



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

REQUIREMENTS CONTRACT: **DEPENDENT ELIGIBILITY AUDIT**

CONTRACT NUMBER: CSP903709

EFFECTIVE DATES: 05/18/09 TO 06/30/12

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP903709 that opened on March 13, 2009. 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 DAS as applicable.

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

Sandy Herrel, CPPB
sandy.herrel@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>

RFP RESPONSE

Contractor will conduct a 100% dependent audit for eligibility with fairness and accuracy, beginning at the verification phase. Contractor will cross check documentation for authenticity, reasonableness of name, date, ages, etc. Contractor will have employee declare, in writing, the accuracy of submitted documentation so they can be held accountable should discrepancies be uncovered later. Document all communications to be able to withstand an employee challenge should dependents need to be dropped.

Call Center will be 24 x 7 x 365 throughout the term of the project, with a dedicated toll-free number for employee access. The Project Manager will spend 100% of his time on the Work during this Contract, exclusive of normal administrative time.

Contractor has agreed to include all postage costs in the cost per dependent.

PERFORMANCE GUARANTEES

All DEA services will be completed within eleven (11) months of enrollment records being received by the Contractor. For each month or partial month that all DEA services are not completed within the eleven (11) months of enrollment records being sent to the Contractor, the Contractor shall credit five-percent (5%) of all fees charged under the Contractor for audit tasks.

Component	Description of Proposed Performance Guarantee	Measure	Percent of fees at risk
Call Center speed of answer less than 45 seconds	Defined as the amount of time a caller waits to speak with a call center representative after the call is transferred to the automated call distribution system.	Total number of calls answered in 45 seconds/total number of calls received.	3%
Call Center abandonment rate Less than 5%	Defined as a call disconnected by the caller after the call is transferred to the automated call distribution system	Total number of telephone calls abandoned/total number of telephone calls received.	3%
Blocked calls less than 3%	Defined as a call where the caller receives a busy signal due to insufficient phone lines.	Total number of telephone calls with busy signals/total number of telephone calls.	3%
Completion of initial audit within one year	Defined as starting from the last date that enrollment records are sent to the Contractor to completion of the audit.	Completion of all audit functions and deliverables.	10%

COST SUMMARY

UNSPSC CATEGORY CODE: 84111600

OAKS ITEM NO.	DESCRIPTION	UOM	COST
16193	Offeror must propose a firm, fixed fee on a per dependent audit basis. The fixed fee must be all inclusive; including but not limited to: administrative fees, communications, data transfer, testing for transmission of data, call center operations, verification, analysis, reporting, storage and destruction of documents provided as proof, and recommendations for recovery. Price quoted includes all postage.	PER DEPENDENT AUDIT	\$5.00

Invoices are to be submitted monthly, in arrears, for deliverables completed.

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

0000168462
Secova, Inc.
5000 Birch Street
East Tower, Suite 300
Newport Beach, CA 92660-2127

BID CONTRACT NO.: CSP903709-1

TERMS: Net 30 Days

REMIT TO:

0000168462
Secova, Inc.
5000 Birch Street
East Tower, Suite 300
Newport Beach, CA 92660-2127

CONTRACTOR'S CONTACT:

Mr. Jim Kelly, Vice President, Business Development
Secova, Inc.
5000 Birch Street
East Tower, Suite 300
Newport Beach, CA 92660-2127

Telephone: (770) 331-3989
Fax: (714) 482-4405
Email: jim.kelly@secova.com

PROJECT MANAGER:

Mr. Bruce Borgos, Director of Audit Services
Secova, Inc.
5000 Birch Street
East Tower, Suite 300
Newport Beach, CA 92660-2127

Telephone: (770) 331-3989
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