

**Addendum #1**  
**September 13, 2005**  
**Lower Manhattan Construction Command Center**  
**Request for Proposals – Integrity Hotline Services**

**Acknowledgement of Addendum:**

Please acknowledge receipt of this addendum in your proposal.

**Questions and Responses**

1. *Section II (B)(12) of the RFP referenced above calls upon the selected service provider to provide any received complaint information to LMCCC. What capability and responsibility for analysis, investigation and/or follow-up of received complaint information is expected?*

**Answer:** The service provider must have the capability, and will be responsible for providing, some analysis. For example, the service provider must perform sufficient analytical work in order to comply with RFP Section II (B)(11) which states:

“At LMCCC’s request, provide reports pertaining to the complaints that are received on the Hotline, such as statistical reports and summary reports.”

However, the service provider will not be responsible for investigation or follow-up of the complaints.

2. *Does the LMCCC have a budget designated for this hotline for the year(s)?*

**Answer:** The budget has yet to be finalized at this time.

3. *Is there a contractor performing these services now? If so, Who?*

**Answer:** No.

4. *Do you always want a live operator to answer the calls or can it be a combination of both voicemail recorded messages and live operators?*

**Answer:** Live operators are required. Messages should be recorded only when a live operator cannot answer the Hotline, due to being occupied on another Hotline call.

5. *What do you mean when you say the staff should be “knowledgeable” in construction?*

**Answer:** The purpose of the Hotline is to receive complaints regarding construction projects. Working knowledge of construction and construction terms will allow staff to be able to converse with complainants, ask appropriate follow up questions, and obtain all pertinent information relating to the complaint.

6. *What type of database do you want the vendor to use?*

**Answer:** A user-friendly database using, or compatible with, Microsoft Word, or Microsoft Excel is preferred.

7. *Can you give some examples of reports you want the vendor to provide?*

**Answer:** Examples of the types of reports that may be requested include, but are not limited to, summaries of all complaints received, and detailed reports sorted by type of complaint, source of complaint, subject, etc.

8. *Does the vendor need to include the normal hourly rate of each principle [sic] and staff member if those rates do not correlate with the rate the vendor is offering for the hotline?*

**Answer:** Yes, but you may note that such rates do not correlate.

9. *Do you want the vendor to give you a charge per call received, per minute used, etc?*

**Answer:** If appropriate, the proposer can provide such information. RFP Section III (C) (4) indicates that the proposal reflect “any other fees and charges.”