



22nd Century Technologies, Inc.

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001



**Response to
Invitation for Bid
Bid Number: 710-24-058
Telephone Answering Services**

Due Date: May 29, 2024, at 1:00 P.M., CT

Submitted to:
Arkansas Department of Human Services
Attn: Office of Procurement
112 West 8th Street, Slot W345
Little Rock, AR 72201

Submitted by:

22nd Century Technologies, Inc.

Headquarter: 8251 Greensboro Drive, Suite 900, McLean, VA 22102

Phone: 866-537-9191 Ext 2 | **Fax:** 732-537-0888

E-mail: sledproposals@tscti.com

TSCTI claims that information contained in our proposal is confidential and proprietary. We believe that the data contained in the proposal like contact information of proposed staff, technical and management approach, proposed subcontractor and price quote. Disclosure of these information can be used by our competitors to under-price us on future bids, reverse-engineer aspects of TSCTI's approach, lure away subcontractors or key employees. Thereby we request the government to provide us the opportunity to provide a redacted copy of our response for FOIA and protecting the undue advantage of FOIA disclosure.



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Cover Letter

Date: May 24, 2024

Arkansas Department of Human Services

112 West 8th Street, Slot W345

Little Rock, AR 72201

Attn.: Office of Procurement

22nd Century Technologies, Inc. (TSCTI) is pleased to respond to the Arkansas Department of Human Services (DHS), Department of Human Services, Division of Aging, Adult, and Behavioral Health Services (DAABHS), Invitation For Bid #710-24-058, titled "Telephone Answering Services".

TSCTI is a Certified National Minority Business Enterprise with 6,000+ people supporting our customers in all 50 states. With a strong focus on the public sector, TSCTI currently holds government contracts with 14 out of 15 Federal Cabinet Executive agencies including DoD, 37 other Federal agencies, 39 states, and 115+ local agencies. As part of our unrelenting focus on quality and compliance, TSCTI's delivery is based on a process-oriented organization with ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013, CMMI for Development (CMMI-DEV) Level 3 (L3), and CMMI for Services (CMMI-SVC) L3 certifications. Our commitment to quality is evident in the D&B Customer satisfaction rating of 95. TSCTI has the resources, processes, and expertise to successfully support the DHS contract. Recognized as a "Best Company to Work For" by Forbes, TSCTI consistently exceeds client expectations by focusing on their absolute satisfaction with jobs while keeping our employees motivated.

Some of our clients where we are providing Call Center/Answering Services are as follows.

- University of Central Florida
- Wayne County, MI
- State of New Jersey
- Minnesota Department of Health
- Department of Registrar, CA
- United States Patent and Trademark Office
- Virginia Department of Health
- Vermont Department of Motor Vehicles, Agency of Transportation
- Virginia Department of Motor Vehicles
- Wilmington Housing Authority, DE
- Racine County, WI
- Pima County, AZ
- Kansas Department of Administration
- Consumer Product Safety Commission
- The Metropolitan Government of Nashville and Davidson County
- Michigan Department of Health and Human Services
- Cincinnati Metropolitan Housing Authority, OH
- Defense Language Institute Foreign Language Center

TSCTI highlights

- Call Center Tools:** TSCTI has its proven "**Calls.Care**" a state-of-the-art, cloud-based, secure technology solution that allows us to rapidly configure integrations with the DHS while supporting an unlimited number of additional agents with minimal ramp time. Our call center platform is highly flexible and feature-rich, enabling integrated multi-channel communications. Agents can have direct access to online help tools and guides, as well as immediate access to Managers and specialists to assist in call handling.
- Chat Support:** TSCTI's offers efficient customer assistance via text messaging. Agents handle inquiries, resolve issues, and provide support through SMS channels. This service integrates seamlessly with TSCTI's call center solution, enabling businesses to meet customer needs effectively while optimizing agent productivity.
- TSCTI's Facility and Infrastructure Capabilities:** TSCTI offers services across the U.S. covering time zones from EST to PST as we have a pre-established 24x7x365 Call Center/Answering Services to meet the needs of all our clients. TSCTI has a suitable 60,000 Sq. Ft. Call Center facility located in West Virginia. This facility has available call center cubicles, management offices, conference rooms, training rooms, and the necessary computer and Internet infrastructure to establish the necessary connectivity. This includes furniture, telephones, computers, and other necessary operational infrastructure components for more than 800 employees. We ensured proper power is available to meet systems requirements, and we established a secure data/telecommunications room or center to house equipment that requires specific environmental conditions to work properly and is protected from unauthorized access.
- Certified Best Practices:** ISO, CMMI, ITIL, and HDI-based industry standardized support that brings optimized service delivery and advanced call center support through innovation, automation, increased transparency, quality reporting, and change management support.
 - CMMI Level 3 & ISO certified Organization:** Being a CMMI Level 3 and ISO 9001, ISO 20000 & ISO 27001 certified company, we have consistent management and delivery processes.



Invitation for Bid# 710-24-058

Telephone Answering Services

- **ISO 9001:2015 compliant recruitment process:** We have an ISO-compliant recruitment process, which makes us capable of providing requested services.
- **Transparent Technical Performance:** Continually track KPIs and baselines using metrics-based management to identify improvements to services/baselines, increase customer satisfaction, reduce costs, and continually measure progress.
- **Relevant Technical Experiences for Reduced Risk:** Invaluable lessons learned with 27 years of experience across 150+ contracts providing similar services to public sector clients.
- **Highly skilled Resources:** TSCTI brings a team of skilled and experienced professionals for all tasks led by our experienced Engagement/Account Manager who has transitioned and managed more than 15 similar programs for TSCTI. Our proposed personnel bring an average of **5+ years** of experience that delineates the breadth and depth of expertise we can bring to the DHS support contract.
- **Seamless Transition:** TSCTI will provide a seamless migration and continuity of service delivery of the DHS processes, procedures, tools, and technologies thus ensuring 100% knowledge retention along with an already in-process efficient incumbent capture strategy.
- **Transparent Technical Performance:** Continually track KPIs and baselines using metrics-based management to identify improvements to services/baselines, increase customer satisfaction, reduce costs, and continually measure progress.
- **Certified Staffing Center:** We bring ISO 9001:2015 certified staffing center (SC) consisting of 270+ recruiting professionals to ensure continuity of services, personnel retention, and supply of qualified staff from day 1.
- **Internal Staff:** We have access to over 400 internal staff including many who align with the DHS's requirements. This Reduces delays in acquiring outside staff and augments rapid surge or vacancy capabilities.
- **Multi-lingual Support:** TSCTI has extensive experience in providing multi-lingual support to customers using language line a telephonic interpretation services. Language line helps us to augment our capability to multi-language support.
- **Live Staffing Forecast and Matrix for Surge and/or Turnout:** Our management fills staffing gaps before they become critical with pre-defined activities such as a living staffing matrix with a rolling three-month forecast of potential vacancies and surge requirements. Our team will collaborate with DHS leadership to forecast potential vacancies track resource needs and develop a rolling forecast with projections of staff for the next 30 to 90 days. This look-ahead staffing strategy will benefit the DHS with sustained resource levels, continuity of personnel, continuous improvement of staffing, and lower risk of disruption throughout the contract.

TSCTI acknowledges that we have received an addendum released by the DHS. We agree to all the rules, procedures, terms, and conditions specified in this solicitation without any exception. We have limited our response to the specific items described in the solicitation and strongly believe that our response meets the requirements of the DHS, if the DHS determines that TSCTI's response is deficient in any way, we respectfully request to be promptly notified and be allowed to correct any such deficiency. Should you need additional information on these or any other services, please contact us at the below-mentioned contact information. We look forward to a mutually rewarding partnership.

Authorized Signatory,

Ashley Christina De Sa, Administrator
 8251 Greensboro Drive, Suite 900, McLean, VA 22102
Phone: 866-537-9191 Ext 2 | **Fax:** 732-537-0888
Email: sledproposals@tscti.com



Official Bid Price Sheet

Invitation for Bid# 710-24-058
Telephone Answering Services

REVISED - BID RESPONSE PACKET
710-24-058

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	22nd Century Technologies, Inc.		
Address:	8251 Greensboro Drive, Suite 900,		
City:	McLean	State:	VA Zip Code: 22102
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service-Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
AR Certification #: _____ * See Minority and Women-Owned Business Policy			
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Ashley Christina De Sa	Title:	Administrator
Phone:	866-537-9191 Ext 2	Alternate Phone:	866-537-9191 Ext 2
Email:	sledproposals@tscti.com		
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's Response Packet and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Bid Solicitation</i> , Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, Prospective Contractor certifies that it will not employ or contract with illegal immigrants during the aggregate term of a contract.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, Prospective Contractor agrees and certifies that it does not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. <input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.			

An official authorized to bind Prospective Contractor to a resultant contract must sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause Prospective Contractor's bid to be disqualified:

Authorized Signature:  Title: Administrator
 Printed/Typed Name: Ashley Christina De Sa Date: 5/22/2024

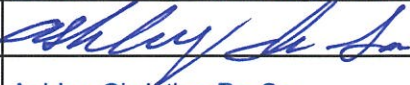


SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause Vendor's proposal to be disqualified.

None

By signing below, Vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	22nd Century Technologies, Inc.	Date:	5/22/2024
Signature:		Title:	Administrator
Printed Name:	Ashley Christina De Sa		



PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
N/A	N/A	N/A

☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

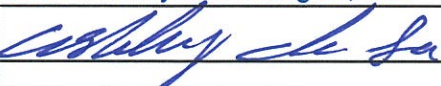
MINIMUM QUALIFICATIONS

- As outlined in Section 2.3 Minimum Qualifications in the solicitation document, please provide the number of operators available and the corresponding shift.

Shift	Number of Operators
8:00 A.M. – 4:00 P.M. CST	3
4:00 P.M. – 12:00 A.M. CST	3
1:00 A.M. – 8:00 A.M. CST	3

TSCTI will keep 5 to 7 operators in reserve in case of emergencies, such as sudden termination, resignation, leave of absence due to extraordinary personal circumstances, incapacitating injury, illness, physical condition, or death of such personnel.

By signing below, Vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	22nd Century Technologies, Inc.	Date:	5/22/2024
Signature:		Title:	Administrator
Printed Name:	Ashley Christina De Sa		



DOCUMENTATION CHECKLIST

As outlined in Section 2.3 Minimum Qualifications in the solicitation document, please provide the following:

- Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- Official *Bid Price Sheet*
- All documents provided in the *Bid Response Packet*
- Copy of Vendor's *Equal Opportunity Policy*
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (*Attachment A*)



All documents provided in the Bid Response Packet

Active registration from the Arkansas Secretary of State's Office, or other state approved documentation



**Arkansas Secretary of State
John Thurston**

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

Certificate of Good Standing

I, John Thurston, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

TSCT, INC

formed under the laws of the state of New Jersey, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office August 17, 2020.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 14th day of July 2023.


John Thurston

Secretary of State

Online Certificate Authorization Code: c2fa4ce46b20011

To verify the Authorization Code, visit sos.arkansas.gov

**Copy of Vendor's Equal Opportunity Policy****22nd Century Technologies, Inc.****Services & Solutions****www.tscti.com**

March 2024

Equal Opportunity/Affirmative Action Policy

Since its founding in 1997, 22nd Century Technologies, Inc. has been dedicated to equal opportunity and has opened its doors to employees without regard to race, sex, creed, or other irrelevant criteria. Consistent with this tradition, it is the policy of 22nd Century Technologies, Inc. to promote equal opportunity and employment through practices designed to extend opportunities to all individuals on the basis of individual merit and qualifications, and to help ensure the full realization of equal opportunity for employees, and applicants and employment. The company is committed to maintaining an environment that is welcoming and respectful to all.

22nd Century Technologies, Inc. prohibits discrimination against any individual on the basis of race, color, religion, sex, age, national origin, physical or mental disability, sexual orientation, gender identity, genetic information, military service, or because of marital, parental, or veteran status. This policy extends to all rights, privileges, programs, and activities, including admissions, financial assistance, educational and athletic programs, housing, employment, compensation, employee benefits, and the providing of, or access to, company's services or facilities. 22nd Century Technologies, Inc. recognizes that non-discrimination does not ensure that equal opportunity is a reality. Accordingly, the company will continue to take affirmative action to achieve equal opportunity through recruitment, outreach, and internal reviews of policies and practices.

The coordination and implementation of this policy is the responsibility of the Executive Director. The officers of the company and all directors, department heads, and managers are responsible for the proper implementation of equal opportunity and affirmative action in their respective areas, and they are expected to exercise leadership toward their achievement. It is expected that every employee of 22nd Century Technologies, Inc. will share this commitment and cooperate fully in helping the company meet its equal opportunity and affirmative action objectives.

22nd Century Technologies, Inc. has developed detailed procedures, described in its Complaint Procedures in Cases of Alleged Unlawful Discrimination or Harassment, by which individuals may bring forward concerns or complaints of discrimination and harassment. Retaliation against any individual who brings forward such a complaint or who cooperates or assists with an investigation of such a complaint is both unlawful and strictly prohibited by 22nd Century Technologies, Inc.

Inquiries regarding this policy or its application should be addressed to Kulpreet Singh Executive Director, Office: - 8251 Greensboro Drive, Suite 900, McLean, VA 22102, 866-537-9191 Ext 2. Inquiries concerning application of Title IX, which prohibits discrimination on the basis of sex may be also directed to the Kulpreet Singh Executive Director who serves as the company's Title IX Coordinator.

Kulpreet Singh
Executive Director

8251 Greensboro Drive, Suite 900, McLean, VA 22102, Phone: 866-537-9191 Ext 2, Fax: 732-537-0888



Signed Addenda, if applicable

Invitation for Bid# 710-24-058

Telephone Answering Services

Page 1 of 2

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: May 21, 2024
SUBJECT: Telephone Answering Services (710-24-058)

The following change(s) to the above referenced IFB have been made as designated below:

- ☒ Change of specification(s)
- ☒ Additional specification(s)
- ☐ Change of bid opening date and time
- ☐ Cancellation of bid
- ☒ Other

ADDITIONAL SPECIFICATIONS

- Section 2.2 – add the following:
The Contractor will not be responsible for resolving caller concerns but will be responsible for documenting the information into the web-based link and transferring the information to Adult Protective Services.
- Section 2.4.B.3 - add the following:
 3. The Contractor **shall** be responsible for all equipment, supplies, and materials needed to provide telephone answering services.
 4. DHS will provide mandatory training on the script and the web-based link for data entry. Each operator must attend this mandatory training. Training, meetings, and discussions between DHS and Contractor will be virtual.
- Section 2.4.C.3 add the following:
 - The maximum wait or hold time for calls **must** be less than (2) two minutes.
 - The entire inbound or outbound call **must** be recorded. The recordings **must** be maintained for at least (5) five years.
 - The requirements of recording and storage for non-phone communications **must** be maintained for at least (5) five years.
- Section 2.5.H -add the following:
The Contractor **must** obtain the Alleged Victim's, Alleged Offender's and Reporter's information for call.

CHANGE OF SPECIFICATIONS

- Section 2.3.C - remove and replace with the following:
Contractor **must** have a minimum of three (3) operators available at all times. For verification purposes, Prospective Contractor **must** provide the number of operators available and the corresponding shift on page five (5) of the Response Packet. Vendor **shall** be responsible for determining the qualification of each employee.



Invitation for Bid# 710-24-058

Telephone Answering Services

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- Section 2.4.C.8.a - remove and replace with the following:

Each month, DHS will sample up to 10% of calls for quality control purposes. A low error rate is defined as less than five percent of the sample is deemed as failed calls.

OTHER

- Official Bid Price Sheet: remove and replace with the Revised Official Bid Price Sheet.
- Response Packet: remove and replace with the Revised Response Packet.
- Call Logs A-F: add Call Logs A-F for informational purposes only.

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Arnetia Dean, DHS.OP.Solicitations@dhs.arkansas.gov or via phone at 501-683-5969.



Vendor Signature

5/22/2024

Date

22nd Century Technologies, Inc.

Company



Invitation for Bid# 710-24-058

Telephone Answering Services

FO 98-04 Disclosure Form (Attachment A)

Contract Number _____
Attachment Number _____
Action Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☒ No

IS THIS FOR:

TAXPAYER ID NAME: 22nd Century Technologies, Inc.

Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Ashley

FIRST NAME De Sa

M.I.: Christi

ADDRESS: 8251 Greensboro Drive, Suite 900,

CITY: McLean

STATE: VA

ZIP CODE: 22102

COUNTRY: USA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

FOR AN ENTITY (BUSINESS) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☒ None of the above applies

DHS Revision 11/05/2014

Invitation for Bid# 710-24-058

Telephone Answering Services

Contract Number _____

Attachment Number _____

Action Number _____

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Ashley Christina De Sa Title Administrator Date 5/20/2024

Vendor Contact Person Ashley Christina De Sa Title Administrator Phone No. (866) 537-9191

Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

DHS Revision 11/05/2014



Attachment-I-Client-History-Form

Attachment I
Client History Form
Telephone Answering Services
IFB # 710-24-058



Attachment I

Telephone Answering Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's Telephone Answering Services' experience. This form **must** be complete and accurate.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas's DHS will be the client. For each listed client, Respondents may (but are not required to) provide the contact information for a person at the client entity who is knowledgeable of the named project. The State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the *Proposal Signature Page*.

1. Please list at least two (2) clients where you (the prime contractor only) **served as the prime contractor** for operating as a telephone answering services vendor. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract, duration of services provided, location, and client contact information. If there are no contracts which meet this definition, please state "none."

Reference #1
Organization/Agency/Division: Michigan Department of Health and Human Services
Duration of services provided: 02/2020 to Present
Location: 333 S. Grand Avenue, Lansing, MI 48909
Client Contact Information: Nicole Hudson, MPP, PMP, State Assistant Administrator
Office: 517-284-4026 /Cell: 517-614-6491
Email: HudsonN2@michigan.gov
Scope of the Contract: Call Center Solution and Services

Reference #2
Organization/Agency/Division: Cincinnati Metropolitan Housing Authority, OH
Duration of services provided: Aug 2022 to Present
Location: 1627 Western Ave, Cincinnati, OH 45214
Client Contact Information: Lisa Isham
Office: 513-977-5830
Email: Lisa.Isham@cintimha.com
Scope of the Contract: Call Center Services for Housing Choice Voucher

Detailed reference information is provided on the following page.



Invitation for Bid# 710-24-058

Telephone Answering Services

Reference #1

Organization/Agency/Division: Michigan Department of Health and Human Services

Duration of services provided: 02/2020 to Present.

Location: 333 S. Grand Avenue, Lansing, MI 48909

Client Contact Information: Nicole Hudson, MPP, PMP, State Assistant Administrator

Office: 517-284-4026 /Cell: 517-614-6491

Email: HudsonN2@michigan.gov

Scope of the Contract: Call Center Solution and Services

TSCTI is responsible for providing a variety of services to the State of Michigan. In 2020, we have started providing emergency services to fight COVID-19 to the Department of Health and Human Services in Michigan and fulfilling their needs. We have provided a Call Center solution and have deployed professionals for this engagement. TSCTI has provided training, coaching, and lead the call center representatives to provide support for customers. We have assisted the DHHS management team in identifying trends and establishing call center goals. Prepared daily reports and analyzed call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction. Utilized and navigated multiple systems such as Intercom, WordPress, Slack, and Gmail. TSCTI is following CDC, WHO, federal and state guidelines related to the outbreak. As new information about the coronavirus evolves, TSCTI is actively reviewing all preparedness plans and policies to identify if any updates are needed and to modify accordingly.

Reference #2

Organization/Agency/Division: Cincinnati Metropolitan Housing Authority

Duration of services provided: Aug 2022 to Present.

Location: 1627 Western Ave, Cincinnati, OH 45214

Client Contact Information: Lisa Isham

Office: 513-977-5830

Email: Lisa.Isham@cintimha.com

Scope of the Contract: Call Center Services for Housing Choice Voucher

TSCTI providing call center services for the Housing Choice Voucher Department and all sites and areas within that department. Our services are used to communicate messages to applicants, participants, landlords, community stakeholders, and the general public communication about the program, applicant, participant, owner or unit status, processes, procedures, program payments, events, program updates, and other relevant information in response to inquiries received. TSCTI has increased the number of call center agent from 6 FTEs to 9 FTEs to reduce the current hold time from 60 mins to 7 mins and average call handel time from 10 mins to 5 minutes to handel 1,000 call per day. Through its experienced and qualified staff we are successful to keep the after-call work time less than 2 mins and currently calls referrals of CHMA is less than 1% of the incoming call. Under its current contract, TSCTI has helped CHMA with cost saving by integrating our telephone system powered by AWS Connect that was previously provided by Cincinnati Bell (Five9s). We have also integrated call-back and Chat option in our call center solution. TSCTI accepting and answering call coming in to 513-977-5800 during the hours of 8:00 a.m – 6:00 p.m instead of 8:00 a.m – 5:00 PM. TSCTI enters a "Memo" into the Yardi software system in addition for applicants, program participants and/or property owners. We documented and passed to CMHA's staff the calls that requires further research or cannot be handled in that time frame. TSCTI monitor and track the number of calls received, information requested, number of calls answered and missed, call outcomes, caller hold times, calls referred to HCV staff for resolution and length of each call. TSCTI is providing customized dailyweekly, Monthly and Annual reports as per the request.

Authorized Signature: _____

Use Ink Only.

Title: Administrator

Printed/Typed Name: Ashley Christina De Sa

Date: 5/20/2024