**ADDENDUM 1**

**Bid & HSP deadline has been extended to Tuesday, June 27th, 2017 at 2PM**

DATE: June 20th, 2017

PROJECT: Answering Service

RFP NO: RFP 744-R1722 – Answering Service

OWNER: The University of Texas Health Science Center at Houston

TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated, May 24th, 2017 with amendments and additions noted below.

 **Questions received before the deadline**

1. **Can companies from outside the USA apply for this?**

 **Yes**

1. **Whether we need to come over there for meetings? ( Ex: From India or**

 **Yes, meetings will take place here**

1. **Can we perform the tasks (related to RFP) outside USA?**

 **Yes, the meetings will take place locally**

**4. Can we submit the proposals via email?**

**No**

**5. Do you currently use another vendor to provide these services?**

**Yes**

**6. If yes to question 5, why is this out for bid at this time?**

**We evaluated our scope of services and decided to test the market**

**7. If yes to question 5, can you share the rate you currently pay:**

**No, Since the bid is currently on the market unfortunately those details are not available. Once a contract is in place, you may obtain the information by submitting an open records request through our Office of Legal Affairs via the link below:**

 **https://www.uth.edu/legal/open-records-information.htm**

**8. What is the current average call length?**

**3 minutes**

**9. What reports are required and with what frequency?**

**Weekly, report information to be provided will be part of the contract with the awarded vendor.**

**10. Will companies located in the Houston area receive preference?**

**No**

**11. Are any notes/system updates required by the call center agent?**

**No**

**12. In anticipation of increased call volumes, can we submit pricing based on blocks of calls? (ex: $X for up to 3000 monthly calls, $X for 3001-3500 montly calls, etc)**

 **How pricing is submitted is up to the vendor submitting the proposal.**

**13. The proposal states manager availability is needed 24/7, does this mean by phone, email etc?**

 **Phone and email preferred**

**14. How frequent are the anticipated on-campus visits that are required?**

**Quarterly, final details will be negotiated as part of the contract**

**15. Can we get some clarification as to what is meant by "medical-specific training" that is needed by the operators?**

**Medical terminology training**

**16. Can we get an estimate amount of the call volume that is received on a daily basis during the time of operation?**

**Approx. 135 per day**

**17. Do you provide live attendant console services for other universities or medical clientele?**

 **No**

**18. How many departments will be included in the initial implementation of answering services?**

 **This is the general information line for the University, no individual departments will be using this service.**

**19. Will calls be answered during the day and also after hours?**

**7am to 6pm, Monday through Friday only.**

 **a. Regarding the 135 call volume stat – is it per day for both weekdays as well as weekends?  If not – what is the weekend call volume?**

**Calls not answered on weekends.**

 **b. During the call flow, will we be required to take messages and also deliver them back to the office?**

**No, you will provide general information and transfer calls to university personnel.**

**20. Call flow – what are the peak times for calls during a weekday?**

**9:00am to noon and 1:30pm to 2pm CST**

**21. Could you please provide us with a detailed breakdown of current call dispositions?**

 **a. For example: 40% of calls are dispatched to the on-call, 20% are scheduling/rescheduling requests/message taken.**

**Approx. 80% transfers and 20% information given**

**22. Can you please provide us with the average length of call by call disposition as well as the minutes used per month to support the program today?**

 **Total talk time (including handling time after call) is 4 minutes per call. I do not have a breakdown of how many calls are received for each call type handled.**

**23. Current provider – would you please provide us with the number of agents supporting the program today?**

 **6 folks trained but average 2.5 folks per day.**

**24. Do you require support during the daytime? – If so, would you please also answer the follow sub questions for daytime support interactions?**

 **All answered above.**

 **a.       During the call flow, will we be required to take messages and also deliver them back to the office?**

 **b.       Call flow – what are the peak times for calls during the daytime?**

 **c.       Could you please provide us with a detailed breakdown of current daytime call dispositions?**

 **d.       Can you please provide us with the average length of daytime call by call disposition as well as the minutes used per month to support the program today?**

**25. What is your current EMR System?**

 **Allscripts**

**26. What are your requirements for how a message is delivered back to the location during the daytime and afterhours?**

 **No messages, only provide information or transfer the call.**

**27. How will you be sending the on call schedule updates?**

 **No on-call schedule**

**END OF ADDENDUM \_\_**