



ST. TAMMANY PARISH

MICHAEL B. COOPER
PARISH PRESIDENT

May 2, 2024

Please find the following addendum to the below-mentioned BID.

Addendum No.: 1

Bid#: 24-10-3

Project Name: Answering Services

Bid Due Date: May 7, 2024

QUESTIONS & ANSWERS:

Question 1. Is there an incumbent vendor?

Answer 1. Yes, The Doctors' Exchange.

Question 2. How long has the current vendor been providing you this service?

Answer 2. This service has been provided for 15-plus years.

Question 3. Are there any performance improvements you would like to see made?

Answer 3. No.

Question 4. What is your monthly and/or annual budget?

Answer 4. Our annual budget is \$45,000.00.

Question 5. Can you provide any call arrival patterns and volumes (daily, weekly, monthly)?

Answer 5. Please refer to Section 2.1 - Scope of Works/Services under "Incoming Calls" in the RFP.

Question 6. Can you provide average handling time and after work times for calls?

Answer 6. Please refer to answer #5.



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Question 7. AnswerNet will bill for both INB and OB agent time as well as wrap time. Would you be open to including billing for both inbound (INB) and outbound (OB) agent time, as well as wrap time (time spent documenting all call attempts), in our pricing structure? Could you please confirm your stance on this matter?

Answer 7. No, please refer to answer #5.

Question 8. Will you need additional language support beyond English?

Answer 8. Language support will be on an as-needed basis.

Question 9. Are the Certificates of insurance required to be provided with our RFP response? If so, must they include the "Named Insured"?

Answer 9. Please refer to Attachment D – Insurance Requirements in the RFP package.

Question 10. Please clarify "Price per Voice Mail Call" from the pricing table

Answer 10. Please refer to Section 2.1 – Scope of Work/Services under incoming calls; Voice Mail calls is an *INBOUND AUTO GREETING* that should pick up on the first ring. This is not to have an option for a customer to leave a voice mail.

Question 11. Can you provide us with a sample invoice?

Answer 11. The Parish cannot provide a sample invoice.

Question 12. Can the RFP response be submitted via email?

Answer 12. The Parish cannot receive responses via email at this time.

Question 13. Page 6 of the RFP refers to identifying if a customer's water has been turned off. How do we access this information?

Answer 13. The Parish will provide the provider the documentation when applicable.

Question 14. Is there an average number of monthly calls?

Answer 14. The estimated monthly calls received were 770 in 2023.



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Question 15. How much is the current vendor charging per month?

Answer 15. This varies depending on call volume.

Question 16. What was the actual spend on this contract in 2023?

Answer 16. The Parish did not have a contract in place in 2023.

Question 17. What is the anticipated start date?

Answer 17. July / August 2024

Question 18. What percentage of calls are a language other than English?

Answer 18. Less than 1%.

Question 19. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer 19. The due date is Tuesday, May 7, 2024 at 2:00 PM.

Question 20. What is the date by which you will answer these questions?

Answer 20. All questions will be answered by Thursday, May 2, 2024 at 2:00 PM.

Question 21. When is the anticipated contract start date?

Answer 21. Please refer to answer #17.

Question 22. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Answer 22. A certification verifying that you or your subcontractor are minority-owned, women-owned, or other types or categories of small or disadvantaged businesses. The certificate must be provided through your state economic development agency.



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Question 23. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Answer 23. No, pricing is firmly outlined in the RFP and must be submitted on Attachment A -Pricing Sheet.

Question 24. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer 24. The Parish is satisfied with our current vendor.

Question 25. Has the current contract gone full term?

Answer 25. Please refer to answer #16.

Question 26. Have all options to extend the current contract been exercised?

Answer 26. Please refer to answer #16.

Question 27. Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer 27. Please refer to answer #1 & #2.

Question 28. How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer 28. Attachment A – Pricing Sheet included in the RFP is based off of the current provider.

Question 29. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer 29. The approximate cost for 2023 services was \$48,000.00.



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Question 30. Is previous experience with any specific customer information systems, phone systems, or software required?

Answer 30. No.

Question 31. What is the minimum required total call capacity?

Answer 31. Please refer to answer #5.

Question 32. What is the minimum simultaneous inbound call capacity?

Answer 32. Please refer to answer #5.

Question 33. What percentage of inbound calls must be answered by a live operator?

Answer 33. The Parish requires all inbound calls to be answered by a live operator.

Question 34. What percentage of calls must be resolved without a transfer, second call, or a return call?

Answer 34. The Parish does not have a set percentage for transfer, second call, or return call.

Question 35. What is the maximum percentage of calls that can be terminated by the caller without resolution?

Answer 35. The Parish does not have a set percentage for calls that can be terminated by the caller.

Question 36. Is there a minimum or maximum number of operators and supervisors?

Answer 36. This varies depending on call volume.

Question 37. What are the required language options?

Answer 37. Please refer to answer #8.



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Question 38. What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

Answer 38. Yes, as long as the Provider meets the requirements set forth by the Parish within the RFP.

Question 39. What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

Answer 39. Please refer to answer #38.

Question 40. What information is to be included in call logs?

Answer 40. Please refer to answer #5.

Question 41. What is the current number of seats for operators and supervisors at your existing call center?

Answer 41. The Parish does not have this information available

Question 42. What is the current average wait time for phone calls?

Answer 42. This varies depending on call volume.

Question 43. What is the current average handle time for phone calls and other types of communications?

Answer 43. Please refer to answer #15.

Question 44. What is the current average after-call work time for operators?

Answer 44. This varies depending on the nature of the call.

Question 45. Over the past year, what is the percentage of calls received in English versus non-English?

Answer 45. Please refer to answer #18.



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Question 46. Over the past year, what percentage of calls received were in Spanish?

Answer 46. Please refer to answer #45.

Question 47. What time of day, days of the week, or times of the year do calls typically peak?

Answer 47. Please refer to answer #5.

End of Addendum # 1