

DCS042020 TELEPHONE ANSWERING SERVICE

SCOPE OF SERVICES

Description of Service

Provide 24 hours a day, seven days a week answering service for people calling to report 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. Calls from the public to the telephone number are answered by the answering service, and relevant information is relayed to Department responder by the answering service.

Essential Criteria

The following information shall be recorded and relayed for all incoming calls:

1. Description of the incident and injury
2. Time of the incident
3. Name of the park or event where incident occurred
4. Name of the ride on which the incident occurred
5. Age and gender of the injured party (if applicable)
6. Contact name
7. Contact phone number

Attempts at relaying information to Department staff are to commence no longer than 5 minutes after the call concerning the accident is received by the vendor.

Attempts at reaching Department staff will follow a prioritized list of staff members to call, based on a list provided by the Department.

Attempts to call Department staff must continue by vendor until a Department responder accepts the call. This may mean cycling through the list more than once.

Responder shall have the option of recording the information relayed only or shall have the option of receiving the relayed information and having the answering service connect them to the party who made the incoming call.

The vendor is to provide a written list of calls with the recorded information for each incident that occurred within the previous 24-hour period at the end of each 24-hour period (midnight). The information must be emailed to an email address provided by the Department within 8 hours of the close of the period (8 am). The emailed list of calls must specify which staff members in the prioritized list were called and which Department responder ultimately accepted the call.

The vendor is to send "no calls received" emails only when no calls have been received.

Invoicing

Service and usage shall be itemized and billed by month with no overlap between months.

Payment by the Department will be made within 60 days of receipt of invoice.

Bidder Questions

Prospective vendors may submit questions regarding this RFP to the Department by e-mail directed to Paul Lamberti (paul.lamberti@dca.nj.gov). Early submission of questions is strongly encouraged. The answers to questions posed by any prospective vendor will be displayed on a related weblink on the Current Request for Proposals (RFPs) webpage for all other bidders to review.

Award

It is the Department's intent to award a multi-year contract for the period of July 1, 2020 through June 30, 2023. The Department may at its sole discretion, issue an extension for good cause shown.

Notwithstanding the expiration of the Agreement, the Department reserves the right, in its sole discretion to extend the Agreement on a month-to-month basis beyond the expiration. 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.

Proposal Submittal

All bid submissions must include completed mandatory compliance forms. The documents can be found at: <https://www.nj.gov/treasury/purchase/forms.shtml>. In addition to mandatory compliance forms, prospective vendors must supply a copy of a valid New Jersey Business Registration Certificate, proof of affirmative action compliance demonstrated by a federally approved or sanctioned Affirmative Action program or a New Jersey Certificate of Employee Information Report issued by the Contract Compliance and Audit Unit, and a copy of a current Certificate of Insurance that provides the liability limits outlined in the State of New Jersey's Standard Terms and Conditions. In addition, prospective vendors should register through the NJ START Vendor Portal which can be accessed at: <https://www.njstart.gov/bsol/>.

Proposals with all supporting material must arrive by 4:00 pm on Friday, May 15, 2020.

If submitting by USPS:

New Jersey Department of Community Affairs
Carnival and Amusement Ride Safety Unit
ATTN: Paul Lamberti
P.O. Box 816
Trenton, New Jersey 08608

If submitting electronically
paul.lamberti@dca.nj.gov