

REQUEST FOR PROPOSALS

ADDENDUM # 1

ISSUED: 5/11/11

RFP NUMBER: CSP901812
INDEX NUMBER: DOH055

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Ohio Department of Health is requesting proposals for:

CALL MANGEMENT SERVICES FOR THE OHIO DEPARTMENT OF
HEALTH HELP ME GROW HELPLINE

Reason for Addendum. Page 21, at the bottom of the page, remove sub-paragraph a. and b. under item 13.

PROPOSAL DUE DATE: May 20, 2011
OPENING LOCATION: Department of Administrative Services
General Services Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1395

1. Ensure effective communication and status review conducted between all parties.
2. 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.
12. Mutually agreed upon Clarifications and Modifications:
 - a. The general Terms and Conditions for the Contract are contained in Attachment Three of the RFP for Project. The Contract consists of:
 - 1) The original RFP and any addendums.
 - 2) The documents and materials incorporated by reference in the RFP.
 - 3) The Contactor's Proposals, as amended, clarified, and accepted by the State.
 - 4) The documents and materials incorporated by reference in the Offeror's Proposal and subsequent accepted clarifications.
 - 5) Any related amendments issued subsequent to Contract award.
 - b. 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.
13. 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

*Deleted sub-paragraph a. and b. under item 13.