

Resource Directory & Toll-Free Hotline Q&A

1. Can companies outside the USA apply?

No. Only not-for-profit agencies with 501(c) (3) incorporation in the USA may apply.

2. Would an out-of-country applicant and/or awardee have to come to NYS for meetings?

Not applicable. Only agencies within the USA may apply.

3. Can tasks related to the RFP be performed outside the USA?

Not applicable. Only agencies within the USA may apply.

4. Can proposals be submitted via email?

No. All applications/proposals must be submitted through the Grants Gateway, pursuant to the New York State Division of Budget Bulletin H-1032.

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

Please refer to Section 2.3 of the RFP for appropriate Key Events/Timeline dates.

6. Why has this bid been released at this time?

The current contract's term ends 12/31/2022.

7. 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?

Not Applicable. This RFP does not involve fees or pricing categories.

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

Not Applicable. Current provision of service is outside the parameters of this RFP.

9. Has the current contract gone full term?

No. The current contract has not gone full term. The current contract's term ends 12/31/2022.

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

Not Applicable.

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

The incumbent is Mental Health Association in New York State, Inc., awarded the contract through a competitively bid RFP in 2015.

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

There are no Eligibility Requirements or Program Narrative components specific to physical location of applicant. However, the agency must be based in the USA.

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

Not Applicable.

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

The incumbent is paid an estimated \$47,973 annually.

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

No. This type of previous experience is not required.

16. What is the minimum required total call capacity?

The volume of calls varies with no minimum requirement.

17. What is the minimum simultaneous inbound call capacity?

Call stacking (permitting more than one call at the same time) is not required. The program must have voicemail capacity.

18. What is the maximum wait time?

No maximum required.

19. What is the maximum hold time?

No maximum required.

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

100% of calls must be answered by a live operator.

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

No minimum requirement.

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

100% of calls must be resolved.

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

No minimum or maximum required. The agency may propose a strategy that will ensure the hotline is managed efficiently and effectively.

24. What are the call center's hours of operation?

The hours of operation are business hours, with ability for caller to leave a voicemail message in order to receive a return call.

25. What are the required language options?

The applicant is expected to meet the language access needs of the clients served by this project (limited English proficient, Deaf/ASL) through the use of data to identify the most prevalent language access needs, availability of direct care staff who speak the most prevalent languages and the provision of best practice approaches to provide language access services (i.e. phone, video interpretation).

26. What is the required degree of dedication for the operators?

A live operator must be available to answer all calls during business hours and return after hour voicemail messages within 1 business day.

27. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

A live operator must be the initial contact.

28. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

The agency must establish voicemail capacity such that a caller is able to leave a detailed message after hours. Details, including time, date and substance of call should be maintained in a database. Once call details are stored to the database the voicemail recording may be erased.

29. What are the recording and storage requirements for non-phone communications?

All communications should be by phone.

30. What information is to be included in call logs?

Applicant should maintain a secure database to capture the substance of each call.

31. What was the average monthly call volume over the past year?

On average between 20 and 25 calls, most calls require 2-3 follow-up calls.

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

2 staff are on call at any time.

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

Due to volume, there is currently no wait time for calls during work hours. Voicemails received after hours are returned the next business day.

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

Handle time is not currently tracked.

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

Zero. Operators are only expected to respond to calls during work hours.

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

100% of calls were received in English over the past year.

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

Zero.

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

Months rank January, November, and August are the busiest months- in order. Mondays and Fridays are the busiest. Time of day is either early or late day.