



August 19, 2024

Re: 2025-2030 - Answering Services for Wassaic Campus in Dutchess County

**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: Please reconfirm the due date, response for questions, and tentative award dates for this procurement?**

**Answer:** As stated in RFQ TAC 090924, Page 1, Key Events - the requested dates are as follows:

- RFQ Due Date - **September 09, 2024**
- Official Response to Written Questions - **August 26, 2024.**
- Awards – Are generally made around 2 weeks from the stated RFQ due date. As stated in RFQ TAC 090924, Page 5 Part B. OPWDD Rights, Section 3J - OPWDD reserves the right to change any of the scheduled dates, including start dates, stated herein upon notice to the bidders.

- 2. Question: Is there a minority and women owned business subcontracting requirement in order to provide the requested support?**

**Answer:** MWBE goals for this procurement have been set at 0%. As stated in RFQ TAC 090924, Page 7, Section E. Prime Contractor's Responsibility - No subcontracting of services is allowed with this RFQ without written permission of OPWDD.

- 3. Question: If there was a previous solicitation for these services, what was its title, number, release date, and due date? What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? How are fees currently being billed by any incumbent(s), by category, and at what rates?**

**Answer:** This procurement is in a restrictive period, such records will not be provided, and are exempt from FOIL.



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4. **Question: Is a bidder permitted to deviate in any way from any manner of quoting, submit a modified cost proposal, or include an alternative fee schedule? Can you re-confirm the estimated number of minutes, and text messages per month in the RFQ, and are there any additional costs, or considerations the Organization anticipates but has not mentioned? Are there specific protocols or additional responsibilities required for escalations or after-hours support that could impact staffing needs and costs?**

**Answer:** As stated in RFQ TAC 090924, Pages 1 & 2, Method of Award - all quotes should be submitted on an Original Cost Proposal. An incomplete Cost Proposal Form or any alteration to the Cost Proposal Form may result in your quote not being considered.

As stated in RFQ TAC 090924, Page 12, Cost Proposal Directions

- The Monthly Service Charge which includes 200 minutes per month
- The Estimated Additional Minutes - 200 minutes per month
- The Estimated Text to Relay - 2000 texts per month

The Total Estimated Monthly Cost is to include the cost of furnishing all said services, travel time, mileage, materials, equipment, supplies, labor, fees, and all other ancillary costs to the satisfaction of the agency and the performance of all work set forth in the Qualifications & Scope of Work.

Any additional services not detailed in the Scope of Work must not be performed without prior authorization from OPWDD. A purchase order authorizing the service will be issued prior to the commencement of any work, and payments would be made off Contract.

5. **Question: Who is the incumbent, how long have they been providing the requested services, has the current contract gone to full term, what is your level of satisfaction, and have all options to extend the current contract been exercised?**

**Answer:** The current vendor is McGhee and Associates who have provided services since the contract start date of February 01, 2020. The current Contract is due to expire on January 31, 2025. The current vendor is performing duties as outlined in the Qualifications & Scope of Work. The Contract was approved only for the stated timeline, there are no options to extend the Contract.



6. **Question: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?**

**Answer:** As stated in RFQ TAC 090924, Page 1, Method of Award – OPWDD will select the responsible and responsive Contractor that will provide the lowest Total Estimated Monthly Cost.

7. **Question: Is previous experience with any specific customer information systems, phone systems, or software required and if so, will your organization provide access to technology? What is the current number of seats for operators and supervisors in your existing call center, is there a minimum or maximum number of operators and supervisors?**

**Answer:** As stated in RFQ TAC 090924, Page 5, Mandatory Requirements, Section 2B – The Bidder or its principals must have at least three (3) years of relevant experience.

As stated in RFQ TAC 090924, Page 12, Cost Proposal Directions – the Total Estimated Monthly Cost is to include the cost of furnishing all said services, travel time, mileage, materials, equipment, supplies, labor, fees, and all other ancillary costs to the satisfaction of the agency and the performance of all work set forth in the Qualifications & Scope of Work.

8. **Question: What is the required degree of dedication for the call center and its operators? (Can the call center and its operators work on other contracts at the same time as this one)?**

**Answer:** The Answering Service must ensure the performance of all work set forth in the Qualifications & Scope of Work.

9. **Question: What percentage of inbound calls must be answered by a live operator?**

**Answer:** As stated in RFQ TAC 090924, Page 2, Scope of Work, Section A2 - The Contractor **will answer each call** promptly and minimize hold time to ensure it will not be more than 5 minutes before being speaking with a live operator. All calls will be answered by a live operator.



**10. Question: What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained? What are the recording and storage requirements for non-phone communications?**

**Answer:** As stated in RFQ TAC 090924, Page 3, Scope of Work, Section A5 - The Contractor must keep a log of **all transactions** and **submit them to OPWDD daily**.

The Contractor shall establish and maintain complete and accurate books, records, documents, accounts and other evidence directly pertinent to performance under this contract (hereinafter, collectively, the "Records"). The Records must be kept for the balance of the calendar year in which they were made and **for six (6) additional years thereafter**.

The information to be gathered from each call include but are not limited to:

- Reason for the call.
- Who the call is for.
- Who is calling (name, phone number) and from where (general public, Family/Foster Care, or a House/Facility, etc).
- Individuals name and location.
- Medical reason.
- Message taken.
- If a second call was made, the date and time of the call, who took the call, and who relayed it from the Answering Service, and what time that occurred.
- Who the call was directed to, how (phone call, text, reach person, or voice message), and what phone number.

**11. Question: What was your average monthly call and text messaging volume over the past year? What time of day, days of the week, or times of the year do calls typically peak? What percentage of calls must be resolved without a transfer, second call, or a return call? Are callers required or allowed to connect with a message verification system or must a live operator be the initial contact? What penalties and incentives are available for call times, customer satisfaction or other performance metrics?**

**Answer:** Between the period of 11/01/2023 -11/01/2024, OPWDD received approximately 30 calls monthly for the Nurse Triage. We are unable to provide additional historical data except to note that volume has been highest between 5:00 PM and 11:00 PM with a small peak around 7:00AM.



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The only circumstances in which a call may be resolved without a transfer, relay, second call, or return call are as stated in RFQ TAC 090924, Page 3, Service Description, Section A3:

- All calls for the Administrator on Call and Staffing Unit will be provided with the corresponding phone number and directed to call.
- Calls received during normal business hours will be instructed to call the Treatment Team Leader or follow their chain of command.
- As stated in RFQ TAC 090924, Page 2, Scope of Work, Section A2 - The Contractor will answer each call promptly and minimize hold time to ensure it will **not be more than 5 minutes before being speaking with a live operator**. The 5-minute time frame is to serve as the maximum limit and not the average time to reach a live person.
- As stated in RFQ TAC 090924, Page 3, Scope of Work, Section B. Quality of Work and Liabilities - The Contractor will perform all services associated with this specification to the satisfaction of OPWDD. If the quality of service is not satisfactory and deemed that the Contractor is not meeting the specifications or time frames in this scope of work, the Contractor will be notified in writing of any deficiencies. It will be the Contractor's responsibility to make all necessary corrections within ten days after receipt of such notice. In the event the Contractor does not correct the deficiencies within that period, OPWDD may terminate the contract, and employ another Contractor to complete the work. The existing Contractor will be liable to OPWDD for such costs and any costs over and above their agreed upon contractual price.

**12. Question: What is the current average wait, handle, and after-call work times for phone calls and other types of communications? What is the maximum percentage of calls that can be terminated by the caller without resolution? Are there specific protocols or additional responsibilities required for escalations or after-hours support that could impact staffing needs and costs?**

**Answer:** As stated in RFQ TAC 090924, Pages 2 & 3, Scope of Work, Sections A2 & A4 - The Contractor will answer each call promptly and minimize hold time to ensure it will not be more than 5 minutes before being speaking with a live operator.



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All transfers must be completed within 5 minutes of initial contact, and total call time will not exceed 10 minutes. If the Contractor attempts to contact Nurse Triage and receives no answer or response:

- A second attempt will be made by phone no more than 5 minutes later.
- If there is no answer or response on the second attempt, the Contractor will direct the call to a designated member of the management team.
- If the designated member of the management team is unavailable, Director/Acting Deputy Director must be contacted.

**13. Question: What is the minimum required total call, and minimum simultaneous inbound capacity?**

**Answer:** OPWDD related calls must be managed to the specifications detailed in the Scope of Work.

**14. Question: Can you provide a bit more detail regarding the text process? Is this a TTY service requirement? Text to relay?**

**Answer:** As stated in RFQ TAC 090924, Page 2, Scope of Work, Sections A2 - The Contractor will connect calls or take messages and relay them by phone or text message. How the call is relayed will be predetermined by who is to receive the call or message. The Answering Service must have the capability of relaying messages to their specified recipient through text message.

Respectfully,

William Monroe, CMS 1  
Contract Management Unit  
(845) 877-6821 ext. 3334  
(845) 877-3044 (fax)  
william.r.monroe@opwdd.ny.gov