

AMENDMENT 1 FOR RFP NUMBER #0A1126

**DATE AMENDMENT ISSUED:
March 17, 2014**

The State of Ohio, through the Department of Administrative Services, for the Department of Natural Resources, is issuing this amendment for the Request for Proposals (RFP) entitled:

Central Reservation and Point of Sale System

INQUIRY PERIOD BEGINS:	February 19, 2014
INQUIRY PERIOD ENDS:	March 24, 2014
OPENING DATE:	April 2, 2014
OPENING TIME:	1:00 P.M.
OPENING LOCATION:	Department of Administrative Services General Services Division IT Procurement Services Bid Desk 4200 Surface Road Columbus, Ohio 43228-1313

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are preceded by an asterisk and red font or when applicable, strikethrough and bold.

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1126
DATE ISSUED: February 19, 2014

The State of Ohio, through the Department of Administrative Services, for the Department of Natural Resources is requesting proposals for:

Central Reservation and Point of Sale System

INQUIRY PERIOD BEGINS: February 19, 2014
INQUIRY PERIOD ENDS: March ~~17~~*24, 2014
OPENING DATE: April 2, 2014
OPENING TIME: 1:00 P.M.
OPENING LOCATION: Department of Administrative Services
General Services Division
IT Procurement Services
Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1313

PRE-PROPOSAL CONFERENCE DATE: March 10, 2014

This RFP consists of five parts and 13 attachments, totaling 119 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

In lieu of taking exceptions to RFP requirements, including but not limited to terms and conditions, scope of work requirements, etc., or providing assumptions that may be unacceptable to the State, offerors are strongly encouraged to use the inquiry process in Part Three of the RFP.

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	February 19, 2014
Inquiry Period Begins:	February 19, 2014
Pre-Proposal Conference Date:	March 10, 2014 at 10:00 a.m.
Inquiry Period Ends:	March 17*24, 2014, at 8:00 a.m.
Proposal Due Date:	April 2, 2014, at 1:00 p.m.

Estimated Dates

Award Date:	June 30, 2014
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Estimated Work Dates

Work Begins:	July 7, 2014
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five parts and has thirteen attachments. The parts and attachments are listed below. There also may be one (1) or more supplements to this RFP listed below.

Parts:

- Part 1 Executive Summary
- Part 2 Structure of this RFP
- Part 3 General Instructions
- Part 4 Evaluation of Proposals
- Part 5 Award of the Contract

Attachments:

- | | |
|--------------------------------|--|
| Attachment One | Evaluation Criteria |
| Attachment Two | Work Requirements and Special Provisions |
| Attachment Three | Requirements for Proposals |
| Attachment Four | General Terms and Conditions |
| Attachment Five | Sample Contract |
| Attachment Six | Contractor Performance Form |
| Attachment Seven | Offeror Profile Summary |
| Attachment Eight | Personnel Profile Summary |
| Attachment Nine | Glossary |
| Attachment Ten | Technical and Functional Requirements |
| Attachment Eleven | Standard Affirmation and Disclosure Form, Executive Order 2011-12K |
| Attachment Twelve | Sample Deliverable Submittal Form |
| Attachment Thirteen | Cost Summary Form |
| Attachment Fourteen | Offeror Certification Form |

Supplements:

Supplement One	W-9 Form
Supplement Two	Business Rules.pdf
Supplement Three	Call Center Information.pdf
Supplement Four	Camping Locations.pdf
Supplement Five	Camping Rates.pdf
Supplement Six	Cancellation Policies.pdf
Supplement Seven	Cottage Rates.pdf
Supplement Eight	Current Customer Survey Form.pdf
Supplement Nine	Discounts on Overnight Stays.pdf
Supplement Ten	Field Computer Location Master.pdf
Supplement Eleven	Point of Sale, Golf, Docks and Gift Cards.pdf
Supplement Twelve	Reservations.pdf
Supplement Thirteen	Sample Reports.pdf
*Supplement Fourteen	Credit Card Sales.pdf
*Supplement Fifteen	Parks Locations – GPS Coordinates.pdf
*Supplement Sixteen	Reservations and Nights 2005-2008.pdf
*Supplement Seventeen	Updated Supplement 10-Field Computer Locations.pdf
*Supplement Eighteen	Call Center Volume by Day.pdf
*Supplement Nineteen	Offeror Certification Form

PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about how to respond to this RFP. All responses must be complete and in the prescribed format.

Contacts. The following person will represent the State during the RFP process:

Procurement Representative:

Cyrus Carter, Acquisition Analyst
IT Procurement Services
4200 Surface Road
Columbus, Ohio 43228

During the performance of the Work, a State representative (the “Work Representative”) will represent the Department of Natural Resources and be the primary contact for the Work. The State will designate the Work Representative in writing after the Contract award.

Inquiries. Offerors may make inquiries regarding this RFP anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, offerors must use the following process:

- Access the State Procurement Website at <http://procure.ohio.gov/> ;
- From the Navigation Bar on the left, select “**Find It Fast**”;
- Select “Doc/Bid/Schedule #” as the Type;
- Enter the RFP number found on the first page of this RFP (the RFP number begins with zero followed by the letter “A”);
- Click the “Find It Fast” button;
- On the document information page, click the “Submit Inquiry” button;
- On the document inquiry page, complete the required “Personal Information” section by providing:
 - First and last name of the prospective offeror’s representative who is responsible for the inquiry,
 - Name of the prospective offeror,
 - Representative’s business phone number, and
 - Representative’s email address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this RFP,
 - The heading for the provision under question, and

The Contractor must convert legacy system data electronically. Where legacy system data cannot be electronically converted, the Contractor must provide manual entry.

The Contractor must execute the Data Conversion Plan and perform all conversion activities. This will include running conversion programs; performing manual functions; performing quality control; identifying and correcting all errors, reporting on outcomes and converting data in preparation for system operation.

At a minimum, the Contractor must load the customer information for active customers, which includes name, address, phone numbers, email address and reservation history over the past three years, Reward Card data, gift card numbers and existing balances, and existing reservations into its system prior to the system being ready for operation. Additionally, the Contractor must enter the current OSP fee structure, tax structure, current discount programs, park information and other required data into the Central Reservation and Point of Sale System.

The Contractor must provide a Data Conversion Results Document that contains statistics and outcomes from converting OSP legacy system data. The format of this document must be mutually agreed upon by the Contractor and OSP during the data conversion planning effort.

Contractor Deliverables. Deliverables to be produced by the Contractor for the Data Conversion task include:

- Data Conversion Plan;
- **Pre-Pre**-Conversion Test Results Document; and
- Data Conversion Results Document.

Task 6: Training

During this task, the Contractor must create, maintain and update, as required, the approved Training Plan and develop and provide training materials. Training must be coordinated with OSP to ensure that training meets the objectives and needs of OSP. The Contractor must provide performance support once trainees complete training. At a minimum, the Training Plan must:

- Contain an overview of the training methods used and identify the training sessions and associated objectives, including the format and content of all training material to be developed by the Contractor;
- Include a training schedule, approved by OSP, which includes training for central office users and key users in the field as well as training for employees who are responsible for daily activities such as checking in campers, registering campers, processing point of sale transactions, and performing physical inventories and counts. Prior to the go-live date and during the first year of operations, OSP desires hands on training sessions, with the Contractor presenting the training;
- Include annual training sessions and/or refresher courses for staff.
- Identify all hardware, software and supplies required for the training environment; and
- Provide for evaluation of training sessions and feedback to OSP.

Due to the nature and timing of work performed, training of all users cannot take place during a single session. There must be adequate coverage for business functions to proceed. The Contractor must execute the Training Plan and provide:

- All supplies and locations required for training.
- The training environment.
- A training schedule identifying the number of training sessions offered and the length of the training sessions for the duration of the Contract. In the first year of operation, the training schedule must include ~~at~~ sufficient training sessions for OSP staff located around the state.
- All training materials including training guides, speaker notes and course curricula (including training objectives and outcomes). All training materials must be reviewed and approved by the State prior to

callers. The Contractor must pay all fees associated with the operation of the Help Desk and Call Center, including the use of all phone numbers including the main number for the Call Center to which OSP has the rights.

Installation of Hardware. The Contractor must provide and install all hardware and software at all Central Reservation and Point of Sale System sites, including the OSP Central Office, all park sites and all hosting and disaster recovery facilities. The Contractor must have a minimum of ten (10) complete spare hardware and software systems for park sites. Five (5) additional systems must be housed in a location determined by the OSP project manager.

There are currently 172 workstations at 108 locations throughout the state. Current workstation locations and connectivity at each location are listed in Supplement 10.

Over the term of the Contract, it is possible that the number of workstations and locations may increase or decrease based on the changing operational needs of Ohio State Parks. OSP may also require the Contractor to move workstations from one park to another park or from one location to another location within the same park. The Contractor may also be asked to provide up to 30 workstations at additional locations, based on the operational needs of OSP.

OSP will supply electrical power and a physical structure at the OSP Central Office and all park sites. The in-park systems will be used by OSP employees to register guests, make, change, or cancel reservations, view and print reports on such activities at the park level and function as a point of sale cash register. The systems hardware must include at least a 17" flat-panel monitor, CPU, cash drawer, credit card scanner, bar code scanner, thermal receipt printer, and laser report printer. The hardware must also be compatible with an OSP provided shortcut keypad that is connected to the system via USB cable. At the request of OSP, the Contractor must immediately replace any hardware item. In locations where there are multiple workstations within one building, the Contractor must network all of the workstations, and these workstations may share a laser report printer.

~~If the system proposed by the Contractor is compatible with touch screen technology~~***Of the 172 required monitors**, the Contractor must provide a minimum of 80 touch screen monitors to be installed at locations directed by OSP. Additionally, ~~if the Contractor proposes a mobile field application that is compatible with a tablet or similar device~~, the Contractor must provide 25 compatible tablets ***for use with the mobile field application and peripheral devices**. Over the term of the Contract, OSP may request ***up to 20 additional touch screen monitors and for *up to 30 additional tablet devices** based on changing operations ~~or availability of wireless connections~~.

The Contractor can propose alternate hardware to fulfill these requirements, provided that the hardware functionality and performance meets or exceeds the capabilities of the hardware listed above. The ultimate goal of OSP is to have hardware that is reliable and that will quickly and efficiently process transactions in the parks.

OSP will provide standard 8.5" x 11" paper and 8.5" x 11" label sheets for the report printers. Over the term of the Contract, the**~~The Contractor must furnish all *other consumable supplies, including, but not limited to, toner for the report printers *and, if necessary, the receipt printers and paper for the receipt printer*s. *The Contractor must also supply any specialty paper that was included as part of the proposal.~~ The Contractor, with the approval of OSP, will develop procedures for managing the supply inventory and distributing ~~needed~~these** supplies to the various locations.

The Contractor must provide Internet connectivity for each workstation. The connectivity may include DSL, T1, satellite, 3G or 4G wireless, dial up or any other available connection with the approval of OSP. In addition, if the Contractor provides tablets for operating the field application, the wireless connectivity charges for the devices must be paid by the Contractor.

In addition to the primary connectivity, the Contractor must install a backup connection at each location in case the primary connectivity fails. The Contractor must pay for all installation and maintenance costs as well as any monthly fees associated with the backup connection. Backup is not required at the OSP Central Office or Ohio State Fairgrounds locations. The backup connection must have the capacity for all locations to utilize the connection simultaneously.

Contractor Performance
Offeror Profile Summary Forms
Personnel Profile Summary Forms
Assumptions
Proposed System Solution
Staffing Plan
Time Commitment
Work Plan
Alternative Methods of Compensation Option
Support Requirements
Equipment and System Elements
Conflict of Interest Statement
Proof of Insurance
Bond Commitment
Legal Notice Address
W-9 Form
Standard Affirmation and Disclosure Form (EO 2011-12K)
Affirmative Action
Demonstration Requirements
Attachment Four Acceptance

Cost Proposal

Cost Summary Form (must be separately sealed)

Vendor Information Form. The offeror must submit a signed and completed Vendor Information Form (OBM-5657) for itself and for each subcontractor the offeror plans to use under the Contract. The form is available at <http://obm.ohio.gov/MiscPages/Forms/default.aspx> in the Vendor Forms section.

Subcontractor Letters. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

Offeror Certifications. The offeror must complete ~~Attachment Fourteen~~***Supplement Nineteen**, Offeror Certification Form.

Offeror Description. Each Proposal must include a description of the offeror's capability, capacity, and experience in the industry. The description should include the date the offeror was established, its leadership, number of employees, number of employees the offeror will engage in tasks directly related to the Work; and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.

Contractor Performance. The offeror must complete Attachment Six, Contractor Performance Form.

Offeror Profile Summary Forms. This RFP includes an Offeror Profile Summary Form as Attachment Seven. The offeror must use this form and fill it out completely to provide the required information.

The Offeror Profile Summary Form contained in this document has been customized for the applicable offeror requirements. (Refer to Attachment Seven.) Each page of the form may contain

simply state that the proposed solution will meet or exceed the specified requirements. Instead, the offeror must provide a written narrative that shows that the offeror understands each of the ~~the~~ functional and technical requirements of this RFP and how the offeror's proposed solution meets those requirements.

All the specifications given in this RFP for equipment and other system elements are minimum system requirements. The offeror may recommend features or other elements in excess of the minimum but must clearly identify them as such, provide the rationale behind the recommendations, and explain how they will benefit the State. The recommendations may not result in additional evaluation credit being given.

Staffing Plan. The offeror must provide a staffing plan that identifies all the personnel by position that the offeror proposes and that are required to do the Project. The staffing plan must show each individual's responsibilities on the Project. The State also requires a staffing plan that matches the proposed Project key personnel and qualifications to the activities and tasks that will be completed on the Project. In addition, the plan must have the following information:

- A matrix matching each team member to the staffing requirements (including years of experience) in this RFP;
- An organizational chart including any subcontractors and key management and administrative personnel assigned to the project;
- A contingency plan that shows the ability to add more staff if needed to ensure meeting the Project's due date(s);
- The number of people onsite at the State location at any given time to allow the State to plan for the appropriate workspace.

Time Commitment. The offeror must submit a statement and a chart that clearly indicate the time commitment of the proposed Project Manager, Operations Manager and the offeror's proposed team members for the Work. The offeror also must include a statement indicating to what extent, if any, the Project Manager and Operations Manager may work on other tasks or assignments unrelated to the Work during the term of the Contract. The State may reject any Proposal that commits the proposed Project Manager, Operations Manager or any proposed personnel to other assignments during the term of the Work, if the State believes that any such commitment may be detrimental to the offeror's performance.

Work Plan. The State encourages responses that demonstrate a thorough understanding of the nature of the Work and what the Contractor must do to get the Work done properly. To this end, the offeror must submit a Work Plan that the offeror will use to create a consistent and coherent management plan for the Work. The Work Plan must include detail sufficient to give the State an understanding of how the offeror's knowledge and approach will:

- Manage the Work;
- Guide Work execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders;
- Define key management review as to content, scope, and schedule; and
- A discussion of the offeror's ability to provide qualified replacement personnel.

Additionally, the offeror must describe in a detailed narrative how it will accomplish each task and deliverable described in the scope of work (Attachment Two). The offeror must also provide a schedule in MS Project format*, or equivalent, that indicates the timeframes for completing the implementation of the Central Reservation and Point of Sale System according to RFP requirements and the System Acceptance date of December 20, 2014.

Alternative Methods of Compensation Option. OSP is interested in alternative methods of compensating the Contractor for this project in order to spread the cost over a broader base of system users, to include point of sale users. If the offeror has any methods in addition to the Contractor's Fee Structure required by the RFP, this information should be included in the proposal. Any alternative method of compensating the Contractor for this

**ATTACHMENT SEVEN
OFFEROR CERTIFICATION FORM**

1. ~~The offeror is not currently subject to an “unresolved” finding for recovery under Revised Code Section 9.24, and the offeror will notify the Procurement Representative any time it becomes subject to such a finding before the award of a Contract arising out of this RFP.~~
2. ~~The offeror certifies that it will not and will not allow others to perform work for the State of Ohio outside the geographic limitations contained in Attachment Two or take data that belongs to the State of Ohio outside the geographic limitations contained in Attachment Two without express written authorization from the State.~~
3. ~~The offeror certifies that its responses to the following statements are true and accurate. The offeror’s answers apply to the last seven years. Please indicate yes or no in each column.~~

Yes/No	Description
	The offeror has had a contract terminated for default or cause.
	The offeror has been assessed any penalties in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity).
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a 20% interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a 20% interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

~~If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter’s possible impact on the offeror’s performance under the Contract, and the best interest of the State.~~

~~4. The offeror certifies that neither it nor any of its people that may work on or benefit from the Contract through the offeror has a possible conflict of interest (e.g., employed by the State of Ohio, etc.) other than the conflicts identified immediately below:~~

Potential Conflicts (by person or entity affected)

~~(Attach an additional sheet if more space is need.)~~

~~The State may reject a Proposal in which an actual or apparent conflict is disclosed. And the State may cancel or terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.~~

~~5. The offeror certifies that all its and its subcontractors' personnel provided for the Project will have a valid I-9 form on file with the offeror or subcontractor, as appropriate, and will have presented valid employment authorization documents, if they are not United States citizens.~~

~~6. The offeror certifies that it's regular, fulltime employees will perform at least 30% of the work on the Project.~~

~~7. The following is a complete list of all subcontractors, if any, that the offeror will use on the Project, if the State selects the offeror to do the work:~~

~~The offeror certifies that it has obtained and submitted a subcontractor letter, as required by Attachment Three, for each subcontractor it plans to use on the project.~~

~~[8. The offeror certifies that any EDGE program participants will provide necessary data to ensure program reporting and compliance.]~~

**ATTACHMENT TEN
TECHNICAL AND FUNCTIONAL REQUIREMENTS**

1.0 Reservations – Campsites, Cottages, Getaway Rentals, Group Camps and Day Use	Currently Available	Available After Development
1.1 - The System must be capable of taking advanced reservations for Campsites, Cottages, Getaway Rentals, Group Camps, and Day Use Facilities through an online website and through a Call Center. Advanced reservations must also be able to be completed through a field application in a park office.		
1.2 - Any site that is not occupied must be available to walk-in customers.		
1.3 - The Reservation System must use real time technology to transmit data between the parks, the online reservation site, the Call Center and the Contractor's data storage system so that users can see a continuously up to date inventory of available reservable facilities		
1.4 - The Reservation System must be capable of electronically loading historical data so that no reservation or customer data will be lost.		
1.5 - The system must allow reservations to be made at any time of day via the internet.		
1.6 - The system must allow for modifications or cancellations of existing reservations through the internet or through the Call Center. Modifications include site changes, date changes, occupant changes, discount changes and park changes. The system must apply all applicable fees to any cancellation or modification made either online or through the Call Center.		
1.7 - The system must provide the ability to check on the status of any reservation at any time from any workstation in the system.		
1.8 - Any change in status to a reservable facility as a result of a reservation, a cancellation or a modification must be immediately available in the field application. Any cancelled sites must be available through the Call Center and the public website the following day when new inventory is released.		
1.9 - The system must provide the ability for Ohio State Parks Staff to place any sites on hold for administrative or maintenance purposes. Sites that are placed on hold must be removed from the available site inventory and must not be subject to reservations during the hold period until released by the park staff. It is desired that notes be included with any site hold so that staff will know who placed a hold and why the hold was placed.		
1.10 - The Reservation System must allow for reservations to be accepted up to the time of arrival for all campsites.		
1.40*11 - The system must be structured to prevent "overbooking" of any particular		

process.		
2.15 - The website must be compatible with all commonly used browsers, including but not limited to, Internet Explorer, Chrome, Firefox, Safari, and Mozilla.		
2.16 - The website must allow OSP access to an analytics software product that tracks user activity on all OSP related web pages hosted by the Contractor. The analytics software must provide reports and data to OSP.		
2.17 - The website must allow users to cancel or modify an existing reservation in compliance with all OSP cancellation and change policies.		
2.18 - The system must have the ability to allow customers to view their reservation histories on the internet. Reservation histories must include park name, dates of visit, reservation ID number, facility type and site number.		
2.19 - The website may allow customers to upload their own photos to the website. If this is provided, OSP must have the ability to approve pictures before they are posted on the live site so inappropriate pictures are not displayed.		
2.20 - The website may allow a customer to make a donation by credit card to Ohio State Parks or to a non-profit organization that supports Ohio State Parks. The donation will be allowed while making a purchase or as a standalone transaction.		

3.0 Field Application	Currently Available	Available After Development
3.1 - The System will allow queries from the field workstations in order to determine the occupancy status of reservable facilities in other parks in the system.		
3.2 - The field application must include interactive maps that are identical to the maps included on the public website		
3.3 - The field application must allow users the ability to register a customer for a campsite, check-in and check-out customers with reservations, view customer histories, sell POS items, modify or cancel an existing reservation based on the applicable cancellation policies, manage POS inventories and access reports.		
3.4 - The field application must allow for users with designated security levels the ability to override cancellation policies and minimum stay requirements.		
3.5 - The field application must be accessible on a mobile device such as a tablet with an internet connection to allow for remote sales or camper check-ins outside of the camp office/store.		
3.6 - The mobile field application must have *a mechanism to provide receipts to customers the ability to print receipts via a wireless mobile printer.		

SUPPLEMENT 14

CREDIT CARD

SALES.PDF

Credit Card Sales

	Call Center			Website			Field		
	Sales	Refunds	Net	Sales	Refunds	Net	Sales	Refunds	Net
2013	\$5,365,733.59	\$820,669.16	\$4,545,064.43	\$9,990,020.08	\$549,923.43	\$9,440,096.65	\$5,335,860.27	\$92,246.79	\$5,243,613.48
2012	\$5,318,606.39	\$806,323.28	\$4,512,283.11	\$9,599,959.44	\$597,318.17	\$9,002,641.27	\$5,820,198.83	\$112,127.44	\$5,708,071.39
2011	\$4,231,958.51	\$626,853.36	\$3,605,105.15	\$8,664,181.68	\$539,063.24	\$8,125,118.44	\$5,895,211.32	\$92,135.81	\$5,803,075.51
2010	\$4,284,907.53	\$545,169.02	\$3,739,738.51	\$8,739,345.80	\$500,419.90	\$8,238,925.90	\$6,052,378.67	\$103,376.25	\$5,949,002.42
2009	\$4,824,022.20	\$648,003.61	\$4,176,018.59	\$8,178,116.92	\$424,522.68	\$7,753,594.24	\$5,944,773.84	\$95,214.31	\$5,849,559.53

SUPPLEMENT 15
PARKS LOCATIONS –
GPS
COORDINATES.PDF

PARK NAME	LAT	LONG
<i>Coordinates are to the Center of the Park</i>		
A W MARION	39.6293050	-82.8805310
ALUM CREEK	40.2262657	-82.9674954
BARKCAMP	40.0415768	-81.0165252
BEAVER CREEK	40.7113073	-80.5810779
BLUE ROCK	39.8183444	-81.8443449
BUCK CREEK	39.9676495	-83.7189235
BUCKEYE LAKE	39.9237929	-82.4843507
BURR OAK	39.5452599	-82.0309842
CAESAR CREEK	39.5214567	-84.0016447
COWAN LAKE	39.3861479	-83.8989060
DEER CREEK	39.6252717	-83.2425959
DELAWARE	40.3910955	-83.0593381
DILLON	40.0047846	-82.1035263
EAST FORK	39.0246338	-84.1248611
EAST HARBOR	41.5467949	-82.8064327
FINDLEY	41.1296925	-82.2091506
FORKED RUN	39.0974602	-81.7818380
GENEVA	41.8516787	-80.9755865
GRAND LAKE ST MARYS	40.5263870	-84.5008167
GUILFORD LAKE	40.8007820	-80.8784330
HARRISON LAKE	41.6408150	-84.3658626
HOCKING HILLS	39.5432017	-82.5753978
HUESTON WOODS	39.5813312	-84.7497925
INDIAN LAKE	40.4935090	-83.8969493
JOHN BRYAN	39.7897279	-83.8620519
KELLEYS ISLAND	41.6019200	-82.6976429
KISER LAKE	40.1905697	-83.9732555
LAKE ALMA	39.1451841	-82.5164185
LAKE HOPE	39.3404966	-82.3544632
LAKE LORAMIE	40.3843331	-84.3118094
LAKE MILTON	41.0845327	-80.9844033
MALABAR FARM	40.6452456	-82.3892474
MARY JANE THURSTON	41.4111371	-83.8834268
MAUMEE BAY	41.6814033	-83.3765624
MIDDLE BASS ISLAND	41.6743349	-82.8101525
MOHICAN	40.6114733	-82.2637796
MOSQUITO	41.3460962	-80.7561332
MT GILEAD	40.5493734	-82.8122819
PAINT CREEK	39.2362084	-83.3642356
PIKE LAKE	39.1588993	-83.2177506
PORTAGE LAKES	40.9389474	-81.5257556
PUNDERSON	41.4562914	-81.2137572
PYMATUNING	41.6042165	-80.5292634
ROCKY FORK	39.1930870	-83.4616424

SALT FORK	40.1133768	-81.5192210
SCIOTO TRAIL	39.2300741	-82.9553836
SHAWNEE	38.7366365	-83.1924219
SOUTH BASS ISLAND	41.6436558	-82.8363018
STONELICK	39.2173087	-84.0693218
SYCAMORE	39.8024068	-84.3618880
TAR HOLLOW	39.3887739	-82.7550447
VAN BUREN	41.1326762	-83.6239022
WEST BRANCH	41.1395203	-81.1315147
WINGFOOT	41.0170132	-81.3608758
WOLF RUN	39.8000804	-81.5432886

SUPPLEMENT 16

RESERVATIONS AND

NIGHTS 2005 –

2008.PDF

	Reservations	Nights
2008	235,141	600,500
2007	248,737	616,339
2006	232,997	580,733
2005	242,993	599,276

SUPPLEMENT 17

UPDATED

SUPPLEMENT 10-FIELD

COMPUTER

LOCATIONS.PDF

Terminal Locations at Ohio State Parks with Connectivity Information

Park	Location	Number of Terminals	Connectivity	Current Provider	DNR Provided Connectivity
Alum Creek	Main Office	1	3G/4G	Verizon Wireless	X
	Camp Office	2	3G/4G	Verizon Wireless	
	Beach	1	3G/4G	Verizon Wireless	
AW Marion	Marina	1	3G/4G	Verizon Wireless	
Barkcamp	Main Office	2	3G/4G	Verizon Wireless	X
	Camp Office	1	3G/4G	Verizon Wireless	
Beaver Creek	Main Office	1	3G/4G	Sprint	
Blue Rock	Camp Office	2	Satellite		
Buck Creek	Main Office	1	Fiber Optic	Time Warner State Contract	X
	Camp Office	1	Satellite		
Buckeye Lake	Main Office	1	DSL	Frontier Communications	X
Burr Oak	Main Office	1	DSL	CenturyLink	X
	Camp Office	1	3G/4G	Verizon Wireless	
Caesar Creek	Main Office	1	DSL	CenturyLink	X
	Camp Office	2	Satellite		
Central Office	Central Office	1	T1	State Contract	X
	Fair	2	DSL	PioneerCommunications.biz	
Cowan Lake	Commissary/Camp Office	2	DSL	Frontier Communications	X
Deer Creek	Main Office	1	T1	State Contract	X
	Camp Office	3	3G/4G	Verizon Wireless	
Delaware	Camp Office	2	3G/4G	Sprint	
	Marina	2	3G/4G	AT&T	
Dillon	Main Office	1	Fiber	Time Warner Cable	X
	Commissary	2	Cable	Time Warner Cable	X
East Fork	Main Office	1	T1	State Contract	X
	Camp Office	2	DSL	Frontier	
East Harbor	Main Office	1	Fiber Optic	Time Warner State Contract	X
	Commissary	4	Fiber Optic	State Contract	X
	Camp Office	1	Fiber Optic	State Contract	X
Findley	Main Office	1	3G/4G	Verizon Wireless	X
	Camp Office	2	3G/4G	Verizon Wireless	
	Marina	1	Dial Up		
Forked Run	Camp Office	1	DSL	CenturyLink	X
Geneva	Main Office	1	DSL	Succeed.net	X
	Camp Office	2	Cable	Time Warner Cable	
Grand Lake St. Marys	Main Office	1	Fiber Optic	telserco.com	X
	Camp Office	2	Fiber Optic	telserco.com	X
Guilford Lake	Main Office	1	Cable	Time Warner Cable	X
	Camp Office	1	3G/4G	Verizon Wireless	
Harrison Lake	Main Office	2	T1	State Contract	X
Hocking Hills	Main Office	1	T1	State Contract	X
	Camp Office	5	T1	State Contract	X
	Gift Shop	1	DSL	Frontier Communications	
Hueston Woods	Main Office	2	T1	State Contract	X
	Camp Office	4	Fiber	State Contract	X
	Marina	2	Fiber	State Contract	X
	Pro Shop	3	DSL	CenturyLink	
Indian Lake	Main Office	1	Fiber Optic	Time Warner State Contract	X
	Commissary	3	DSL	CenturyLink	
John Bryan	Camp Office	1	3G/4G	Verizon Wireless	
Kelleys Island	Camp Office	1	DSL	Frontier Communications	
Kiser Lake	Marina	2	3G/4G	Verizon Wireless	

Lake Alma	Camp Office	1	DSL	Frontier Communications	X
Lake Hope	Camp Office	1	Satellite		
	Park Office	2	T1	State Contract	X
	Nature Center	1	Satellite		
	Boat Rental	1	Satellite		
Lake Loramie	Main Office	1	DSL	Frontier Communications	
	Camp Office	2	DSL	Frontier Communications	
	Camp Store	1	3G/4G	Verizon Wireless	
Lake Milton	Main Office	1	DSL	Sprint	X
Malabar Farm	Main Office	1	T1	State Contract	X
	Gift Shop	3	T1	State Contract	X
Mary Jane Thurston	Main Office	1	DSL	Frontier Communications	X
Maumee Bay	Main Office	1	T1	State Contract	X
	Camp Office	3	3G/4G	Verizon Wireless	
	Gift Shop	1	3G/4G	Verizon Wireless	
Middle Bass Island	Main Office	2	3G/4G	Verizon Wireless	
Mohican	Main Office	1	T1	State Contract	X
	Camp Office	2	3G/4G	Verizon Wireless	
	Commissary	3	3G/4G	Verizon Wireless	
Mosquito	Main Office	1	DSL	CenturyLink	X
	Camp Office	3	DSL	CenturyLink	
Mt. Gilead	Camp Office	2	3G/4G	Verizon Wireless	
Paint Creek	Camp Office	2	Satellite		
	Marina	1	Dial Up		
Pike Lake	Main Office	2	Satellite		
	Camp Office	2	Satellite		
Portage Lakes	Camp Office	1	3G/4G	Verizon Wireless	
Punderson	Camp Office	2	DSL	CenturyLink	
	Main Office	1	DSL	CenturyLink	X
Pymatuning	Main Office	1	DSL	CenturyLink	X
	Camp Office	2	DSL	CenturyLink	
	Nature Center	1	DSL	CenturyLink	
	Commissary	1	DSL	CenturyLink	
Rocky Fork	Main Office	2	Fiber Optic	AT&T State Contract	X
	Commissary	3	Fiber Optic	State Contract	X
	Marina	1	Satellite		
Salt Fork	Main Office	1	T1	State Contract	X
	Camp Office	2	3G/4G	Verizon Wireless	
	Beach	1	3G/4G	Verizon Wireless	
	Pro Shop	2	3G/4G	Verizon Wireless	
Scioto Trail	Camp Office	2	DSL	Horizon Communications	
Shawnee	Main Office	1	T1	State Contract	X
	Camp Office	4	Satellite		
South Bass Island	Camp Office	2	DSL	Frontier Communications	
Stonelick	Camp Office	1	3G/4G	Verizon Wireless	
Sycamore	Main Office	1	3G/4G	Verizon Wireless	
Tar Hollow	Main Office	1	T1	State Contract	X
	Camp Office	1	DSL	Horizon Communications	
Van Buren	Camp Office	1	3G/4G	Verizon Wireless	
West Branch	Camp Office	3	3G/4G	Verizon Wireless	
Wingfoot Lake	Main Office	1	Fiber Optic	Time Warner State Contract	X
	Commissary	1	3G/4G	Verizon Wireless	
	Driving Range	1	3G/4G	Verizon Wireless	
	Boat Rental	1	3G/4G	Verizon Wireless	
	Putt-Putt	1	3G/4G	Verizon Wireless	
Wolf Run	Main Office	2	3G/4G	Verizon Wireless	

58SUPPLEMENT 18

CALL CENTER VOLUME

BY DAY.PDF

Date	2013			2012			2011		
	ACD Accept	Calls Answered	Avg. Talk Time (Minutes)	ACD Accept	Calls Answered	Avg. Aban Delay	ACD Accept	Calls Answered	Avg. Aban Delay
1-Jan									
2-Jan	326	309	5.7	244	241	5.1	180	173	6.1
3-Jan	245	221	6.1	233	231	5.8	294	288	6.3
4-Jan	253	249	5.5	206	203	5.4	208	208	6.8
5-Jan	125	125	5.0	249	249	4.6	167	165	5.6
6-Jan	131	131	3.6	210	208	5.2	177	173	5.5
7-Jan	228	222	6.2	143	130	5.7	186	182	6.6
8-Jan	174	173	5.6	141	133	5.3	136	133	5.8
9-Jan	173	171	5.1	233	224	5.5	126	115	4.6
10-Jan	154	153	5.7	175	173	5.8	193	190	5.8
11-Jan	180	175	5.5	184	184	5.3	182	179	5.4
12-Jan	167	167	4.4	180	179	5.4	157	152	5.9
13-Jan	118	116	5.4	178	178	5.0	161	155	5.4
14-Jan	237	213	5.7	118	110	4.5	181	172	5.7
15-Jan	174	173	5.8	142	138	5.0	122	120	6.8
16-Jan	172	172	6.0				121	113	4.3
17-Jan	192	182	6.6	282	281	4.9			
18-Jan	194	185	5.6	235	234	4.7	329	307	5.9
19-Jan	195	190	5.1	178	177	4.4	191	190	5.6
20-Jan	123	119	5.2	167	165	5.1	157	157	5.7
21-Jan				149	143	5.1	171	168	5.6
22-Jan	276	251	5.9	155	150	5.1	152	152	6.9
23-Jan	167	157	5.1	216	216	5.3	115	112	4.9
24-Jan	178	175	6.0	180	175	5.4	237	222	5.7
25-Jan	158	156	5.7	158	157	6.0	189	184	5.9
26-Jan	138	136	5.7	156	149	6.2	166	158	6.0
27-Jan	130	127	4.8	181	181	6.0	182	180	5.3
28-Jan	258	221	6.4	121	121	5.1	200	192	6.0
29-Jan	158	155	5.8	136	133	4.2	149	143	5.2
30-Jan	163	158	5.1	204	201	5.1	134	124	4.8
31-Jan	176	176	5.5	164	160	6.0	212	207	5.0
1-Feb	205	199	5.4	184	183	5.5	157	156	6.0
2-Feb	146	142	5.0	257	256	5.2	164	157	5.9
3-Feb	130	125	5.1	240	239	4.9	154	154	5.5
4-Feb	222	218	5.0	122	121	5.6	168	166	5.4
5-Feb	212	206	6.3	129	123	5.6	111	109	6.2
6-Feb	174	170	4.5	206	203	5.7	101	97	6.0
7-Feb	148	145	5.5	192	188	4.6	217	206	5.7
8-Feb	191	189	5.0	170	170	4.5	156	154	5.4
9-Feb	146	145	4.5	194	193	5.1	146	136	6.8
10-Feb	130	129	5.2	179	179	5.8	147	142	5.9
11-Feb	242	240	5.3	133	131	4.3	206	203	6.6
12-Feb	177	174	5.4	83	80	4.8	132	128	5.6
13-Feb	174	172	5.6	211	209	7.1	83	73	4.6
14-Feb	173	173	4.8	160	160	6.8	231	178	6.0
15-Feb	190	190	5.5	161	161	7.3	209	196	6.2
16-Feb	155	150	5.6	218	218	6.8	213	192	6.2
17-Feb	150	148	5.2	208	206	7.3	212	183	5.9
18-Feb				133	131	7.0	210	198	5.9
19-Feb	318	317	5.3	115	115	6.4	185	179	5.8
20-Feb	248	243	5.7				85	84	5.6
21-Feb	140	140	5.4	318	318	6.6	10	10	1.4
22-Feb	155	151	5.9	211	211	6.9	296	240	5.9
23-Feb	136	135	4.7	214	214	7.3	194	190	5.3
24-Feb	103	102	5.6	181	181	6.9	153	151	5.1
25-Feb	215	213	5.5	141	141	5.7	225	215	5.3
26-Feb	187	183	5.8	126	126	5.3	139	135	5.7
27-Feb	190	190	5.9	302	302	5.3	88	73	4.4
28-Feb	255	245	5.3	322	322	3.8	229	223	5.6
29-Feb				499	474	4.0			
1-Mar	392	364	6.2	480	457	5.5	313	305	5.8
2-Mar	178	175	4.7	274	274	5.0	512	359	6.6
3-Mar	127	120	5.7	191	190	5.8	230	205	5.7
4-Mar	283	281	5.4	134	134	5.8	198	192	5.8
5-Mar	247	247	5.2	313	313	5.0	179	171	6.1
6-Mar	251	220	6.6	232	232	5.6	138	125	5.2
7-Mar	270	267	5.3	228	228	5.0	265	239	5.6
8-Mar	210	206	5.3	192	192	5.1	185	185	5.8
9-Mar	191	189	4.6	251	251	4.9	236	231	5.4
10-Mar	136	128	5.8	148	148	4.9	185	178	5.4
11-Mar	282	277	5.5	163	163	4.5	172	171	6.2
12-Mar	233	228	5.0	632	449	4.3	176	150	6.3
13-Mar	274	274	5.6	304	304	5.5	105	85	4.5
14-Mar	249	243	5.8	310	309	4.8	268	257	6.2
15-Mar	255	246	5.0	257	253	4.9	243	235	6.6
16-Mar	180	175	5.3	316	316	5.1	236	234	6.5
17-Mar	130	126	6.1	221	219	5.2	179	172	5.9
18-Mar	313	275	5.6	167	166	5.3	242	242	6.0
19-Mar	261	257	5.6	384	375	5.1	225	218	6.1
20-Mar	266	253	5.7	350	345	5.0	136	131	4.8

Date	2013			2012			2011		
	ACD Accept	Calls Answered	Avg. Talk Time (Minutes)	ACD Accept	Calls Answered	Avg. Aban Delay	ACD Accept	Calls Answered	Avg. Aban Delay
21-Mar	257	252	4.9	358	354	4.7	287	273	5.7
22-Mar	304	279	6.1	366	362	4.9	301	285	6.1
23-Mar	200	173	5.5	338	338	4.8	336	321	5.4
24-Mar	147	143	5.3	241	239	4.7	231	225	5.9
25-Mar	351	323	5.9	133	133	4.1	245	244	5.4
26-Mar	338	293	6.3	400	397	5.0	185	174	5.8
27-Mar	343	332	5.5	373	373	5.4	171	125	5.0
28-Mar	319	306	5.4	390	382	4.5	345	328	5.9
29-Mar	291	281	5.3	400	394	4.1	353	340	5.9
30-Mar	183	183	5.1	443	426	4.9	305	299	5.4
31-Mar				262	259	4.3	273	265	5.6
1-Apr	488	432	6.0	265	265	4.3	324	309	5.6
2-Apr	390	332	5.6	547	533	4.7	284	255	6.5
3-Apr	520	458	5.2	551	537	4.6	184	159	6.0
4-Apr	475	407	5.3	522	512	4.8	365	345	5.9
5-Apr	403	361	5.7	468	440	4.5	416	393	5.6
6-Apr	346	319	5.0	378	371	4.9	413	395	6.3
7-Apr	293	260	5.8	295	285	5.2	462	415	6.0
8-Apr	530	471	5.6				388	374	5.0
9-Apr	419	395	5.9	619	596	5.2	229	224	4.9
10-Apr	518	488	5.2	485	481	5.1	153	143	4.8
11-Apr	525	500	5.2	571	549	4.5	411	395	5.6
12-Apr	369	344	4.7	630	579	4.9	403	393	5.1
13-Apr	385	365	5.3	477	474	4.6	490	469	5.8
14-Apr	260	246	5.2	382	376	5.2	400	378	5.2
15-Apr	465	418	5.7	249	246	4.5	345	345	4.5
16-Apr	491	454	5.6	522	506	4.8	216	201	5.0
17-Apr	601	476	6.4	555	538	4.9	179	132	5.7
18-Apr	535	478	5.4	615	588	5.1	431	405	5.0
19-Apr	370	353	4.9	544	529	5.1	376	352	5.9
20-Apr	360	356	5.3	456	447	4.5	513	491	5.6
21-Apr	237	235	5.6	325	325	5.0	397	396	5.5
22-Apr	602	492	6.0	258	258	4.4	323	320	5.6
23-Apr	485	469	5.6	595	583	5.5	203	200	5.3
24-Apr	502	468	5.5	513	511	5.9			
25-Apr	490	455	5.6	466	465	5.7	472	427	5.3
26-Apr	439	341	5.2	441	435	5.8	445	419	5.3
27-Apr	224	213	5.0	413	407	4.8	465	457	4.9
28-Apr	244	224	6.3	274	273	4.8	380	367	4.9
29-Apr	514	430	5.4	221	221	5.1	361	357	5.1
30-Apr	478	446	5.5	506	504	5.3	212	208	5.3
1-May	486	462	4.9	251	251	4.6	217	208	4.6
2-May	591	533	5.2	538	531	5.1	459	452	5.8
3-May	542	488	5.2	555	554	5.4	526	523	5.5
4-May	346	317	5.0	525	519	4.5	479	474	5.9
5-May	249	241	5.8	390	389	4.7	457	449	5.3
6-May	602	528	5.2	300	298	5.3	438	436	5.0
7-May	535	467	5.3	713	706	4.8	243	240	5.8
8-May	516	489	4.8	561	555	5.4	198	194	5.6
9-May	513	481	5.1	626	618	5.3	599	588	5.5
10-May	539	515	4.9	569	568	5.3	526	521	5.4
11-May	356	343	5.5	575	566	5.2	552	548	5.4
12-May	263	248	4.9	344	344	4.6	519	513	5.4
13-May	643	600	5.4	271	268	4.6	556	554	5.6
14-May	598	553	5.1	732	727	6.1	344	342	5.7
15-May	653	596	5.4	686	679	5.9	284	275	5.7
16-May	631	555	4.8	714	705	5.8	685	664	6.0
17-May	692	559	5.0	713	710	5.4	560	553	5.6
18-May	420	414	4.7	830	820	5.2	606	593	5.8
19-May	412	358	4.8	579	579	4.9	537	534	5.8
20-May	959	760	4.9	507	507	4.8	626	623	5.5
21-May	796	754	4.4	991	979	4.8	371	366	4.9
22-May	851	833	4.3	870	861	5.0	359	359	5.4
23-May	809	794	4.1	917	916	4.9	897	804	5.2
24-May	778	746	4.1	939	937	4.7	810	753	5.3
25-May	492	489	4.5	944	941	4.4	871	816	5.3
26-May	334	316	4.7	595	595	4.4	867	764	5.3
27-May	346	328	4.9	363	362	4.3	878	822	5.0
28-May	825	777	4.8	367	367	5.0	649	630	4.9
29-May	746	705	4.9	732	731	5.3	404	395	4.8
30-May	764	733	4.9	743	716	5.6	366	352	5.0
31-May	735	676	4.5	718	713	5.3	835	733	5.5
1-Jun	501	488	4.8	711	706	4.6	815	808	5.6
2-Jun	442	417	5.2	509	508	5.5	750	744	5.4
3-Jun	844	777	5.7	470	450	5.7	765	692	5.5
4-Jun	779	744	5.8	898	896	5.0	577	541	4.9
5-Jun	814	793	5.1	799	792	5.2	416	383	5.5
6-Jun	816	787	5.3	909	886	5.1	955	829	5.3
7-Jun	801	758	5.2	910	897	5.1	756	699	5.3
8-Jun	491	487	4.7	847	840	4.9	#REF!	764	4.5

Date	2013			2012			2011		
	ACD Accept	Calls Answered	Avg. Talk Time (Minutes)	ACD Accept	Calls Answered	Avg. Aban Delay	ACD Accept	Calls Answered	Avg. Aban Delay
9-Jun	418	410	4.9	629	626	4.6	#REF!	663	4.3
10-Jun	927	892	5.3	524	454	5.6	#REF!	674	4.5
11-Jun	846	798	5.3	874	861	5.0	#REF!	470	4.8
12-Jun	772	728	5.1	948	821	4.7	#REF!	382	4.4
13-Jun	777	767	5.2	935	863	5.0	917	853	4.6
14-Jun	894	835	4.9	900	887	4.8	958	878	4.8
15-Jun	528	468	5.0	902	870	4.8	861	793	4.8
16-Jun	419	354	5.6	539	537	4.6	979	829	4.9
17-Jun	1058	994	5.3	388	386	4.1	970	864	4.4
18-Jun	828	808	5.7	892	841	4.7	467	445	4.6
19-Jun	878	871	5.2	886	855	5.0	417	413	4.8
20-Jun	918	913	5.4	850	831	5.2	949	839	4.5
21-Jun	897	893	5.1	859	834	4.9	1002	623	5.1
22-Jun	583	577	5.2	990	952	4.4	931	827	4.9
23-Jun	543	523	5.2	633	623	4.7	966	628	5.1
24-Jun	917	906	5.7	532	486	5.5	1002	788	4.6
25-Jun	856	856	5.4	1191	1024	4.9	587	579	4.4
26-Jun	844	836	5.3	1025	979	4.6	546	544	4.1
27-Jun	835	832	4.7	1031	987	4.8	1172	956	4.7
28-Jun	948	932	4.9	1010	927	4.5	1077	988	4.5
29-Jun	613	594	5.1	997	955	4.1	995	941	4.3
30-Jun	544	517	5.2	857	818	3.6	1022	986	4.4
1-Jul	925	905	5.3	749	542	4.0	1009	925	4.4
2-Jul	1002	998	5.5	1286	1162	4.2	648	479	4.6
3-Jul	913	906	5.1	1046	976	4.3	465	424	4.2
4-Jul	521	512	4.2	578	551	4.6	509	463	4.1
5-Jul	739	736	4.6	1230	1051	2.4	982	861	4.7
6-Jul	512	510	5.5	878	781	4.4	1078	969	4.8
7-Jul	426	379	5.7	534	527	4.6	1007	895	4.7
8-Jul	889	867	5.0	409	399	4.6	1013	924	4.8
9-Jul	776	751	5.4	897	864	4.8	670	658	4.0
10-Jul	862	788	5.3	777	757	4.8	523	506	4.2
11-Jul	902	881	4.9	790	773	5.1	1001	746	4.5
12-Jul	1056	863	5.3	826	805	4.5	942	772	4.8
13-Jul	614	608	4.8	759	735	4.4	850	785	4.3
14-Jul	493	476	6.0	487	475	4.7	1064	882	4.5
15-Jul	931	924	5.6	440	401	4.5	1031	881	4.3
16-Jul	807	787	5.5	855	821	4.6	658	638	4.7
17-Jul	819	808	5.2	820	807	4.8	492	492	4.3
18-Jul	840	812	5.2	742	725	4.6	945	726	4.8
19-Jul	766	754	5.1	742	729	4.5	859	715	4.2
20-Jul	459	437	4.9	701	671	4.7	860	787	4.3
21-Jul	386	369	5.3	527	512	4.4	932	836	4.7
22-Jul	757	754	5.3	392	380	4.9	755	730	4.2
23-Jul	771	757	5.4	789	753	5.0	464	449	4.3
24-Jul	787	777	5.2	702	697	4.5	397	390	3.5
25-Jul	777	754	5.2	813	796	4.4	724	544	5.1
26-Jul	821	791	5.5	813	781	4.3	734	680	4.8
27-Jul	479	469	4.8	836	810	4.6	820	626	4.9
28-Jul	446	439	5.1	520	502	4.1	738	716	4.3
29-Jul	829	803	5.2	430	402	4.5	780	728	4.3
30-Jul	792	778	5.2	782	770	4.7	457	437	3.9
31-Jul	833	799	5.2	807	768	4.7	265	253	4.0
1-Aug	859	842	5.2	832	784	4.8	868	705	4.7
2-Aug	786	775	5.0	811	723	5.0	853	652	5.1
3-Aug	463	451	5.3	734	667	4.6	868	461	5.0
4-Aug	464	426	5.2	452	443	4.5	877	555	4.6
5-Aug	795	745	5.6	375	370	5.0	712	674	4.4
6-Aug	764	751	5.4	828	723	5.2	519	503	4.2
7-Aug	771	763	4.9	795	679	5.2	382	365	3.9
8-Aug	798	789	4.8	790	745	4.7	766	712	4.6
9-Aug	795	789	4.7	764	636	4.8	722	638	4.2
10-Aug	517	492	4.8	741	692	4.3	696	630	4.3
11-Aug	382	377	4.4	471	456	4.0	673	654	4.2
12-Aug	760	756	5.2	380	374	4.6	835	726	4.5
13-Aug	733	727	4.9	827	696	4.9	451	437	4.1
14-Aug	721	709	5.1	738	612	5.2	388	334	4.3
15-Aug	729	672	5.1	712	648	4.7	718	570	5.0
16-Aug	773	726	5.0	652	570	5.2	752	694	4.7
17-Aug	478	477	4.6	713	644	4.7	749	583	4.4
18-Aug	358	347	5.0	452	434	4.3	752	650	4.8
19-Aug	642	603	5.5	324	320	4.7	727	699	4.2
20-Aug	629	582	5.7	742	573	5.7	388	373	4.1
21-Aug	612	603	5.0	575	514	5.8	318	314	4.2
22-Aug	593	580	5.5	686	572	5.4	589	569	4.2
23-Aug	661	643	4.6	616	548	5.6	605	580	4.3
24-Aug	445	398	5.1	628	572	4.8	573	549	4.5
25-Aug	383	355	5.0	451	434	4.2	585	539	4.2
26-Aug	729	685	5.1	321	307	4.3	554	550	4.0
27-Aug	630	627	4.9	658	585	5.0	446	445	4.0

Date	2013			2012			2011		
	ACD Accept	Calls Answered	Avg. Talk Time (Minutes)	ACD Accept	Calls Answered	Avg. Aban Delay	ACD Accept	Calls Answered	Avg. Aban Delay
28-Aug	552	549	4.9	576	533	5.0	369	355	4.0
29-Aug	619	608	4.7	629	543	4.6	787	753	4.0
30-Aug	618	611	4.2	795	587	4.9	723	704	4.3
31-Aug	381	363	4.2	769	554	4.7	719	706	4.3
1-Sep	247	221	5.4	324	319	4.3	700	594	4.1
2-Sep	270	266	5.4	204	204	3.7	720	674	3.8
3-Sep	531	522	5.7	230	225	4.9	385	383	3.8
4-Sep	473	467	5.3	461	459	5.2	211	210	4.2
5-Sep	508	493	5.6	429	416	4.7	222	220	4.6
6-Sep	539	474	5.1	499	489	5.2	469	450	4.1
7-Sep	291	282	5.4	452	420	4.6	527	477	4.4
8-Sep	219	200	6.0	267	258	4.5	440	417	4.1
9-Sep	499	492	5.2	226	226	4.1	464	447	3.8
10-Sep	441	421	5.4	499	469	5.4	268	263	4.1
11-Sep	480	459	5.6	447	439	4.9	206	203	4.7
12-Sep	495	477	5.2	475	467	4.8	490	469	4.7
13-Sep	438	422	4.6	485	476	4.7	435	419	4.4
14-Sep	285	275	4.2	464	452	4.2	480	452	4.7
15-Sep	225	220	4.9	304	303	3.6	542	524	4.1
16-Sep	444	444	5.0	207	207	4.1	417	401	3.7
17-Sep	449	446	4.5	452	444	4.8	229	229	3.5
18-Sep	412	403	4.9	397	374	4.7	181	178	4.3
19-Sep	478	470	4.9	403	398	4.8	403	396	4.2
20-Sep	436	430	4.2	376	364	4.5	381	380	4.0
21-Sep	225	221	4.5	372	359	4.4	446	411	4.1
22-Sep	205	204	4.8	212	212	4.8	469	457	3.4
23-Sep	427	418	4.9	182	180	4.6	406	395	3.6
24-Sep	408	385	4.9	381	370	4.9	223	221	4.4
25-Sep	398	390	4.8	325	323	4.4	202	202	4.4
26-Sep	426	420	4.4	352	343	4.7	404	403	4.2
27-Sep	431	424	4.6	386	382	4.0	357	356	4.5
28-Sep	194	194	4.6	353	345	3.7	418	417	4.9
29-Sep	157	157	4.7	216	208	4.6	414	412	3.7
30-Sep	442	441	4.4	186	186	3.7	392	392	3.2
1-Oct	446	444	4.3	372	357	4.7	198	193	4.3
2-Oct	423	408	4.9	348	330	4.1	135	135	3.6
3-Oct	387	385	4.5	444	429	4.3	395	388	3.8
4-Oct	414	400	3.8	399	392	4.8	537	501	4.4
5-Oct	186	186	4.5	328	299	4.2	522	503	4.4
6-Oct	168	167	4.3	209	203	3.9	560	540	4.4
7-Oct	395	388	5.0	147	132	5.4	563	551	3.9
8-Oct	450	439	5.0	343	339	4.3	286	277	3.9
9-Oct	405	398	4.3	311	290	4.5	187	187	3.5
10-Oct	448	443	4.3	294	291	4.3	449	442	3.8
11-Oct	409	399	4.3	365	359	4.4	358	350	3.9
12-Oct	257	255	3.7	357	354	4.0	361	357	4.2
13-Oct	151	148	4.8	194	193	3.7	384	377	3.5
14-Oct	363	361	4.8	126	123	3.9	348	347	3.6
15-Oct	318	312	4.8	295	295	3.9	170	167	3.3
16-Oct	282	281	4.8	252	252	3.9	134	131	4.0
17-Oct	303	302	4.3	277	272	4.5	290	290	4.0
18-Oct	311	310	4.2	270	269	4.2	260	256	3.9
19-Oct	112	112	4.4	229	229	3.6	301	298	4.0
20-Oct	116	115	4.4	135	132	4.6	270	270	3.6
21-Oct	178	178	4.6	145	144	3.4	208	208	3.6
22-Oct	188	187	4.7	236	236	4.7	138	138	4.1
23-Oct	157	156	4.4	184	183	4.2	81	81	3.7
24-Oct	175	173	4.4	204	203	3.9	173	173	4.1
25-Oct	180	179	3.7	201	200	3.9	206	205	4.0
26-Oct	79	79	4.5	166	166	3.1	163	161	4.6
27-Oct	51	51	4.4	81	81	4.0	162	162	4.2
28-Oct	125	123	4.8	57	57	3.5	173	171	3.9
29-Oct	100	100	4.7	107	107	4.3	101	100	3.6
30-Oct	95	95	4.8	93	92	5.2	58	58	3.7
31-Oct	102	102	3.6	88	88	3.5	126	126	4.3
1-Nov	153	153	4.0	85	85	3.8	148	148	4.3
2-Nov	105	105	4.1	101	101	4.0	176	176	3.9
3-Nov	50	50	4.5	48	48	4.6	145	145	3.3
4-Nov	102	102	4.5	44	44	3.4	163	162	3.8
5-Nov	93	93	4.9	128	128	5.2	85	85	4.3
6-Nov	131	131	4.3	106	106	4.5	65	65	3.9
7-Nov	119	119	4.8	119	119	4.6	96	96	3.9
8-Nov	163	163	3.9	144	142	4.9	123	121	4.0
9-Nov	90	87	4.7	159	158	4.8	129	129	4.3
10-Nov	30	30	4.0	128	126	2.8	98	98	3.7
11-Nov	91	91	4.9	60	59	3.4	144	144	3.4
12-Nov	79	79	4.5	99	99	5.0	69	69	3.1
13-Nov	90	89	4.8	89	89	4.9	45	43	4.5
14-Nov	73	72	4.7	68	68	5.5	92	92	4.8
15-Nov	83	82	4.5	86	86	4.0	95	95	4.0

SUPPLEMENT 19

OFFEROR

CERTIFICATION FORM

OFFEROR CERTIFICATION FORM

1. The offeror is not currently subject to an “unresolved” finding for recovery under Revised Code Section 9.24, and the offeror will notify the Procurement Representative any time it becomes subject to such a finding before the award of a Contract arising out of this RFP.
2. The offeror certifies that it will not and will not allow others to perform work for the State of Ohio outside the geographic limitations contained in Attachment Two or take data that belongs to the State of Ohio outside the geographic limitations contained in Attachment Two without express written authorization from the State.
3. The offeror certifies that its responses to the following statements are true and accurate. The offeror’s answers apply to the last seven years. Please indicate yes or no in each column.

Yes/No	Description
	The offeror has had a contract terminated for default or cause.
	The offeror has been assessed any penalties in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity).
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a 20% interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a 20% interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter’s possible impact on the offeror’s performance under the Contract, and the best interest of the State.

4. The offeror certifies that neither it nor any of its people that may work on or benefit from the Contract through the offeror has a possible conflict of interest (e.g., employed by the State of Ohio, etc.) other than the conflicts identified immediately below:

Potential Conflicts (by person or entity affected)

(Attach an additional sheet if more space is need.)

The State may reject a Proposal in which an actual or apparent conflict is disclosed. And the State may cancel or terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.

5. The offeror certifies that all its and its subcontractors' personnel provided for the Project will have a valid I-9 form on file with the offeror or subcontractor, as appropriate, and will have presented valid employment authorization documents, if they are not United States citizens.
6. The offeror certifies that its regular, fulltime employees will perform at least 30% of the work on the Project.
7. The following is a complete list of all subcontractors, if any, that the offeror will use on the Project, if the State selects the offeror to do the work:

The offeror certifies that it has obtained and submitted a subcontractor letter, as required by Attachment Three, for each subcontractor it plans to use on the project.

Please provide the following information for a contact person who has authority to answer questions regarding the offeror's Proposal:

Name:	
Title:	
Mailing Address:	
Office Phone Number:	
Cell Phone Number:	
Fax Number:	
Email Address:	

Company Name

Signature

Company D-U-N-S Number

Name

Title