

Q1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

A1. Bid Proposal Submission due date is 01/09/2024 at 4:30 PM EST.

Q2. Is there an Attachment 11? The main bid document mentions it but there is nothing posted on the website.

A2. The table in Section 9. Required Attachments at Bid Submittal lists Attachment 11 as reserved. "Reserved," is used as a place holder. There is no Attachment 11 for this Request for Proposals.

Q3. 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?

A3. No, bidders are not permitted to deviate in any way from any manner of quoting fees we may be expecting. Per section 3.2 Fiscal Proposal, each bidder should submit a completed Attachment 2. Also, see section 5.3.B regarding scoring.

Q4. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

A4. This information is not relevant to this Request for Proposals.

Q5. Has the current contract gone full term?

A5. The current contract for these services expires on October 31, 2024.

Q6. Have all options to extend the current contract been exercised?

A6. This information is not relevant to this Request for Proposals.

Q7. Who is the incumbent, and how long has the incumbent been providing the requested services?

A7. The current incumbent is Mental Health Association of New York City (also known as Vibrant Behavioral Health), and this vendor has been providing these services since November 1, 2008.

Q8. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

A8. Location will not have a bearing on any award. However, please refer to Section 8.28 of the RFP for Offshore restrictions.

Q9. How are fees currently being billed by any incumbent(s), by category, and at what rates?

A9. This information is not relevant to this Request for Proposals.

Q10. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A10. This information is not relevant to this Request for Proposals.

Q11. Is previous experience with any specific customer information systems, phone systems, or software required?

A11. Please see Section 1.3 for required experience.

Q12. What is the minimum required total call capacity?

A12. There is no minimum call capacity. The awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q13. What is the minimum simultaneous inbound call capacity?

A13. There is no minimum simultaneous inbound call capacity. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q14. What is the maximum hold time?

A14. There is no maximum hold time. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q15. What percentage of inbound calls must be answered by a live operator?

A15. Callers may, but are not required to, connect with a message verification system or pre-recorded message before connecting to a live operator. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q16. What percentage of calls must be resolved without a transfer, second call, or a return call?

A16. There is no percentage requirement for calls that must be resolved without transfer, second call, or a returned call. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q17. Is there a minimum or maximum number of operators and supervisors?

A17. Please see section 2.1 (a) & (b) for the staffing qualifications. There is no specified number of operators. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q18. 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)?

A18. There is no required degree of dedication for the call center (call centers can work on other contracts at the same time as this one). However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q19. What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

A19. There is no required degree of dedication for the operators (they can work on other contracts at the same time as this one). However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q20. 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?

A20. Callers may, but are not required to, connect with a message verification system or pre-recorded message before connecting to a live operator. However, the awarded vendor will need to meet the benchmark standards for calls that are detailed in the RFP.

Q21. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

A21. See Section 2.1 (f) of the RFP on call monitoring requirements. If recordings are made, they may be destroyed after 30 days.

Q22. What are the recording and storage requirements for non-phone communications?

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A22. Non-phone communications may be destroyed after 30 days.

Q23. What is the current number of seats for operators and supervisors at your existing call center?

A23. The current vendor has the equivalent of 13.3 FTE's dedicated to the HOPEline.

Q24. What is the current average wait time for phone calls?

A24. 37 seconds.

Q25. What is the current average handle time for phone calls and other types of communications?

A25. 14 minutes for phone calls, 29 minutes for texts.

Q26. What is the current average after-call work time for operators?

A26. OASAS does not have this specific data.

Q27. Over the past year, what is the percentage of calls received in English versus non-English?

A27. 93% English, 7% Spanish.

Q28. Over the past year, what percentage of calls received were in Spanish?

A28. See A27 above.

Q29. What time of day, days of the week, or times of the year do calls typically peak?

A29. OASAS does not have this specific data.

Q30. What does OASAS estimate the total financial funding range will be over the contract period from New York State and the Office of the State Comptroller and Division of Budget to support the HOPEline?

A30. The total financial funding will be contingent on the cost per call proposed by the vendor that is determined to be the best value to the state.

Q31. Does the state have a plan to increase program funding consistent with increases in HOPEline volume?

A31. The contract executed as a result of this RFP will reimburse the vendor at a per call rate bid. Funding will be provided to support the actual call volume, contingent on continued appropriations.

Q32. How will the state plan to address needed increases in program funding if volume exceeds what is projected?

A32. If volume exceeds what is projected, OASAS will seek an amendment to the executed contract to provide additional program funding.

Q33. Will the state build in the cost of living increases to the program budget annually?

A33. Yes, please refer to Section 6.1 of the RFP for price adjustments.

Q34. Can OASAS please provide a numerical example of how “All other responsive proposals will receive a proportionate score based on the relation of their Financial Proposal to the proposal with the lowest cost”.

A34.
$$\frac{\text{Lowest Cost Proposed by All Bidders}}{\text{Bidder's Cost being Evaluated}} \times \text{Cost Points}$$

Q35. Does OASAS intend to waive program metrics if there are periods in which volume exceeds that being projected?

A35. That will be determined with the vendor.

Q36. Does OASAS require all callers to be offered Follow up or only high need callers?

A36. High need callers only unless a non-high need caller requests additional follow up.

Q37. Is there a budget amount?

A37. There is no estimated budget. The contract amount will be determined based on the proposal that best responds to the RFP criteria, including the best value.

Q38. Is there a complementary website managed by another party?

A38. OASAS hosts a website www.oasas.ny.gov/hopeline.

Q39. Would any peer certification or addiction counseling certification fulfill the requirement for assessments to be completed by staff with bachelor's degrees? Is there other equivalent work experience needed to be eligible?

A39. See Section 2.1 (a) and (b) for the staffing requirements.

Q40. Will any training materials be provided by the current vendor or OASAS?

A40. See approved vendor training requirements in section 2.1 (h) and (i) and 2.7 Transition requirements. OASAS offers robust addiction trainings that will be available to the vendor.