

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. 2

TO: LIMITED DISTRIBUTION – DEPARTMENT OF DEVELOPMENT
FROM: HUGH QUILL, DIRECTOR, DEPARTMENT OF ADMINISTRATIVE SERVICES
SUBJECT: TERM CONTRACT - CALL CENTER FOR THE DEPARTMENT OF DEVELOPMENT, DIVISION OF TRAVEL AND TOURISM

Attached are pages 1, 2, and 3 to this contract. Remove these pages from the existing contract and replace with the attached pages on the effective and/or revision date.

This amendment is issued to advise of mutual agreement between the Contractor and the state of Ohio to renew the subject contract for twelve calendar months, effective 07/01/10 through 06/30/11, and also to update Contractor's E-Mail address.

All other prices, terms and conditions remain unchanged.

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

Harry Graham, CPPB
harry.graham@das.state.oh.us

This Amendment, the main Requirements 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):

0000143297
Teleperformance USA
1991 South 4650 West
Salt Lake City, UT 84104

tconner@teleperformance.com



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

REQUIREMENTS CONTRACT: CALL CENTER FOR THE DEPARTMENT OF DEVELOPMENT, DIVISION OF TRAVEL AND TOURISM

CONTRACT NUMBER: CSP900708

EFFECTIVE DATES: 09/25/07 TO 06/30/09
Renewal through 06/30/11

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP900708 that opened on August 17, 2007. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the highest ranking Offeror and has been awarded a Contract for the services listed. The respective Proposal response including, Contract Terms & Conditions, any Proposal amendment, special Contract Terms & Conditions, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Services Contract.

The agency listed herein is eligible to make purchases of the contracted services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that department will purchase the volume of services as advertised in the Request for Proposal.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated, or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to the Ohio Department of Development as applicable.

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

Harry Graham, CPPB
harry.graham@das.state.oh.us

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:



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

ATTACHMENT THIRTEEN
 COST SUMMARY

Maximum Budget: \$325,000.00
 NIGP Number: 915-49
 UNSPSC Number: 80161500

OAKS Item Number: 00000000000011354

Cost Data	
A. Automated Calls billed on a per minute basis	Cost per Minute \$0.06
B. Operated assisted "live" calls billed on a per call basis	Cost per Call \$1.25
C. Email responses billed on a per response basis	Cost per Response \$1.25
D. Transcriptions billed on a per call basis	Cost per Call \$0.35
E. Database matching	Cost per Match \$0.35
F. Monthly administrative fee	Fee Per Month \$2500.00
Total of A through F =	\$2503.26
Total of fees and costs shall not exceed:	\$325,000.00

The Sponsor is responsible for all costs associated with delivering the calls to the successful Offeror.
 The State will not be responsible for any costs not identified.
 All costs must be in U.S. dollars.

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

► BID CONTRACT NO.: CSP900708-1 (06/30/11)

0000143297
 Teleperformance USA
 1991 South 4650 West
 Salt Lake City, UT 84104

TERMS: Net 30 Days

Remit To Address
 0000143297
 PO Box 27926
 Salt Lake City, UT 84127

CONTRACTOR'S CONTACT: Todd Conner

Telephone: (614)-621-7746
 Fax: (614)-461-5626
 ▲ E-Mail: tconner@teleperformance.com

- Contract expiration date updated per Amendment No. 2, effective 07/01/10.
- ▲ Contractor's E-Mail address updated per Amendment No. 2, effective 07/01/10.

SUMMARY OF AMENDMENTS

Amendment Number	Revision Date	Description
2	07/01/10	Contract renewal for twelve calendar months, effective 07/01/10 through 06/30/11; update to Contractor's E-Mail address.
1	06/22/09	Contract renewal from July 1, 2009 through June 30, 2010

