stenocall.com
27	Syntellect	Sales Department		800-788-9733	602-789-2899	16610 North Black Canyon Highway Phoenix, AZ 85053	
28	Telephone Concepts Unlimited aka Integrated Marketing Concepts	Jack Daddona		800-987-8770	610-437-5212	3724 Crescent Court West Whitehall, PA 18052	
29	Tele-Serve	Sales Department	teleserve@win.bright.net	800-428-8159	715-834-5991	409 Main Street Eau Claire, WI 54701	www.tele-serve-1.com

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1	All City Answering Services	Sales Department - Attn: Ken	info@allcityanswering.com	800-669-7711	262-542-2120	620 North Barstow Waukesha, WI 53186	allcityanswering.com
2	Americall Communications & Messaging Systems	Sales Department	sales@americall.com	800-964-3556	800-383-3011	1502 Tacoma Avenue South Tacoma, WA 98402	www.americall.com/remote%20receptionist.htm
3	Ansercomm	Sales Department	sales@ansercomm.com	(800) 289-5858	856-722-8480	205 Chester Ave Moorestown, NJ 08057	www.ansercomm.com
4	AnservAmerica	Sales Department		(800) 980-9770	973-283-1044	1250 Rte. 23 North Butler, NJ 07405	www.anserve.com
5	The Answer System	Sales Department	marketing@theanswersystem.net	800-564-1995	602-231-9313	3401 East McDowell Rd, Suite B Phoenix, AZ 85008	www.theanswersystem.com
6	AnswerTel Corporation	Lee Reeds	answertel@answertelcorp.com	(800) 245-8383	214-349-6628	8609 NW Plaza Drive, Suite 300 Dallas, TX 75225	www.answertelcorp.com
7	Berkshire Communicators, Inc.	Nicole Knight	berkcomm@berkshire.net	(800) 369-3905	413-243-1273	551 Fenn St. Pittsfield, MA 01201	www.berkshirecomunicators.com
8	Business One	Sales Department		(877) 477-0057 (941) 209-1111	877-477-0049 941-437-1619	4426 Cleveland Ave. Fort Myers, FL 33901	www.e-Businessone.net
9	The Business Link	Sales Department		800-837-3078 ext 22	740-345-4639	180 Hudson Ave Newark, OH	www.businesslinkintl.com
10	Callstar	Sales Department	sales@callstar.net	888-860-1131	727-562-6610	PO Box 40750 St. Petersburg, FL 33743	www.call-star.com
11	Champaign Telephone Company	Terry U.	terry@champaigntelephone.com	(800) 337-4282	217-398-5923	1300 S. Neil St. Champaign, IL 61820	www.champaigntelephone.com
12	Dispatch America	Sales Department	sales@dispatch-america.com	(800) 386-2337	650-655-2697	1660 S. Amplett Boulevard, Suite 250 San Mateo, CA 94402	911desk.com
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22	Relay Communications Center	Kevin	Info@relaycom.com	(800) 248-8330	631-727-5385	145 Griffing Ave PO Box 596 Riverhead, NY 11901	www.relaycom.com
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26	Stenocall	Sales Department	sales@stenocall.com	888-783-6622	806-744-8684	1515 Ave. J Lubbock, TX 79401	www.stenocall.com
27	Syntellect	Sales Department		800-788-9733	602-789-2899	16610 North Black Canyon Highway Phoenix, AZ 85053	
28	Telephone Concepts Unlimited aka Integrated Marketing Concepts	Jack Daddona		800-987-8770	610-437-5212	3724 Crescent Court West Whitehall, PA 18052	
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