

## REQUEST FOR PROPOSALS

### AFTER HOURS ANSWERING SERVICE

Service will provide after hours telephone assistance to callers requesting commuting information outside of business hours. Service will also provide emergency ride coverage for Easy Street vanpool service and other commuters via arranging taxi rides with approved vendors outside of business hours.

Greater Hartford Ridesharing Corporation  
The Rideshare Company  
100 Corporate Drive  
Suite 120  
Windsor, CT 06095  
(860) 692-1254

October, 2007

Introduction:

Greater Hartford Ridesharing Corporation, (The Rideshare Company) is a Connecticut non-stock, non-profit 501(c)(3) organization. The business of The Rideshare Company is commuter transportation. The mission of the Company is to act as a transportation facilitator for commuters and employers. The overall corporate objective is to increase all forms of ridesharing and reduce single-occupant vehicles.

The Rideshare Company operates as a full-service, comprehensive regional ridesharing brokerage, as a pro-active transportation management organization and as a transportation marketing and communications organization. The Company directly operates several vanpool programs, the largest of which is the CT Easy Street ® vanpool program.

The Rideshare Company requires services in connection with providing phone coverage outside of our normal weekday business hours of 8:00am-5:00pm for the period October 1, 2007 through September 30, 2008. Services include gathering lead information from inquiry callers and faxing or e-mailing the information to Customer Service at The Rideshare Company within 24 hours from the time the call was received. Services also include all elements related to emergency ride coverage for the Easy Street vanpool program and other commuters.

The Company intends to award a one (1) year contract with an option to extend the term (under the same terms and conditions) for three (3) one (1) year periods. The Rideshare Company reserves the right to increase or decrease the budget allotment at any time during the contract period with all the terms, conditions, specifications and prices of the original contract remaining the same.

**I. General Requirements – Requirements vary depending upon the Customer Type – Inquiry Caller vs. Emergency Ride Caller – Details are Outlined Below:**

**Inquiry Callers:**

Provide friendly, skilled, English speaking operators that are customer service oriented with excellent communication skills.

Answer calls with a live operator and gather lead information into formatted web-based forms from 5pm through 8am, Monday through Friday as well as 24hrs per day Saturday & Sunday, and as requested for holidays, storms or business interruption coverage.

For week-day service, the answering service must fax or e-mail the inquiry information within 24 hours from the time the call was received to Customer Service at The Rideshare Company. On a weekend-day, the answering service must send the inquiry information via fax or e-mail to The Rideshare Company no later than noon the following Monday.

**Emergency Ride Callers:**

Provide friendly, skilled, English speaking operators that are customer service oriented with excellent communication skills.

Answer and qualify callers according to The Rideshare Company's guidelines and gather all necessary information from each caller in order to arrange the appropriate emergency ride service as follows.

- Easy Street vanpool Emergency Ride coverage must be provided 24/7
- CTTransit Emergency Ride coverage is provided Monday through Friday, 8am to 11pm
- NuRide Emergency Ride coverage is provided Monday through Saturday, 8am to 9pm
- CRCOG commuter client coverage must be provided 24/7

Answering service staff must also complete appropriate formatted web form. Staff will also call the geographically designated taxi vendor to arrange the emergency ride for the caller. Staff must also fax the request to the cab company as verification of the requested ride. After these services are provided, the staff will also call our customer to confirm all the arrangements have been made to ensure the ride and advise the customer of the expected arrival time of the taxi.

For week-day rides, the Answering service must fax or e-mail the emergency ride information to Customer Service at The Rideshare Company within 24 hours from the time the call was received. For week-end rides, answering service must fax or e-mail to The Rideshare Co. no later than noon the following Monday.

## **II. Additional Requirements:**

- Answering service must provide appropriate toll free numbers for the call forwarding of The Rideshare Company's existing four emergency ride telephone lines
- Answering service must have capability to answer calls from remote or other locations should power or other service interruption affect the main answering service provider/location
- Answering service must archive calls for a period of not less than one year and shall be able to replay a call for The Rideshare Company within 48 hours from the time of the call
- Upon The Rideshare Company's request, the answering service will provide a call logger report
- Answering service must bill The Rideshare Company on a monthly basis
- Any changes to Answering service's quoted pricing will be provided in writing to The Rideshare Company 90 days prior to the requested change

## **III. Fee Proposal:**

The fee proposal shall be presented to The Rideshare Company in writing containing the following elements:

- Cost of any set-up to provide service as required herein
- Base rate per billing period
- Cost of additional minutes
- Charges for faxing or e-mailing messages per month
- Call logger fee per month

V. Fee Proposal & Firm Selection:

The proposal should be addressed to: Kathy Naples, Customer Service Manager and be submitted in a sealed envelope clearly marked, "PROPOSAL FOR ANSWERING SERVICE", to:

The Rideshare Company  
100 Corporate Corporate Drive  
Suite 120  
Windsor, CT 06095

The proposal should be received by The Rideshare Company no later than 12pm on October 24, 2007.

The service proposing agrees that the proposal will remain valid for seven (7) days after the closing date for submission of proposals and may be extended beyond that time by mutual agreement.

The Rideshare Company reserves the right to reject any and all proposals.

The engagement will be awarded to the successful firm no later than October 31, 2007.

