

Redacted Copy

SEALED PROPOSAL: **IFB #710-24-058 Telephone Answering Services**

DELIVER TO: Arkansas Department of Human Services
ATTN: Office of Procurement
112 West 8th Street, Slot W345
Little Rock, AR, 72201

COMPANY NAME: Genesis Call Center, LLC
3228 Winterwood Dr.,
Fayetteville, NC, 28306

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Genesis Call Center, LLC			
Address:	[REDACTED]			
City:	Fayetteville	State:	NC	Zip Code: 28303
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 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 <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION				
Provide contact information to be used for bid solicitation related matters.				
Contact Person:	Vincent Wiggins	Title:	COO	
Phone:	910-668-2691	Alternate Phone:	[REDACTED]	
Email:	vwiggins@genesis-info.com			
CONFIRMATION OF REDACTED COPY				
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input 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 checked="" 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: Vincent Wiggins Digitally signed by Vincent Wiggins
Date: 2024.05.25 10:30:01 -0400 Title: COO
Printed/Typed Name: Vincent Wiggins Date: May 25, 2024

2. SECTION 2 – MINIMUM REQUIREMENTS

2.1. INTRODUCTION

Telephone answering services, a vital component of effective communication, are best provided by a reliable partner. Genesis Call Center, LLC, a reputable North Carolina-registered Limited Liability Company, brings over ten years of proven reliability in delivering scalable omnichannel call center services to Fortune 500 trusted brands. Through this comprehensive Invitation for Bid (IFB) issued by the Office of Procurement (OP), our reliable expertise will now be tailored to meet the specific needs of the Arkansas Department of Human Services (DHS) for the Adult Maltreatment Hotline.

Genesis is proud to have a team of qualified individuals across the U.S. who are both well-versed in American culture and deeply empathetic. These agents, interconnected through various cloud-based platforms, can resolve issues efficiently and with a genuine understanding of the customer's situation. This model ensures flexible 24/7 coverage that can be scaled up during challenging scenarios, such as natural disasters or network outages, to prevent longer waiting times and maintain customer satisfaction.

One of Genesis's key strengths lies in our ability to provide robust omnichannel call center services that go above and beyond the scope of work outlined by DHS. Our team of agents, dispersed throughout the country, ensures uninterrupted service delivery regardless of external factors that may impact traditional call centers. With specialized enablers like access to licensed therapists for agent training, Genesis is uniquely positioned to meet the diverse needs of DHS's Division of Adult, Aging, and Behavioral Health Services.

At Genesis, our commitment to continuous improvement and exceptional customer experience is not just a promise, but a core value that sets us apart in Business Process Outsourcing (BPO) call center services. This dedication to excellence and reliability makes us a trusted partner for leading brands and a promising candidate to fulfill the requirements of DHS's telephone answering service.

2.2. OVERVIEW

Telephone Answering Services provided by Genesis offer crucial support to the Adult Protective Services (APS) hotline operated by the Department of Human Services. The APS, housed within the Division of Aging, Adult, and Behavioral Health Services, is tasked with investigating cases of maltreatment, abuse, neglect, and exploitation of adults aged eighteen and older who are impaired by mental or physical conditions. These individuals may be unable to protect themselves from harm or understand the risks they face, making timely intervention essential.

Genesis will be vital in ensuring continuous coverage for the Adult Maltreatment Hotline. While the Department of Human Services primarily operates the hotline during standard business hours, Genesis would handle overflow calls and provide answering services outside these hours. With a commitment to being available 24/7, Genesis will ensure that individuals can report adult maltreatment at any time, day or night.

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With a team of licensed therapists and mental health professionals, Genesis brings a wealth of organic mental health competency to its telephone answering services. This expertise would allow Genesis to support the hotline's mission effectively and provide compassionate assistance to individuals in crisis. By leveraging its existing capabilities, Genesis can enhance the quality and responsiveness of the APS hotline, contributing to the overall welfare of vulnerable adults in need of protection.

Culturally Competent Leadership

As a family-owned small business team, Genesis offers a variety of quality and unique skill sets to tailor to DHS's specific needs. The goal of any business is to deliver a product or service that meets the needs and wants of consumers. To that end, Shannon Wiggins, CEO, holds a bachelor's degree in psychology and a Master's degree in Social Work and practices as a Licensed Clinical Social Worker (LCSW) in North Carolina, South Carolina, and Arkansas (via reciprocity). She understands every aspect of the human dimension, scientifically and practically, to help develop policies that better meet the needs and wants of DHS. She also owns Genesis Balance Counseling, PLLC ("Genesis Balance"), which will augment Genesis with clinical therapists for call training and consultation. The principles for which she is a master are fundamental to the techniques managers will utilize daily to guide, motivate, and retain high-quality agents to satisfy the DHS.

Vince Wiggins, COO, holds a bachelor's degree in political science from West Point, a Master's in Strategic Studies, is an MBA Candidate, and has over a decade of military and business management experience. His comprehensive background will help analyze every fabric of DHS to recruit, develop, manage, and sustain a powerhouse team of Agents to represent its brand through robust call center services. He is experienced in various organizational and optimization strategies to operationalize DHS's needs and requests aligned with the Department's Strategic Plan.

2.3. MINIMUM QUALIFICATIONS

The minimum qualifications for telephone answering services Genesis provides include registering to do business in Arkansas through the Office of State Procurement portal. Genesis can furnish a Certificate of Good Standing upon request and will be registered with the Secretary of State as a Foreign Corporation, obtaining a Certificate of Authority before services commence following the RFP guidelines. Additionally, Genesis ensures that all necessary certification documents are included in the Response Documents file to demonstrate compliance and legitimacy.

Furthermore, Genesis guarantees that at least three agents are designated to support the APS hotline continuously. A list of proposed agents and their schedules will be included in the Response Packet for verification purposes, ensuring transparency and accountability in staffing. Genesis also commits to ensuring that each agent possesses the requisite qualifications to service APS effectively and pledges to update its roster promptly in case of any staff changes to maintain uninterrupted service quality.

With a robust background spanning over ten years in call center operations, Genesis is well-equipped to deliver exceptional telephone answering services. We are eager to showcase our extensive industry experience on the Client History Form, demonstrating proficiency, reliability, and a deep understanding of the intricacies of providing top-notch call center solutions.

Industry Experience

The preponderance of Genesis service contracts is in the private sector. However, our priority of professional services, comprehensive capabilities, and robust experience in delivering high-quality call center support across multiple industries is entirely transferable to the needs of DHS and its stakeholders. Genesis' primary public sector experience lies in ongoing service agreements supporting utility companies that deliver power for over 20 million residential, municipal, commercial, and industrial customers throughout the Northeast, Mid-Atlantic, Midwest, and Texas.

Genesis increasingly delivers quality, on-demand, omnichannel customer services sought by global brands through scalable cloud technological architecture. Since initiating the very first service call in 2012, Genesis has expanded into sixteen industries. Genesis' customer care transactions report depicts functional capabilities in Customer Service, Technical Support, Billing, and Sales successfully executed using six (6) omnichannel mediums across the following sixteen (16) serviced industries:

Table 1: Genesis Functional Capabilities		
	Inbound	Outbound
Customer Service	Providing general product information, service help, or advice to customers.	Following up with existing customers on inquiries and problems, providing information about relevant product offerings, gathering opinions, or conducting surveys.
Technical Support	Helping customers use their product or service and offering troubleshooting advice for technical problems.	Following up with previous customer product or service inquiries associated with troubleshooting advice for technical problems.
Billing	Helping customers understand their invoices and providing them with general account information; receiving payment from customers.	Attempting to secure payment from customers proactively.
Sales	Helping customers make purchase decisions.	Telemarketing: Selling new offerings to customers.

Table 2: Genesis Omnichannel Capabilities	
Omnichannel Customer Service is assistance and advice for customers delivered across a seamless, secured, and integrated network of devices and touchpoints. Genesis maintains the integrity of customers' information regardless of the communication channel, optimizing fragmented conversations into a unified brand voice and ensuring cohesion and satisfaction in every interaction.	
Channel	Capability Description
Email	Management of all email communication within a single interface.
Chat	Real-time chat communication for a more personalized experience.
SMS	Connectivity with customers on any mobile device.
Fax	Securely send and receive online faxes.
Social media	Bringing customer interactions together across digital channels such as Facebook Messenger, WhatsApp, and more.
Custom Channels	Connecting with customers on any 3rd-party system like Slate, Nest, Zoom, MS Teams, and more.
Virtual Agent	Initiate conversations with an AI-powered digital assistant that seamlessly hands off to a live agent when additional support is needed—preserving the context of the interaction.

[Genesis Serviced Industry List]

1. **eCommerce:** Customer support, returns/exchanges, order processing, membership, and billing/accounts receivable.
2. **Electronic Security:** General inquiries, billing questions, and account issue resolution for client products and services by identifying problems, researching answers, and guiding customers through corrective steps.
3. **Financial Services:** General customer service, application processing, issue resolution, consumer surveys, and new product launches.
4. **Grocery Delivery Retail:** Chat, call, and email support to answer, manage, and document inbound customer contacts for initiating, verifying, and changing orders.
5. **Healthcare:** Member enrollment, claims support, physician referral, appointment scheduling, and logistics management.
6. **Insurance & Warranties:** First notice of loss, policy setup and changes, and third-party claims. Coverage inquiries for policies, households, and appliances.
7. **International Emergency Response:** Assisting foreign citizens requesting information during civil and national emergencies.
8. **Luxury Design Services:** We deliver elevated, modern luxury experiences, handle repair inquiries, manage order statuses, and resolve issues.

- 9. Mass Media Entertainment Telecommunications:** Subscription renewals, warranty support, billing inquiries and support, technical support, and troubleshooting.
- 10. Medical Transportation:** Assist members or their representatives requesting non-emergency medical transportation.
- 11. Retail:** Customer service support, sales, inbound sales, sales support, order fulfillment, invoice inquiries, and more.
- 12. Roadside Assistance:** Customer service support and service provider dispatch for accidents and other roadside incidents, service provider coordination, and membership sales.
- 13. Tax Software Support:** Interact with tax software customers, provide technical support related to the interface, and answer general e-filing tax support questions.
- 14. Technology:** Product service support, technical support, and call routing.
- 15. Travel and Hospitality:** Vacation booking, baggage claim, ticketing, and loyalty redemption.
- 16. Utilities:** Outage reporting, billing inquiries and support, meter read issues, cross-selling, and customer complaint support/resolution.

Crisis Intervention Capabilities

Genesis maintains a crisis intervention workforce competency powered by the oversight of Genesis Balance that will enhance services for DHS' Adult Maltreatment Hotline. Genesis Balance has over five (5) years of public and private sector experience treating various communities. Its approach to servicing each client includes over seven (7) interventions. Genesis Balance selects interventions based on the client's symptoms and presenting problems. Genesis Balance maintains the credentialing, capacity, and competency to deliver mental health support to the DHS population by using two primary intervention modalities to inform Genesis Call Center, LLC agent training curriculums and crisis intervention readiness. These interventions are:

Cognitive Behavioral Therapy (CBT)—CBT is the intervention Genesis Balance most often utilizes. This intervention is selected when the client is dealing with depression or anxiety symptoms or when a client presents with high levels of stress. CBT is highly effective as it provides clients with coping skills they can utilize immediately. Genesis Balance would utilize the CBT methodology to equip call center agents with the ability to redirect callers in crisis, shift their mental focus, and stabilize them enough to receive professional assistance.

Solution-Focused Brief Therapy (SFBT)—SFBT is the Genesis Balance gold standard for short-term clients. Often combined with CBT, Genesis Balance uses SFBT to accomplish two goals. The first is to work with the client to identify and solve their presenting problem. The second is to teach the client the skills necessary to solve problems in the future on their own. This two-fold

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approach addresses the client's well-being while assisting them in building resilience for future events. Genesis Balance would utilize the SFBT methodology to equip call center agents with the ability to help callers devise a solution to their presenting problem that will provide the most favorable outcome.

2.4. SCOPE OF WORK

Scheduling ensures seamless operations and efficient customer support when providing telephone answering services. Genesis understands the importance of being available around the clock every day of the year, including holidays, to cater to clients' needs in four Arkansas regions. This commitment to 24/7 availability ensures that callers always have access to the support they require, especially during peak times when hotline overflow occurs. APS will outsource calls due to high call volumes.

Genesis will go a step further by automating the process of generating detailed reports for the Department of Human Services (DHS) based on the information provided by callers. By collecting specific details during each call and instantly incorporating them into reports, Genesis will ensure that DHS receives accurate and timely information, enhancing overall communication efficiency.

Regarding after-hours calls, Genesis has a structured process to determine the urgency of each call and whether an immediate response is necessary. Calls from critical institutions such as hospitals, long-term care facilities, and law enforcement require prompt attention. In such cases, Genesis will promptly contact the designated on-call worker in the respective region to relay essential information, ensuring that urgent matters are addressed promptly and effectively.

Serviceability, Redundancy, and Disaster Recovery

Disaster recovery is crucial to ensuring the seamless operation of telephone answering services. At Genesis, our call center platform is designed with robust measures to mitigate risks and maintain high availability. [REDACTED]

[REDACTED] This setup ensures that even in the face of unforeseen events, such as natural disasters or system failures, the service remains reliable and accessible to users.

Agents utilizing the platform are strategically connected to the nearest media server to minimize latency and enhance service reliability. Moreover, active backups stored in private data centers provide additional security and redundancy. Genesis guarantees that data is secure, highly available, and backed up regularly by employing full redundancy and business continuity options [REDACTED]. Nightly backups [REDACTED] further strengthen the platform's resilience, catering to scenarios requiring comprehensive data recovery.

Genesis' Disaster Recovery Plan encompasses various failure scenarios and undergoes periodic testing, typically at least once annually. The platform's core function personnel are geographically dispersed to ensure business continuity in case of localized events. [REDACTED]

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Continuity Management System, and regular Business Impact Analysis (BIA), Genesis maintains a proactive approach towards safeguarding its operations.

The CRM platform at Genesis adheres to stringent Recovery Time Objective (RTO) and Recovery Point Objective (RPO) metrics. [REDACTED] these objectives are defined and validated annually during the Business Impact Analysis process. This meticulous approach to disaster recovery underscores Genesis' commitment to operational excellence and instills confidence in clients relying on their telephone data collection services.

Staffing Requirements

Staffing requirements for telephone answering services at Genesis are stringent to ensure high-quality service and security. All agents are pre-screened using award-winning software to assess their fluency in English through an instant AI spoken English assessment. Agents must meet high standards for their work environments, including having an isolated room free of distractions, a computer with industry-standard processing speed and memory, and a company-sourced phone.

Furthermore, agents must have broadband internet as defined by the FCC, with speeds of 100+ Mbps download and 20+ Mbps upload. Genesis conducts periodic Physical, Procedural, and Technical Inspections of employee workspaces to ensure compliance with all standards. Physical inspections include checks to ensure the workspace is isolated, internet devices are secure, and the agent has the necessary security door hanger for privacy during shifts.

Procedural inspections involve verifying that agents follow protocols such as closing access points to the workspace, loading the workstation from a fresh reboot, and handling client information within the call center software platform. Technical inspections focus on the security of the agent's internet connection, device software updates, VPN usage, and call center software account validation.

Quality Control

Quality assurance in telephone answering services ensures customers receive top-notch service and support. At Genesis, a comprehensive approach is taken to maintain high customer service standards. This includes providing 24/7 live agent support to the Department of Human Services (DHS) and delivering friendly, pleasant, and helpful interactions with callers.

One key aspect of quality assurance at Genesis is implementing multiple forms of performance measurement for employees. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

Feedback from DHS and APS regarding agent performance will be solicited and used to improve service quality. Genesis management implements industry-standard and proprietary corrective actions for underperforming employees, including counseling, retraining, removal from the program, and termination if necessary.

Customer Service Quality Assurance at Genesis incorporates a holistic feedback approach that utilizes quality assurance evaluations, artificial intelligence, call compliance data, and customer post-call surveys to calculate a weighted score. This approach aims to enhance First Call Resolution (FCR) and Customer Satisfaction Scores (CSAT) by aligning professional standards, APS expectations, and customer perceptions of service quality.

Key Performance Indicators (KPIs) are established to ensure that calls are answered promptly within three to five rings. Genesis utilizes call center software to track this information and automate reports with call details to DHS every month and as needed to maintain service excellence.

Auxiliary Communication Capabilities

Genesis provides a range of communication capabilities through our telephone answering services. One notable feature is the use of multilanguage tools to assist non-English speakers. An artificial intelligence virtual agent can help customers in over 100 languages and dialects. This near-human conversational assistant ensures that customers can quickly and easily get the answers they need on digital channels.

In addition to serving non-English speakers, Genesis offers Telecommunications Relay Service capabilities for deaf or hard-of-hearing callers. This includes voice carry-over (VCO) or hearing carry-over (HCO) options. With nearly 48 million individuals in the US who are deaf or hard of hearing, Genesis' call center software suite validates and routes calls to agents seamlessly. This ensures private and secure communication without intermediaries, meets ADA compliance requirements, and ensures customer satisfaction.

Furthermore, Genesis provides various digital communication channels for the deaf or hard of hearing, including chat, email, text (SMS), WhatsApp, and Facebook Messenger. By offering these additional communication options, Genesis ensures that all customers can engage with their services securely and privately. Integrating text-based communications such as website chat boxes and social media messaging access further enhances the accessibility and convenience of our telephone answering services.

Monitoring, Reporting, and Training

Genesis maintains electronic call activity records through our call center software, which captures detailed information such as the time of calls, actions taken by answering service operators, and the time of these actions. [REDACTED]

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[REDACTED] These reports can be automated and sent to DHS personnel at any requested frequency. This ensures that Genesis agents meet all key performance indicators (KPIs), such as an Average Handle Time (AHT) of ten minutes or less and APS-approved script compliance.

Genesis specializes in handling high-volume call periods with low error rates [REDACTED]
[REDACTED]
[REDACTED] to meet DHS's objectives. This includes multichannel QM evaluation flows and coaching during call playback to ensure a closed-loop quality process.

Genesis ensures quality control by deliberately sampling five to ten percent of all monthly calls for evaluation. We will adapt our training and quality management protocols to meet or exceed the DHS's low error rate standard of five percent. Training and Performance Specialists at Genesis will emphasize professionalism and courteousness, and any complaints about agents will be promptly addressed through monitoring capabilities and corrective action plans.

Genesis will meet DHS expectations by emphasizing appropriate greetings, script usage, upholding culture and values, and accurately capturing data. Evaluations scoring less than 16 on a scale of 1-5 will trigger action plans ranging from retraining to program removal based on the nature of errors and other factors. Our four-stage training cycle ensures a holistic approach to quality assurance, emphasizing continuous improvement and adherence to standards.

Genesis provides top-notch telephone answering services through highly comprehensive call center software. [REDACTED]
[REDACTED]

One of the key elements that set Genesis apart is our integration of advanced AI technology into our call center software. This cutting-edge AI is designed to boost efficiency and compliance within the services provided. [REDACTED]
[REDACTED]

[REDACTED] Furthermore, Genesis will employ specially trained Performance Specialists to enhance script compliance among agents, focusing on the introductory script to secure informed consent and meet other requirements. Agents have a basic transcript prompt within the call center software, facilitating seamless call handling without unnecessary deviations.

US Domestic Workforce

Genesis takes pride in utilizing a domestic workforce of employees for its telephone answering services. Unlike many companies that outsource call services overseas, Genesis has established itself as a provider of scalable and affordable solutions that prioritize customer satisfaction. By offering natively sensitive contact center experiences, Genesis ensures that renowned American brands can rely on high-quality service delivered by qualified individuals across the U.S.

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For over a decade, Genesis has honed its home-shoring model to provide exceptional call center services to industry-leading clients. Using various cloud-based platforms, we seamlessly connect our workforce, enabling it to deliver top-notch services from the comfort of their homes. This approach existed long before the COVID-19 pandemic necessitated remote solutions, showcasing Genesis' commitment to leveraging technology for efficient and effective service delivery.

Escalations and Ticketing

Genesis has established detailed protocols for its agents to handle urgent matters efficiently. If agents need to escalate a situation, they will contact the APS on-call worker via text and email. The agent will attempt to call if contact is not established within fifteen minutes. If communication with the on-call worker remains unsuccessful, the agent will contact the DHS supervisor for further assistance.

In addition to its ticketing system, Genesis leverages AI resources to enhance its telephone answering services. [REDACTED]

[REDACTED] This capability will enable Genesis to automate the generation of structured reports containing specific details callers provide in response to scripted questions during calls. These detailed reports will be sent to the DHS, enhancing communication and information sharing between Genesis and relevant authorities.

2.5. ADULT MALTREATMENT HOTLINE BASIC SCRIPT

Script compliance is a crucial aspect of telephone answering services, especially when dealing with sensitive issues such as adult maltreatment. At Genesis, script compliance is ensured through various methods. We rely on high-quality training for our team members, incorporating AI assistance technology and Performance Specialists into the process. Team members will undergo reinforcement training on the APS Adult Maltreatment Hotline Basic Script to effectively assist those in need, meeting the expectations set by DHS.

[REDACTED]
[REDACTED] This helps maintain script compliance and enhances the overall quality of service provided to customers. Performance Specialists play a crucial role in refining service delivery by coaching agents on executing the script for specific scenarios, thus ensuring consistency and professionalism in every interaction.

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Recorded analytics are another valuable tool Genesis uses to improve agents' performance continuously. By analyzing these recordings, the company can identify areas for improvement and provide targeted training where needed. Additionally, Genesis will share these recordings with DHS for quality assurance reviews and call calibration functions, demonstrating a commitment to transparency and accountability in their telephone answering services.

2.6. CRIMINAL BACKGROUND CHECKS

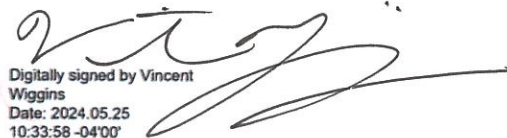
Employee authorization is crucial in ensuring compliance and security when providing telephone answering services. At Genesis, employees are not required to access state facilities to perform DHS services, which helps maintain privacy and efficiency. The company uses the Federal E-Verify System to validate and document employment authorization for all staff members. This system cross-references official government credentials like passports and driver's licenses with state and federal records to verify individuals' work authorization.

Telephone answering services are crucial in ensuring the security and integrity of sensitive information. Genesis understands the importance of thorough background checks for all applicants and employees involved in programs requiring high-security standards, such as DHS. The company's screening process includes stringent requirements such as reviewing consumer reports, felony convictions, criminal investigations, regulatory sanctions, civil litigations, and regulatory investigations. This comprehensive approach helps Genesis identify potential risks that could compromise the safety and confidentiality of the data being handled.

One key aspect of Genesis' background check process is reviewing felony convictions. We screen for any criminal felony conviction or conviction of any crime involving moral turpitude, including fraud, misappropriation, or deception. Additionally, Genesis looks for felons or violence. Any applicant or employee with a criminal felony or misdemeanor sexual offense, a crime of violence within the last seven years, or an outstanding warrant for such crimes is prohibited from supporting the Genesis program servicing DHS.

Civil litigation is another crucial factor in Genesis' background check procedures. We screen for ongoing civil litigation, arbitration, proceedings, or judgments against applicants or employees within the past three years. By considering all aspects of an individual's legal history, Genesis ensures that only trustworthy and reliable personnel are involved in their answering services, maintaining the highest standards of security and professionalism.

Vincent
Wiggins


Digitally signed by Vincent
Wiggins
Date: 2024.05.25
10:33:58 -04'00'

Vincent Wiggins, COO
Genesis Call Center, LLC

REVISED - BID RESPONSE PACKET
710-24-058

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:	Genesis Call Center, LLC	Date:	May 25, 2024
Signature:	Vincent Wiggins <small>Digitally signed by Vincent Wiggins Date: 2024.05.25 10:21:15 -0400</small>	Title:	COO
Printed Name:	Vincent Wiggins		

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
1 - 9AM - 3PM	4
2 - 3PM - 9PM	4
3 - 9PM - 3AM	4
4 - 3AM - 9AM	4

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

Vendor Name:	Genesis Call Center, LLC	Date:	May 25, 2024
Signature:	Vincent Wiggins <small>Digitally signed by Vincent Wiggins Date: 2024.05.25 10:37:19 -04'00'</small>	Title:	COO
Printed Name:	Vincent Wiggins		

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*)



NORTH CAROLINA

Department of the Secretary of State

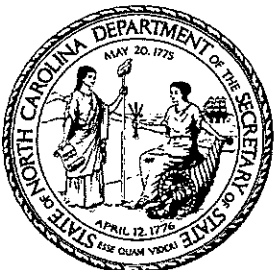
CERTIFICATE OF EXISTENCE (Limited Liability Company)

I, ELAINE F. MARSHALL, Secretary of State of the State of North Carolina, do hereby certify that

GENESIS CALL CENTER LLC

is a limited liability company duly formed, and existing under the laws of the State of North Carolina, having been formed on 14th day of January, 2014

I FURTHER certify that, as of the date of this certificate, (i) the said limited liability company is not dissolved under the terms of its articles of organization, (ii) the said limited liability company's articles of organization are not suspended for failure to comply with the Revenue Act of the State of North Carolina, (iii) that said limited liability company is not administratively dissolved for failure to comply with the provisions of the North Carolina Limited Liability Company Act, (iv) that this office has not filed any decree of judicial dissolution, articles of dissolution, articles of merger, or articles of conversion for said limited liability company.



Scan to verify online.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal at the City of Raleigh, this 25th day of May, 2024.

Elaine F. Marshall

Secretary of State

REVISED OFFICIAL BID PRICE SHEET**710-24-058 Telephone Answering Service**

All costs must be included in the unit price. Costs not included in the unit price below are not billable under a contract established from this solicitation. Bidder must submit a printed copy of the completed official *Bid Price Sheet* with bid submission.

Quantities are estimated for bidding purposes only. Quantities may increase or decrease.

ITEM	DESCRIPTION	ESTIMATED QUANTITY (Per Month)	UNIT OF MEASURE	UNIT PRICE	EXTENDED AMOUNT (Unit Price x QTY)
1	24 HR TELEPHONE ANSWERING SERVICE	13500	Per minute (first minute)	\$1.75	\$23,625.00
2	24 HR TELEPHONE ANSWERING SERVICE	13500	Each additional minute	\$1.75	\$23,625.00
3	Operators	730	Hours	\$0.00	\$0.00
				GRAND TOTAL	\$47,250.00



Equal Employment Opportunity (EEO) Policy

May 25, 2024

Overview: Equal Employment Opportunity (EEO) is a fundamental right of all employees and applicants. Employees and applicants are to be provided a full and fair opportunity for employment, career advancement, and access to programs without regard to race, color, religion, national origin, disability (physical or mental), sex, age, sexual orientation, gender identity, genetic information, or parental status as directed in federal civil rights laws, see 42 U.S.C. § 1975a.

Purpose:

To provide equal employment opportunities with Genesis Call Center, LLC (“Genesis”).

Policy:

It is the policy of Genesis to provide equal opportunity to all its employees and applicants and to assure that there shall be no discrimination against any person based on race, color, religion, creed, national origin, sex, age, physical or mental handicap, marital status or political beliefs unless related to a bona fide occupational requirement.

To this end, Genesis will take actions to equalize opportunity for employment at all levels of operation for those classes of people who have traditionally been denied equal opportunity -- minority group members, women, and the handicapped; and Genesis recognizes an obligation to make reasonable accommodations to the known physical or mental limitations of an otherwise qualified handicapped applicant or employee unless the accommodation imposes an undue hardship.

All applicants for employment with Genesis will be recruited from the reasonably available labor market and evaluated on each person's individual qualifications and abilities.

All Genesis employees shall be afforded equal employment opportunity during their terms of employment and are guaranteed protection against retaliation for exercising any legal or administrative procedures to secure rights to equal employment opportunity or testifying on behalf of someone else doing so.

Adoption of this document reaffirms Genesis' policy of nondiscrimination in employment, including but not limited to the following:

- | | |
|---------------|--------------------------|
| • recruitment | • promotion |
| • selection | • transfer |
| • placement | • discipline |
| • testing | • demotion |
| • training | • layoff and termination |

All supervisory personnel are responsible for and shall be committed to achieving and promoting equal employment opportunity with Genesis and to implementing this policy.



Equal Employment Opportunity (EEO) Policy

Assignment of Responsibility:

Primary responsibility for the development, implementation, and maintenance of procedures by this equal employment opportunity policy is assigned to Robert Anderson, Hiring and Agent Support Manager, who will serve as the equal opportunity officer and will conduct periodic reviews of Genesis' personnel actions to ensure that the policy of equal opportunity is being adhered to and will hold quarterly equal opportunity meetings with the CEO and all supervisors to apprise them of progress and of any developing problems for which remedial action would be appropriate.

The CEO now directs all Genesis employees engaged in any phase of employment to take appropriate steps to ensure that employment opportunities with Genesis are offered on an equal basis to all without regard to race, color, sex, creed, religion, national origin, age, physical or mental handicap, marital status, or political beliefs unless such distinction is a bona fide occupational qualification.

Implementation:

Genesis will implement this policy and Title VII of The Civil Rights Act of 1964 using the Equal Employment Program outlined below. This program is drawn to the specifications and standards established by Presidential Executive Orders 11246 and 11375, which are described in Part 602 of the Code of Federal Regulations (issued by the Office of Federal Contract Compliance, U.S. Department of Labor) and the Montana Human Rights Act (Title 49 MCA). This policy shall be comprehensive in its range. Genesis shall make good-faith efforts to implement this policy.

Procedures adopted will include, at a minimum:


- Evaluate all current employment practices for evidence of discriminatory effect and modify, as necessary, to excise any inequitable effects.
- Remedy any unwarranted instances of under-utilization of women, minorities, and other individuals who have traditionally been the victims of discrimination.
- Develop training and upgrading procedures that will ensure full consideration for those classes of people who have traditionally been denied equal opportunities.
- Seek out those denied equal opportunity as applicants whenever vacancies occur.
- Disseminate the substance of this policy continually through written notice to all employees, recruitment sources, and other interested persons and organizations.
- Provide equal pay for equal work.
- Apprise all contractors and subcontractors of their affirmative action responsibilities in all contracts awarded by this jurisdiction.
- Ensure compliance with all applicable federal and state equal employment requirements.



Equal Employment Opportunity (EEO) Policy

We are an Equal Opportunity Employer that:

- Assists members of protected groups in completing applications.
- Assists individuals needing help meeting training and educational qualifications for job vacancies whenever possible.
- Apprise all employment referral agencies of the substance of this policy to facilitate the referral of qualified minorities, women, and handicapped individuals.
- Post EEO posters in conspicuous places on (Name of Grantee) premises.
- Instruct all supervisory personnel in the required procedures following an EEO complaint.
- Inform all supervisory personnel of their duties and responsibilities concerning equal employment opportunity.
- Inform all employees of Genesis' commitment to equal employment opportunity and their rights and remedies under the law.


Shannon S. Wiggins
Chief Executive Officer
Genesis Call Center, LLC

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.

Vincent Wiggins


Digitally signed by Vincent Wiggins
Date: 2024.05.25 10:40:48 -04'00'

May 25, 2024

Vendor Signature

Date

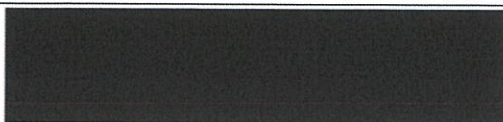
Genesis Call Center, LLC

Company

**Executive Order (EO-98-04) & Employment
Disclosure Form**

Name: Genesis Call Center, LLC

Address:



Fayetteville, NC, 28303

City

State/Zip

Select HNP Program:

Agreement Number: _____

Federal Number: X9SDEKZCKK46

Contract Effective Date: _____

B. Disclosure Requirements

Arkansas Health and Nutrition Sponsoring Organizations/Agencies shall require, as a condition of obtaining or renewing a contract, lease, purchase agreement, employment, or grant with any State Agency or outside entity, that any individual desiring to contract with, be employed by, or receive grant benefits from, any State Agency or outside entity shall disclose whether that employee, or the spouse or immediate family member of any of the persons described in this sentence. Agencies shall require that any non-individual entity desiring to contract with, or receive grant benefits from, any outside entity shall disclose (I) any position of control, or (II) any ownership interests of 10% or greater, that is held by a current or former member of the general assembly, constitutional officer, board or commission member, state employee, or the spouse or immediate family member of any of the persons described in this sentence.

As a condition for obtaining funding through a contract, lease, purchase agreement, or a grant with the Arkansas Department of Human Services (DHS), the following information must be disclosed:

Individual contractor must indicate below if you are:

	Current Yes/No	Former Yes/No	Term(s) service
1. A member of the general assembly	No	No	
2. A constitutional officer	No	No	
3. A state employee	No	No	
4. Serving as a commission or board member	No	No	
5. Employed by outside entity or business	No	No	

Individual contractor must indicate below if you are a spouse or immediate family member of an individual that is:

	Current Yes/No	Former Yes/No	Term(s) service	Relative's Name & Relationship
1. A member of the general assembly	No	No		
2. A constitutional officer	No	No		
3. A state employee	No	No		
4. Serving as a commission or board member	No	No		

5. Employed by outside entity or business	No	No		
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Non-individual entity lists any individual who holds a position of control or ownership interest of 10% or greater in the entity if the individual:

	Current Yes/No	Former Yes/No	Relative's name & Term(s) service	Relationship	Individual
1. A member of the general assembly	No	No			
2. A constitutional officer	No	No			
3. A state employee	No	No			
4. Serving as a commission or board member	No	No			
5. Employed by outside entity or business	No	No			

Non-individual entity must list any individual who holds a position of control or ownership interest of 10% of greater in the entity if the individual is a spouse or immediate family member of:

	Current Yes/No	Former Yes/No	Term(s) service	Relative's name & Relationship	Individual
1. A member of the general assembly	No	No			
2. A constitutional officer	No	No			
3. A state employee	No	No			
4. Serving as a commission or board member	No	No			
5. Employed by outside entity or business	No	No			

Failure of any person or entity to disclose under any term of Executive Order 98-04 shall be considered a material breach of the terms of the contract.


 Digitally signed by Vincent Wiggins
 Date: 2024.05.25 09:34:50 -04'00'
 Vincent Wiggins
 Signature

May 25, 2024
 Date

COO
 Title

NOTE: THIS FORM MUST BE COMPLETED AND RETURNED PRIOR TO EXECUTION OF ANY ARKANSAS HEALTH AND NUTRITION CONTRACT.

5. Employed by outside entity or business	No	No			
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Agencies shall require, as further condition of obtaining or renewing any contract or agreement with any outside entity, that the individual or entity desiring to contract shall incorporate into any agreement with a Third Party, previously defined, the below stated language, and any other necessary language as provided by rules and regulations promulgated to enforce Executive Order 98-04, which provides that failure of the Third Party to disclose the identity of any person or entity described previously shall be considered a material breach of the agreement.

The failure of any person or entity to disclose as required under any term of Executive Order 98-04, or the violation of any rule, regulation or policy promulgated by the Department of Finance and Administration pursuant to this Order, shall be considered a material breach of the terms of the contract, lease, purchase agreement, or grant and shall subject the party failing to disclose or in violation to all legal remedies available to the Agency under the provisions of existing law.

Vincent Wiggins



Digitally signed by Vincent Wiggins
Date: 2024.05.25 09:36:16 -04'00'

Signature

May 25, 2024

Date

COO

Title

NOTE: THIS FORM MUST BE COMPLETED AND RETURNED PRIOR TO EXECUTION OF ANY ARKANSAS HEALTH AND NUTRITION CONTRACT.

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 Genesis Call Center, LLC

IS THIS FOR:

TAXPAYER ID NAME: Genesis Call Center, LLC

Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Wiggins

FIRST NAME: Vincent

M.I.: R

ADDRESS: _____

CITY: Fayetteville

STATE: NC

ZIP CODE: 28303

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

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 Vincent Wiggins Digitally signed by Vincent Wiggins
Date: 2024.05.25 11:37:39 -0400 Title COO Date May 25, 2024
Vendor Contact Person Vincent Wiggins Title COO Phone No. (910) 668-2691

Agency use only

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

Redacted Copy

SEALED PROPOSAL: **IFB #710-24-058 Telephone Answering Services**

DELIVER TO: Arkansas Department of Human Services
ATTN: Office of Procurement
112 West 8th Street, Slot W345
Little Rock, AR, 72201

COMPANY NAME: Genesis Call Center, LLC
3228 Winterwood Dr.,
Fayetteville, NC, 28306