

Gilsenan, Michael

From: Ron Bergmann [rbergman@health.nyc.gov]
Sent: Tuesday, May 14, 2002 4:47 PM
To: Smyth, Virginia; Stapleton.Richard@epamail.epa.gov; Jennifer Mandel
Cc: Gilsenan, Michael
Subject: Re: Call Center Scope and Estimated Budget

Two further suggestions:

- 1) qualifications - have the proposers minclude references?
- 2) EPA data entry - include specs re the form (i.e. number of fields, etc.)

>>> Jennifer Mandel 05/14/02 02:55PM >>>

Just a couple of comments:

-On the bid sheet, the Inbound/Outbound rate unit is "per call". Most call centers will charge per unit of time ex: per minute, per second. If you do use a cost per call then you'll probably have to provide the bidders with the average estimated length of call.

-TTY will be VERY expensive. You might want to indicate that bidders must have the capability to provide TTY service and must provide the cost for TTY but it should be listed separately in their proposed budget. If you do provide a separate TTY number for the public, you might want to use an in-house number and staff since the call volume would be very low.

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>>> "Smyth, Virginia" <virginias@dep.nyc.gov> 05/14/02 02:33PM >>>

Attached is our (hopefully final) version of the Scope of Work for the Call Center. Also, I am attaching a copy of the proposed budget. This form will also be used as a bid sheet, with dollar amounts deleted of course. Any final comments or input would be greatly appreciated. We will begin the bid process tomorrow morning.

<<wtccall.wpd>> <<call center budget.xls>>