

**BALTIMORE COUNTY, MARYLAND
PURCHASING DIVISION
400 WASHINGTON AVENUE, ROOM 148
TOWSON, MARYLAND 21204-4665**



REQUEST FOR PROPOSAL NO. P-167

ON-CALL AFTER-HOURS TELEPHONE SERVICES

REVISED Due Date: 11/09/16, Time: 3:00 PM

**AMENDMENT NO. 01
DATED 10/31/16**

**JAMES H. STEVENSON, SENIOR BUYER
PHONE: 410-887-6566
EMAIL: jstevenson@baltimorecountymd.gov**

**PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT
OF THIS ADDENDUM AND RETURN WITH YOUR BID.**

Company Name

Signature

**BALTIMORE COUNTY, MARYLAND
REQUEST FOR PROPOSAL NO. P-167
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AMENDMENT NO. 01

The following information is offered as a result of correspondence received prior to October 28, 2016.

1. **The Request for Proposal Due Date has been revised to Wednesday, 11/09/16 at 3:00 p.m. Please use the attached revised Bid Reply Label.**

2. **A question** was asked: Can you provide an average call time per call to base the unit price on.

Answer: Most of the calls that come in just take a few minutes from the vendor end-taking the message from the person after hours that is calling, then consulting a call-down list to relay the message to a Health Department employee. Occasionally a call has to be patched (conferenced) by the operator to connect a caller and the Health Department employee.

3. **A question** was asked: Is it a requirement that all operators be within the State of Maryland and if so can they work from home?

Answer: It is not a requirement that the firm be located in Maryland, however; there are times that meetings are scheduled with the provider at the Health Department located in Baltimore County.

4. **A question** was asked: Can you please provide the historical call volume and the AHT?

Answer: Currently the call volume is 150 calls per year- anywhere from 30 to 50 calls a month.

5. Please change Paragraph 2.2 in the **GENERAL CONDITIONS** to read:

2.2 The vendor will be responsible for screening all calls to determine if an immediate response is needed based on Baltimore County HHS parameters.

6. All other terms and conditions remain the same.

BID REPLY LABEL

*CUT ON THE DOTTED LINE AND SECURE
TO THE OUTSIDE OF YOUR RESPONSE
ENVELOPE OR CARTON.*

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NO. P-167 11/09/16, 3:00 PM ON-CALL AFTER-HOURS TELEPHONE SERVICES	
TO:	BALTIMORE COUNTY, MARYLAND PURCHASING DIVISION 400 WASHINGTON AVE, ROOM 148 TOWSON, MARYLAND 21204-4665

BE SURE TO SEPARATE THE PRICE PROPOSALS FROM THE TECHNICAL PROPOSALS. PRICE AND TECHNICAL PROPOSALS MUST BE BOUND SEPARATELY SO THAT EVALUATORS CAN REVIEW THE TECHNICAL PROPOSALS WITHOUT KNOWLEDGE OF THE PRICE PROPOSALS.

PLEASE USE THE LABELS BELOW TO CLEARLY MARK THE OUTSIDE OF BOTH THE TECHNICAL PROPOSALS AND PRICE PROPOSALS WITHIN YOUR ENVELOPE OR CARTON.

TECHNICAL PROPOSAL

PRICE PROPOSAL