

Date: November 1, 2021

NOTICE OF INTENT TO AWARD

This communication serves as the official Notice of Intent to Award contract(s) for the Request for Proposal (RFP) for 24 Hour Phone Answering Services for Aging and Adult Services of San Mateo County (RFP# 2022-03) issued on September 17, 2021 and due October 18, 2021.

The County received RFP proposals from the following applicants:

- S. Sarkissian Co
- Professional Exchange Service Corporation
- New Orleans Teleport, Inc. d/b/a CALLS PLUS
- Gilson Medical Call Center Services
- Call Center Sales Pro
- Answernet, Inc
- Transcosmos America Inc.

The Review Committee met on October 26, 2021 to discuss the proposals.

Based on the recommendation of the Review Committee the following contractor was selected to provide services for San Mateo County Aging & Adult Services:

- Answernet, Inc



NOTICE OF INTENT TO AWARD FOR RFP # 2022-003 24 HOUR PHONE ANSWERING SERVICES

Protest and Protest Period (November 1, 2021 – November 5, 2021)

This notice serves to begin the official protest period to conclude November 5, 2021. If a proposer desires to protest the selection decision, the proposer must submit by email a written protest within five (5) business days after the delivery of the notice about the decision. The written protest should be submitted to the Director of Aging and Adult Services as outlined below. Protests received after the deadline will not be accepted. Protests must be in writing, must include the name and address of the proposer and the RFP number, and must state all the specific grounds for the protest. A protest that merely addresses a single aspect of the selected proposal (for example, comparing the cost of the selected proposal in relation to the non-selected proposal) is not sufficient to support a protest. A successful protest will include sufficient evidence and analysis to support a conclusion that the selected proposal, taken as a whole, is an inferior proposal.

The County will respond to a protest within ten (10) business days of receiving it, and the County may, at its election, set up a meeting with the proposer to discuss the concerns raised by the protest. The decision of the County will be final. The protest letter must be sent as follows:

Lisa Mancini, Director, Aging and Adult Services
lmancini@smcgov.org

Next Steps

After the protest period concludes, Aging & Adult Services can begin contract negotiation with successful proposers. The process will culminate with the execution of contracts/agreements. Successful proposers will be notified by the Program Manager on specific details regarding the next steps of this process.