

RFP Hotline
5/7/02

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 prior to May 30.

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.

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:

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

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 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 ____
- 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:
 - 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

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 would be an IBM compatible file with a line listing of data.
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.)