



Office for People With Developmental Disabilities

ANDREW M. CUOMO
Governor

THEODORE KASTNER, MD, MS
Commissioner

October 2, 2019

Answering Services – Taconic DDSOO – TAC 101619

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated, or of a recurring nature, were consolidated. Thank you very much for your interest.

- 1. Question: Can a company from outside the USA submit a bid (for example, India or Canada)? Can a company perform the tasks (related to scope in the IFB) outside the USA (like from India or Canada)?**

Answer: Pursuant to the guideless issues by the New York Department of State, certain organizations formed outside New York may not do business in New York until authorized to do so. Called "foreign," whether formed in another state of the United States or in another country, such organizations include for-profit and not-for-profit corporations, limited liability companies, and limited partnerships. The requirement to obtain authority to do business exists to protect domestic organizations from unfair competition and to place domestic and foreign organizations on an equal footing.

Organizations obtain authority to do business in New York by making a filing, an "application for authority," in the Department of State. One effect of an application for authority is that it facilitates legal and administrative proceedings by specifying in the application for authority where and in what manner the organization may be served with process. The application for authority does not subject the foreign organization to any substantive regulation that does not also apply to a foreign organization doing business without authority. The consequence of doing business without authority is that the organization may not affirmatively use New York courts until it obtains authority.

- 2. Question: Is there a mandatory site meeting required for this bid, and/or are there any meetings at the site required of the winning bidder?**

Answer: There are no required meetings. We do expect responsive and responsible Contractors. If we felt a need to meet, a conference call would be acceptable. Although not anticipated, we reserve the right to require meetings in our office.

- 3. Question: Can we submit the bid proposal via e-mail?**

Answer: No, original copies of proposals must be submitted as detailed in the IFB.



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4. Question: What is the current rate that is being paid for these services?

Answer: Current pricing is detailed below. We only pay for the actual number of minutes used. Our current usage range is between approximately 5100 and 7100 minutes per month for the time period of August 2018 through July 2019. There is no charge by the current Contractor for texts sent.

Table with 4 columns: Budget Estimates, Estimated Monthly Minutes, Unit Cost, Total Estimated Monthly Cost. Rows include Monthly Service Charge (1500 minutes included), Cost for each additional minute (4,500 minutes), and Total (6,000 minutes).

5. Question: What percentage of the calls that are received are in a language other than English? Is there any requirement for operators to speak a secondary language?

Answer: Our Scope of Work does not require or mention a need for language translation. According to our current Contractor, there have been no calls from people that speak a language other than English, although it is possible they may have received calls in Spanish. The current Contractor has bilingual agents who speak Spanish. It is not a requirement in this Scope of Work.

6. Question: Is there a vendor that is currently providing these services? What is the value of the contract?

Answer: The services are currently being handled by a vendor being paid via purchase order due to an expired contract. A Request for Quotes was released with an updated scope in 2017 and was awarded to Anserve, Inc. The value of the previous contract resulting from this RFQ (7/1/2017 – 6/30/2018) was estimated to be \$40,980. This contract was later amended, extending the contract term through October 31, 2018, and increasing the total of the contract to \$49,980.



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7. Question: What is the average monthly call volume?

Answer: From July 2018 – August 2019 there were 27,494 in-calls and 5,186 out-calls made in total. This averages out to 2,291 in-calls and 432 out-calls per month.

8. Question: What is the average call length?

Answer: The average call length is 1.3 minutes.

9. Question: On page 18, second to last paragraph of the IFB, it says that Answering Services contacts TDDSOO via telephone every Thursday to coordinate the weekly AOC on-call roster. The final paragraph on that page indicates that the schedule may require daily changes and the vendor must be able to accommodate them. Will TDDSOO accept a solution that includes an online secure portal that allows AOC staff to immediately update their rosters independently? (Instead of calling or emailing the vendor, staff can log into the portal to make roster updates.)

Answer: No, unfortunately we cannot utilize an online portal to update AOC rosters. It must be done via e-mail or telephone.

10. Question: Do you have any historical call data you could provide aside from the monthly totals?

Answer: We are unable to provide additional historical call data except to note: Typically call volume is highest at around 12 AM, 7 AM, 4 PM, and 11 PM.

11. Question: When does the current contract term end? What data/information will the current vendor provide to ensure a smooth transition and in what format?

Answer: The vendor that is currently providing services is Anserve Inc. The last contract ended on 10/31/2018 has been paid via purchase order since then. The current vendor will not be providing any information to the new vendor. OPWDD will meet with any new vendor prior to the contract start date to go over expectations. A list of the following will be sent to the new Answering Services vendor: The Staffing Unit Weekly schedule (word document file), Triage Weekly Schedule (PDF), a list of contact numbers for AOC staff, and a list of residential homes which will include their addresses and phone numbers. OPWDD will also provide its portable phone number to be used.

Respectfully,

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