



RICE UNIVERSITY

Wednesday, November 25, 2020

Subject: Request for Proposal 2020-11-001 – Emergency Call Center Services

Addendum 2 - This addendum serves to change and/or clarify the following information.

Areas of change or clarification: Seventeen (17) Clarifications.

- 1. Q: as I looked at the RFP it seems that while this is an emergency phone line, email response is required? We don't provide that typically through our blended services, will that be an issue?**

R: The email is an important part of our response for our current incident. If available, please provide an alternative service that would be similar to the email response that could be set up.

For third-party translation services, please provide a list in your proposal of companies you have experience with so that we can look into those.
- 2. Q: Are there any geographic limitations regarding call center location?**

R: No. We would prefer those within the PST, MST, CST or PST time zones.
- 3. Q: Would the University be open to a mutual indemnification clause?**

R: This is negotiable.
- 4. Q: Would the University be open to signing a mutual NDA?**

R: This is negotiable, but it would be considered.
- 5. Q: What is percent of your annual budget is events vs. maintenance?**

R: This is variable.
- 6. Q: What is the English and Spanish percentage volumes split we should anticipate? (i.e. in a scenario where there are 800 calls, how many are Spanish?)**

R: 90/5/5 (Mandarin Chinese)
- 7. Q: Would Rice University will be willing to accept a jurisdiction and choice of venue outside of the state of Texas? Our preference would be a Pennsylvania choice of law with a Montgomery county venue.**

R: No.
- 8. Q: We require prepayment of minutes for all services. Is the Net 30 days requirement negotiable?**

R: Yes.
- 9. Q: We offer English and Spanish language support. Any translation services for languages outside of this will be paid by Rice University. As such, the language: "If a telephone translation service is used, the 'connect time' to reach a translator should not exceed 1 minute" is problematic in that we can't control the pickup rate of an outside translation service.**

R: Send the fee schedule and we will evaluate.

10. Q: We currently do not offer any TTD or TTY services. Please advise if we would still be able to participate in the RFP.

R: Yes.

11. Q: 3.0 General Information: Please confirm the proposal submittal deadline time – 3.3 RFP Schedule states 5 p.m. (Central) and 3.5. Proposal Submittal states 3 p.m. (Central).

R: 5:00 pm (Central)

12. Q: 4.1 About the Program: Is the ability to respond to emails from the Rice University population a requirement? If a contractor is unable to do this, will this exclude them from consideration?

R: It will not exclude them but we will give preference to a provider who can handle email.

13. Q: 4.2 Program Requirements, Deliverable 1 (g): Is it a requirement that the contractor have Spanish-speaking staff in the call center or is it acceptable to utilize interpreter services for multilingual needs?

R: We prefer having Spanish speakers in the call center.

14. Q: 4.2 Program Requirements, Deliverable 3 (b): Due to the unpredictable nature of call volume during a crisis, especially early in a response, is there flexibility with the average wait time requirement?

R: Yes.

15. Q: 4.2 Program Requirements, Deliverable 5 (c): Is it a requirement that reports be provided in paper and electronic formats or is electronic-only acceptable?

R: Electronic-only is acceptable.

16. Q: 5.1 Proposal Contents, C. Cost Proposal & Billing: Will Rice University consider a per role, per hour rate, based on staffing needs, versus a charge per actual time required for operators to respond to telephone inquiries? Would a pricing structure based on a per role, per hour rate exclude a contractor from consideration?

R: Yes, it will be considered. No, it will not be a cause for exclusion.

17. Q: Professional Services Agreement, B. 5.1 Insurance (i) and Exhibit A - Insurance Requirements (2): Is it a requirement that Rice University be named as an additional insured, except as noted?

R: Yes.