



Call Center Proposal

For

State of Arkansas
Department of Human Services
Office of Procurement
700 Main Street
Little Rock, AR 72201

629 S. Martin Luther King Hwy
P O Box 16225
Lake Charles, LA 70616

Office: 337-310-2435
Fax: 337-437-4078

REVISED - BID RESPONSE PACKET
710-24-058

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Southwest Call Center, Inc.				
Address:	P O Box 16225				
City:	Lake Charles	State:	LA	Zip Code:	70616
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					
<i>Provide contact information to be used for bid solicitation related matters.</i>					
Contact Person:	Celia Broussard	Title:	President		
Phone:	337-310-2435	Alternate Phone:	337-794-6120		
Email:	ccase@southwestcallcenter.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: Celia Broussard **Title:** President
Printed/Typed Name: _Celia Broussard **Date:** May 24, 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.

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

Vendor Name:	Southwest Call Center, Inc.	Date:	May 24, 2024
Signature:	<i>Celia Broussard</i>	Title:	President
Printed Name:	Celia Broussard		

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

☒ **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
6:00 AM to 10:00 PM Daily	4 - 7 Agents with Team Leader
10:00 PM to 6:00 AM Nightly	3 Agents, one of which is a Lead Agent

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

Vendor Name:	Southwest Call Center, Inc.	Date:	May 24, 2024
Signature:	<i>Celia Broussard</i>	Title:	President
Printed Name:	Celia Broussard		

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*)



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

SOUTHWEST CALL CENTER, INC.

formed under the laws of the state of Louisiana, 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 March 25, 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 16th day of May 2024.


John Thurston
Secretary of State

Online Certificate Authorization Code: 8a94b54fdf10d7f

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

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.

- 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

Southwest Call Center, Inc.

May 24, 2024

Date

Company

Attachment A

**Contract and Grant Disclosure and
Certification Form**

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: _____

☐ Yes ☒ No

IS THIS FOR:

Goods? ☐ Services? ☒ Both? ☐

TAXPAYER ID NAME: Southwest Call Center, Inc.

YOUR LAST NAME: Broussard FIRST NAME: Celia Broussard M.I.: _____

ADDRESS: P O Box 16225

CITY: Lake Charles

STATE: LA

ZIP CODE: 70616

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.]	Relation
	Current	Former		From MM/YY	To MM/YY		
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

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 Celia Broussard Title President Date May 24, 2024

Vendor Contact Person Celia Broussard Title President Phone No. (337) 310-2435

Agency Use only

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

Equal Opportunity Policy
Southwest Call Center, Inc.



Equal Opportunity Statement

Applicants are hired based on experience, training, personal background, and the potential for growth to accomplish the best possible staff for the continued success of the company. It is the intent of Southwest Call Center Management that equal opportunity will be provided in all promotions, wages, benefits, and other privileges, terms, and conditions of employment. There shall be no discrimination based upon race, color, religious creed, national origin, gender, sexual orientation, age, disability, genetic information, veteran/military status, marital status, or any other status protected by federal or state law, with regard to any term or condition of employment.

Minimum Qualifications

Call Center Services

Project Scope

Southwest Call Center proposes a 24/7/365 call center solution that will assist State of Arkansas DHS's Adult Protective Services' efforts to respond to emergency and non-emergency calls related to reports of maltreatment, abuse, neglect, and exploitation of individuals aged 18 years of age and older who are:

- Impaired by mental or physical disease, and as a result, cannot protect themselves from abuse, neglect, or exploitation.
- Endangered, which means, found in a situation or condition that poses a danger to themselves and does not comprehend the consequences of staying in that situation or condition.

Service Description

Currently, we provide 24/7/365 call center services to the Arkansas Department of Human Services Adult Protective Services Hotline (hereafter referred to as DHS APS). Should Southwest Call Center (hereafter referred to as SWCC) receive the bid for the coming contract period, we will meet with DHS APS personnel to review the current script and update as needed to reflect the requirements specified in Section 2 Minimum Requirements of the Bid. In addition to incorporating the changes required, Southwest Call Center will advise DHS APS of capabilities and features that may enhance or streamline the call handling process.

Customized Telephone Greeting – We will answer your calls using the answer phrase you have instructed us to use. The greeting can be changed at any time upon notification by designated DSH APS personnel. Our policy is to not volunteer that we are an answering service unless you specify that we are to answer accordingly. Calls will be answered with this answer phrase: *"Adult Maltreatment Hotline, are you calling to report abuse, exploitation, or neglect of an impaired or endangered adult?"*

Customized Call Handling Message Ticket – Regardless of when a call is received, the SWCC Agent first determines if the caller wants to submit a report or is calling for another reason. Other reasons include inquiring about an update on an open case, a PEC call, a medical facility reporting test results or medication changes or other non-emergency situations. The agents will ask all questions required in the script and no changes to the script will be made unless approved by designated DHS APS personnel.

Caller Wants to Submit a Report

If the caller is describing a situation that requires a report to be made, the Agent will determine which county the alleged victim resides in and proceed with taking the message. The following questions are

asked when taking a report and can be modified as needed upon notification from designated DHS APS personnel.

- Alleged Victim's Information:
 - First and/or Last Name
 - Address – including city, county, and zip code.
 - Phone Number
 - Marital Status
 - Birth Date and/or Age.
 - Sex
 - Race
 - SSN
 - Medicaid and/or Medicare Number
- Victim's physical and mental condition
 - Is there an impairment and what is?
- Caller's Information:
 - First and/or Last Name
 - Relationship to the Alleged Victim
 - Callback Number
 - If caller is a Mandated Reporter, ask for this information:
 - Agency Name
 - Address of the Agency
 - Phone Number of the Agency
- Full description of the situation caller is calling about.
 - Type of situation: exploitation, neglect, abuse,
 - Who is the perpetrator?
 - What is happening?
 - Where is it happening?
 - When is it happening?

The SWCC Agent will utilize one of two options to document the information to make a report. The *DHS APS Web Page form* is a web link provided by DSHS APS used to record caller's information and our system captures a brief summary of the report for dispatching purposes. If the DHS APS Web Page is not available, the Agent will complete the *SWCC Message Ticket* in our system asking all of the questions required to make a report and for dispatching.

Upon completing the form, the Agent will advise the caller a report has been submitted for review and they may or may not receive a callback. If the situation described requires a dispatch, then the Agent will advise the caller to expect a callback from the APS OnCall person.

General Inquiry or Other Reason for Call

For calls that are not about taking a report (i.e.: update on an open case, reporting test results medication changes, etc.), the agent will obtain the following information and submit to DHS APS personnel:

- Caller's first and last name
- Callback Number
- The name of the client, victim, or patient
- Name of the Social Worker
- Facility's name – hospital, medical facility, long-term care, agency, etc.
- Reason for the call.

Every message is date and time stamped by our call processing system and every action taken by either the Agent or System to deliver the message is date and time stamped. The system-stamped date and time cannot be altered and is a particularly useful tool to measure our agents and/or your on-call personnel.

Message Dispatch/Delivery – All messages taken are emailed to DHS APS at aps@dhs.arkansas.gov. Messages or reports that have been submitted by law enforcement, long-term care facilities, hospitals, or emergency situations reported by a mandated reporter are dispatched to the OnCall personnel for the region the county is associated to. Messages are dispatched using the instructions provided by DHS APS and can be adjusted as needed by designated DHS APS personnel.

The following steps are followed when a dispatch to DHS APS OnCall personnel is required:

- Email message to the Region-specific DHS APS OnCall.
- Then send a text message.
- 15-minutes later, review message to determine if OnCall responded to our message.
- If the message was not acknowledged, the agent will call the DHS APS OnCall to relay the message.
- If the DHS APS OnCall does not answer, then the agent will contact the DHS Supervisor on call.
- These steps will be repeated as necessary until someone is reached.

Instead of using SMS (or texting), DHS APS can utilize our HIPAA-compliant messaging system, MiSecure Messaging. MiSecure Messaging is a secure and confidential messaging APP which provides end to end encryption. See **Appendix A** for a full description of this service that is included at no charge.

Message Dispatch Confirmation/Escalation – All emergency reports and messages are emailed to the Region-specific On-Call staff immediately after ending the call. Upon dispatching the message, we will monitor the message for up to 15 minutes for an acknowledgement of receipt. If the message has not been picked up by your On-Call within the period defined by you, then we will follow your escalation procedures to ensure the call is dispatched in a timely manner.

Call Transfer/Patching – When required, we will provide a supervised transfer. We'll place the caller on hold, call the staff member, announce the call, and provide general info about the reason for the call, then connect them and hang up. When we hang up, the two parties are connected and free to continue the conversation. The best benefit of using this feature is that there is no delay in getting the caller connected to the On-Call staff member when it is an emergency. Also, the privacy of the On-Call personnel is protected with respect to their individual contact information such as cell or residence numbers.

Daily Message Report of all messages taken during previous day will be sent to natasha.lucas@dhs.arkansas.gov by 8:30 AM CST daily. This report can be sent multiple destinations if needed. In this report (see Exhibit A for a sample) you will find:

- *Caller's Message*
- *Message Disposition* – Indicates the action taken on the message: Patched, Hold for Office, Confirmed, etc. The Message Disposition is system date and time stamped.
- *Message History* - System date and time stamp of when the message was taken and/or delivered (given). It's marked as delivered when we have contacted the OnCall person regarding the message.
- *Message Dispatch History* – Provides the dial-out history of all the attempts made to deliver the message to On-Call staff. Note: If a message is held for office, there will be no Message Dispatch History information.

Secure Web-based Services

All services are provided by our system and DHS APS personnel may access our system through secured online connection to view messages, On Call Schedules, Staff Directories and Voice Recordings. Access to our system is provided to designated DHS APS personnel by issuing unique Username and Passwords. Each user account is provided a set of permissions that are defined by DHS APS; specifically who has the ability to edit existing information in directories and calendars or to view only.

- *On Call Calendar* – view and edit your OnCall calendar with schedule changes as they occur. This is a real-time interface into our system so when the calendar is updated, we are notified immediately of the change.
- *Employee Directory* – view and update your OnCall Employee Directory with the most current contact information. As soon as you make the change, our system will be updated.

- *Messages* – view messages taken and the dispatch history of the messages as soon as they are generated. Messages can be downloaded, if desired.
- *Voice Recordings* – this web page provides access to the call recordings to search and play recordings of all calls answered on behalf of DHS APS.

Digital Call Recording/Message Storage – All incoming and outgoing calls along with message tickets are digitally recorded and archived for up to six (6) years on password-secured data-storage units. Copies of archived messages are available at no extra charge if the message is less than 120 days old. For messages older than 120 days, a one-time retrieval fee will be assessed.

Special Communications Methods – Incoming calls are answered on US soil and are not outsourced or pushed to another company. With that being said, the following methods are used when we receive a call that requires outside assistance.

Communicating with Citizens Who Have a Hearing Loss, are Deaf or a Speech Impediment

When a call is received from a Relay Services Communications Agent (CA), our agents will ask the appropriate questions necessary to complete a report that can be transmitted to the DHS APS OnCall staff. If a caller is inquiring as to how to contact the Arkansas Relay Services, we will refer the caller to 711 if they reside in Arkansas. If the Arkansas resident is outside of the state and is calling to make a report, we will refer these telephone numbers:

- TTY 800-285-1131
- Voice: 800-285-1121
- Voice Carry Over (VCO): 866-656-8260
- Hearing Carry Over (HCO): 800-285-1131
- Speech to Speech (STS): 866-656-2966
- Spanish: 866-656-1842

Foreign Language Interpretation

Several of our agents are fluent in Spanish with English as a second language and assist the caller who only speak Spanish and need to leave a message or make a report. These calls are generally handled as a three-way call with the agent who answered the call and the caller.

Call Forwarding Check – we'll check your office phone each day to confirm that you have forwarded your calls to us when you leave for the day. If you forget to forward your calls, we'll notify you and work with you to get the calls forwarded.

Call Activity Reports – In addition to providing a Daily Message Log, SWCC can provide DHS APS any number of reports showing various call activities on a daily, weekly, or monthly basis. *Sample reports are included in Exhibit B – Reporting Capabilities.*

The reports can show detailed information about incoming calls, including the date and time the call was received, how long it took to answer, if it was abandoned, hold time if there was any, the duration of the call, if the call was patched and how long the patch lasted. The data can be summarized by day, week, or month. Other pre-formatted reports provide summary statistical data related to the account as a whole – including average time to answer, call out detail, and patched call activity.

Upon receiving the bid, we will meet with DHS APS personnel to review the reporting requirements and develop reports that meet their criteria for delivery to designated DHS APS personnel.

Monthly Call Audit – On a monthly basis, SWCC will pull a random sample of call recordings that will be emailed to natasha.lucas@dhs.arkansas.gov by the 10th of every month. The call recordings will be from the previous month and will include calls from all APS regions and from general inquiry calls. The number of call recordings that will be sent is ten (10).

Company Overview

Southwest Call Center's call center solution is based upon Amtelco's integrated multi-channel call center platform and Hosted Voice for SIP Trunking. Our platform is designed to help businesses meet the needs of their customers 24/7 across multiple contact channels, including voice, email, text, email, and other contact channels as they become available.

The Amtelco Infinity IS/Genesis platform is a cloud-based system that resides on Amazon Web Services and is protected by system redundancy and emergency power backup to ensure smooth operations during disaster events. The AWS hosted data center provides a secure environment with multiple levels of IT support, rack space, backup power, controlled environment, UPS backup power, generator backup power and high bandwidth Internet connections with automated failover.

- *Network Monitoring* – All aspects of the hosting network, from telecommunication circuits to web servers are monitored 24/7 by the data center personnel. In the event of a failure anywhere in the hosting network, the technical support staff is immediately notified of the component that has failed and takes appropriate corrective action, as necessary.
- *Power Failure Protection* – The data center is equipped with a standby generator that immediately delivers electricity to the core equipment should power be lost.

Hosted Voice is our SIP Trunking vendor and uses Bandwidth as their primary underlying carrier. Bandwidth provides a robust set of carrier level services to Hosted Voice which are passed through to Southwest Call Center. These services include peering relationships with all the Tier 1 ISP's, including AT&T, Verizon, Sprint, NTT, Singtel, PCCW, Telstra, Deutsche Telekom, and British Telecom thereby establishing high quality calls with fewer hops. Hosted Voice/Bandwidth utilize an all-IP geographically redundant network core that consists of four (4) PoPs, set up for quadrated failover, as well as fully redundant network elements resulting in a 99.999% uptime rating for their telephony services. In addition, their facilities-based, regulated CLEC is comprised of 9,000+ on-net rate centers paired with 4,000+ additional rate centers throughout North America and they own and manage their own toll-free network that incorporates multi-carrier redundancy for all our customer routing templates.

Due to the nature of services, Southwest Call Center provides to clients throughout the continental US, it is imperative that the call center maintains ***"business as usual"*** during disaster events or weather-related emergency. This is especially true in Southwest Louisiana which is home to several energy-producing plants, chemical refineries and serves as a major conduit of oil and gas transmission to the rest of the nation. The area is susceptible to severe weather. For this reason, Southwest Call Center is committed to providing ***"business as usual"*** service during disaster events or weather-related emergencies. To help us attain this goal, our staff is comprised of agents that work from home or any

place where high speed Internet bandwidth is available and can work in a secure secluded area. Our agents are trained according to current privacy guidelines with refresher training done annually.

In addition to maintaining “*business as usual*” for our existing client-base, Southwest Call Center acts as a support center to Southwest Louisiana’s local emergency response team to help facilitate the transmittal of community notifications regarding food and shelter to the public impacted, media notifications as received from local government officials and general media calls to first responder team members. Additionally, our agents receive and relay requests from first responder team members to secondary support entities that provide critical services, such as environmental cleanups, to the team.

Call Center Staffing, Experience and Qualifications

Our staff experience totals over 50 years of service and is comprised of English-only and English/Spanish agents. Our goal is to screen and hire only the best employees to ensure all calls are answered professionally, courteously, discreetly, and empathetically.

The call center is staffed to meet forecasted call volumes during three shifts: Day, Evening and Graveyard.

- ❖ Our Day Shift is staffed with four to seven agents plus a Team Leader.
- ❖ The Evening Shift is staffed with four to seven agents plus a Team Leader.
- ❖ The Graveyard Shift is staffed with two agents plus a Team Leader.

While our staff is available to answer your calls professionally 24/7/365, we will ensure that we have staff available to answer:

- During your normal business hours when all lines at DHS APS office are busy or no one is available to answer the call.
- Monday thru Friday, 4:00 PM to 8:00 AM
- Saturdays, Sundays & County-Observed Holidays, 12:01 a.m. – 12:00 midnight CST
- Other Non-scheduled closures as requested.

Should an emergency occur that requires more agents, the SWCC management staff are available to answer calls immediately. Prolonged emergency situations will be monitored, and additional agents called in to work if needed.

Training

Our customized training curriculum focuses on answering calls professionally, taking an accurate message then delivering it according to our client’s instructions correctly every time. The training

curriculum is module-based so that it can be used for follow-up training on an as needed basis. General topics of training include the following:

- *Telephone Skills Training*
 - Basic and advanced telephone skills
 - Customer Service skills
- *System Architecture Overview and Training*
 - Provides an overview of our system.
 - Call answering and handling techniques.
- *Client's Telephone Answering Script* – When training our agents on the DHS APS call handling script, extra attention is spent training the agent to understand the types of calls that are received. We train the agent to use call control strategies to keep the call to less than ten (10) minutes when the caller is making a report. For Mandated Reporters, keeping the call short and on point is simple. It can be a challenge if the caller is a family member, friend, coworker, or colleague because this type of caller tends to 'tell a story' to get their point across. Our agents work hard to keep the caller focused and there are times when the call is longer. We review this account regularly in our staff meetings to discuss call recordings and coach on ways to keep the caller focused.

Criminal Background Checks

As a condition of employment, all employees are required to pass a drug screening check and provide permission to do a background check. The background check will be performed using the resources available to Louisiana employers. In general, this entails using the Louisiana State Police or local law enforcement. Southwest Call Center will provide a statement to Arkansas DHS APS reporting the results of the background check on each employee and new employees as allowed by Federal Law.

Call Center Standards of Quality

Since 1993, Southwest Call Center has been providing customized inbound call center solutions to businesses throughout the continental United States. Our mission is to provide superior customer service to you while assuring personal attention to your communications needs. Keeping you in touch with your callers is important to us. We do this by providing telephone agents, protected systems, emergency power backup, date and time-stamped messages delivered to you 24 hours a day, 7 days a week and 365 days year.

Currently, Southwest Call Center agents answer and process an average of 1500 calls per day. With the current staff levels, the call center is capable of handling 2500 calls accurately, professionally, and courteously daily. Our management team routinely performs real-time monitoring of agents while on calls and randomly sample calls to measure the quality of service we are providing.

Call Center Metrics

We monitor our staffing levels closely to assist us in determining when to add staff and the quality of service we are providing to our clients. Some of the metrics we use include Average Hold Time, and Average Time to Answer.

- The *Average Hold Time* is a metric that tells us how long the caller is holding for an agent. Our Average Hold Time is around 20 seconds.
- The *Average Time to Answer (ATTA)* metric indicates how long it takes the agent to answer their incoming calls and our current average is five seconds.

Agents' Quality of Service Metrics

The *Operator Quality Assurance Program* is an on-going program that involves real-time monitoring of calls. In this program, we measure:

- How the call is answered,
- Whether the agent is following client's script during the call,
- How well they handle the caller.
- The agent's professional and courteous tone throughout the entire phone call, including the dispatching of the call.

Performance Standards

Southwest Call Center has reviewed the Arkansas Department of Human Services Performance Based Contracting document provided in Attachment C of the Bid and agrees to abide by these metrics.

Key Personnel

The following personnel will provide Account Management support services:

Email: messages@southwestcallcenter.com : This email account is monitored 24/7/365 by all staff members. Use this email to inform us anything you need us to know about your department, including announcements about water issues, broken water or sewer lines, personnel changes and planned or unexpected office closures.

Dawn Beshears, Team Leader – Days

Office: 337-310-2435

Email: dbeshears@southwestcallcenter.com

Responsible for coordinating routine account script updates, specific questions regarding urgent and non-urgent messages, and On-Call Personnel changes. Responds to customer's inquiries and concerns regarding quality of service as they occur.

Coaches and advises Customer Service representative staff. Solve routine problems independently. Informs Team Leader/Human Resources or President of sensitive problems and presents viable solutions to resolve the issue.

Dawn began her career with Southwest Call Center in 2001 as a Call Center Agent and moved into the Team Leader position 2008. Primarily oversees staff working the Day shift and works closely with leadership team to ensure the call center is staffed to meet unexpected call volume changes.

Nicole Jordan, Team Leader – Mid Shift

Office: 337-310-2435

Email: njordan@southwestcallcenter.com

Responsible for coordinating routine account script, specific questions regarding urgent and non-urgent messages, and On-Call Personnel changes. Responds to customer's inquiries and concerns regarding quality of service as they arise.

Coaches and advises Customer Service representative staff. Solve routine problems independently. Informs Team Leader/Human Resources or President of sensitive problems and presents viable solutions to resolve the issue.

Nicole began her career with Southwest Call Center in 2012 as a Call Center Agent and moved into the Team Leader position 2020. Primarily oversees staff working the Evening shift and works closely with leadership team to ensure the call center is staffed to meet unexpected call volume changes.

Kaysha Plumber, Team Leader – Graveyards

Office: 337-310-2435

Email: kplumber@southwestcallcenter.com

Serves as a Team Leader/Senior Agent on Graveyard Shift primarily and provides updates on call handling issues that may come up during this shift. She is the "go to" for the agents working evening and graveyard for questions related to call handling on accounts as questions arise. Coaches and advises graveyard staff and solves routine problems independently. Informs Team Leader/Human Resources or President of sensitive problems and presents viable solutions to resolve the issue.

Kaysha began her career with Southwest Call Center in 2014 as a Call Center Agent and assumed team leader duties in 2023.

Korey Garren, Team Leader/Human Resources

Office: 337-310-2435

Email: kgarren@southwestcallcenter.com

Is responsible for researching Quality of Service issues for the call center. Acts as a second-level escalation for investigating customer complaints received from client.

Ms. Garren plans, directs, and coordinates the daily operations of the organization to ensure elevated levels of customer satisfaction. Korey is responsible for developing and implementing business policies that facilitate the smooth operation of call center. Plans the use of resources required to ensure proper staff coverage in the call center. Make decisions about business policies, manage risks, and resolve employee problems.

Korey Garren started her career with Southwest Call Center as a Call Center Agent in 1995. She worked all shifts enabling her to become familiar with the unique call handling requirements as required by Southwest Call Center's clients – particularly those that change from day to evening to nighttime. In 2005, Korey assumed the responsibilities of the Day Supervisor and held that position until 2008 when she was promoted to Team Leader/Human Resources.

Celia Broussard, President

Office: 337-310-2435

Cell: 337-794-6120

Email: ccase@southwestcallcenter.com

LinkedIn: <https://www.linkedin.com/in/celiacaseswccgeneralmgr/>

President of Southwest Call Center, Inc. since 2005. The inbound call center provides customized telephone answering services to medical and commercial businesses throughout the continental United States. Her responsibilities include directing the strategic growth of the company, identifying, and developing new market opportunities and creating customized solutions for individual businesses.

She is responsible for obtaining client's initial script instructions and directing the efforts of Southwest Call Center Team Leaders to program, train and implement call answering service script.

Ms. Broussard has 27 years of management and marketing experience in the communications industry. She began her career in 1983 at Century Telephone in Alexandria, Louisiana. In 1992, she assumed the role of Marketing Coordinator for the Southern Region and was responsible for developing and implementing Sales Tracking processes and Sales Incentive programs. Then in 1997, she became the Sales Development Manager of the Southern Region – a seven state region – headquartered in

Shreveport, Louisiana. In this position, she was responsible for increasing revenues for directory advertising, business services and served on several Acquisition Transition Teams within Century Telephone.

In 2000, Celia returned to Lake Charles to take a position with Xspedius Corporation as Product Manager of Voice Services. In this role, she was responsible for developing voice-based products for the business market in Xspedius' local serving areas throughout the Eastern and Southern United States. Served in this position until 2005.

Ms. Broussard is graduate of LaGrange High School and holds a Bachelor of Science Degree in Business Administration from Louisiana State University of Baton Rouge.

Confidential Data Management Policy

Southwest Call Center provides call center solutions to businesses throughout the continental US. Our mission is to provide superior customer service to your callers while assuring personal attention to your communications needs. Additionally, keeping your information and caller's information confidential is critically important to us.

We work diligently to maintain our client's and their callers' confidentiality and comply with HIPPA regulations. We do this by having all our employees sign ***Confidentiality Agreements*** and ***Consent to Record Statements***.

All calls, whether incoming or outgoing, are recorded. Louisiana is a one-party state meaning that one person in a conversation must be aware that the current call is being recorded and that person is our SWCC Agent. Voice recording provides improved representative performance, a better understanding of the caller's behavior and motivations as well as an avenue of dispute resolution.

As calls are received and messages generated, they are transmitted to the client's On-Call personnel in real-time or no later than the next business day. Message tickets may be transmitted via email, fax, MiSecure text, direct call, call transfer/patch or any combination specified by the medical client.

Data Storage

Message tickets and voice call recordings are archived into separate databases on system servers that are external to our Amtelco Infinity call processing system. Data is archived twice a week and maintained for a minimum of six (6) years.

Access to Stored Data

Access to the message and voice recording databases is restricted to those SWCC management team members who are authorized to have the password credentials.

Retrieval and Dissemination of Confidential Information

If a client desires a copy of a telephone recording, the request must be made by the designated client representative to SWCC Operations Manager or General Manager – the request can be made in writing or verbally. If regular distribution of telephone recordings is required, medical client must notify SWCC Operations Manager or General Manager in advance. Under no circumstances is any information (message ticket or telephone recording) released to a person other than client unless authorized by client or SWCC has received a Subpoena for Information – in this instance the client will be notified of such notice. Requested recording will be transcribed and transmitted via email, 1st Class USPS mail or hand-delivered to client.

Appendix A – MiSecure Messaging App

MiSecure Messaging App Description

Southwest Call Center's APP-based messaging service is based upon the MiSecure messaging platform that provides end-to-end message encryption with passcode and fingerprint scanning capabilities. It is compatible with any smart mobile device such as iPhone, iPad, Apple Watch, Blackberry and Android.

There is no extra charge for this feature.

Standard Features:

- Send an unlimited number of messages.
- No text or SMS plan is needed.
- Separate inbox from your mobile device text and email accounts
- Alerts until recipient acknowledges the message.
- Messages can be prioritized to show the most important messages first.
- Quickly reply to message with a customizable default response or custom reply.
- Initiate new messages and respond to other MiSecure Messages users within company or organizations.
- Real-time update of message and updates with timestamp for Message Sent, Message Delivered, Message Read and Message Replies.

MiSecure Contact Web (Optional)

Included with MiSecure, the Contact Web provides access to secure messaging and paging services from the convenience of a web browser. Compatible with Apple Safari, Google Chrome, Microsoft Edge, and Mozilla Firefox

Standard Features:

- Uses Secure Socket Layer (SSL) encryption.
- Requires username, password, and Account ID authentication.
- Initiate new messages and respond to other MiSecure Messages users within company or organizations.
- Separate inbox from your mobile device text and email accounts
- Alerts until recipient acknowledges the message.
- Messages can be prioritized to show the most important messages first.
- Quickly reply to message with a customizable default response or custom reply.
- Real-time update of message and updates with timestamp for Message Sent, Message Delivered, Message Read and Message Replies.
- Send an unlimited number of messages.

Exhibit A

Daily Message Report Summary

From: messages@southwestcallcenter.com
[mailto:messages@southwestcallcenter.com]
Sent: Sunday, May 17, 2009 7:57 AM
To:
Subject: Messages

=====0000000000=====

Sun 17-May-09 07:56a

ALWAYS TAKE A COMPLETE MESSAGE!

TO: | PE
FROM: | FAYE
WITH: | L'AUBERGEDULAC
PHONE#: |
RE: | RADIOS ARE DOWN

----- 05/16/2009 02:11P HB -----
PATCHED

Message History Account: 0000
Taken: Sat 16-May-2009 2:11p HB
Given: Sat 16-May-2009 2:11p HB
Serial#: 3
Delivered To:

Msg Dispatch History Acct: 0000
#01: Sat 16-May-2009 2:11p HB
Dialout
#02: Sat 16-May-2009 2:14p HB
Dialout

ALWAYS TAKE A COMPLETE MESSAGE!

TO: | PE
FROM: | WILMA
WITH: | SONITROL SECURITY
PHONE#: |
RE: | DOWNSTAIRS ALARM.

----- 05/16/2009 10:13A BC -----
PATCHED

Message History Account: 0000
Taken: Sat 16-May-2009 10:12a BC
Given: Sat 16-May-2009 10:13a BC
Serial#: 1
Delivered To:

Msg Dispatch History Acct: 0000
#01: Sat 16-May-2009 10:12a BC
Dialout

=====0000000000=====

Report header information only
specifying the Account Number, Date
and Time report was sent to client.

With every message you receive from SWCC, the
following components are included:

- **Yellow Highlight** – message
- **Green Highlight** – Action taken on the message: Patched, Hold for Office, Confirmed, etc. This action is system date/time stamped.
- **Blue Highlight** – Message History shows the system date/time stamp of when the message was taken and/or delivered (given). It's marked as delivered when we have contacted the OnCall person regarding the message.
- **Pink Highlight** – Msg Dispatch History shows the Dialout history of all the attempts made to deliver the message when is it not held for office. *NOTE: THIS WILL NOT BE PART OF A MESSAGE TICKET WHEN IT IS HELD FOR OFFICE.*

Exhibit B Sample Reports



Print Date: 1/8/2024

Start Date and Time: 12/1/2023 12:00:00AM
End Date and Time: 1/1/2024 12:00:00AM

Call ANI

Account:

Date	Time	Call	Duration	Op	Port	Ring	Ahold	Zero	Billable Agent Time	ANI
12/1/2023	2:54:00AM	33597823	20.77	ADD	323	0	0	0.08	20.7	479263
12/1/2023	3:13:59AM	33597828	24.5	DC	324	0	0	0.74	23.8	479263
12/1/2023	2:55:59AM	33597832	0.26	ADD	0	0	0	0	0.3	479364
12/1/2023	8:51:00AM	33602763	15.34	TG	390	0	0	0.33	15.0	479366
12/1/2023	10:54:00AM	33603743	28.97	MV	324	0	0	0.2	28.8	800272
12/1/2023	12:43:00PM	33604240	14.12	TG	327	0	0	0.21	13.9	501378
12/1/2023	1:05:59PM	33604451	8.15	TG	332	0	0	0.58	7.6	870204
12/1/2023	2:21:00PM	33604856	15.4	AM	324	0	0	0.47	14.9	479262
12/1/2023	3:45:00PM	33605346	3.75	CD	322	0	0	0.15	3.6	870715
12/1/2023	4:24:00PM	33605512	13.42	KP	321	0	0	1.53	11.9	479343
12/1/2023	6:06:00PM	33605984	14.84	AM	322	0	0	0.08	14.8	479438
12/1/2023	6:20:00PM	33606018	6	AM	322	0	0	1.83	4.2	626252
12/1/2023 Total									159.3	
12/2/2023	10:22:59AM	33606913	13.13	SP	323	0	0	0.06	13.1	479675
12/2/2023	10:27:00AM	33606951	2.15	MV	323	0	0	0.06	2.1	479675
12/2/2023	1:02:00PM	33607249	12.5	JDK	323	0	0	0.09	12.4	479831
12/2/2023	1:16:00PM	33607282	12.27	JDK	0	0	0	0	12.3	479364
12/2/2023	4:50:59PM	33607634	19.74	DC	322	0	0	1.74	18.0	4793148
12/2/2023	5:38:00PM	33607745	13.76	DC	322	0	0	0.08	13.7	479314
12/2/2023	8:28:59PM	33607933	11.06	ADD	322	0	0	0.11	11.0	479387
12/2/2023 Total									82.5	
12/3/2023	6:44:00AM	33608237	6.91	JDK	321	0	0	0.07	6.8	479748
12/3/2023	12:00:59PM	33608586	8.63	JDK	327	0	0	0.11	8.5	479214
12/3/2023 Total									15.4	
12/4/2023	10:43:00AM	33610831	9.4	BG	329	0	0	0.1	9.3	866987
12/4/2023	11:42:59AM	33610916	13.78	BG	325	0	0	0.07	13.7	479338
12/4/2023	12:04:59PM	33611046	9.54	JDK	326	0	0	0.08	9.5	479338
12/4/2023	1:08:00PM	33611473	13.36	AM	333	0	0	0.08	13.3	479305
12/4/2023	3:54:59PM	33611870	16.51	JDK	327	0	0	0.06	16.5	479441
12/4/2023	4:00:00PM	33611871	20.79	AM	326	0	0	2.59	18.2	918575
12/4/2023	11:03:00PM	33612768	8.71	ADD	322	0	0	0.07	8.6	626252
12/4/2023 Total									89.0	
12/5/2023	9:02:59AM	33613704	7.49	TG	321	0	0	0.1	7.4	501683
12/5/2023	1:14:59PM	33614501	11.52	TG	326	0	0	2.67	8.9	479997
12/5/2023	1:20:00PM	33614560	3.99	CD	390	0	0	0.51	3.5	501289

AR APS Region 1

Page 1



SOUTHWEST CALL CENTER

YOUR VIRTUAL CALL CONNECTION

Print Date: Monday, January 8, 2024

Start Date and Time: 12/6/2023 12:00:00AM

End Date and Time: 1/6/2024 12:00:00AM

Account Traffic Totals

For [REDACTED]

Start Account: [REDACTED]

End Account: [REDACTED]

Date	Time	Assignd	Answrd Calls	Abndd Calls	Hold Calls	AutoA Calls	VMCalls	Total Dur	TotalOp Time
12/7/2023	12:00AM	1	1	0	0	0	0	2.11	1.50
12/8/2023	12:00AM	1	1	0	0	0	0	3.14	2.52
12/9/2023	12:00AM	1	1	0	0	0	0	0.70	0.57
12/10/2023	12:00AM	6	5	1	0	0	0	18.29	11.07
12/11/2023	12:00AM	1	1	0	0	0	0	2.49	1.70
12/12/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/13/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/14/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/15/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/16/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/17/2023	12:00AM	5	5	0	0	0	0	7.04	3.23
12/19/2023	12:00AM	0	0	0	0	0	0	0.00	0.16
12/20/2023	12:00AM	2	2	0	0	0	0	3.84	2.69
12/21/2023	12:00AM	1	1	0	0	0	0	3.59	3.00
12/22/2023	12:00AM	0	0	0	0	0	0	0.00	0.61
12/23/2023	12:00AM	1	1	0	0	0	0	1.90	1.40
12/24/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/25/2023	12:00AM	5	5	0	0	0	0	12.74	7.62
12/26/2023	12:00AM	1	1	0	0	0	0	2.31	1.46
12/27/2023	12:00AM	4	4	0	1	0	0	14.44	12.74
12/28/2023	12:00AM	0	0	0	0	0	0	0.00	0.08
12/29/2023	12:00AM	0	0	0	0	0	0	0.00	0.61
12/30/2023	12:00AM	0	0	0	0	0	0	0.00	0.00
12/31/2023	12:00AM	4	4	0	0	0	0	4.88	2.43
1/1/2024	12:00AM	2	1	1	0	0	0	1.41	1.15
1/2/2024	12:00AM	1	1	0	0	0	0	6.60	5.95
1/3/2024	12:00AM	0	0	0	0	0	0	0.00	0.44
1/4/2024	12:00AM	2	2	0	0	0	0	4.40	2.35
1/5/2024	12:00AM	1	1	0	0	0	0	2.95	1.73
1/6/2024	12:00AM	2	2	0	0	0	0	3.21	1.94
Totals		41	39	2	1	0	0	96.04	66.95

The following report is a standard report that provides summary information about SMS messages sent out. It is a draft report that can be customized.

Data Out

all time in minutes

Start Date and Time: 12/20/2023 12:00:00AM
 End Date and Time: 12/20/2030 11:59:59PM
 Starting Account: 1
 Ending Account: 999999999
 Starting Billing Number: 2461
 Ending Billing Number: 2461
 Group by: 1.00
 Show Message: Part
 Starting Original Account: 24611
 Ending Original Account: 24614
 Message Search:
 Dialog Type: [Custom]
 Total Page Count: 3

Date / Time	Billing Number	Dur	Type	Port	Op	Pckt Count	OrgAcct	Call	Message
Account: 24611									
12/20/2023 8:23:00PM	2461	0.2	SMS	2	KP	1	24611	33654908	Reply with 1ok APS Reg 1 COUNTY:Pope t
1/11/2024 3:33:00AM	2461	0.2	SMS	2	DC	1	24611	33720392	Reply with 1ok APS Reg 1 SENSITIVE Msg
1/12/2024 5:39:59AM	2461	0.2	SMS	2	ADD	1	24611	33723337	Reply with 1ok APS Reg 1 SENSITIVE Msg
1/16/2024 4:07:00PM	2461	0.2	SMS	2	DC	1	24611	33745627	Reply with 5ok APS Reg 1 COUNTY:BENTK
1/29/2024 12:06:00AM	2461	0.2	SMS	2	ADD	1	24611	33782257	Reply with 1ok APS Reg 1 SENSITIVE Msg
2/15/2024 8:19:59PM	2461	0.2	SMS	2	ADD	1	24611	33844596	Reply with 3ok APS Reg 1 COUNTY:Sebasl

Attachment I
Client History

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."

Please see next page for client history.

Arkansas DHS Office of Public Guardian

P O Box 1437
Little Rock, AR 72203
Contact: Valerie Lee
Email: valerie.lee@dhs.arkansas.gov
Telephone: 501-320-6008

Provide call center support to this office after hours, weekends, holidays and any time the office closes for unexpected reasons. Calls are answered and dispatched according to the dispatch procedures provided by the Client.

Service has been provided since 2014 and contract is renewed annually.

Calcasieu Parish Coroner's Office

707 East Prien Lake Road
Lake Charles, LA 70601
Contact: Sarah Drawl
Email: sdrawl@cpcoswla.com
Telephone: 337-477-7537

The call center provides call center support primarily after hours, weekends and holidays. We are on standby when all lines are busy or when the office staff is unavailable to answer. All messages taken are dispatched to the Coroner, Morgue Clerk, or other OnCall Staff according to the caller's request. Requests that are handled include death notifications, body delivery or pickup by funeral home, Orders of Protective Custody (OPC), in addition to general inquiries.

Service has been provided since 2005 and is renewed monthly.

Forsyth County Water & Sewer

110 East Main Street, Ste. 150
Cummings, GA 30040
Contact: Jill Pilcher
Email: jjpilcher@forsythco.com
Telephone: 770-781-2129

The customized call center solution we provide consists of responding to inbound calls and monitoring their email notifications from 811 for requests to locate underground water/sewer pipelines and Hi Water Alarm notifications. All inquiries (phone calls and emails) are documented and dispatched immediately to the Work Crew that is on duty. If the Work Crew does not respond within the allowed time period for responding, the County has an Escalation procedure that is followed to dispatch to the senior leadership team. Under the direction of the designated County officials, we provide updates to the general public on areawide water or sewer outages.

Service has been provided since 2015 and is renewed annually.

Authorized Signature: Celia Broussard Title: President
Use Ink Only.

Printed/Typed Name: Celia Broussard Date: May 24, 2024