

REVISED - BID RESPONSE PACKET
710-24-058

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION

Company: Over The Ridge dba Resolution-ONE

Address: 8950 9th Street N., Suite 140

City: St. Petersburg

State: FL

Zip Code: 33702

Business Designation:

☐ Individual

☐ Sole Proprietorship

☐ Public Service Corp

☐ Partnership

☒ Corporation

☐ Nonprofit

Minority and Women-Owned Designation*:

☐ Not Applicable

☐ American Indian

☒ Service-Disabled Veteran

☐ African American

☐ Hispanic American

☐ Women-Owned

☐ Asian American

☐ Pacific Islander American

AR Certification #: _____ * See *Minority and Women-Owned Business Policy*

PROSPECTIVE CONTRACTOR CONTACT INFORMATION

Provide contact information to be used for bid solicitation related matters.

Contact Person: Stephen R. Tiernay

Title: Vice President

Phone: 703-485-6952

Alternate Phone:

Email: s.tiernay@resolution-ONE.com

CONFIRMATION OF REDACTED COPY

☐ YES, a redacted copy of submission documents is enclosed.

☒ NO, a redacted copy of submission documents is not enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

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.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Bid Solicitation*, 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.

☒ Prospective Contractor does not and will not boycott Israel.

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

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

Authorized Signature: _____

Title: Vice President

Printed/Typed Name: Stephen R. Tiernay

Date: 23 May 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.

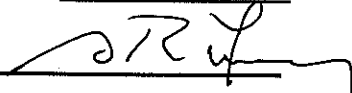
• Exceptions to Requirements **shall** cause Vendor's proposal to be disqualified.

No exemptions requested.

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

Vendor Name: Resolution-ONE

Date: 23 May 2024

Signature: 

Title: Vice President

Printed Name: Stephen R. Tiernay

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

**X PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE
SUBCONTRACTORS TO PERFORM SERVICES**

MINIMUM QUALIFICATIONS

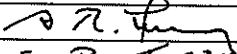
• As outlined in Section 2.3 Minimum Qualifications in the solicitation document, please provide a list of proposed operators available and the corresponding shifts.

Zarate, Natalie – Manager	
Alexander, Alexis	
Bailey, Rachel	
Carmeli, Armanda	
Carter, Elizabeth	
Giovanna D'Alessandro	
Dominguez, Arnold	
Dunley, Natasha	
Martinez, Alyssa	
Miller, Sandra	
Montgomery, Carolle	
Moreno, Kassandra	
Reyes, Ashley	
Sandoval, Eva	
Stenson, Rachel	
Zoran, Liel	

This list is a sampling of some of our existing operators. We have many more available as required.

See attached sheet for Resolution-ONE's tentative working schedule. Once times are confirmed a set schedule with the required number of operators will be implemented.

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

Vendor Name:	Resolution-ONE	Date:	23 MAY 2024
Signature:		Title:	VICE PRESIDENT
Printed Name:	S. R. TIERNEY		

Resolution-ONE Working Schedule		M	T	W	T	F	S	S	CSR Manager	Phone Number
Time		3	4	5	6	7	8	9		(956) 222-5275
Manager Oversight	Natalie (CSR 7)	Natalie	Natalie	Natalie	Natalie	Natalie	Natalie	As required	As required	
Manager Oversight	Giovanna	Giovanna	Giovanna	Giovanna	Giovanna	Giovanna	Giovanna	0000-1200	0000-1200	
0000-0800	Arnold	Arnold	Arnold	Arnold	Arnold	Arnold	Arnold	0000-1200	0000-1200	
	Liel	Liel	Liel	Liel	Liel	Liel	Liel	0000-1200	0000-1200	
0800-1600	Alyssa M	Alyssa M	Alyssa M	Alyssa M	Alyssa M	Alyssa M	Alyssa M	0000-1200	0000-1200	
	Eva S.	Eva S.	Eva S.	Eva S.	Eva S.	Eva S.	Eva S.	0000-1200	0000-1200	
1600-0000	Rachel S.	Rachel S.	Rachel S.	Rachel S.	Rachel S.	Rachel S.	Rachel S.	0000-1200	0000-1200	
	Ashley R	Ashley R	Ashley R	Ashley R	Ashley R	Ashley R	Ashley R	0000-1200	0000-1200	
	Natasha D	Natasha D	Natasha D	Natasha D	Natasha D	Natasha D	Natasha D	0000-1200	0000-1200	
	Rachel B	Rachel B	Rachel B	Rachel B	Rachel B	Rachel B	Rachel B	0000-1200	0000-1200	
10	11	12	13	14	15	16				
Manager Oversight	Natalie (CSR 7)	Natalie	Natalie	Natalie	Natalie	Natalie	Natalie	As required	As required	
Manager Oversight	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0000-0800	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0800-1600	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
1600-0000	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
17	18	19	20	21	22	23				
Manager Oversight	Natalie (CSR 7)	Natalie	Natalie	Natalie	Natalie	Natalie	Natalie	As required	As required	
Manager Oversight	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0000-0800	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0800-1600	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
1600-0000	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
24	25	26	27	28	29	30				
Manager Oversight	Natalie (CSR 7)	Natalie	Natalie	Natalie	Natalie	Natalie	Natalie	As required	As required	
Manager Oversight	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0000-0800	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0800-1600	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
1600-0000	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
1	2	3	4	5	6	7				
Manager Oversight	Natalie (CSR 7)	Natalie	Natalie	Natalie	Natalie	Natalie	Natalie	As required	As required	
Manager Oversight	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0000-0800	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	CSR 1	0000-1200	0000-1200	
0800-1600	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	CSR 2	0000-1200	0000-1200	
1600-0000	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
1600-0000	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	
	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	CSR 3	0000-1200	0000-1200	

	DOCUMENTATION CHECKLIST
	<i>As outlined in Section 2.3 Minimum Qualifications in the solicitation document, please provide the following:</i>
✓	• Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
✓	• Official <i>Bid Price Sheet</i>
✓	• All documents provided in the <i>Bid Response Packet</i>
✓	• Copy of Vendor's <i>Equal Opportunity Policy</i>
✓	• Signed Addenda, if applicable
✓	• EO 98-04 Disclosure Form (<i>Attachment A</i>)

From: Michelle Regalado michelle.regalado@arkansas.gov
To: Stephen Tiernay s.tiernay@resolution-one.com

Wednesday May 15, 2024 at 8:34AM

Good morning,

Thank you for registering your company in the Arkansas Vendor Portal. The AASIS vendor number assigned for your company is 100256201.

*OVER THE RIDGE
RESOLUTION-ONE
8950 9TH ST N STE 140
SAINT PETERSBURG FL 33702-3001*

Vendors

The State of Arkansas is implementing a new eProcurement system called ARBuy. It will transform the procurement process for all state agencies and help suppliers do business with the State more efficiently.

Please note these important points:

- To receive a purchase order or contract award after the system goes live, a vendor must register themselves in ARBuy.
- Those wishing to receive notice of bid solicitations and to offer bids must register in ARBuy.
- There is no cost to register.

To register, please navigate to <https://arbuy.arkansas.gov/bso> and click on the Register button in the upper right side of the screen.



Michelle Regalado

Administrative Specialist III
Transformation and Shared Services, Office of State Procurement
o. 501-682-1875 | f. 501.324.9311
michelle.regalado@arkansas.gov

EPIC Service

The mission of the Office of State Procurement is to serve and support the State and its citizens through effective, efficient, and ethical procurement.

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☒ No

TAXPAYER ID NAME: OVER THE RIDGE DAY RESOLUTION ONE

IS THIS FOR:

Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: TIERSAY

FIRST NAME: STEPHEN

M.I.: R,

ADDRESS: 8950 9th Street, Suite 140

CITY: ST. PETERSBURG

STATE: FL

ZIP CODE: 33702

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?	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY			
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☐ None of the above applies

ALL OF THESE APPLY

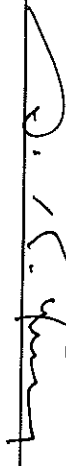
Contract and Grant Disclosure and Certification Form

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  Title Vice President Date 23 MAY 2024
 Vendor Contact Person S. R. TIERNEY Title Vice President Phone No. 703-485-6952

Agency use only
 Agency Number 9 Agency Name ARMED Agency Contact Person Contact Phone No. Contract or Grant No.

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:

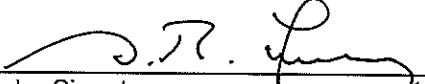
Each month, DHS will sample up to 10% of calls for quality control purposes. A low error rate is defined as less than five percent of the sample is deemed as failed calls.

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

23 MAY 2024
Date

RESOLUTION - ONE
Company



****Over The Ridge, LLC Equal Employment Opportunity Policy****

Over The Ridge, LLC is committed to providing a work environment that is free from all forms of discrimination. We believe in the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.

****1. Policy Statement****

Over The Ridge, LLC is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors.

****2. Recruitment and Employment****

All employment decisions at Over The Ridge, LLC are based on business needs, job requirements, and individual qualifications. We encourage diversity and are committed to creating an inclusive environment for all employees.

****3. Reasonable Accommodation****

Over The Ridge, LLC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. Employees needing such accommodation are encouraged to contact their Human Resources representative.

****4. Retaliation****

Retaliation against an individual who has reported discrimination, assisted or participated in any manner in an investigation, or opposed any act or policy of discrimination as defined by law is strictly prohibited.

****5. Complaint Procedure****

Any employee who believes they have been discriminated against may file a complaint with the company's Human Resources Department. All complaints will be kept confidential to the extent possible and will be promptly investigated.

****6. Training and Communication****

Over The Ridge, LLC will provide training to all employees to ensure they understand and comply with this policy. This policy will be communicated to all employees on a regular basis.

****7. Responsibility for Implementation****

The Human Resources Department is responsible for implementing and monitoring this policy, and for addressing any queries or complaints relating to it.

This policy is intended to provide a broad overview and does not represent a comprehensive list of all our legal obligations. It is also subject to change as necessary to remain in compliance with federal, state, and local laws.



Attachment G

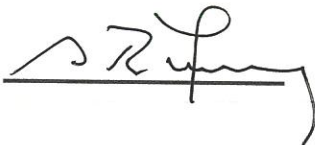
Organizational or Personal Conflict of Interest

Resolution-ONE certifies that, to the best of our knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational or personal conflict of interest, be it actual, apparent, or potential, for the organization or any of its staff.

Furthermore, we have no relevant information of any actual, apparent, or potential conflicts of interest that should it appear to exist to a reasonable person with knowledge of the relevant facts or if such a person would question the impartiality of the contractor.

Vendor Name: Resolution-One

Date: 23 May 2024

Signature: 

Title: Vice President

Printed Name: Stephen R. Tiernay

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.

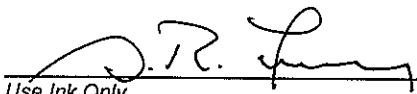
The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

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."

SEE ATTACHED SHEETS

Authorized Signature:  Title: VICE PRESIDENT
Use Ink Only.

Printed/Typed Name: S. R. TIERNEY Date: 23 May 2024



**Over The Ridge, LLC dba Resolution-ONE
Telephone Answering Services Program/Technical Exhibit**

**INVITATION FOR BID (IFB) Number 710-24-058
STATE OF ARKANSAS, Department of Human Services
Division of Aging, Adult, and Behavioral Health Services (DAABHS)**

Attachment I – Client History Form:

Below are four client references which also demonstrate the breadth and depth of our current and past contracts:

Past Performance Reference 1: County of San Diego, CA – government. Health and Human Services Agency; Adult Protective Services; 5560 Overland Ave, Suite 310; San Diego, CA 92123. POC: Hannah Koppers, Administrative Analyst II; 619-902-3767; Hannah.Koppers@sdcounty.ca.gov; Single Point of Contact, July 2023 – Present.

In July 2023 Resolution-ONE was awarded a contract to provide Adult Protective Services (APS) After Hours Access Line Services on behalf of San Diego (County) Health and Human Services Agency, Aging & Independence Services (AIS) to support safe, healthy, thriving lives for older adults and persons with disabilities. This includes: a) a 24 Hour Hotline to receive reports of elder or dependent adult abuse; b) a system to respond immediately to any report of imminent danger; c) investigations of all reports of elder and dependent adult abuse; d) comprehensive case management services to include an assessment and development of a service plan; and e) the provision of needed resources such as food, transportation, emergency shelter, and in-home services. We developed and implemented staffing and training schedules and maintained equipment and employee access for a professional response system to the APS Reporting Line phone calls after-hours. Our staff access and remain logged in to the APS Case Management System, and NICE inContact system (a County maintained cloud-based contact center platform) during coverage hours. We provide continued coverage during staff emergencies or natural disasters and ensure the security of any County provided equipment. Our staff facilitates an internet connection that is used in conjunction with the Akamai Enterprise Application Access (EAA) Client access that the County provides to complete the necessary data entry.

Past Performance Reference 2: North Idaho College – higher education; 1000 W. Garden Ave, Coeur d'Alene, ID 83814; POC: Karen Hubbard, Chief Human Resources Officer; 208-769-4372; klhubbard@nic.edu; Single Point of Contact, November 2021 – June 2023.

In November 2021 we were hired to provide 24/7 call center services to support a Safe Campus in Coeur d'Alene, Idaho. We provided call center services to the college supporting a total population of approximately 6,000. This critical partnership provided full-spectrum and exclusive contact center services for students, faculty and staff in isolation or quarantine due to exposure to COVID-19. Our company was integrated into several university databases and business processes to ensure the covered

Client History Forms

individuals to resources as appropriate. Additionally, our staff provided advice, assistance, and liaison services to special populations during outbreak, including local businesses, federal civilian and military entities along the Mexican border, long-term care facilities throughout the county, and individual schools and day care centers within the district.

Lastly, Over The Ridge call centers have serviced higher education clients in the past five (5) years by providing similar telephone answering services, following a script, and accurately inputting data to a Software as a Service (SaaS) database. In addition to the four past performance references above, the following page contains fifteen past clients which are also submitted as references.

Client	Address	Contact	email
BIOLA University	13800 Biola Ave, La Mirada, CA 90639	Lisa Igram	lisa.igram@biola.edu
Blue Mountain Community College	2411 NW Carden Ave, Pendleton, OR 97801	J. Mark Browning	mbrowning@bluecc.edu
Chapman University	1 University Dr, Orange, CA 92866	Anali Makoui	makoui@chapman.edu
Clackamas Community College	19600 Molalla Ave, Oregon City, OR 97045	Wesley Buchholz	wesley.buchholz@clackamas.edu
College of Western Idaho	5500 E Opportunity Dr, Nampa, ID 83687	Ryan Herring	ryanherring@cw.edu
Eckerd College	4200 54th Ave S, St. Petersburg, FL 33711	Adam Colby	colbyac@eckerd.edu
Florida Southern College	111 Lake Hollingsworth Dr, Lakeland, FL 33801	Shari Szabo	sszabo@flsouthern.edu
Fort Valley State University	1005 State University Dr, Fort Valley, GA 31030	Maria A. Lumpkin	maria.lumpkin@fvsu.edu
Johnson County Community College	12345 College Blvd, Overland Park, KS 66210	Tamika McDonald	tmcdon27@jccc.edu
Plymouth State University	17 High St, Plymouth, NH 03264	Marlin W. Collingwood	mwc1022@plymouth.edu
Ringling College	2700 N Tamiami Trail, Sarasota, FL 34234	Vicki Pearson	vpearson@ringling.edu
Rollins College	1000 Holt Ave, Winter Park, FL 32789	Denise Snyder	dsnyder@rollins.edu
University of Houston-Downtown	1 Main St, Houston, TX 77002	Cynthia Vargas	vargasc@uhd.edu
University of Tampa	401 W Kennedy Blvd, Tampa, FL 33606	Gina Firth	girth@ut.edu
William Jewell College	500 College Hill, Liberty, MO 64068	Mike Crutchfield	crutchfieldm@william.jewell.edu



**Over The Ridge, LLC dba Resolution-ONE
Telephone Answering Services Program/Technical Exhibit**

**INVITATION FOR BID (IFB) Number 710-24-058
STATE OF ARKANSAS, Department of Human Services
Division of Aging, Adult, and Behavioral Health Services (DAABHS)**

Minimum Qualifications

Over The Ridge, LLC dba Resolution-ONE has read, understood, and accepts all portions of the IFB as written. The following is submitted as further documentation to demonstrate Resolution-ONE meets or exceeds the minimum qualifications as outlined in the IFB.

Resolution-ONE is registered to do business in the State of Arkansas and is in good standing. The Certificate of Good Standing, Certificate of Authority, other required Arkansas Secretary of State documentation such as non-filing or nonqualifying statements, is available upon DHS request and a copy is included in our response to this solicitation.

Resolution-ONE has current staffing and will hire additional staff to meet the minimum of three (3) operators available at all times. Our list of proposed operators and working schedule is included in the Response Packet. We have over four years of experience operating as a telephone answering service vendor. Our Client History Form (Attachment I) is also included for verification purposes. Our current operations meet all the requirements under the Statement of Work as described in the IFB and can be readily adjusted to meet the specific needs of the supported entity.



Introduction

Over The Ridge, LLC was established in 2012 with offices in Tampa, FL and is a Service-Disabled Veteran Owned Small Business (SDVOSB). Over The Ridge has two subsidiaries, Rapid-Trace and Resolution-ONE. Rapid-Trace is a contact tracing company solely dedicated to helping customers contain the spread COVID-19. Resolution-ONE develops and implements customized call center plans in close coordination with clients.

This proposal is submitted by Over The Ridge, LLC dba Resolution-ONE to implement our evidence-based management practices promulgated through a variety of contact and call center services across the country. We have years of experience interacting with the public on behalf of our clients in a confidential and caring manner to provide one-call resolution for our clients. Hence our name: Resolution-ONE.

We have call center experience (100% US-based) executing hundreds of thousands of contacts for a total covered population of more than 9.8 million people.

Over The Ridge, LLC dba Resolution-ONE

Telephone Answering Services Program

Technical Exhibit – IFB# 710-24-058

We have been in partnership with several clients across the nation, including private and government sector entities, conducting full-spectrum call center services. Over the past four years alone, we have trained over two hundred staff for call center services. We have clients in multiple states, spread across a large geographic area. Our goal is to provide the best call center solution in the nation.

Of note, Resolution-ONE has the proven ability to provide key performance indicator (KPI) metrics, call statistics, and reports, both on an agreed upon schedule as well as on an ad hoc basis. We currently provide weekly reports to 50% of our clients. The remaining clients we provide on "as needed" basis, per their requests. The reports are customized to the requests and needs of each client.

We maintain a dedicated team with each client to streamline communication and provide swift resolution of day-to-day matters up to and including requests for removal of a customer service representative for poor performance. Our dedicated team is easy to reach and operates in the US Eastern Time Zone. All Resolution-ONE employees and management are US citizens including many military veterans and all are fluent in English.

Program Design and Approach

TECHNICAL APPROACH

Resolution-ONE provides an initial cadre of integration staff as an implementation team and customer success team. Based on client discussions, this initial staff attends any specialized or requested client training towards understanding client culture, technology, and integration needs. They also serve as trainers for our organization. The team will arrive with interview experience and/or successful completion of the 30-hour Resolution-ONE Call Center Training Program. Each also comes a Resolution-ONE supplied or compliant computer that can run the Windows Professional Operating system and MS Office 365 with a high-speed Internet connection.

Once the initial staff are certified they will initiate call center operations. We normally conduct a daily meeting at the start of each shift. The quality of the Resolution-ONE team's performance is of utmost importance to us and will be managed as such. We adjust our daily shift hours as best suits the needs of the client.

Resolution-ONE relies on the Microsoft Office 365 suite of products (including Teams for video conferencing) and its embedded security to accomplish administrative and operational tasks related to the statement of work (SOW) in a safe computing environment. Additionally, we have used proven Voice over Internet Protocol (VoIP) phone systems (Ring Central and net2phone) that offer many technological advances for communicating and organizing the calls. This technology gives our service representatives the rapid communications ability they need to maximize their intake of inbound calls, along with an organized system to track follow-up calls, if needed. Each representative receives training on the communication system prior to utilizing it as a key tool in their inbound student account call work.

We maintain a highly scalable personnel model used successfully to address call volumes during the varied seasons that clients have experienced. Staffing can be managed during call volume peaks by our

Over The Ridge, LLC dba Resolution-ONE
Telephone Answering Services Program
Technical Exhibit – IFB# 710-24-058

scheduling personnel who conduct predictive analysis based on historical call data. Shift supervisors manage day to day and even hourly variation using the tools provided within our technology platform.

Our call center teams are organized and structured as seven-person units with the following personnel:

Call Center Operator – Our personnel have received extensive training and have years of experience conducting call center operations. They ensure that all information documented is timely, accurate, complete, and that client guidelines are followed.

Supervisor – The supervisor who oversees each Resolution-ONE team ensures that all information is timely, accurate, complete, and that guidelines are followed. The ratio of supervisors to staff is normally 1 to 9. The supervisor is the primary point of contact for scheduling, for adjusting to situations and redistributing workloads as required, as well as for performance issues and liaison with the client.

Our call center supervisor will be the designated manager that communicates directly with the client's designated point of contact or project lead. Net2phone allows for recording calls for quality control.

The DHS will have the ability to listen to recorded calls between the call service representatives and the covered population as soon as the call is completed. A net2phone account username and password will be provided to the project lead for this purpose.

PERSONNEL.

Selecting the right people for our technology is a key element at Resolution-ONE. We fill the initial requests from our own ranks and hire additional personnel as needed. Our personnel have valuable call center experience, it just makes sense to utilize as many as possible. Each comes with the ability to use the Computer Assisted Telephone Interviewing (CATI) system and a Resolution-ONE supplied or compliant computer that can run Windows Professional Operating system and MS Office 365 with a high-speed Internet connection.

Resolution-ONE is a diverse and inclusive entity. We do not discriminate and support services, programs, and activities that ensure the needs of persons with disabilities and other vulnerable populations are met. Resolution-ONE is also committed to employee health and wellness through provision of healthy working environments to include, but not be limited to, smoke-free workplaces, healthy food and beverage options, lactation accommodations, physical activity opportunities, and other key wellness activities. Resolution-ONE advocates and is fully compliant with the Americans with Disabilities Act.

Resolution-ONE has a proven ability to hire and train staff to the required scale. Thorough experience in customer services, call center operations, scheduling, and data entry skills are prerequisites for a contract such as this. We have multiple avenues to quickly scale up our hiring and training process. All our supervisors served as investigators or contact center staff. They have a solid understanding of contact center requirements. Resolution-ONE will utilize a "full time equivalent" (FTE) schedule, which may reflect one or more employees to meet the scheduled hours for each day. Each FTE Employee shall complete our privacy and call center training, as well as the designated client training requirements.

Over The Ridge, LLC dba Resolution-ONE
Telephone Answering Services Program
Technical Exhibit – IFB# 710-24-058

Resolution-ONE shall train the necessary number of employees to satisfy the scheduled hours for each day plus the necessary number of leads in support of the Project Design.

Each of our staff have undergone extensive solo and group training in the following subjects: Emotional intelligence; diversity training; barriers to effective communication; active listening; verbal communication; communicating with confidence; and de-escalating agitated cases. Our workforce meets all minimum qualifications set forth in the RFP and will easily adapt to the client information sets. They will be able to provide Tier One service for additional needs. Our personnel are compassionate, well-educated, trained, and possess strong elicitation skills. The interview and company training and testing they receive provides them with ability and confidence to do their job. As a result, they have experienced numerous situations, both expected and unexpected.

Our call center staff will operate remotely in an environment that ensures private information is kept confidential and performance is monitored. We maintain the utmost level of cybersecurity. This includes a secure internet service connection to perform call center services within your organizational structure. We integrate client training, document training completion, and can achieve an operational call center status in an abbreviated time frame.

Our call center personnel are hand-picked to accomplish their mission. They are educated, smart, with strong elicitation skills and training. All selected come with an empathic heart and an analytical mind-set. We understand the importance of the need for confidentiality.

Resolution-ONE will provide a dedicated account team, who will directly be responsible and available to provide strategic direction and support. To ensure the Resolution-ONE Team can support this requirement effectively and successfully, we have included a Delivery Service Executive (DSE) for this contract. The DSE will provide guidance and oversight and will serve as the single point of contact for overall team performance and any contractual matters. He is responsible for managing high-level risk and communicating status and management requirements to leadership. Mr. Stephen Tiernay, the company Vice President and Operations Officer will hold that role, as well as participate in any assessments or recommendations the organization may have. Any quality assurance positions are considered “above the line” at Resolution-ONE for the benefit of the state and monitoring contract compliance, not a part of our Full-Time Employee (FTE) count.

EXPERIENCE.

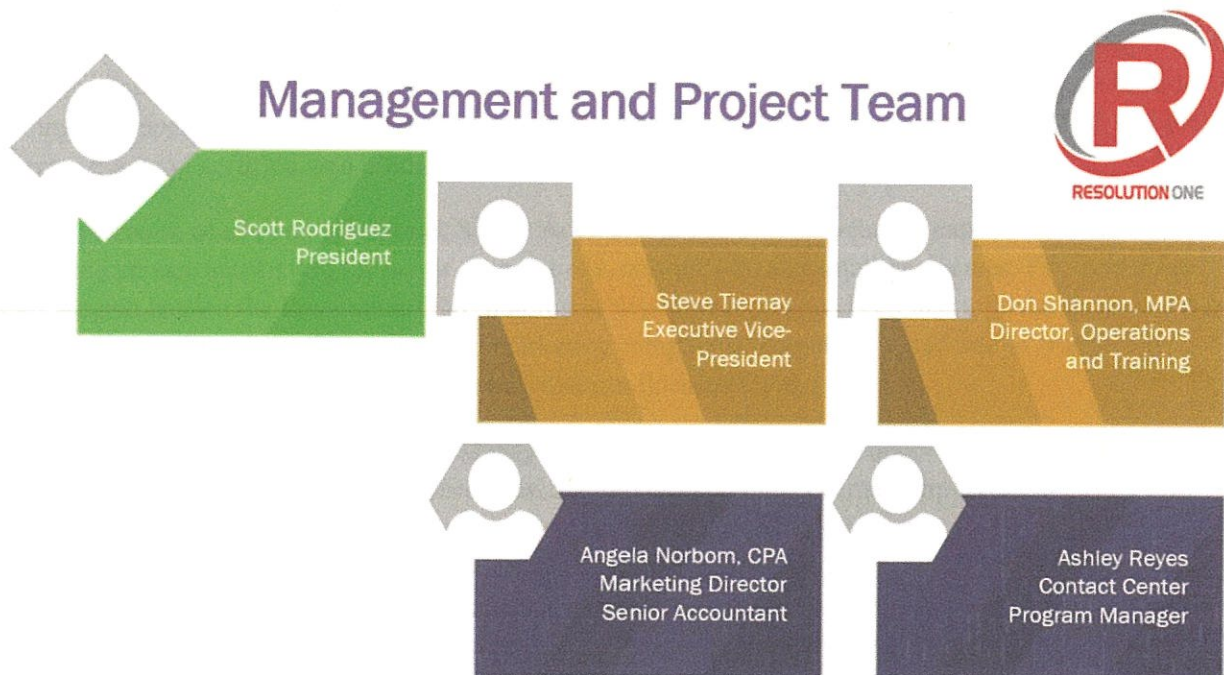
The Resolution-ONE leadership team, who are prior military, law enforcement, and current cybersecurity professionals, take security very seriously and have a thorough understanding of the impact and repercussions of mishandled data on an organization within the physical and cyber domains. The management team and operations supervisors routinely audit case files as part of their duties to ensure that no sensitive data is in places it should not be. Data security controls include strong encryption and restrictive access controls for authentication. In addition to technical controls, there is a focus on process, procedures, and training to ensure client data is gathered and processed in a secure manner. Our business practices support the NIST Cybersecurity Framework.

Over The Ridge, LLC dba Resolution-ONE
Telephone Answering Services Program
Technical Exhibit – IFB# 710-24-058

Resolution-ONE has reliable and strong security measures in place to ensure confidentiality and security in safeguarding the privacy of the data received through the Hotline. We routinely deal with personal data in relation to protected health information (PHI) and sensitive data including Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and personally identifiable information (PII) every day, with every call, with every note that we make in a healthcare-related Software as a Service (SaaS) database. Each Resolution-ONE employee or contractor receives thirty (30) hours of training that extensively includes the handling of sensitive data, HIPAA, FERPA, and PII training, as well as receiving a detailed corporate handbook that outlines Information Security (INFOSEC) policies and contact center operations to ensure sensitive data protection. All emails containing confidential information can be sent via secure encrypted email.

Resolution-ONE is comprised of highly qualified individuals who bring experiences and extensive leadership, project management, and contact center knowledge from the government as well as commercial and private sectors. We have many years of experience, individually and as a company, in defining and evolving operational process for our clients, conducting process improvement; thorough quality reviews and evaluations; planning; training our clients on contact center disciplines and helping to integrate new team members.

Organizational and Staffing Chart:



Key Personnel:

Scott Rodriguez, President of Resolution-ONE, has more than 40 years of private sector and military experience. He served in a variety of positions in the military, primarily in special operations units, before retiring at the rank of Colonel after 30 years of service. He has been involved in several start-up initiatives, including fielding critical capabilities on short notice, both privately and in the military. His focus on call center and information security will be key stalwarts with this proposed contract. He has