

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. 3

TO: LIMITED DISTRIBUTION - DEPARTMENT OF DEVELOPMENT, DIVISION OF TRAVEL AND TOURISM
FROM: ROBERT BLAIR, DIRECTOR, DEPARTMENT OF ADMINISTRATIVE SERVICES
SUBJECT: COMPETITIVE SEALED PROPOSAL - CALL CENTER FOR THE DEPARTMENT OF DEVELOPMENT,
DIVISION OF TRAVEL AND TOURISM

Attached are pages 1 through 4 to this contract. Remove these pages from the existing contract and replace with the attached pages on the effective and/or revision date.

As a result of mutual agreement between the state of Ohio and the contractor, this amendment is issued to renew the subject contract an additional one month, effective 07/01/11 through 07/31/11.

The amendment is also to indicate an additional pricing structure and change in the contract analyst.

All other prices, terms and conditions remain unchanged.

Nicole Erb
nicole.erb@das.state.oh.us

This Amendment, the 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
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4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: 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 07/31/2011

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP900708 that opened on 08/17/07. 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.

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.

The agency 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.

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

* Nicole Erb
nicole.erb@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>

* Indicates the renewal and change in contract analyst.

**ATTACHMENT THIRTEEN
 COST SUMMARY**

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

OAKS Item Number: 0000000000011354

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

***Shared Agent Group Pricing Structure – not to exceed \$200,000.00**

Compensation for Services

CLIENTS SHARING AGENTS	RATE
1	\$25/Payroll Hour
2	\$17/Payroll Hour
3+	\$12/Payroll Hour

The hourly rate listed is a Worked Hour. Worked hour includes all CSR worked time: On-line (Staffed)Time + Other Productive Time + Non-Classified Time, Off-Line Misc. Activity (Breaks, Meetings, Training, Focus Groups, Clerical). Does not include Paid or Unpaid Time off.

During any open hours, Teleperformance will staff a minimum of two (2) employees.

Additional Costs

Bilingual Support Premium, if applicable (Only applies if Teleperformance provides bilingual CSRs at Client request)	25% surcharge to the applicable rate
Overtime (as approved by Client in writing)	50% surcharge to the applicable rate
Holiday Premium	50% surcharge to the applicable rate
Initial Product and Services Training Rate (includes Seasonal or other ramp)	\$16.00 per hour
Ongoing/Enhancement Training Rate	Applicable Worked Hour Rate

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.

*Indicates the addition of a new pricing model

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

BID CONTRACT NO.: CSP900708-1 (06/30/12)

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

SUMMARY OF AMENDMENTS

Amendment Number	Revision Date	Description
3	07/01/11	Contract renewal for one month, effective 07/01/11 through 07/31/11; update the contract analyst, and to indicate the additional pricing structure.
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