



# Bid Waiver Form

Revised 04/2021

<b>Short Description of Goods/Services</b>	Afterhours/Weekend Phone Answering Service	<b>Total Cost</b>	\$100,000 (5yr)		
<b>Vendor Name</b>	The Answering Service (TAS)	<b>MUNIS #</b>	7666	<b>Req #</b>	
<b>Purchasing Officer</b>	Pete Patten	<b>Date</b>	12/17/21		
<b>Department</b>	DCDHS-CYF	<b>Email</b>	ahnen@countyofdane.com		
<b>Name</b>	Julie Ahnen	<b>Phone</b>	608-261-9895		

**\*A VENDOR QUOTE MUST BE ATTACHED TO THE WAIVER FOR APPROVAL\***

**Provide a detailed description of the goods/services intended to be purchased:**

DCDHS Child Protective Services is required by statute to accept and receive reports of possible child abuse and neglect 24 hours/day, 7 days/week, 365 days/year. During normal business hours, CPS Social Workers perform this function. Evening, weekend and holiday coverage of this mandate is handled by a pool of On Call Emergency Protective Services (EPS) Social Workers.

Because only one EPS Social Worker is scheduled for each after hours shift, calls to the designated after hours phone number for DCDHS are triaged through the contracted answering service, currently "The Answering Services" (TAS). Staff from the answering service contact the On Call Social Worker who then follows up directly with the caller.

The service provider is paid via monthly invoices sent to the Department.

**\*Send to a Purchasing Officer Once Completed\***



# Bid Waiver Form

Revised 04/2021

## Procurement Exception List

- Emergency Procurement
- Unique and specific technical qualifications are required
- A special adaptation for a special purpose is required
- A unique or opportune buying condition exists
- Only one vendor possesses the unique and singularly available ability to meet the Department's requirements

Provide a detailed explanation as to why the competitive bidding (RFB/RFP) process cannot be used. Also provide a detailed justification in relation to the Procurement Exception(s) chosen:

The Answering Service (TAS) is staffed 24 hours a day, all year round. They ensure phone calls are received by people, and do not utilize automated systems or key presses. They relay information timely, accurately and are HIPPA compliant. They provide continuous technical training to their staff, which includes monthly evaluations and feedback. The Answering Service is an integral part of ensuring the continuum of services during these unprecedented times. They quickly adapted to the needs of DCDHS by being flexible and providing their service at a moment's notice. Their services are also utilized if our daytime call center is having technical difficulties or is experiencing high call volume. This ensures DCHDS is compliant with state guidelines around receiving calls of child maltreatment 24 hours a day.

Staff at The Answering Service have been specially trained in Child Protective Services protocols and processes, specifically around threats to child safety. Many calls that come in after hours are from emergency medical or law enforcement personnel and The Answering Service provides specialized training to staff in gathering sufficient technical information to communicate child danger threats to the On Call Social Worker. After hours callers are often experiencing heightened emotions related to child maltreatment concerns, and The Answering Service staff are trained in deescalation techniques to ensure that valuable information is collected and passed along to the On Call Social Worker. Managers at TAS have years of experience in managing calls to Child Protective Services and are able to independently train staff in this specialized service, thus saving countless hours of time and expense that would otherwise be incurred by DCDHS staff.

## Bid Waiver Approval (For Purchasing Use Only)

Under \$37,000 (Controller)

\$37,000+ (Personnel & Finance Committee)

Date Approved:

**\*Send to a Purchasing Officer Once Completed\***