

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

EFFECTIVE DATES: 07/01/07 to 06/30/09
Renewal through 06/30/11

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>

Contract Requirement Synopsis: This section gives only a summary of the Project Requirements.

1. Provide Project transition and implementation services.
2. Provide call management operational functions.
3. Ensure effective communication and status review conducted between all parties.
4. ODH reporting requirements.
 - a. Call volume reports
 - b. Average caller hold times
 - c. Number of callers transferred to a specific voice mail option
 - d. Number of callers warm transferred to the agencies
 - e. Number of callers answered live
 - f. Number of callers answered by the auto attendant
 - g. Number of calls during each hour
 - h. Number of abandoned calls
 - i. Busy signals
 - j. Roll-overs
 - k. Length of call
 - l. Percentage of calls answered and serviced versus total calls received
 - m. Customer demographics
 - n. Customer callback survey reports
 - o. Reports by county
 - p. Special reports
 - q. Caller demographic reports
 - r. Written reports as requested by the Ohio Department of Health
5. Maintain a consistent staffing plan which identifies all personnel required for the Project.
6. Provide ODH with required technical support.
7. Develop and design a secure Internet/Intranet database which allows individuals to update and submit information to the ODH database.
8. Provide appropriate customer service requirements.
9. Identify any potential problem areas, recommended solutions to the problem areas, and any assumptions used in developing those solutions.
10. Provide replacement personnel or add more staff in accordance with Project requirements.
11. Costs and pricing shall be reflected in U.S. Dollars.

Mutually agreed upon Clarifications and Modifications:

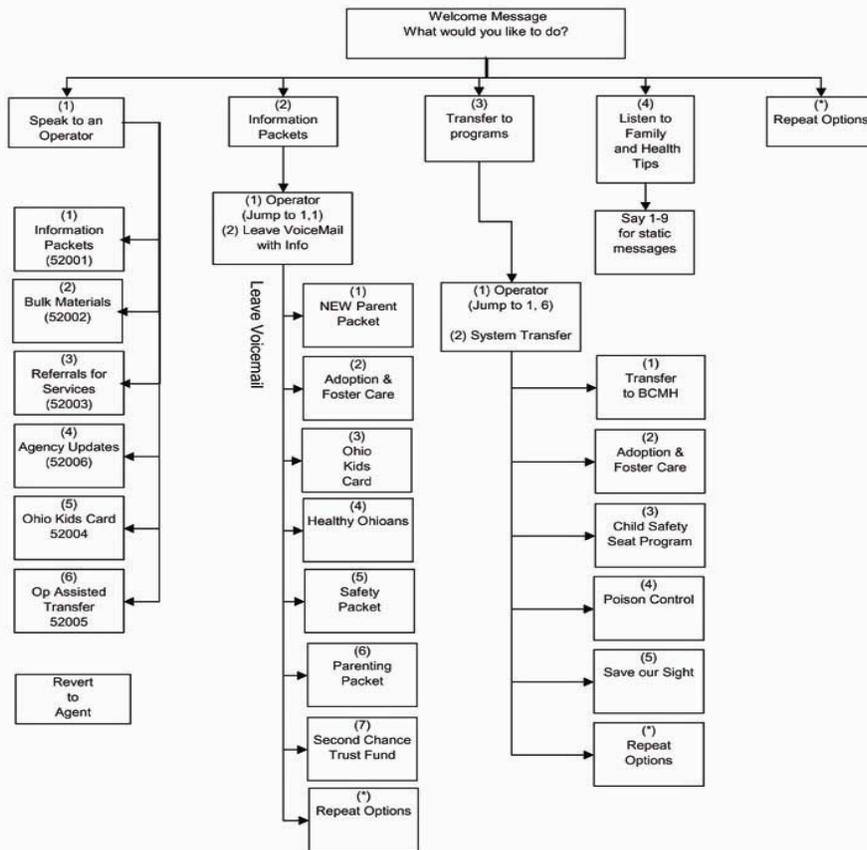
1. The general Terms and Conditions for the Contract are contained in Attachment Three of the RFP for Project. The Contract consists of:
 - a. The original RFP and any addendums.
 - b. The documents and materials incorporated by reference in the RFP.
 - c. The Contactor's Proposals, as amended, clarified, and accepted by the State.
 - d. The documents and materials incorporated by reference in the Offeror's Proposal and subsequent accepted clarifications.
 - e. Any related amendments issued subsequent to Contract award.
2. Should the current Contractor fail to win a future Contract award, said current Contractor will be required to fulfill its obligations while assisting the subsequent Contractor during the "transition out" period. The transition out period will occur 90 – 120 calendar days prior to the expiration of the Contract.

3. All Contractor invoices shall be submitted to:

Ohio Department of Health
 Bureau of Early Intervention Services
 ATTN: Communications Consultant
 246 N. High St, 5th Floor
 Columbus, OH 43215

4. The Contractor shall provide documentation of all updated insurance coverage at its own expense throughout the term of this Contract.

5. The Proposed IVR Flowchart using voice prompt technology instead of traditional digit pressing prompts to simplify the process for consumers and make the helpline more user-friendly is shown below:



Ability to "say" any of the lower level "key words" and jump to that section immediately.

PRICE SUMMARY

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 #	UNIT PRICE
*	One time set up fee	10259	Waived
*	Monthly service fee – Call Center Services	10260	\$3,145.00
	Monthly service fee – Mail Fulfillment	10261	\$637.50
*	Cost per Script Change Per Hour	10262	\$60.56
*	Automated Call	10263	\$0.57
*	Live Assistance Calls	10264	\$2.53
*	Cost per Order Card Transcription	10266	\$0.47
*	Prerecorded Information Line Messages	10268	\$0.23
*	Survey Calls	10269	\$1.57
*	Cost per dial out for a survey attempt	10270	\$0.09

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

CONTRACT NO.: CSP901208-1 (06/30/11)

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

PAYMENT ADDRESS:

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

* To indicate a 15% reduction in the cost effective June 5, 2009

SUMMARY OF AMENDMENTS

AMENDMENT NUMBER	REVISION DATE	DESCRIPTION
2	06/05/09	To indicate a 15% reduction in the cost effective June 5, 2009 and mutual agreement for renewal of Contract for 24 months, July 1, 2009 to June 30, 2011.
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.