



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

MANDATORY CONTRACT FOR: CALL CENTER SERVICES

CONTRACT NUMBER: CRP15415

EFFECTIVE DATES: 03/09/15 - 06/30/17

The Department of Administrative Services (DAS), Office of Procurement from Community Rehabilitation Programs (OPCRP) has accepted the proposal submitted in response to proposal CRP15415 by the certified Community Rehabilitation Program (CRP) and/or the certified Agent of a Community Rehabilitation Program (Agent). The CRP and/or Agent listed herein has been awarded a contract for the services or supplies listed. The respective ordering office contract approval form, contract terms and conditions, supplemental terms and conditions, pricing schedules, specifications, and any attachments incorporated by reference and accepted by DAS become a part of this Mandatory Contract.

This Mandatory 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 Mandatory Contract is available to the Ohio Department of Medicaid, 50 W. Town Street, Columbus, OH 43215, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase the volume of supplies and/or services as initially advertised or described.

State agencies may make purchases under this Mandatory Contract up to \$2500.00 using the State of Ohio Payment Card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

Questions regarding this Mandatory Contract may be directed to:

Kristen Johnson
Kristen.johnson@das.ohio.gov

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

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

Office of Procurement from Community Rehabilitation Program Contract Award in accordance with Sections 125.60 to 125.6012 of the Revised Code.

Signed: _____
Robert Blair, Director Date

PRICE SCHEDULE

ITEM NUMBER	ITEM	PRICE PER
27147	Call Center Development	\$85.00 / hr.
27148	Automated Call Handling (0-20,000 Calls)	\$0.25 / min.
27149	Automated Call Handling (20,000 +)	\$0.22 / min.
27150	Live Agent Call Handling	\$1.05 / min.
27151	Call Center Translation Services	\$3.25 / min.
27152	Call Center Account Maintenance	\$750.00 / mo.

Total contract not to exceed \$820,950.00

CONTRACTOR INDEX



CONTRACTOR AND TERMS:

0000145618
Cleveland Sight Center
1909 East 101ST Street
Cleveland, OH 44106

CONTRACT NO: CRP15415-1 (06/30/17)

TERMS: Net 30 Days

DELIVERY: As Specified

CONTRACTOR'S CONTACT: Jassen Tawil

Telephone: 216-791-8118

Fax: 216-791-1101

E-Mail: jtawil@clevelandsightcenter.org

The complete Contract Specifications and Scope-of-Work descriptions are on file and available at DAS-GSD, the Office of Procurement from Community Rehabilitation Programs.