



## Fiscal Estimate Narratives

DOA 3/16/2007

LRB Number	07-0910/1	Introduction Number	AB-0105	Estimate Type	Original
<b>Description</b> Telephone company inquiry services by state agencies, authorities, and vendors					

### Assumptions Used in Arriving at Fiscal Estimate

If enacted, this bill prohibits agencies and authorities from entering into a contract or service with an entity unless the entity maintains at least one telephone line that is staffed during its regular business hours by an individual who can respond to business inquiries.

This provision would have a minimal direct effect on state procurement since language may be added to each contract's standard terms and conditions requiring the vendor to maintain a staffed phone line. However, the bill may have an indirect effect on certain entities that respond to bids and proposals. Specifically, certain small businesses (such as sole proprietorships) may lack the personnel and resources necessary to provide a staffed telephone line during business hours. There is insufficient information available to estimate the cost of this provision.

The bill also requires agencies and authorities to maintain a phone line that is staffed during regular business hours to respond to inquires and refer callers to appropriate subunits. Assuming that auto attendant systems that offer an option to speak to an individual qualify under this bill, the cost of meeting this provision can be absorbed by agencies.

### Long-Range Fiscal Implications

Unknown