



Anne Roest  
*Commissioner*

To: Prospective Proposers

From: John Katsorhis, Agency Chief Contracting Officer

A handwritten signature in blue ink, appearing to be "JK", written over the name "John Katsorhis" in the "From:" field.

Date: February 19, 2016

Re: Contact Center Services (Handling 3-1-1 Calls)  
PIN: 85815P0003

The City of New York Department of Information Technology and Telecommunications (DoITT) is seeking to engage one or more appropriately qualified vendors to provide Contact Center Services in support of New York City's 3-1-1 Citizen Service Center. This letter and the above-described project are a formal invitation for your firm to submit a response to the solicitation. The Request for Proposals ("RFP") will be available commencing February 19, 2016.

A copy of the RFP can be assessed by logging onto the following web address:

<http://www1.nyc.gov/site/doitt/business/contact-center-services.page>

**Please note that there is a Pre-Proposal Conference/Site Visit which will be held on March 1, 2016 from 10:00 AM to 12:00 PM local New York City time in the Situation Room at 59 Maiden Lane, 14<sup>th</sup> Floor, New York, NY 10038.**

**Attendance at the Pre-Proposal Conference/Site Visit is not mandatory, but is highly recommended. Immediately after the Pre-Proposal Conference, the City will permit prospective proposers who have made arrangements in advance with the Authorized Agency Contact Person to tour/observe the City-operated call center and equipment room. Any person participating in such tour/observation must submit an executed Non-Disclosure Agreement (see Attachment B). Please RSVP by February 29, 2016.**

The closing date for receipt of all questions is March 7, 2016 at 3:00 PM NYC Time. Questions should be e-mailed to Ms. Anne Cody at [acco@doitt.nyc.gov](mailto:acco@doitt.nyc.gov); or faxed to (347) 788-4082 (preferably by e-mail). The due date for submission of responses to this solicitation is March 18, 2016 by 3:00 PM NYC Time. Responses are to be submitted to Ms. Anne Cody at 255 Greenwich Street, 9<sup>th</sup> Floor, New York, NY 10007. A hard copy of this solicitation is available upon request, and may be obtained by contacting Ms. Cody at (212) 788-6276.