

April 15, 2016

**REQUEST FOR PROPOSAL (RFP) FOR
CALL BOX CALL ANSWERING CENTER
DATED APRIL 1, 2016**

QUESTION & ANSWER DOCUMENT

Responses to Proposers' Questions from Proposers' Conference
and Requests for Modifications/Exceptions

Q1:	Is there a Disadvantaged Business Enterprises (DBE) requirement for this contract? If there is no DBE requirement, can firms still receive credit?
A1:	There is no DBE requirement for this contract and firms utilizing DBEs will not receive credit. However, MTC SAFE is committed to the participation of DBEs and Small Business Enterprises (SBEs) in MTC SAFE contracting opportunities. MTC SAFE encourages all firms to utilize DBE and SBE subcontractors, when possible.
Q2:	Can MTC provide the motorist assistance statistical handbook?
A2:	The current vendor uses an online application so there is no physical statistical handbook at this time.
Q3:	Is information on the average call duration/time available?
A3:	The average call time is approximately 3 minutes 5 seconds in recent months. The number of calls that last more than 10 minutes is typically 10 to 15 percent of the call total.
Q4:	MTC SAFE provided the call volume statistics for 2014, but can MTC SAFE provide the call volume statistics for 2015 as well?
A4:	Document is available for downloading at http://procurements.mtc.ca.gov/ .
Q5:	Are the call box volume information available for the Regional SAFEs?
A5:	<ul style="list-style-type: none">• SCCRTC's call volume is approximately 1,000 calls per year.• SLOCOG's call volume is approximately 1,100 calls per year.• TAMC's call volume is approximately 900 calls per year.
Q6:	Are the budgets for the Regional SAFEs available?
A6:	<ul style="list-style-type: none">• SCCRTC's budget is approximately \$3,000.• SLOCOG's budget is approximately \$3,100.• TAMC's budget is approximately \$3,000.

Q7:	Can MTC SAFE clarify which tasks are inapplicable to the Regional SAFEs as described in Appendix A, Scope of Work, 2 nd paragraph?
A7:	Phase I, Set-Up and Implementation of Call Answering Center, is applicable to MTC SAFE and the Regional SAFEs. Wherever in Phase I, a task refers to MTC SAFE, it shall be deemed to refer to each respective Regional SAFE with respect to the work performed under contract with that Regional SAFE (except for tasks or portions thereof which are inapplicable to that Regional SAFE.) Additional requirements specific to the Regional SAFEs is detailed in a separate scope of work at the end of this Scope of Work.
Q8:	MTC SAFE is asking firms to submit an original and six copies. Do the copies have to have a wet signature or can they be copies?
A8:	The copies do not require wet signatures.
Q9:	For the electronic PDF proposal submittal, should proposers send that via email or on a flash drive?
A9:	Include on a flash drive or CD along with proposal.
Q10:	If there is an increase in call volume, will MTC SAFE adjust the budget accordingly?
A10:	MTC SAFE will adjust the budget if call volume is higher than expected.
Q11:	How many remote agent stations will the contractor need to provide?
A11:	There is only one remote agent station which is located at CHP GGCC (Vallejo).
Q12:	What is your current price per call?
A12:	The current call box rate is \$2.62 per call. The 511 Freeway Assist call rate is \$.85 per call when calls are less than 10 minutes. There is a \$5.00 flat rate if calls are 10 minutes or longer.
Q13:	In consideration of the California minimum wage increase, as a California vendor what bearing would this have on the selection process?
A13:	The Contractor shall comply with applicable provisions of the California labor laws.
Q14:	Is July 1, 2016, the set up or will it be commencement of live call taking?
A14:	July 1, 2016 is the preferable date of the commencement for live call taking. If this is not feasible, MTC SAFE will work with the Contractor in adjusting the schedule.