



NORTH HUDSON
COMMUNITY ACTION CORPORATION

REQUEST FOR PROPOSAL

FOR

Call Center
RFP No. 2021-OP-3

December 17, 2021



<u>RFP TABLE OF CONTENTS</u>	<u>PAGE</u>
I. Introduction and Project Description	3
II. General Conditions	4
III. Location of Call Center	5
IV. Required Services and Products	5
V. Timelines	7
VI. Instructions to Vendors	7
VII. Vendor Agreement and Certification	11
VIII. Evaluation and Submission Instructions	12



I. INTRODUCTION AND PROJECT DESCRIPTION

North Hudson Community Action Corporation (NHCAC) is a cornerstone of health and human services in New Jersey, serving more than 84,000 low-income residents at eleven locations spread across three counties. An award-winning leader in its field for more than 40 years, NHCAC has played a vital role in creating much-needed services such as primary health care, emergency food and shelter, transitional housing, and mental health and addiction services.

One of NHCAC's core services is the provisions of primary and other health care services to the underserved and uninsured members of several communities within New Jersey. As a Federally Qualified health Center, NHCAC is committed to its mission of delivering health care to patients without regard to the ability to pay.

NHCAC is searching for a Call Center system.

- Requirement A – Software
- Requirement B – Omni-Channel Queues
- Requirement C- Reporting
- Requirement D- Support 24/7

The RFP responses will provide will provide NHCAC with proposals to evaluate and select a vendor¹ or vendors to provide the required products and services. This RFP outlines the overall objectives and expectations of the contract and will provide NHCAC with the required information such that NHCAC can make an informed and prudent decision for the acquisition of the services and products described herein.

¹Note: The term VENFOR used throughout this RFP is defined as the company or contractor responding to this RFP and who is offering to provide services and products. It is not meant to mean a product such as " Acer



II. GENERAL CONDITIONS

By submitting a response to this RFP and Respondent agrees to all of the following:

- A. NHCAC reserves the right to award or cancel this procurement process at any time.
- B. NHCAC is not bound to accept the lowest proposal, nor any proposal submitted.
- C. All must adhere to the New Jersey State Prevailing Wage Act.
- D. Failure to meet the responsible delivery date may be basis for disqualification of the Respondent proposal.
- E. Respondents are fully responsible for all costs, both direct and indirect, of development and submission of their response to this RFP, including, but not limited to, any supplementary documentation, information, travel, and presentation expenses.
- F. Respondent agrees that should they be selected as the vendor\contractor to deliver a portion or all of the services and products required in this RFP, and that the selected vendor\contractor fails to meet the delivery\installation\acceptance timetable then the vendor\contractor will be responsible for delay damages in the amount of \$5,000 per day to be deducted from final invoice amounts.
- G. NHCAC will keep all responses to this RFP confidential
- H. NHCAC will maintain sole ownership of responses after submission.
- I. Respondents agree that submission of a proposal warrants acceptance of the above general terms and considerations.

THE REMAINDER OF THIS PAGE IS BLANK



III. LOCATION OF Call Center

NHCAC consists of 10 community health center and CAP sites throughout New Jersey that vary in square footage and layout. The following is the location of NHCAC's Call center that will require vendor\contractor services described in this RFP.

NHCAC Call Center
407-39th Street
Union City, New Jersey
(201) 210-0200

IV. REQUIRED SERVICES AND PRODUCTS

NHCAC is seeking the following services and products from one or more vendors\contractors. All work must be performed to state and local codes. Any work that requires licensure or certification must only be performed by qualified individuals. Licenses, certificates or other required documents are to be included in vendor\contractors' responses according to Section VI. Instruction to Vendors contained in this RFP. Selected vendor\contractor is required to obtain all necessary work and\or site permits, inspections and approvals, as necessary.

Requirement A – Software

- Is your solution a hosted, cloud-based solution with no requirements for any on-prem equipment?
- Is there an option for dedicated network connectivity (vs. open Internet/Cloud) between endpoints, applications clients and Contact Center platform?
- Compatibility with third-party endpoints (Polycom, Yealink, etc.)
- Ability to use softphone
- Ability to use softphone in conjunction with third-party endpoints
- Ability to record calls
- Ability to pause recording of calls
- Ability to transcribe voice interactions
- Ability for agents and supervisors to work from home

Requirement B- Omni-Channel Queues:

- Ability to handle inbound voice calls?
- Does your platform have the ability to support 500 concurrent Inbound/Outbound calls?
- Ability to implement web chat into call center queue?



- Ability to implement a web call back feature into the call center queue?
- Can emails be routed into the call center queue?
- Can SMS be integrated into the call center queue?
- Can agents handle both voice and omni-channel interactions? If yes, from the same software or are multiple tools required?
- Are supervisors able to assign omni-channel interactions to agents?
- Are agents able to escalate omni-channel interactions to supervisors or other agents?

Requirement C – Reporting

- Historical reporting – canned reports and custom reports across all media channels?
- Is there a live dashboard for supervisors?
- Can reports be scheduled and delivered to supervisor via email?

Requirement D – Support

- Is Tier 2 technical support available via phone and email?
- Do you have Tier 1 technical support answering first level escalations calls?
- Do you have an escalation policy for Tier 2 and Tier 3 support?
- Is your solution highly available with redundant architecture resulting in no loss or degradation of service to NHCAC in case of underlying infrastructure or application faults or outages?

Installation and Other NRC Changes	Quality Needed
Local Number Portability – Per DID Ported- QUANTITY Budgetary	3
Installation: CALL CENTER – ACD	1
INSTALLATION – CALL CENTER – Supervisor License	4
INSTALATION – CALL CENTER – Agent License	35

**** CONTRACTOR IS RESPONSIBLE FOR ALL MATERIAL NEEDED TO PROVIDE THE REQUIRED SERVICES AND PRODUCTS. PLEASE PROVIDE A MATERIALS LIST WITH PRICING ALONG WITH YOUR PROPOSAL FOR APPROVAL. ****

THE REMAINDER OF THIS PAGE IS BLANK



V. TIMELINES

The procurement process will be guided by the following timeline. All dates are subject to change at the sole discretion of NHCAC.

<u>Milestone</u>	<u>End of Due Date</u>
RFP Issued	December 17, 2021
Call for clarification – Calls can be made from December 18 th to December 21 st Senior Manager – Robert Rodriguez (201)-210-0100	
Contractor\Vendor Responses Received by NHCAC Representatives	January 7, 2021
Responses Evaluated including clarifications	January 10, 2021
Contractor\Vendor Selected	January 10, 2021
All work complete and accepted by NHCAC	March 1, 2021

VI. INSTRUCTIONS TO VENDORS

Note: The term VENDOR used throughout this RFP is defined as the company or contractor responding to this RFP, and who is offering to provide services and products. It is not meant to mean a product vendor such as “Acer”

Vendor responses should be complete and concise. All responses should include, at a minimum, the following response sections organized and submitted in the following order:

1. Vendor Qualifications to Provide Deliverables – The respondent should provide detailed information their qualifications to provide the required services, products and deliverables. Should the respondent be providing only some of the products and deliverables, AND is collaborating or subcontracting with additional vendors to provide all services, then this should be fully explained in this Section 1 of the response. If more than one contractor or vendor is party to this response, then each vendor or subcontractor must sign and execute a Vendor Agreement and Certification (see Section VII) and include all certifications with their response.



2. Identified Responsible Individual – Please provide the name and detailed contact information of the person responsible for contracting with your company. Also provide the name and contact information of the person responsible for work performance under this solicitation.
3. Specific Deliverables – Complete all tables as provided below by adding the name of the vendor\contractor company who will be providing the services and products.

4. Cost Proposal and Budget

The cost of the products and services is an important and heavily weighted evaluation factor in determining which proposal will best meet the needs of NHCAC and its Health Centers. The respondent shall provide costing information in the form of an itemized budget for the specific deliverables listed in Section VI., Line 4 above. Budget information should be provided for each element contained in Requirements A, B and C above including all supplies. Unit costs and extended costs are required for each item. All other costs including, but not limited to, labor, insurance, fees and permits, subcontractor costs, shipping, overhead and profit should be shown as a separate detailed line item for each of three Requirements. A suggested budget presentation format follows.



THE REMAINDER OF THIS PAGE IS BLANK

Requirement A –Software	Quantity	Unit Cost	Extended Cost
Item			
Supplies			
Labor			
Shipping			
Insurance			
Sub-total Requirement A			
Requirement B- Omni-Channel Queues			
Item			
Supplies			
Labor			
Shipping			
Insurance			
Sub- total Requirement B			
Requirement C- Reporting			
Item			
Supplies			
Shipping			
Insurance			
Sub-total Requirement C			
Requirement D- Support			
Other costs			
Other Costs			
Sub-total Requirement D			
Total Proposal Costs			



5. Respondents should provide a complete work plan, which details the anticipated size and number of work crews to be deployed to provide all services. Information should be provided as to how crews will be supervised, anticipated work hours, and any special needs including access to utilities, special parking needs for oversized vehicles, etc.

6. Respondents should provide a complete timeline and schedule for the delivery of services and products. Anticipated timelines should commence with awarding of the contract and include all anticipated installation timeframes and projected dates for completion.

7. Contractor is responsible for all materials and supplies necessary to provide the required services and products. Respondents should provide a materials list and price, by line item, for all supplies and materials not specified in the Requirements. Pricing should be incorporated into master proposal budget.

8. Please include a sample of your vendor contract or contracts that would be required for NHCAC to execute for the required product and services. Include a description of any payment or financing options.

9. Copy of business license, trade licenses and certifications, as appropriate

10. Copy of business insurance binder

11. Include a description of all warranties and their source including Contractor\Vendor supplied warranties (e.g. labor) and any product warranties, listed by Requirement.



THE REMAINDER OF THIS PAGE IS BLANK

VII. VENDOR AGREEMENT AND CERTIFICATION

By signing below, the vendor representative expressly certifies and warrants that all information that has been provided in this RFP response is accurate. The individual further acknowledges that all services and products described in this RFP response is immediately available and warrants that the vendor is able to deliver, install and complete all expected services within the required timeframes.

Furthermore, if it appears or becomes known that information provided in this RFP response is not true, or there are products or services that NHCAC has been assured it would receive but do not exist, or there will be additional charges not included in the proposal, then NHCAC reserves the right to terminate all discussions, negotiations, and/or implementation with an immediate and full refund of any fees paid by NHCAC.

All signatories to this document agree and warrant that they have made no changes or altered this RFP in any way, and are authorized to make all commitments set forth in this RFP response. Representatives signing below also agree that all responses to this RFP, and any documentation submitted, may be referenced in any final purchase agreement or contract between NHCAC and the vendor as an addendum and become legally binding.

Our response is for the following services and products described in the NHCAC RFP dated October 3, 2018. Please complete the following:

Company _____

Name of Company

_____ **Date:** _____

Signature

_____ **Printed Name and Title**

Address: _____



Telephone Number: _____

VIII. EVALUATION AND SUBMISSION INSTRUCTIONS

NHCAC will convene a selection group to review the proposals received in response to this RFP. During this review process, additional information may be required of the respondent\vendor and some respondents may be invited to NHCAC in order to clarify any responses and further discuss the vendor's offer. All contact and any questions between respondent and NHCAC should be routed through the NHCAC point of contact (contact information below). NHCAC expects completion of the evaluation process and identifying its contractor choice for the required services and products within the timeframes outlined in Section V above.

Responses will be evaluated based on price and experience.

All responses should be sent to the Point of Contact by the Due Date.

NHCAC Point of Contact:

Vito Veneruso
Director of Operations
North Hudson Community Action Corporation
800 31st Street Union City, NJ 07087
E-mail: vitov@nhcac.org
Telephone: 201-210-0100 ext. 10108

Proposals should be provided in both electronic and hardcopy formats by the Due Date. Please place three (3) copies of your RFP in a sealed envelope and clearly label in the lower left corner "Proposal for Landline system, Technical Services and Products"

Late proposals will not be accepted.

Thank you for your interest in North Hudson Community Action Corporation

