



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

Index No.: MCD702
Eff. Date: 10/01/15

OPCRP PRICE SCHEDULE

ITEM NUMBER	ITEM	PRICE PER
27147	Call Center Development	Year 1: \$85.00/hr Year 2: \$85.00/hr Year 3: \$85.00/hr
27148	Automated Call Handling (0-20,000 Calls)	Year 1: \$0.25/min Year 2: \$0.25/min Year 3: \$0.25/min
27149	Automated Call Handling (20,000 +)	Year 1: \$0.22/min Year 2: \$0.22/min Year 3: \$0.22/min
27150	Live Agent Call Handling	Year 1: \$1.05/min Year 2: \$1.05/min Year 3: \$1.05/min
27151	Call Center Translation Services	Year 1: \$3.25/min Year 2: \$3.25/min Year 3: \$3.25/min
27152	Call Center Account Maintenance	Year 1: \$750.00/mo Year 2: \$750.00/mo Year 3: \$750.00/mo
28054	Line Charge	Year 2a: \$0.05/min Year 3: \$0.05/min

Year 1: 03/09/15 – 06/30/15
Year 2: 07/01/15 – 06/30/16
Year 2a: 10/01/15 – 06/30/16
Year 3: 07/01/16 – 06/30/17

Submit Invoices to:
Ohio Department of Medicaid
50 W. Town Street
Columbus, OH 43215