

The New Jersey Department of Community Affairs is in receipt of questions from vendors about the Request for Proposal for a telephone answering service for the Carnival and Amusement Ride Safety Program in the Division of Codes and Standards.

Because the Request for Proposal is part of a public bidding process, answers to questions are provided to all potential bidders. Therefore, the questions that were submitted and the Department's responses follow:

1. **Question:** Are companies required to reside in New Jersey in order to be registered to do business with the State of New Jersey? Is registration as a charitable organization in New Jersey acceptable?

**Answer:** In New Jersey, formation and business registration requirements for domestic (in New Jersey) and out-of-state ("foreign") business entities that are seeking to do business with the State of New Jersey are under the purview of the Division of Revenue and Enterprise Services within the Department of Treasury. Filing requirements vary depending on the type of business. Information on business registration requirements may found at <https://www.nj.gov/treasury/revenue/gettingregistered.shtml> and <https://www.state.nj.us/treasury/revenue/busregcert.shtml>. In addition, questions may be directed to the Division of Revenue and Enterprise Services' customer service call center at (609) 292-9292. Customer service representatives are available Monday through Thursday.

2. **Question:** How much is the contract worth?

**Answer:** The contract period is three years. The Request for Proposal includes a price sheet for the purpose of submitting quotes for Year 1, Year 2, and Year 3 to include a monthly flat rate for basic service for two plan options: 400 minutes per month peak ride season (April – October)/200 minutes per month off-season (November – March) and 200 minutes per month peak ride season/100 minutes per month off-season with a per minute rate for minutes in excess of the basic service allotment for each plan option. Call volume is anticipated to be higher during the ride season (April – October). Using the 2019 ride season and subsequent off-season as an example, an average of eight calls were relayed to the Department of Community Affairs per week during the ride season and an average of three calls were relayed to the Department per month during the off-season. However, because call volume is dependent on accidents and incidents involving rides that occur, actual call volume may be higher or lower from one ride season to the next and from one off-season to the next.