

Bid Opportunities Current Request for Proposals (RFPs)

RFP Number: 042020/DCS/RideHotline	
NJ Department of Community Affairs, Division of Codes and Standards	
AGENCY REQUEST FOR PROPOSAL	
RFP for Telephone Answering Service	
Introduction:	<p>The intent of this RFP is to award a contract to the responsible bidder whose proposal conforms to the RFP and whose proposal proves advantageous to the State, price and other factors considered. The purpose of this RFP is to solicit bid proposals to secure a contractor to provide a 24 hour a day, seven days a week telephone answering service to receive calls from the public reporting accidents on carnival and amusement rides in New Jersey. The telephone number to be utilized by the public is provided by the Department of Community Affairs. The awarded contractor must answer all calls from the public to the telephone number and must relay information to Department responders as outlined in the Scope of Services. The contract effective date is July 1, 2020 and the contract expires on June 30, 2023. The Department may at its sole discretion, issue an extension for good cause shown. Any services provided under the extension will be reimbursed for the services offered based on the agreed upon rates in effect under the original contract term. The State's obligation to make payment under the awarded contract is contingent upon the availability of appropriated funds and receipt of revenues from which payment for contract purposes can be made. No legal liability on the part of the State for payment of any money shall arise unless and until funds are appropriated each fiscal year to the using agency by the State Legislature and made available through receipt of revenues.</p>
Summary:	<p>See Scope of Services at the following link for essential criteria:</p> <p>See Bid Format for pricing structure at the following link:</p> <p>See Pricing Sheet at the following link:</p>
Deadline:	Friday, May 15, 2020
For more information, please contact:	Paul Lamberti paul.lamberti@dca.nj.gov

*The RFP is available in the following formats:
Microsoft Word [.doc] and Acrobat [.pdf]*

All bid submissions must include completed mandatory compliance forms.

Ctrl + click on this link for mandatory compliance documents:
<http://www.state.nj.us/treasury/purchase/forms/StandardRFPForms.pdf>

Ctrl + click on this link for the NJSTART Vendor Portal
<https://www.njstart.gov/bsa/>