

RFP 27-08 After-Hours Answering Services

Rowan University

Office of Contracting & Procurement

Questions & Answers

1. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? *Location is not a determining factor.*
2. How are fees currently being billed by any incumbent(s), by category, and at what rates? *Time sheets are submitted by CMAs and we are billed accordingly. Rates are not being shared at this time.*
3. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? July 2026 invoices totaled \$8,750.55.
4. Is previous experience with any specific customer information systems, phone systems, or software required? *We can obtain reports as needed.*
5. What is the minimum required total call capacity? *There is not a minimum.*
6. What is the minimum simultaneous inbound call capacity? *This is not a metric that is measured.*
7. What percentage of calls must be resolved without a transfer, second call, or a return call? *All calls are forwarded or routed to a Resident or attending by the operator.*
8. What is the maximum percentage of calls that can be terminated by the caller without resolution? *There are no statistics available on this topic.*
9. Is there a minimum or maximum number of operators and supervisors? *This is driven by the volume which is variable.*
10. What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)? *The answering service can provide services to other organizations. It is expected that any incoming calls for Rowan Medicine will be handled promptly.*
11. What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)? *As long as the contract with Rowan is satisfactorily fulfilled, this is at the discretion of the awarded vendor.*
12. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained? *All calls must be recorded and maintained for 30 days.*
13. What are the recording and storage requirements for non-phone communications? *Rowan typically does not have non-phone communications with vendor.*
14. What was your average monthly call volume over the past year? *Unknown.*
15. What is the current number of seats for operators and supervisors at your existing call center? *Variable depending upon call volume.*
16. What is the current average wait time for phone calls? *Variable*
17. What is the current average handle time for phone calls and other types of communications? *Variable*
18. What is the current average after-call work time for operators? *Variable*
19. Over the past year, what is the percentage of calls received in English versus non-English? *Statistics not available.*
20. Over the past year, what percentage of calls received were in Spanish? *Unknown*
21. Please reconfirm the due date for this procurement by providing it in response to answers to questions. *The new submission due date is September, 3, 2026.*
22. When is the anticipated go-live date? *30 days from date of award.*
23. When is the anticipated contract start date? *30 days from date of award.*

RFP 27-08 After-Hours Answering Services

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24. When is the anticipated award date? *Unknown*
25. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
Bidders determine their fee structure and schedule
26. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. *Satisfactory*
27. Who is the incumbent contractor? *Anserve Inc.*
28. What are the primary challenges or pain points with the current after-hours answering service? *None*
29. What improvements is Rowan University seeking through this procurement? *None*
30. Is this contract strictly a re-bid, or are there any significant changes in scope compared to the current contract? *No significant changes in scope.*
31. Please provide the average annual, monthly, or daily after-hours call volumes by department. *Unavailable*
32. Approximately how many physicians, Advanced Practice Nurses (APNs), and on-call providers will be supported?
Rowan Medicine employs approximately 140 clinicians.
33. Is integration with the Electronic Medical Record (EMR) required? If integration is required, which EMR platform is used (e.g., Epic, Cerner, Athenahealth)? *Integration is not required.*
34. Is secure messaging performed through an existing platform, or is the vendor expected to provide one? *N/A*
35. Does Rowan require API-based integration with any existing systems? *N/A*
36. Which performance metrics are currently monitored? *Rowan does not currently maintain KPIs for this service.*
37. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct? *Yes, this is a remote service.*
38. Approximately how many agents currently support this contract? *Variable*
39. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct? *Correct*
40. Please provide current performance targets or historical performance for Average Speed of Answer (ASA), Abandonment Rate, Service Level, Average Handle Time (AHT), First Call Resolution (if applicable). *Not available.*
41. What is the anticipated contract start date? *30 days from date of award.*
42. Is pricing expected on a per-call, per-minute, per-month, or fixed-fee basis? *You may submit pricing structure at your own discretion.*
43. Could Rowan provide historical annual spending or an estimated annual budget for this contract? *Not available*
44. Will Rowan conduct demonstrations or oral presentations as part of the evaluation process? *No*
45. The Required Procurement Documents & Proposer's Checklist lists the Non-Collusion Affidavit as a required document; however, the corresponding form is not included in the RFP package. Please confirm whether the Non-Collusion Affidavit must be submitted with the proposal or prior to contract award. If it is required with the proposal, kindly provide the applicable form. *This form is available via the link on page 4 of the RFP.*
46. It is our understanding that the vendor needs to provide its technical solution under the Vendor Service Plan. Is it correct? *Correct.*
47. Does Rowan University have any pre-defined questions that need to be addressed under the Vendor Service Plan? If yes, please provide. *No*

RFP 27-08 After-Hours Answering Services

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48. Is it possible for Rowan University to extend the proposal due date? *New due date is September 3, 2026.*
49. "100% of after-hours calls must be answered by a live operator." Is it permissible to have callers receive an automated greeting prior to the call being presented to a live operator - so long as the live operator is engaged within 60 seconds? *This is acceptable*
50. "There are occasions when the department needs to forward their phones for extended staff meetings or retreats." Approximately how frequently are calls directed to the after-hours answering service during regular business hours? How much notice is the answering service given prior to calls being forwarded? *This occurs regularly and the department will notify the answering service five business days in advance of the meetings.*
51. "If the confirmation is not received within 30 minutes, the physician of APN must be contacted again." How frequently are additional attempts necessary? Are any measures in place to enforce responsiveness among physicians? *The service will document and forward any issues to the Department Administrative Director*
52. "The selected vendor will not subcontract any call center/answering service to another vendor." Does this requirement prohibit the vendor from utilizing a telephonic language interpretation service for languages other than English and Spanish? *This has been removed from the RFP Scope of Services.* Also, would it prohibit the vendor from using a temporary staffing agency as part of the recruitment and staffing plan for this work? *Please outline the arrangement in your submission*
53. The RFP states specific requirements for vendor personnel while onsite at Rowan University locations. Does Rowan University require the after-hours answering service staff to work onsite at University locations? Or is this requirement specific to being onsite for meetings, training, or other similar events? *The operators work remotely for the answering service. They are not on site.*
54. Are after-hours staff permitted to work remotely from home - either full-time or on a hybrid schedule basis? *This is acceptable.*
55. If available, please provide historic data regarding average weekly call volume and peak call volume periods. *Not available*
56. Are there any particular pain points with the existing after-hours service and/or any desired enhancements to the service that Rowan University is seeking to address through this procurement? *N/A*
57. Does the performance of this RFP scope require vendor personnel to access any Rowan University systems? If yes, please describe how systems are accessed and any hardware specifications that are applicable to running the applications. *NO*
58. Can you provide the average number of after-hours calls received per month by the current answering service provider? *N/A*
59. Can you provide the average number of after-hours minutes used per month by the current answering service provider? If not, is there any type of metrics or data available outside of the fact that there are 45,000 patients over 10 departments? *N/A*
60. Can Rowan University or current answering service supply the previous 12 months of after-hours call statistics, including monthly call volume, total call minutes, average handle time, calls requiring provider dispatch, and calls by department? *N/A*
61. Can the University or current answering service provide the average after-hours call volume by weekday evenings, overnight hours, weekends, holidays, and lunch coverage? *N/A*

RFP 27-08 After-Hours Answering Services

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62. Can the University or current answering service provide the average call volume by department so we may better understand workload distribution across the ten departments? *N/A*
63. The RFP specifies that a searchable and modifiable spreadsheet be provided to each department summarizing the previous night's calls. Our system currently generates secure message summaries that can be delivered via encrypted email and/or fax. Would this format satisfy the University's reporting requirement, or is a spreadsheet format (e.g., Excel or CSV) specifically required? *Yes*
64. Do all departments follow the same call handling procedures, or will each require its own customized scripting and workflow? *Customized by department.*
65. To better understand the implementation and ongoing maintenance requirements, can the University describe how on-call schedules are currently maintained and communicated to the answering service (e.g., online scheduling platform, email, fax, or another method)? *Customized by department.*
66. Would vendor-provided annual training records satisfy this requirement, or is individual employee documentation required at the time of proposal? *Yes, this satisfies the requirement.*
67. Would the employees be required to have medical terminology certification from a reputable company, or can internal training be sufficient to satisfy this requirement? *It is the responsibility of the vendor to sufficiently train their staff.*
68. The RFP states that the contract will begin on the date of award. What activities or implementation steps are expected to occur immediately following the award, and when is the selected vendor expected to begin handling live calls? *This should be outlined and explained in the response to the RFP.*
69. CCC utilizes supplemental personnel through a staffing agency who work within our call center environment, use CCC systems and procedures, and are trained and supervised by CCC management. If the use of such personnel is permitted under Section M.3, would staffing-agency personnel assigned to the Rowan account be required to undergo the same security background check requirements as direct CCC employees? If so, would background checks performed and documented by the staffing agency satisfy this requirement, or must the background check be conducted directly by CCC or through a Rowan-approved process? *It is the responsibility of the vendor to provide background checks.*
70. For purposes of verifying required security background checks, will Rowan accept a certification or roster identifying each applicable employee and the date their background check was successfully completed, or will Rowan require copies of the individual background check reports? *The selected vendor(s) will provide verification that personnel working with confidential records have been bonded, undergone a security background check, and have signed a statement of confidentiality guaranteeing non-disclosure of information. Also see section V.E.*
71. Please clarify the bonding requirement for personnel working with confidential records. Is Rowan requiring individual employee fidelity bonds, or will company-wide employee dishonesty/commercial crime coverage that extends to applicable personnel satisfy this requirement? *Must be able to provide verification that personnel working with confidential records have been bonded. Cyber liability insurance is also required.*
72. Approximately how many physicians, advanced practice providers, and on-call schedules will be managed under this contract? *Approximately 140 clinicians across 10 departments*

RFP 27-08 After-Hours Answering Services

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73. Please provide monthly call counts and total handled minutes for the trailing 24 months, broken out by department, along with average handle time and current monthly spend under the incumbent contract. *Not available at this time.*
74. Will the University accept a service level expressed as a percentile (for example, 90% of calls answered within 60 seconds, measured monthly) in lieu of a literal 100% standard? *No, 100% is expected.*
75. Please define "contract not fulfilled" as used in the monthly payment withholding provision (Section II.J.1), and confirm whether a written cure period applies before any withholding. *Though not required, Rowan will typically offers a written cure period prior to terminating a contract.*
76. How many providers and staff will require HIPAA-secure messaging access? *See #72.*
77. Will the University execute a Business Associate Agreement with the awarded vendor, and may vendors include their BAA terms with the proposal? *Yes*
78. Please confirm that the Public Works Contractor Registration Certificate (Proposer's Checklist item 15) is not applicable to after-hours answering services, and that marking it "n/a" will not render a submission non-responsive. *Not applicable.*
79. Does the prohibition on subcontracting permit the vendor's own W-2 remote employees and geographically redundant vendor-owned facilities? *No longer applicable, see #51.*
80. Please confirm the anticipated Year One award date, given the FY27 term ends 6/30/2027. *Unknown at this time.*
81. Regarding the requirement that personnel working with confidential records be bonded, please specify the required bond type and minimum limit, and confirm whether a blanket fidelity bond or commercial crime policy covering assigned personnel satisfies this requirement. *A commercial crime policy will satisfy this requirement Cyber liability insurance is also required.*
82. Please confirm the incumbent vendor's identity and whether the incumbent is eligible and expected to rebid. *Anserve Inc. Unknown.*
83. Please clarify the intended pricing basis, as Section II references per-unit (room/apartment) and hourly flat rate payment while the Pricing Proposal Sheet requests per-minute usage rates. Should proposers price on a per-minute basis with a monthly recurring fee? *You may submit pricing structure at your own discretion.*
84. Submission Requirements item D - # 3 Vendor Service Plan (page 10 of RFP). Can you please provide more details on what information you would like provided here. *Outline how you plan to execute the required services.*
85. Pricing: Are you looking for a per minute model or can the pricing be per incident that is calculated off of average speed to answer and handle time? *You may submit pricing structure at your own discretion.*