



Index No.: EDU701
Contract No.: CRP14315
Eff. Date: 01/06/15

STATE OF OHIO
DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
OFFICE OF PROCUREMENT SERVICES
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

AMENDMENT FOR CHANGE
AMENDMENT NO. 1

TO: DEPARTMENT OF EDUCATION
FROM: ROBERT BLAIR, DIRECTOR, DEPARTMENT OF ADMINISTRATIVE SERVICES
SUBJECT: CALL CENTER SERVICES: DEPARTMENT OF EDUCATION

This amendment is issued to add items to the price schedule.

Questions regarding this Amendment and/or the Mandatory Contract may be directed to:

Kristen Johnson
kristen.johnson@das.ohio.gov

This Amendment, the main Mandatory Contract and any additional amendments thereto are available from the DAS Web site at the following address:

<http://www.ohio.gov/procure>

Affected Contractor(s):
0000145618
Cleveland Sight Center
1909 East 101 St.
Cleveland, OH 44106

PRICE SCHEDULE

ITEM NUMBER	ITEM	PRICE PER
26862	Call Center Services	Year 1: \$ 49,377.00 / month Year 2: \$ 50,365.00 / month Year 3: \$ 51,372.00 / month Year 4: \$ 52,399.00 / month
27007*	Call Center Overflow Call Handling Estimated calls: 30,089 per year	\$3.55 / ea.
27008*	Call Center Foreign Language Translation Service Estimated calls: 20,327 per year	\$2.20 / ea.

Year 1: 01/01/15 – 11/30/15
 Year 2: 12/01/15 – 11/30/16
 Year 3: 12/01/16 – 11/30/17
 Year 4: 12/01/17 – 11/30/18

Total contract not to exceed \$3,048,298.00

CONTRACTOR INDEX



CONTRACTOR AND TERMS:

00000145618
 Cleveland Sight Center
 1909 East 101 Street
 Cleveland, OH 44106

CONTRACTOR'S CONTACT: Jassen Tawil

CONTRACT NO: CRP14315-1 (11/30/18)

TERMS: Net 30 Days

DELIVERY: As Specified

Telephone: 216-791-8118

Fax: 216-791-1101

E-Mail: jtawil@clevelandsightcenter.org

The complete Contract Specifications and Scope-of-Work descriptions are on file and available at DAS-GSD, the Office of Procurement from Community Rehabilitation Programs.

*This amendment is issued to add items to the price schedule.

SUMMARY OF AMENDMENTS

AMENDMENT NUMBER	REVISION DATE	DESCRIPTION
1	01/06/15	This amendment is issued to add items to the price schedule.