

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: LIMITED DISTRIBUTION - DEPARTMENT OF HEALTH  
FROM: HUGH QUILL, DIRECTOR, DEPARTMENT OF ADMINISTRATIVE SERVICES  
SUBJECT: TERM CONTRACT - CALL MANAGEMENT SERVICES FOR THE OHIO DEPARTMENT OF HEALTH HELP  
ME GROW HELPLINE

Attached are pages 1, 4, 5, and 6 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 modify contract number in OAKS; to modify pricing table & contractor information to reflect changes in OAKS; and to add the Summary of Amendments page.

All other prices, terms and conditions remain unchanged.

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

Dana King, CPPB  
dana.king@das.state.oh.us

This amendment, the main Requirements Contract and any additional amendments thereto are available from the DAS website at the following address:



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

Affected Contractor(s):

0000052902  
Call Management Resources (CMR)  
Inc.  
d.b.a. CALLogistix  
406 East Wilson Bridge Rd., Suite B  
Worthington, OH 43085  
pcorrigan@cmrinc.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 MANAGEMENT SERVICES FOR THE OHIO DEPARTMENT OF HEALTH HELP ME GROW HELPLINE**

\*CONTRACT No.: CSP901208-1

EFFECTIVE DATES: 07/01/07 to 06/30/09

The Department of Administrative Services has accepted proposals submitted in response to Request for Proposal No. CSP901208 that opened on June 1, 2007. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the 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 Requirements 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 Health (ODH) as applicable.

The State makes no representation or guarantee that agencies will purchase the volume of services as advertised in the Request for Proposal.

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

Dana L. King, CPPB  
dana.king@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 modification of Contract number for OAKS administration effective May 1, 2008.

**Contractor's Firm Fixed Prices**

CALL MANAGEMENT SERVICES FOR THE OHIO DEPARTMENT OF HEALTH HELP ME GROW HELPLINE

\*OAKS Line Item ID: 13070

UNSPSC Number: 43221500

COST CATEGORY	Oaks Item ID	OFFEROR'S COST
One time set-up fee.	000-010-259	\$ 950.00 (for updating IVR options and streamlining voice prompts)
Monthly service fee.	000-010-260	\$3700.00 Call Center Services
	000-010-261	\$ 750.00 Mail Fulfillment
Cost per script change.	000-010-262	\$ 71.25 per hour
Cost per call if the caller utilizes an automated system that identifies the address by entering a 10-digit phone number or leaves a name and address on the message system and the Contractor subsequently transcribes, creates, and processes an order.	000-010-263	\$ .67
Cost per call if call is answered by an operator.	000-010-264	\$ 2.98
Cost per order card that is transcribed.	000-010-266	\$ .55
Cost per listened message from prerecorded information line.	000-010-268	\$ .27
Cost per call for completed follow-up survey calls.	000-010-269	\$ 1.85
Cost per dial out for a survey attempt	000-010-270	\$ .10
TOTAL (of all call types)		\$ 6.42

\* Indicates change in OAKS Item ID number(s) to Item number 13070 and UNSPSC number 43221500 effective May 1, 2008.

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<b>COST CATEGORY</b>	<b>ESTIMATED TOTALS</b>	<b>CaLLogistix</b>	<b>ESTIMATED TOTAL</b>
One time set up fee		\$950.00	\$950.00
Monthly service fee		\$4,450.00	\$53,400.00
Cost per Script Change	31.00	\$71.25	\$2,208.75
Automated Call	26,021	\$0.67	\$17,434.07
Live Assistance Calls	13,128	\$2.98	\$39,121.44
Cost per Order Card Transcription	530	\$0.55	\$291.50
Prerecorded Information Line Messages	215	\$0.27	\$58.05
Survey Calls	5,536	\$1.85	\$10,241.60
<b>TOTAL of Call Types Above</b>	45,430		
<b>GRAND TOTAL</b>			<b>\$121,710.41</b>

CONTRACTOR INDEX

**\*\*CONTRACTOR AND TERMS:**

**\*CONTRACT NO.:** CSP901208-1 (06/30/09)

0000052902  
 Call Management Resources (CMR) Inc.  
 d.b.a. CALLogistix  
 406 East Wilson Bridge Rd., Suite B  
 Worthington, OH 43085

**TERMS:** Net 30 Days

**CONTRACTOR'S CONTACT:**

Primary:  
 Phil Corrigan, Operations Manager  
 CALLogistix  
 406 E Wilson Bridge Rd., Suite B  
 Worthington, Ohio 43085

Telephone: (614) 265-7300

FAX: (614) 265-8100  
 e-mail: [pcorrigan@cmrinc.com](mailto:pcorrigan@cmrinc.com)

**PAYMENT ADDRESS:**

CALLogistix c/o CMR Incorporated  
 406 East Wilson Bridge Rd., Suite B  
 Worthington, OH 43085

\* Indicates clarification on "estimated" contract item amounts effective May 1, 2008.

\*\* Indicates modification of Contract number and OAKS Contractor ID number effective May 1, 2008.

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SUMMARY OF AMENDMENTS

Amendment Number	Revision Date	Description
1	05/01/08	Issued to modify contract number in OAKS; to modify pricing table & contractor information to reflect changes in OAKS; and to add the Summary of Amendments page.

\* Indicates the addition of the Summary of Amendments page effective May 1, 2008.