



TERREBONNE PARISH
CONSOLIDATED GOVERNMENT

P.O. BOX 2768 • HOUMA, LOUISIANA 70361
985-868-5050 • WWW.TPCG.ORG



April 26, 2023

Emailed to Vendors, Posted CAH & TPCG Web Sites

RE: ADDENDA No. 1 – Request for Proposals (RFP): #23-AHAS-25 After Hours Answering Service

TO ALL PROPOSERS:

This letter shall be considered Addenda #1 for the above referenced Request for Proposals.

The following changes shall be made and become a part of the proposal documents. Changes made by addendum shall take precedence over original documents.

- **The Proposal date for the above has been changed to Tuesday, May 9, 2023, at 10 am.**
- **The Non-Collusion Affidavit can be submitted within 10 days from receipt of Notice of Award. It does not have to be submitted with the proposal.**
- **Exhibit A, page 26, has been revised to not include the pricing. So, each proposer must submit a copy of your pricing for this service (revised page 26 attached).**
- **Terrebonne Parish Consolidated Government will send out answers to questions by Thursday, May 4, 2023, 11 am.**
- **Please change Page 22, 2.7.1 to read: Service business hours vary from department to department. It ranges from lunchtime 11:00 am – 1:30 pm; 4:00 pm – 7:00 am, and/or 5:30 pm – 7:00 am. Holidays will influence the times.**

Please be reminded to acknowledge all addendums received on page 26.

If you should have any questions concerning this matter, please contact Sharon Ellis, Purchasing Manager at 985-873-6821 or email sellis@tpcg.org.

Sincerely,



Sharon Ellis, Purchasing Manager
Terrebonne Parish Consolidated Government

attachments

cc: Parish Administration
Kandace Mauldin, Chief Financial Officer
Council Reading File
Purchasing In-house Files

Exhibit A (part of addendum 1)

OFFICIAL PROPOSAL FORM

I have read and understand the requirements of this Request for Proposal (RFP) and agree to provide the required **service** in accordance with this proposal and all attachments, exhibits, etc. The proposed fee shall include all labor, material, and equipment to provide the **service** as outlined including any travel or per diem expenses and any other miscellaneous expenses involved.

The fee(s) for providing the Services requested must be submitted on a separate pricing sheet provided by the Proposer.

I HEREBY acknowledge receipt of the following Addenda: (Enter the number assigned to each of the addenda that the Proposer is acknowledging): _____

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

TITLE: _____

ADDRESS: _____

CITY/STATE: _____

TELEPHONE: (____) _____

FAX: (____) _____

EMAIL ADDRESS: _____

Questions and answers for RFP # 23-AHAS-25 After Hours Answering Service:
(Some questions were addressed during the pre-proposal meeting.)

1. What time of day, days of the week or times of the year do calls typically peak?
 - Unknown
 - Fridays
 - Electric outages
 - Bad weather
2. What is the average monthly call volume?
 - 598 – 750 (*Note: this number can change because of outages, bad weather, etc.*)
3. What is the average wait time?
 - unknown
4. What is the average hold time?
 - There is no hold time.
5. Is there a live operator at all times or pre-recorded message before connecting to live operator?
 - Live operator at all times
6. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?
 - Although we have no requirements in place concerning the location of the call center; operators have to be aware of street names in Terrebonne Parish and guidelines for Utilities when it comes to answering calls concerning gas leaks, electric outages and so forth. Terrebonne Parish will provide videos and written scripts to the selected vendor.
7. What specific department will this Answering Service be utilized for?
 - There are several departments/divisions associated with this contract, Public Works and divisions of Public Works, Utilities and divisions of Utilities, etc.
8. How many call center agents are working under this account?
 - See page 23, 2.11

9. What are the recording and storage requirements for inbound and outbound phone calls and how long must recordings be maintained?
 - 30 days