



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

Complete Contract Consulting RFP 113578 O3 - AccessNebraska Call Center Support

Submission Date: December 6, 2022, 2:00 P.M. Central Time

Point of Contact: Sharna Barnes, C.E.O.

DUNS Number: 081138763

FEIN Number: 82-3115896

UEI Number: V4FJS52KNUY4

Tel: 561-404-7365 Email: sbarnes@completecontractconsulting.com

CORPORATE OVERVIEW

Complete Contract Consulting is pleased to submit a proposal to provide additional call center support services to the State of Nebraska, Department of Health and Human Services. Complete Contract Consulting is a **certified minority and woman owned business** in the state of Florida and Georgia as well as with the Department of Transportation in Florida, Washington, and California. Our firm is registered as a C-Corporation that is HUBZone certified with the US Small Business Administration. Our firm is also **DM/DWBE certified** and has more than 25 years of combined Call Center industry experience. Our level of expertise and experience in the industry affords us the luxury of tailoring our business solutions to suit our client's needs. We have served several public sector clients to include the State of Idaho Department of Education; State of Colorado Department of Human Services (to include Clayton Partnership School; Welby Community School; Academy High School; York International; Colorado Connections Academy and many more) and the Broward County Office of Economic Development just to name a few.

Corporate Name: Complete Contract Consulting

Entity Organization: C-Corp

We are headquartered at 260 Peachtree St, Suite 1600, Atlanta, GA 30303.

Our other branches in which we are authorized to do business are located at:

Broward Office - 4300 N University Drive, Suite F-100, Sunrise, Florida 33351
California Office - 1401 21st ST, STE R, Sacramento, CA 95811
Colorado Office - 415 N Tejon Street, Colorado Springs, CO 80903
Kingston Jamaica Office - 383 Spanish Town Road, Kingston 11, Jamaica WI
Medellin Colombia Office - Calle 10 Sur #48B-29 Medellin, Antioquia Colombia

Currently, we have 175 agents at our Atlanta location, 165 in Florida, 10 in Colorado, 25 in California, 1,000 in Jamaica and 562 in Colombia. All mailing and call center services will take place from our headquarters or from our branch office in Florida only.

Year of Formation: 2018

Name and form of organization has not changed since established.



111 North Pine Island Road
Suite 102
(954) 343-3180
www.hyndskeizecpa.com

11/21/2022

TO: State of Nebraska, Department of Health and Human Services

Attached you will find the Quarterly Year To Date audit for 2022 from January 1, 2022 - October 20, 2022 for Complete Contract Consulting. Hynds Keize and Associates, hereby irrevocable confirm with full Chartered Public Accountant Responsibility that we have a full audit of the attached financial and find that they are accurate and a true representation of the financial standing of Complete Contract Consulting LLC.

If any further details are required, please reach out to us.

Thank you

Yours Sincerely,

Simone K Keize,
CPA Partner

Management Report

Complete Contract Consulting

For the period January 1, 2022 - October 20, 2022

Prepared by

Hynds Keize & Associates LLC

Prepared on

October 20, 2022

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Profit and Loss

January 1 - October 20, 2022

	Total
INCOME	
Grant Funds Received	16,652.50
Sales	4,328,662.17
Total Income	4,345,314.67
COST OF GOODS SOLD	
Shipping	10,866.31
Total Cost of Goods Sold	10,866.31
GROSS PROFIT	4,334,448.36
EXPENSES	
Advertising & Marketing	44,419.04
Bank Charges & Fees	5,358.68
Car & Truck	25,427.66
Charitable Contributions	2,000.00
Contractors	116,989.08
Cost of Labor	152,828.53
Credit Card Expense	39,426.74
Employee Benefits	100.00
Insurance	41,103.37
Interest Expense	3,262.33
Job Supplies	34,857.37
Legal & Professional Services	39,793.95
Meals & Entertainment	8,702.31
Office Supplies & Software	31,402.78
Payroll Expenses	
Taxes	7,630.97
Wages	650,485.83
Total Payroll Expenses	658,116.80
Rent & Lease	82,044.58
Salaries & Wages	4,600.00
Taxes & Licenses	8,273.45
Travel	43,326.40
Uncategorized Expense	6,949.63
Utilities	66,981.39
Total Expenses	1,415,964.09
NET OPERATING INCOME	2,918,484.27
OTHER INCOME	
Interest Income	515.30
Total Other Income	515.30
NET OTHER INCOME	515.30
NET INCOME	\$2,918,999.57

Balance Sheet

As of October 20, 2022

	Total
ASSETS	
Current Assets	
Bank Accounts	
Wells Fargo Checking (0162)	8,934.30
Wells Fargo Savings (2047)	1,157,803.05
Total Bank Accounts	1,166,737.35
Accounts Receivable	
Accounts Receivable - Owners	42,149.00
J&B Construction Receivable	-45,501.70
Total Accounts Receivable	-3,352.70
Total Current Assets	1,163,384.65
Fixed Assets	
Furniture & Fixtures	30,000.00
Vehicle	140,105.71
Total Fixed Assets	1,170,105.71
TOTAL ASSETS	\$1,333,490.36
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
American Express 31007	2,065.36
AMEX - Gold	181.55
AMEX - Personal	-11,545.24
Barclay Black Card	1,701.85
Total Credit Cards	-7,596.48
Other Current Liabilities	
Payroll Liabilities	400.00
Wells Fargo Line of Credit	9,226.05
Total Other Current Liabilities	9,626.05
Total Current Liabilities	2,029.57
Long-Term Liabilities	
SBA EIDL Loan	240,580.41
Vehicle Loan	71,372.48
Total Long-Term Liabilities	311,952.89
Total Liabilities	313,982.46
Equity	
Opening Balance Equity	679.51
Owner's Pay & Personal Expenses	-183,380.60
Retained Earnings	1,283,209.42
Net Income	2,918,999.57
Total Equity	4,019,507.90

Total

TOTAL LIABILITIES AND EQUITY

\$4,333,490.36

Complete Contract Consulting

Cash Flow Statement

January 1 - October 20, 2022

	JAN - MAR, 2022	APR - JUN, 2022	JUL - SEP, 2022	OCT 1-20, 2022	TOTAL
Income					
Grant Funds Received		16,652.50			\$16,652.50
Sales	1,244,717.21	1,047,577.25	1,241,572.74	794,794.97	\$4,328,662.17
Total Income	\$1,244,717.21	\$1,064,229.75	\$1,241,572.74	\$794,794.97	\$4,345,314.67
Cost of Goods Sold					
Shipping	51.57	10,217.52	585.47	11.75	\$10,866.31
Total Cost of Goods Sold	\$51.57	\$10,217.52	\$585.47	\$11.75	\$10,866.31
GROSS PROFIT	\$1,244,665.64	\$1,054,012.23	\$1,240,987.27	\$794,783.22	\$4,334,448.36
Expenses					
Advertising & Marketing	7,669.39	12,110.89	24,577.29	61.47	\$44,419.04
Ask My Accountant	0.00				\$0.00
Bank Charges & Fees	1,237.16	1,784.54	2,288.56	48.42	\$5,358.68
Car & Truck	2,891.16	5,822.22	10,221.28	6,493.00	\$25,427.66
Charitable Contributions	2,000.00				\$2,000.00
Contractors	27,019.47	30,942.92	59,026.69		\$116,989.08
Cost of Labor	42,105.52	42,382.58	68,340.43		\$152,828.53
Credit Card Expense	39,426.74				\$39,426.74
Employee Benefits			100.00		\$100.00
Insurance	9,528.33	7,866.87	21,853.69	1,854.48	\$41,103.37
Interest Expense			3,262.33		\$3,262.33
Job Supplies	12,118.78	19,618.38	3,120.21		\$34,857.37
Legal & Professional Services	15,029.26	21,186.78	3,577.91		\$39,793.95
Meals & Entertainment	846.90	2,969.03	4,886.38		\$8,702.31
Office Supplies & Software	6,086.75	12,849.33	11,692.88	773.82	\$31,402.78
Payroll Expenses					\$0.00
Taxes	2,379.34	3,339.55	1,912.08		\$7,630.97
Wages	194,470.16	191,042.28	239,973.39	25,000.00	\$650,485.83
Total Payroll Expenses	196,849.50	194,381.83	241,885.47	25,000.00	\$658,116.80
Rent & Lease	16,725.52	20,357.14	35,438.19	9,523.73	\$82,044.58
Salaries & Wages	400.00		4,200.00		\$4,600.00
Taxes & Licenses	337.95	7,930.50		5.00	\$8,273.45
Travel	23,292.57	9,229.13	10,181.70	623.00	\$43,326.40
Uncategorized Expense		500.00	6,449.63		\$6,949.63
Utilities	20,289.83	18,100.36	19,773.15	8,818.05	\$66,981.39
Total Expenses	\$423,854.83	\$408,032.50	\$530,875.79	\$53,200.97	\$1,415,964.09
NET OPERATING INCOME	\$820,810.81	\$645,979.73	\$710,111.48	\$741,583.22	\$ 2,918,484.27
Other Income					
Interest Income	6.19	505.09	4.02		\$515.30
Total Other Income	\$6.19	\$505.09	\$4.02	\$0.00	\$515.30
NET OTHER INCOME	\$6.19	\$505.09	\$4.02	\$0.00	\$515.30
NET INCOME	\$820,817.00	\$646,484.82	\$710,115.50	\$741,583.22	\$2,918,999.57

11.21.2022



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

Complete Contract Consulting hereby disclose that there are no judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

Signed by

A handwritten signature in black ink, appearing to read 'Sharna Barnes', is positioned above a horizontal line. The signature is fluid and cursive.

Sharna Barnes, CEO



November 16 2022

State of Nebraska, Department of Health and Human Services

Dear Sirs

Re: Complete Contract Consulting - Call Center bid

Our customer, Complete Contract Consulting, located at 260 Peachtree Street, NW Suite 1600, Atlanta GA 30303 has advised us that their company is desirous of conducting some business with your institution and as such have requested that we provide the following report as their Banker.

Complete Contract Consulting have been banking with us since February 2018 and are considered to be in good standing with the Bank with total deposits since inception being in the eight figure region. Multiple credit facilities have also been extended to the company and are being serviced satisfactorily.

Based on our banking relationship with Complete Contract Consulting we do not believe they would commit themselves beyond their capacity to accommodate the afore mentioned item as referenced above.

We therefore recommend to your kind courtesies.

Sincerely,

Devonya Thomas

Personal Banker

Congress Crossing Branch
Wells Fargo Bank, N.A.

4441 Beacon Circle | West Palm Beach | FL 33407
Main Tel 561-842-5535 | Direct Tel 561-513-6768
Fax 561 842-9418 |

MAC26342-010

NMLS: 1733127

Devonya.s.thomas@wellsfargo.com

WELLS FARGO BANK, N.A.
CONGRESS CROSSING
4441 BEACON CIRCLE
WEST PALM BEAC, FL 33407, FL 33407



CHANGE OF OWNERSHIP

Complete Contract Consulting do not foresee any change in ownership or control of the company during the twelve (12) months following the proposal due date

OFFICE LOCATION

The office location assigned to this contract for performance is: 260 Peachtree Street, Suite 1600, Atlanta GA 30303 and 4300 N University Drive, f100, Lauderhill, FL 33351

RELATIONSHIPS WITH THE STATE

Complete Contract Consulting does not have any dealings with the State over the previous five (5) years

BIDDER'S EMPLOYEE RELATIONS TO STATE

No party in Complete Contract Consulting proposal is or was an employee of the State within the past twelve (12) months

CONTRACT PERFORMANCE

Complete Contract Consulting **has not** had a contract terminated for default during the past five (5) years

SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

Past Performance Information

We have provided our clients with exceptional contact center services that exceed industry standard. Our firm prides ourselves on providing a holistic approach to customer service as we offer our clients the flexibility required to meet their needs. Our agents are trained customer service specialists who use critical thinking, problem solving and active listening skills to achieve a first call resolution even at peak instances. The service model we have provided our clients has successfully maintained fruitful business relationships that have outlived their intended contracts. Our experience extends to our ability to provide exceptional customer service at peak call volumes in times of disaster and emergency. Two of our major clients have gladly extended contracts with us due to our efficiency and professionalism in handling the disbursement and assistance needed for their EBT programs.

We also have experience working with the Affordable Connectivity Program as we assisted Comcast to reach out to Community Partners like the Urban Leagues in Florida; Chamber of Commerce; Universities and community centers to reach low-income consumers health care providers to sign up with National Verifier. We created an entire training for the Community Partners that we would deliver on weekly basis as new Community Partners came on-board and developed on-demand trainings that they could use as well. We assisted and walked through thousands of providers on how to complete application, how to check availability and completed millions of cold calls to get consumers signed up. With this our team has acquired extensive knowledge of the ACP Program. Whilst we were assisting Comcast we had to maintain PII compliance and NIST as well thus this project would not be any different.

Our experience also spans in the healthcare industry throughout the entire 50 states in the U.S. The ArcPoint Labs Franchise Group had contracted us to provide contact center services for labs across the United States. These services included the scheduling of COVID-19 and other lab tests, payment collection, providing customer test results via email and post mail, result related follow up calls, vaccine appointments, answering Covid 19 testing FAQs and phone triage services for curbside and emergency Covid 19 testing. Employees assigned to this contract underwent specialized training and refresher sessions to ensure quality assurance was maintained. Contract terms were heavily bound by HIPAA, so all employees were provided with bi- annual HIPAA training. This was accompanied by data security and PII handling trainings, active listening, empathy, and soft skills as well as multi taking and efficiency training.

These training were conducted by our quality manager who is also the firm's resident HIPAA compliance officer. The HIPAA compliance officer provides day-to-day assistance and is available for open a regular communication with the department's HIPAA Compliance Officer. Below is a list of some of contracts and references that our firm has held within the past 4 years that are comparable in the size and scope of this solicitation and outline our ability to handle a high volume of concurrent calls.

EXPERIENCE COMPARISONS

Company Name: Comcast

Contract/Project Name: Community Partners Acquisition for Affordable Connectivity Program

Contract Type: Prime Contractor - FFP

Location: Entire Florida

Budget: \$1,289,456

Contract tenure: January 2022 - September 2022

POC: Michael Mitchell, *email and phone number withheld*

Duties performed: Acquired Community Partners (Urban Leagues in Florida; Chamber of Commerce; Universities and community centers) who had involvement in the community to located low-income consumers who could benefit from the ACP program. Created an entire training for the Community Partners that we would deliver on weekly basis as new Community Partners came on-board and developed on demand trainings that they could use as well. These trainings provided step by step teaching on how to navigate the NV website, how to complete an application, documents required to submit, ways to predetermine prior to check the website. Assisted thousands of community partners to sign up on the NV website and verify eligibility. Cold called possible community partners to pitch interests and advise of the benefits of joining the Comcast team. We also utilized emails, webchat, social media and SMS to acquire community partners Complete Contract Consulting had to create the acquisition process and assist Comcast in its ramp up efforts as the ACP addition was new and Comcast was competing with other service providers thus we had to move quickly to get started and to create a program that we could later off-board to their internal staff. We created SOPs for their internal call center to utilize once the off boarding completed in September of 2022

Similarity / Comparison Table

Is this Past Performance comparable to the State?

Yes, and here are the reasons below:

Comcast		State of Nebraska	
Customer Service through phone, chat, and email	Yes	Customer Service through inbound calls	Yes
Screening applicants for ACP and Lifeline eligibility.	Yes	Screening applicants for government programs	Yes
Cold Calling using Robocall dialers and gathering interest / Outreach	Yes	Cold Calling using Robocall dialers and gathering interest / Outreach	Yes
Provide services in multiple different languages	Yes	Provide services in multiple different languages	Yes
Received Inbound phone calls and mail processing	Yes	Received Inbound phone calls and mail processing	Yes
Have access to private information including social security and maintaining NIST and PII requirements	Yes	Have access to private information including social security and maintaining NIST and PII requirements	Yes
Developed and provided training to service providers and community partners on the ACP program	Yes	Developed and provided training to service providers and community partners on government programs.	NO

Company Name: ArcPoint Labs Franchise Group

Contract/Project Name: ArcPoint Labs Contact Center Services

Contract Type: Prime Contractor - Time & Material

Location: 50 states throughout the U.S.

Budget: \$3,000,000 (assigned and completed)

Contract tenure: December 2019 - December 2021

POC: Name: Chris Mayer; Email: cmayer@arcpointlabs.com Phone: 561-420-0010 EXT 1002

Duties performed: Prime contractor providing in bound and outbound call answering services (phone triage), COVID_19 and medical test results, scheduling concierge mobile testing service, billing, payment and reviewing medical records. Complete Contract Consulting was hired on this project on the outbreak of Covid-19 and several corporations required daily testing of the essential workers. Arcpoint Labs being a nationwide laboratory was getting inundated with calls and emails for COVID-19 testing in the lab, mobile testing and at home testing. They did not have a call center already in place to handle this volume of interactions and plus they had won several government contracts to be the cities, counties and states testing facilities. Our firm was hired to ramp-up a call center that could handle both inbound and outbound interactions, quickly and efficiently and meet the growing daily demands of all their Arcpoint locations throughout the nation. During this 2-year contract we handled approximately 32 million calls. We had to build out an extensive IVR for each location from scratch assist with the integration of an interactive web bot to be integrated on their website that allowed consumers to “chat” with a live person or provide self-help during closures.

We had to adhere to NIST and PII compliance due to the fact that we were verifying social security numbers and given access to individual medical records. We created a self-help form that allowed for consumers to request a test on their own, which limited the need to reach the call center. We setup appointments and schedule mobile services, collected payments for tests and billed corporate account clients who were on net 30 billing for employee tests.

Similarity / Comparison Table

Is this Past Performance comparable to the State?

Yes, and here are the reasons below:

ArcPoint Franchise Group		State of Nebraska	
Customer Service through phone, chat, and email per year	16M Interactions	Customer Service through inbound calls per annum	6M Interactions
Screening applicants for medical assistance for eligibility	Yes	Assist customers with navigating portal to check eligibility	Yes
Provide general information on results status, testing requirements and FAQs	Yes	Provide general information on application status inquiries, enrollment inquiries, and support for the annual recertification process	Yes
Mail out correspondence and invoices to consumers and corporations	Yes	Mail out correspondence to consumers and corporations	Yes
Cold Calling using Robocall dialers and gathering interest / Outreach	Yes	Cold Calling using Robocall dialers and gathering interest / Outreach	Yes
Administering and conducting patient interviews pertaining to private medical information whilst maintaining NIST and PII compliance.	Yes	Administering and conducting support pertaining to private information whilst maintaining NIST and PII compliance.	Yes

Company Name: Colorado Department of Human Services - Government Agency
Contract/Project Name: Colorado Pandemic EBT Contact Center, 1st Tier Customer Support
Contract Number: 2105334
Contract Type: Prime Contractor - Firm Fixed Price (Federal Funded)
Location: State of Colorado
Budget: \$484,500 (assigned) - \$4,000,000 (currently planned due to contract extension and service add ons)
Contract tenure: April 2021 - not to exceed 5 years

POC: Name: Jessica Lincoln; Email: jessica.lincoln@state.co.us Phone: 720-636-1915

Duties performed: Prime contractor providing Customer Service Agents (CSA) to receive calls and emails from citizens who are attempting to apply for, or receive benefits from the PEBT program, answer general information questions about the application, eligibility, and benefits of the program, transfer escalated calls back to FEAD or CDE staff for action. Assist callers with established responses provided by FEAD, or as found within CBMS or EBTEdge as trained. Answer emails with established responses provided by FEAD, or as found within CBMS or EBTEdge as trained in multiple languages.

All agents have been trained and are uptrained to maintain quality assurance and compliances.

None of the work is being subcontracted and services are being delivered remotely and quality monitored through live monitoring, daily quality checks, coaching and monthly up trainings. Our firm has been able to achieve service deliverables and an extended contract with the state. Upon winning this contract the State of Colorado, did not have a current call center in place as their program was created due to the pandemic and many of the children had to do e-learning however the State wanted a way to still have their children receive meal assistance. Upon contract we had to ramp-up and establish this call center, established SOP and guidelines. The numbers fluctuated as resurgent of the virus occurred, students started to return to in-class learning, so volumes could range drastically with just a week notice, thus we had a lot of floaters.

Similarity / Comparison Table

Is this Past Performance comparable to the state?

Yes, and here are the reasons below:

Colorado Department of Human Services		State of Nebraska	
Customer Service through Phone, SMS, Email and Livebot (web)	Yes	Customer Service through inbound calls	Yes
Client has Supervisor Access to conduct live reporting & live monitoring	Yes	Client has Supervisor Access to conduct live reporting & live monitoring	Yes
Handled information that required access to personal information that required PII and NIST compliance	Yes	Handled information that required access to personal information that required PII and NIST compliance	Yes
Weekly and monthly reporting of key performance metrics	Yes	Weekly and monthly reporting of key performance metrics	Yes

Company Name: Idaho State Department of Education Child Nutrition- Government Agency

Contract/Project Name: Idaho Pandemic EBT Contact Center

Contract Number: 21-9002

Contract Type: Prime Contractor - Firm Fixed Price (Federal Funded)

Location: State of Idaho

Budget: \$894,000 (assigned & completed)

Contract tenure: July 2021 - February 2022

POC: Rick Kennedy *email and phone number withheld*

Duties performed: Prime contractor providing Inbound and Outbound call center services to aid and support school families seeking information about the Pandemic Electronic Benefit Transfer (P-EBT) program and their specific benefit. All agents have been trained and uptrained to maintain quality assurance and compliances. None of the work is being subcontracted and services are being delivered remotely and quality monitored through live monitoring, daily quality checks, coaching and monthly up trainings. Our firm has been able to achieve service deliverables and an extended contract with the state.

Similarity / Comparison Table

Is this Past Performance comparable to the State?

Yes, and here are the reasons below:

Idaho State Department of Education Child Nutrition		State of Nebraska	
Provided a particular number of Customer Service Agents	200	Provided a particular number of Customer Service Agents	175
Provide services in multiple different languages	Yes	Provide services in multiple different languages	Yes
Weekly report required	Yes	Weekly report required	Yes
Client has Supervisor Access to conduct live reporting & live monitoring	Yes	Client has Supervisor Access to conduct live reporting & live monitoring	Yes
Handled information that required access to personal information that required PII and NIST compliance	Yes	Handled information that required access to personal information that required PII and NIST compliance	Yes

Company Name: Wisconsin Department of Children and Families- Government Agency
Contract/Project Name: Wisconsin DECE
Contract Number: 65214WDECE
Contract Type: Prime Contractor - Firm Fixed Price (Federal Funded)
Location: State of Wisconsin
Budget: \$184,000 (current and assigned)
Contract tenure: August 2022- August 2025
POC: Name: Debra Adamski-Pavloski; Email: debra.adamskipavloski@wisconsin.gov
Phone: 608-422-6134

Duties performed: Prime contractor providing Customer Service Agents (CSA) to receive calls and emails from citizens who are attempting to apply for, or receive benefits from the PEBT program, answer general information questions about the application, eligibility, and benefits of the program, transfer escalated calls back to DCF BITS to ensure compatibility to DCF IT programs such as CSAW, Provider Portal, CARES, WISCRS, etc. Our firm managed background of Childcare Counts, Child Care Provider Portal (CCPP) systems, eligibility, and Terms and Conditions of each programs.

When awarded this contract, the client was using in house employees, so we had to manage the onboarding and transfer of the agency account from their staff to ours.

Similarity / Comparison Table

Is this Past Performance comparable to the State?

Yes, and here are the reasons below

Wisconsin DECE		State of Nebraska	
Customer Service through phone, mail, email, and chat	Yes	Customer Service through phone and mail	Yes
Provide services in multiple different languages	Yes	Provide services in multiple different languages	Yes
Weekly report required	Yes	Weekly report required	Yes
Client has Supervisor Access to conduct live reporting & live monitoring	Yes	Client has Supervisor Access to conduct live reporting & live monitoring	Yes
Handled information that required access to personal information that required PII and NIST compliance	Yes	Handled information that required access to personal information that required PII and NIST compliance	Yes

SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

Key Personnel Roles and Responsibilities

Personnel: Sharna Barnes

Position: Program Director {Key Staff}

Responsibility: Designing and implementing new ways to develop the company. Budgetary management to creating profit and loss statements, hiring capable agents, promoting promising employees, meeting with contractors to discuss upcoming projects. Securing executive/board level buy-in on projects, Maintaining engagement with key client contacts. Estimate costs and ensure the project is on budget.

Personnel: Chantell Edwards

Position: Call Center Operations Manager {Key Staff}

Responsibilities: Creating and Managing Documents, set performance goals and deadlines, supervise staff, and provide constructive feedback while overseeing staff performance. Attending team meetings, Scheduling agents work time and recording sick days, conducting audits and ensure that contract deliverables are met. Monitor calls. Resolve technical issues. Send weekly/daily updates. Train new agents. Conduct annual evaluation. Communicate with our clients, recording their requests.

Personnel: Josue' Daniel Correa Arrieta

Position: Quality Assurance Manager {Key Staff}

Responsibilities: Primary contact client relationship management. HIPAA Compliance Officer. Following up with agents and clients, Scheduling and creating daily/weekly reports and budget statements. Monitoring inbound calls. speaking with customer and solving customer problem. Organizing and motivating a project team of quality analysts who will spearhead monitoring aspect of the contract. Monitoring agent behavior and ensure quality levels are maintained. Coach and uptrain agents on new and existing company/contract policies.

Personnel: Quillesha Patterson

Position: Trainer {Key Staff}

Responsibilities: Responsible for analysis, design, development and implementation of all training materials required and utilized by contact center staff at all levels (launch and ongoing). Works closely with the State Program experts to ensure training curricula and content is current and compliant with the State. Provides new personnel/agent training as well as planned or just-in-time remedial training to current staff, continuously looking to deploy new learning opportunities. Serves as content SME and helps investigate solutions for challenging service needs.

Personnel: Darrell Calhoun

Position: Information Technology {Key Staff}

Responsibilities: Responsible for all contact center system, application, and infrastructure functionality Implementation 100%. Facilitates new technologies at the contact center; troubleshoots technical issues. Evaluating risk, developing network recovery and backup processes. Assuring that IT activities are within the limits of applicable laws, codes, and regulations. Install, configure, maintain, troubleshoot, and test hardware. Developing detailed work plans, including breakdown structures, project milestones, management plans, staffing needs and project timelines.

Personnel: Stephanie Warren-Kigenyi

Position: Mailroom Manager {Key Staff}

Responsibility: Directs and oversees mailroom activities and back-office processing activities including the sorting and delivery of incoming mail, as well as the preparation and sending of outgoing mail. Monitors inventory checks and reorders items as needed. Additionally, will receive and allocate office supplies and one of 3 employees that has a key to the envelope drop box.

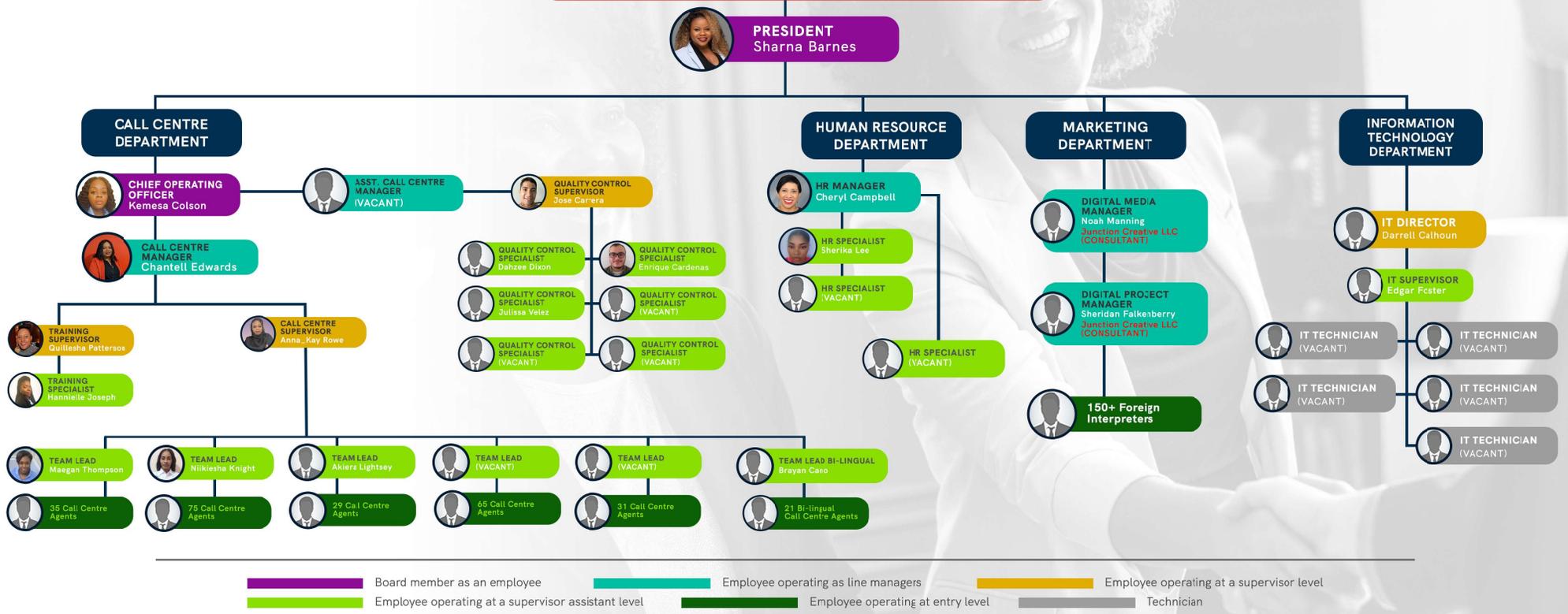
See resumes to follow

SUBCONTRACTORS

Complete Contract Consulting will not be using any subcontractors for this project



CURRENT STAFF PROPOSED FOR CONTRACT



. Key Personnel

SHARNA BARNES

Program Director

Address: 260 Peachtree Street NE, Suite 1600, Atlanta GA 30303

Telephone: 561-766-0884

Email: sbarnes@completecontractconsulting.com

Language: - Multi lingual

For over 20 years, Ms. Barnes has assessed, designed, developed, and delivered training solutions at all levels of staff for multiple departments and multiple business functions including inside, outside, and independent sales force, contact center, internal support groups and external clients. She has organized weekly, and monthly training sessions for account executives and management. She has extensive experience in spear heading and directing a contact center.

Sharna will serve as Program Director committing 100% of time to the contract. Sharna is based at the firm's headquarters located at 260 Peachtree Street, Suite 1600, Atlanta GA 30303

Education/ training and courses:

- BSc. In Business Administration MICO University
- Project Management Certification
- Certified Procurement Professional
- Professional Human Resources Certification
- "Team Dynamics" Alamo College Districts, August 2020
- "Time Management" Alamo College Districts, August 2020
- "Creative Problem-Solving" Alamo College Districts, August 2020
- "Presentation Skills" Alamo College Districts, August 2020
- "Diplomacy & Tact" Alamo College Districts, July 2020

Experience Highlights:

- Expert Adobe and Microsoft Office Suites
- Expert in Business Management and Executive Supervision
- Adjunct Instructor & Subject Matter Expert
- Project Management Expert
- Human Resource Generalist & Management

Reference Contracts Served (contact details in proposal):

- Colorado P-EBT Contact Center
- Idaho P-EBT Contact Center
- Florida Department of State
- Comcast ACP
- Arcpoint Laboratory Franchise Group

Job Functions:

- Ultimate point of accountability who manages and implements contract requirements and contact center technologies, and initiates continuous improvement initiatives
- Responsible for all delivery, client satisfaction, and administration with authority to drive production, realign staff, and ensure deliverable quality/timeliness
- Provide proactive, unsolicited expertise and feedback on opportunities and challenges
- Think strategically, identifying what needs to be done now, in six months, a year, three years, etc. and makes actionable program recommendations and decisions

CHANTELL EDWARDS

Operational Manager

Address: 260 Peachtree Street NE, Suite 1600, Atlanta GA 30303

Telephone: 561-766-0884

Email: cedwards@completecontractconsulting.com

Language: English

Chantell is a BPO Sector professional with 8 years of successful experience in customer service, Operations and Workforce Management. She was recognized for consistent performance excellence and contributions to success in the call center industry. Strengths in leadership, supervisory management, capacity planning, real time decision making, and people development backed by academic training in Management Studies. Chantell is proficient in Microsoft Office Suites, Visual Basics software, share files, Docu Share, Rymedi, Tabeand GLink, 8x8 work, Salesforce, EBT-Edge, and Adobe.

She will serve as Operations Manager committing 100% of time to the contract. Chantell is based at firm's headquarters located at 260 Peachtree Street, Suite 1600, Atlanta GA 30303

Education:

- BSc Chemistry and Management Studies, University of the West Kingston Indies, Mona
- **2022** Core Courses: Production and Operations Management, Organizational Behaviour, Business Law, Business Strategy and Policy, Team Building.
- Certificate in Supervisory Management, University College of the Commonwealth.
- Proficiency in Microsoft Office Suite & Visual Basic Development Applications.
- Proficient in Learning all Management Software.
- Proficiency in Call Center Management Solutions
- Effective Time Management
- Microsoft Office
- Leadership
- Project Management
- Creative Problem Solving
- Customer Relationship Management
- Conflict resolution
- Supervisory Management

Experience Highlights:

- Expert Adobe and Microsoft Office Suites
- Expert in Business Management and Supervision
- Expert in Sales Management and Training
- Excellent Verbal and Written
- Communication Skills
- Excellent work ethics
- Planning and Coordination
- Training and Development
- Data Analysis
- Judgement and Decision Making

Reference Contracts Served (contact details in proposal):

- Colorado P-EBT Contact Center
- Georgia Aquarium

Job Functions:

- Responsible for overall management and direction of the workforce team
- Following up with agents and clients, Scheduling and creating daily/weekly reports and budget statements.
- Ensures sufficient supervision on the contact center and customer support questions from staff, as they arise.
- Monitoring inbound calls. speaking with customer and solving customer problem. Organizing and motivating a project team. Monitor service levels and direct real-time forecasting to meet service levels and provide advice to management or client on efficient strategies to deliver on SLAs
- Monitoring agent behavior and ensure quality levels are maintained.
- Coach and uptrain agents on new and existing company/contract policies.

Darrell Calhoun

Information Technology Manager

Address: 260 Peachtree St. Ste
1600, Atlanta, GA 30303

Telephone: 561-489-5382

Email : dcalhoun@completecontractconsulting.com

Language: English

Darrell has over 20 years in IT operations. As our IT manager he is responsible for managing the network and server infrastructure of the company.

He has strong technical and problem-solving skills and is proficient in Database Management, Windows Server, and Firewalls Microsoft Office Suites, Visual Basics software, share files, Docu Share, Rymedi, Tabe and G Link, 8x8 work, Salesforce, EBT-Edge, and Adobe.

Darrel will serve as the IT Manager committing 100% of time to the contract. Darrel is based at the firm's branch located at 4500 N University Drive, F100, Sunrise FL 33619.

Education:

- Cisco Certified Network Associate, CCNA- 2000
- MS Certified Systems Administrator (MCSA) MS Certified Professional (MCP)
- CompTIA Net+ Certified Network Support CompTIA
- A+ Certified Service Technician
FireTide Certified Mesh

Experience Highlights:

- Expert in Adobe and Microsoft Office Suites
- Excellent PC/Server knowledge
- Expert in Information Systems and software development
- Served as lead engineer on major projects
- Expert in project management
- Network Design Specialist

Reference Contracts Served (contact details in proposal):

- Colorado P-EBT Contact Center
- Idaho P-EBT Contact Center
- Comcast ACP

Job Functions:

- Aligning IT infrastructure with current and future business requirements and goals.
- Maintaining the company's effectiveness and efficiency by delivering strategic plans for implementing information technologies.
- Testing, troubleshooting, and adjusting information systems to operate effectively.
- Evaluating risk, developing network recovery and backup processes.
- Assuring that IT activities are within the limits of applicable laws, codes, and regulations.
- Install, configure, maintain, troubleshoot, and test hardware
- Developing detailed work plans, including breakdown structures, project milestones, management plans, staffing needs and project timelines.

QUILESHA L. PATTERSON

Contact Center Trainer

Address: 260 Peachtree Street NE, Suite 1600, Atlanta GA 30303

Telephone: 561-489-5382

Email: training@completecontractconsulting.com

Language: English	Experience Highlights:
<p><i>Quilesha has over 20 years of extensive experience in business management, staff training, consulting, business administration and management, project and operational management, and human resource generalist and management with certifications in Six Sigma Black Belt, Project Management, Team and Leadership Development, and Business Office Management. Combined facilitator, leadership, organizational, and communication skills with excellent qualifications in the development of organizational strategies, training materials, plans, and policies</i></p> <p>Quilesha will serve as Contact Centre Trainer committing 100% of time to the contract. Quilesha is based at firm's headquarter located at 260 Peachtree St, Ste 1600, Atlanta GA 30303</p> <p>Education/ training and courses:</p> <ul style="list-style-type: none">• "HR Management" Baptist School of Health Professions, April 2022• "Organizational Development" Baptist School of Health Professions, April 2022• "Six Thinking Hats to Problem-Solving" Alamo College Districts, March 2022• "How to Stay Calm Under Pressure" Alamo College Districts, January 2022• "Coaching and Mentoring" Alamo College Districts – November 2021	<ul style="list-style-type: none">• Expert Adobe and Microsoft Office Suites• Expert in Business Management and Supervision• Expert in Sales Management and Training• Adjunct Instructor & Subject Matter Expert• Business & Project Management Consultant• Human Resource Generalist & Management <p>Reference Contracts Served (contact details in proposal):</p> <ul style="list-style-type: none">• Colorado P-EBT Contact Center• Idaho P-EBT Contact Center• Georgia Aquarium <p>Job Functions:</p> <ul style="list-style-type: none">• Responsible for analysis, design, development and implementation of all training materials required and utilized by contact center staff at all level (launch and ongoing)• Will work closely with USAC Program experts to ensure training curricula and content is current and compliant with USAC• Provides new personnel/agent training as well as planned or just-in-time remedial training to current staff, continuously looking to deploy new learning opportunities• Serves as content SME and helps investigate solutions for challenging service needs.• Coach and uptrain agents on new and existing company/contract policies.

JOSUÉ DANIEL CORREA ARRIETA

Quality Assurance Manager

Address: 260 Peachtree Street NE, Suite 1600, Atlanta GA 30303

Telephone: 561-766-0884

Email: jarrieta@completecontractconsulting.com

Language: Spanish, English

Josue is a professional Quality Assurance Specialist with experience in operational and administrative processes focused on complying with quality customer service standards.. Josue is proficient in Microsoft Office Suites and its components.

Josue will serve as QA Manager committing 100% of time to the contract. Josue is based at firm's headquarters located at 4300 N University Drive, Ste F100, Sunrise FL 33619

Education:

- Professional in Social Communication and Journalism, with emphasis on Written Press, graduated from Sergio Arboleda University, Bogotá D.C., November 2015.
- Literary creation in narrative and poetry, Local writing workshop of the Mayor's Office of Bogotá, 2014.
- Bi-lingual ability. Conversation and writing in English, advanced level.
- Effective Time Management
- Microsoft Office
- Leadership
- Creative Problem Solving
- Customer Relationship Management
- Conflict resolution

Experience Highlights:

- Expert Adobe and Microsoft Office Suites
- Expert in Business Management and Supervision
- Microsoft Office & Adobe apps. Design of printed and digital formats.
- Excellent Verbal and Written
- Communication Skills
- Excellent work ethics
- Training and Development
- Data Analysis

Reference Contracts Served (contact details in proposal)

- Colorado P-EBT Contact Center
- Idaho P-EBT Contact Center

Job Functions:

- Develop and Implement Quality Assurance Program to ensure Program Associates are delivering Quality contacts for our consumers and contacts
- Oversea Quality Assurance Associates to ensure delivery of QA Program
- Ensure sufficient supervision on the contact center and customer support questions from staff, as they arise.
- Develops and Tracks QA performance against USAC requirements
- Work closely with the state experts to ensure training curricula and knowledgebase material is sufficient for QA Program.

STEPHANIE WARREN-KIGENYI

Mailroom Manager

Address: 260 Peachtree Street NE, Suite 1600, Atlanta GA 30303

Telephone: 561-766-0884

Email: Swkigenyi@completecontractconsulting.com

Language: - English

Stephanie has overseen Complete Contract Consulting's mailroom activities for the past year. She is highly effective at diagnosing key issues and solving complex operational problems. She delegates tasks to a team of 45 employees as well as provides monthly administrative progress reports relative to short term accomplishments, future short-term plans and staff education training. Stephanie is good at making judgment calls that help drive efficiency and quality in day-to-day activities.

Stephanie is based at the firm's headquarters located at 260 Peachtree Street, Suite 1600, Atlanta GA 30303

Education/ training and courses:

- BS. In Child Family Development, San Diego University Project Management Certification
"Presence, Persuasiveness, and Negotiation" Cornell University Online, May 2021
- "Personal Readiness & Customer Discovery" Cornell University Online, May 2021
- "Managing Time and Priorities" San Diego Continuing Education, May 2021
- August 2020
"Creative Problem-Solving" Southeast College , August 2021
- "Presentation Skills" San Diego Continuing Education, Sept. 2020
- "Growth Leadership for Female Entrepreneurs" Cornell University Online, May 2021

Experience Highlights:

- Proficient in Adobe and Microsoft Office Suites
- Expert in Business Management Adjunct Instructor
- Project Management Expert
- High level of interpersonal skills to handle sensitive and confidential situations
- 15 years of knowledge of mailing systems, equipment, and production printers, scanning and inserter devices

Contracts Served:

- Colorado P-EBT Contact Center
- Florida Department of State
- Georgia Aquarium Inc

Job Functions:

Manages and schedules all shipments and modes of transportation for materials

Responsible for coaching team, setting expectations, conducting performance appraisals and providing career development, corrective action and recognition of staff.

Directs mailroom activities such as sorting and delivery of incoming mail, as well as the preparation and sending of outgoing mail.

Monitors inventory and reorders materials as needed.

Complies with all company required policies, procedures and processes including but not limited to required trainings.

Responsible for reporting issues, problems and concerns to management.

SOLUTION APPROACH

Understanding of the project requirements

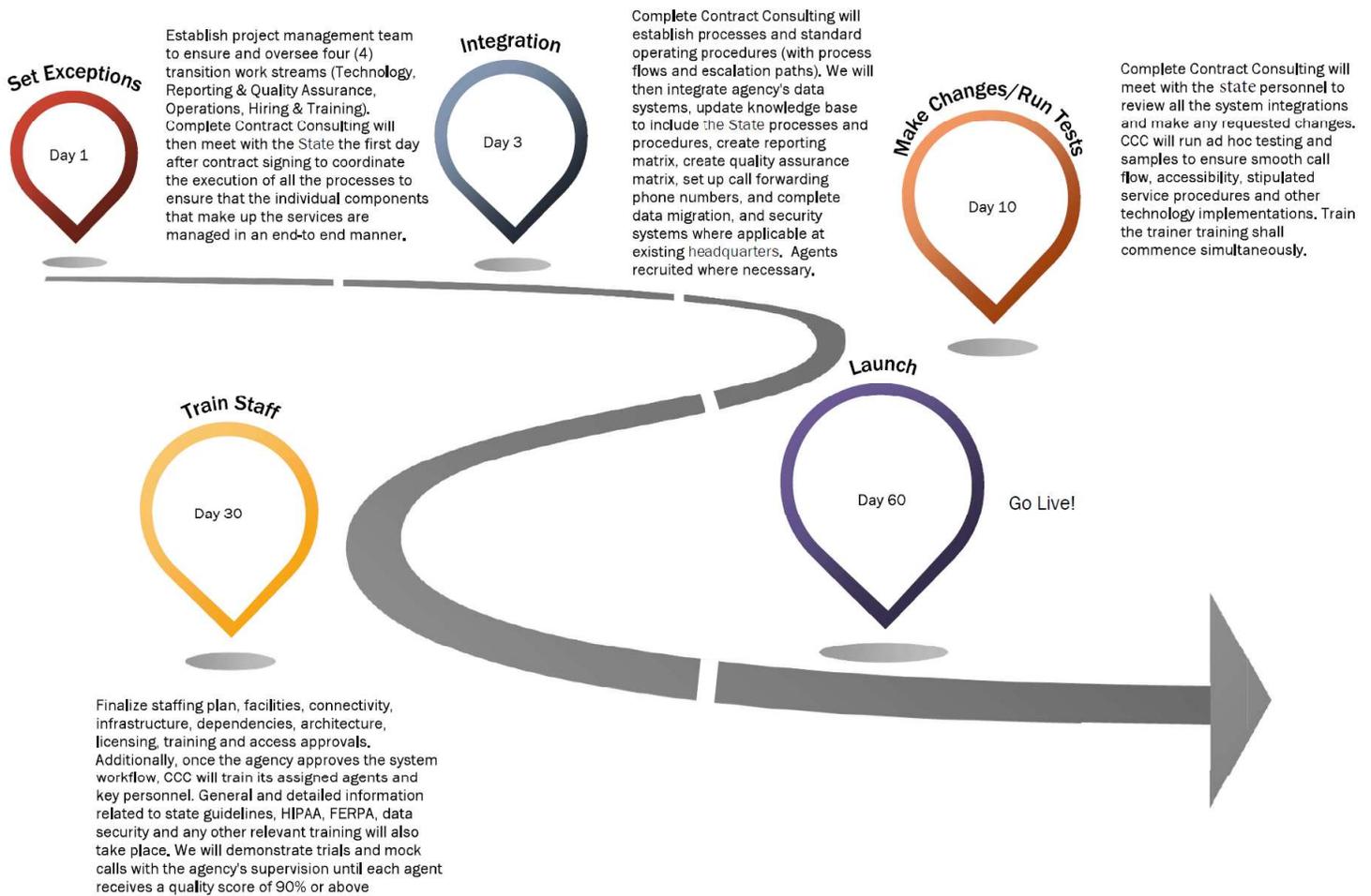
- Complete Contract Consulting understands the needs for the state to get a vendor to operate its contact center in accordance with all federal and state laws and regulations, to include compliance with any accessibility-related requirements (508 compliance) and with 18 U.S. Code § 2511 and other similar state wiretapping laws (e.g., for recording customer support calls).
- Complete Contract Consulting should provide a turn-key, full service operation to include, but not limited to: facilities, equipment (including telephone instruments, related lines, and cable), telephone service, software, circuits, staff, and training, setup, testing, and reporting. Complete Contract Consulting should be responsible for the installation of the required cable and wire at any of its facilities.
- Complete Contract Consulting should forecast demand and keep strong workforce management principles to maintain adequate staffing and meet performance standards described in this RFP.
- Complete Contract Consulting and its staff may utilize a hybrid staffing model of a remote and onsite staff.
- Complete Contract Consulting should provide live agent contact center from 8:00 AM through 6:00 PM Central time, Monday through Friday, with the exception of State holidays defined in state law and Provide an (800) number for routing of calls.
- Complete Contract Consulting will provide its automated contact center services (e.g., interactive voice response (“IVR”, digital self-serve) on a 24/7/365 basis.
- For escalation purposes, a supervisor will be available during business hours.
- Complete Contract Consulting should provide call center support with staffed English and Spanish speaking agents. Additionally, we will provide call center support in, at a minimum, the ten (10) most common languages.
- Complete Contract Consulting will work collaboratively with both the State of Nebraska and other DHHS contractors as needed to support and provide input into to the design of workflows, portals, customer relationship management interfaces (“CRM”) and any technical component directly impacting the efficiency of the business process outsourcing services (“BPO Services”).
- Complete Contract Consulting will provide the following customer support for consumers, service providers, agencies, and other external stakeholders, which includes but is not limited to:
 1. Conducting inbound and outbound live operator services.
 2. Communicating service or product information, including responses to inquiries and questions about ACCESSNebraska, and other support as appropriate based on a consumer-centric model for information and assistance.
 3. Providing callers with contacts or coordinating with other contact center representatives (i.e., DHHS, state, federal, service provider, or tribal representatives) to resolve unforeseen issues across all use cases (e.g., confirming that a dated or uncommon document is valid for eligibility).

4. Assisting with reset / recovery of consumer and/or service provider information, including:
 - a. ACCESSNebraska authentication information
 - b. Application numbers
 - c. Password resets for customers and any other approved third parties with log-in access rights
 5. Drafting scripted information for use by contact center agents to be approved by the FCC and DHHS.
 6. Entering consumer data into the ACCESSNebraska portals and databases.
 7. Employing common contact center technologies, such as:
 - a. Automatic Call Distributor (“ACD”)
 - b. IVR
 - c. Call recording software
- Complete Contract Consulting should provide the following outreach services, including but not limited to:
 1. Conducting outreach to customers as required by DHHS (e.g., when customers must complete new benefits application, discuss changes), including:
 - a. Outbound robo-calls
We will also be adding Outbound text messages / Short Message Service (“SMS”) messages (optional services that may be requested by DHHS at future date)
 - b. We will also be adding Outbound automatic emails (optional services that may be requested by DHHS at future date)
 - c. Outbound postal mail, including: printing, enveloping, stamping, sorting, and sending mail
 - Complete Contract Consulting can also provide to DHHS, if needed, the following mail and form processing, including but not limited to:
 1. Processing and digitizing all incoming Lifeline and ACP related paper mail and electronic documents including:
 - a. Entry of form data into ACCESSNebraska
 - b. Scanning of provided supplementary documentation (e.g., copies of identity documents, copies of eligibility documents)
 - c. Use of Optical Character Recognition (“OCR”) to transfer documents into digital form
 - d. Providing an secure SFTP or encrypted location for DHHS to receive electronic documents
 - Complete Contract Consulting will proactively reporting unusual trends or concerns (including potentially fraudulent behavior) to DHHS
 - Complete Contract Consulting will ensure that the following are reported to DHHS as follows:
 1. For customer support: the number of contacts with customers, broken out by channel (e.g., IVR, phone, or other additional channels proposed).
 2. For outreach services: the number of outreach attempts, broken out by channel (e.g., robo-call, mail, and other additional channels proposed).
 3. For mail and form processing services: the number of pages digitized into the system (if needed).

- Complete Contract Consulting should provide the above services in support of ACCESSNebraska across all use cases. The majority of service provided is expected to be focused on the following use cases:
 1. Consumer application / eligibility verification
 2. Application status check
 3. New or Re-application
 4. Benefit Usage

Proposed Development Approach

Implementation Plan



Technical considerations

1. Hardware inventory

Complete Contract Consulting provides its employees with state of the art to computers of which it utilizes to perform its clients' services. Our call center is equipped with over 150 OptiPlex 7400 All-in-One computers (less than 1 year old), with APC Back-UPS 600VA UPS Battery Backups. No new computer would need to be sourced as we already have the computers available to start utilizing on this project upon contract award. We already have existing state of the art commercial printers on lease with Konica Minolta that can handle all the outbound mailing needs for the contract.

Because Complete Contract Consulting does not physically transport media. Data in transit is encrypted using the latest version of FIPS 140-2-compliant TLS. Data at rest is encrypted with at least AES 256. Administrative, physical, and technical safeguards implemented in accordance with CCC existing data security program include: (i) limiting access to information on CCC's information system media to authorized users; (ii) limiting physical access to CCC's information systems and related equipment to authorized individuals; (iii) regular assessments of information security risks to CCC's information systems and associated information processing activities and of the effectiveness of information security controls in CCC's information systems; (iv) training of CCC's managers and users of CCC's information systems regarding the information security risks associated with their activities and applicable laws and policies; and (v) imposition of formal sanctions for CCC personnel failing to comply with CCC's information security policies and procedures.

2. Manage software assets

It is understood that DHHS will provide and maintain Contractor access to DHHS systems as required therefore we will ensure we keep DHHS abreast of existing licenses that may include upgrades and the number of licenses that may have to increase if the workforce is growing. Additionally, we will advise when a license or access needs to be removed due to employee no longer on the account or have left the organization. We will also ensure that Third-party IT security attestation forms are completed for each employee.

3. Manage data assets

CCC guarantees that when discs are EOL (or removed due to being faulty) they are securely disposed of, having been degaussed before being returned to the client or following the process DHHS would like per contract term. Data center equipment is tracked using dedicated Operational systems that tie in with monitoring, proactive maintenance (end-of-life) and patch management. Similar systems are used by CCC for IT resources (Laptops, phones etc.)

CCC's SDLC describes how engineering scrum teams create and update software and systems to deliver new functional and non-functional requirements. The SDLC mandates that developers do not use unapproved third-party software or resources, ensure all software complies with the OWASP principles (for which all staff receive mandatory training and they are tested), ensure that all software will operate within approved CCC environments (container based where possible), and that the Reliability, Availability, Scalability, Security, Dependencies, Performance, Efficiency, Ease of Deployment, Ease of Administration, Debuggability, Observability, Maintainability,

Testability, Interoperability, Modifiability, Extensibility, Functionality, Portability, Conceptual Integrity, Usability, Reusability, Development Productivity and Intellectual Property Usage have been considered in all releases and that all software meets 8x8's documented Minimum Security Standards. The CCC SDLC includes multiple stages of review to ensure this is all carried out. Projects start with an Architectural review, have ongoing code checking with both peer review and review by security staff. Automated reviews with Greenlight, Qualys, Tenable Nessus Pro and other DAST and SAST scans operate throughout systems on a continuous basis. The security team continuously operate black and white box penetration testing. This extensive security review and testing occurs before entering production. Any security issues found pre-production are remedied. Additional continuous testing is run against production systems (to cover systems which may be unchanged for longer periods of time where vulnerabilities are found by new tests being included into penetration tools).

4. **Practice risk management**

Our software provider 8x8 is third-party verified following NIST SP 800-53 and other intensive requirements. We review risk per these required standards at the SVP, Legal General Counsel and team, CISO equivalent, and team. We then present to the "C" level, then to Board. The "C" level and Board will approve or ask for more detail. We then develop a plan of action to address any significant risks with owners and deadlines and report progress to Senior Management and the Board. We then update the Risk Analysis quarterly.

CCC conducts ongoing risk assessments. CCC is continuously refactoring and scaling systems, and reviews and makes risk assessments for all changes as part of its standard processes. Part of risk assessment is the consideration of changes to security posture. All changes are authorized after being considered by authorized and appropriate staff members

All CCC production software goes through an extensive security review and testing before entering production, including penetration testing using a variety of test tools. Any security issues found pre-production are remedied. Additional continuous testing is run against production systems (to cover systems that may be unchanged for longer periods where new vulnerabilities are found). Penetration and load testing are performed on production-equivalent infrastructure.

5. **Establish disaster recovery and business continuity**

CCC ensures that it provides surge protected desktops equipped with i7 processors, external storage and industry standard anti-virus and VPN are provided. Additionally each computer at our locations has UPS battery backup attached in the event of power outages. In the event of natural disasters or water damages, employees can access the virtual network through remote computers/laptops from their home. VOIP connections are installed to ensure seamless connectivity and productivity.

Data center facilities are equipped with adequate environmental controls to maintain systems and data, including:

HVAC, Raised Floor, Fire compression, heat, humidity, water sensors, clean wiring, UPS/backup generator.

Detailed project work plan and Deliverables and due dates

Day 1 After Award (Discovery Phase)

- Send updated insurance to DHHS team to include the State as additional insured
- Register with the State of Nebraska Secretary of State to Do Business
- Setup virtual kick off meeting (2 hours minimum) with DHHS Project Manager and assigned personnel with CCC's key personnel listed on the proposal. In this kick off meeting we will have official introductions and set timeframe for when training will begin (Train the Trainer and Supervisor Access training for 8x8 platform). We will establish notice procedures and timeframes for when our services will be needed since DHHS is unaware of if and/when the additional services will be needed. Establishing a notice procedures will ensure that CCC can remain ready at all times for overage assistance. We suggest to provide a minimum guarantee of calls so we can at least have approximately 21 Agents who are actively working and we can also activate floater agents in times of high call volume within a 3 business days turnaround.
- Setup meeting with CCC IT team and DHHS IT team to establish connection requirements and/or system requirements to access DHHS systems in order to complete work assigned. IT will also collect available IVR flowchart diagram, any pre-recordings that maybe need to be incorporated into our system, any after hours support implementations.
- Collect IT Security Data forms to be provided to each employee to complete and collect complete instructions and any process that maybe needed to receive State of Nebraska emails, if provided.
- Job aids will be sent out by our recruitment team to get additional employees if required based on establish protocols agreed upon at the kick off meeting, Keeness and preference will be given to any current employees of contractors and candidates who resides in the State of Nebraska.

Day 5 after Contract Award

- Quality Control Manager, meets with Quality Assurance team to build out the Quality Scorecard into our 8x8 platform, using similar criteria as to the one showed in the RFP sample document. QA Manager also develops dashboard for the client of the different

queues and channels that have been created based upon the list provided in the rfp document.

- IT sets up recording privileges, builds the IVR flowchart (to include Callback Option and Placement in queue announcements) and build out the post-call customer survey to include maximum of 5 questions to be offered to customer after each call (customer can opt in or out of the survey).
- IT also starts to build out the reporting template and the customer acquisition profile, being sure to add any additional criteria DHHS wishes to capture based upon the kickoff meeting.

Day 10 after Contract Award

- CCC Project Manager and Quality Manager will with DHHS project team to run test of all the established protocols and implementation that occur. Together DHHS will run test to ensure the system setup is to their satisfaction.
- DHHS will be provided with a call forwarding number to point their calls to that has been setup to receive calls by live agent during the operational hours established in the rfp.
- DHHS will be provided with instructions of how to allow CCC to “spoof” their email address if manning of a general mailbox is required or additional services, like webchat; remote assistance; SMS or social.

Day 15 after Contract Award

- CCC key personnel would receive the Train the Trainer session by DHHS project team.
- Project Manager starts to build out the Standard Operating Procedure (SOP) Process Mapping for DHHS review. The final approved document will be integrated into CCC knowledge base called “GURU”

Day 22 after Contract Award

- CCC will reconstruct if needed the training to provide it to its 175 employees. Training will be translated into Spanish so as to ensure that the bi-lingual or semi-bilingual employees can grasp the data correctly in their native tongue.

Day 29 after Contract Award

- CCC will train all its assigned employees a total of 175. Training will be for a full 2-weeks and will be done virtually with a team of 35 employees at a time. Training will be done simultaneously, utilizing 5 of our Trainers. One training will be completely in Spanish. Part of the training will be doing mock calls and practice sessions.
- CCC is under the impressions that DHHS will provide a test environment that it could incorporate as part of its training to its employees.
- Training also consists of shadowing, this is where employees in each training group will have SMEs listening into their calls live to provide direct and real time coaching and assistance as needed.

Day 43 after Contract Award

- Final Standard Operating Procedure (SOP) document is provided to client for approval and/or changes
- CCC will provide to DHHS view only Supervisory Access training of its 8x8 platform
- Go Live
- During this timeframe, Quality Monitoring will be doubled (30% of calls) for the next 60 days.

Solution Approach - SLA template

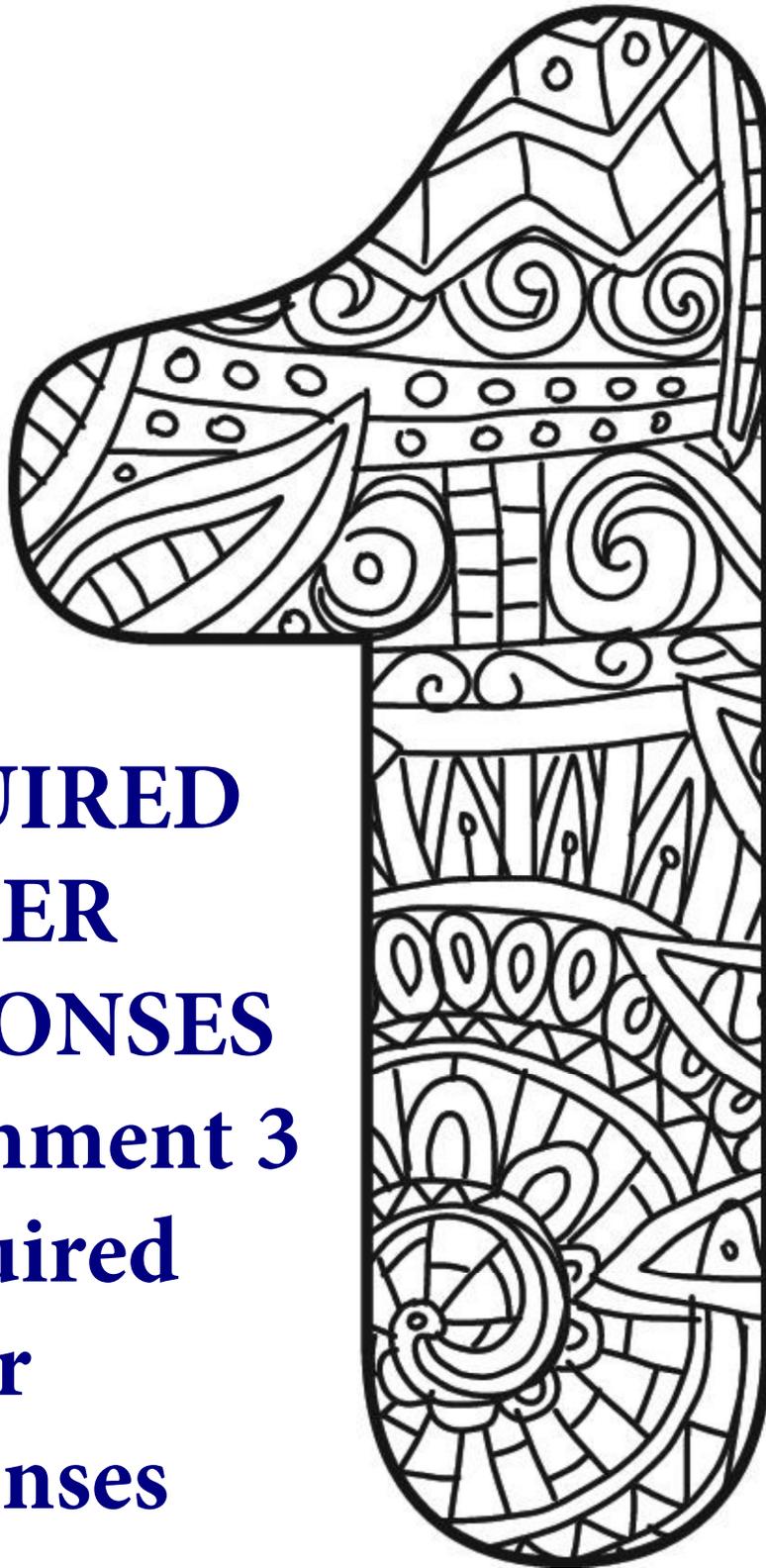
Below is Complete Contract Consulting Service Level Agreement that it will be offering to the state. If at any time, due to CCC's lack of thereof, we fall below these listed services level we will offer to the state at least a 5% credit if critical SLAs are not met.

Critical SLAs

Metric	USAC Proposed SLA Target	Proposed Credit for not meeting SLA (Describe specific calculation methodology)	USAC Definition
Average Speed to Answer (Talk)	5 minutes	3%	Average of length of time calls remain in live agent queue during business hours over the measurement period.
Average Outbound Response Time (Talk)	15 - 35 minutes	3%	Average of length of time live agent remains on a call with a customer during business hours over the measurement period. %
Service Uptime external-facing systems are operational	99.50%	2%	Average monthly availability discounting planned maintenance
Average time to process mail into (if applicable)	48 hours the system	2%	Average amount of time for processing mail from when mail is received to when all information is entered into the system
Average time to post mailings	2 Days (Days to process outbound mail)	2%	Average time to post mailings for all Business as Usual Mailings (Days to process outbound mail) (excludes Adhoc mailings)

Non-Critical SLAs

Metric	USAC Proposed SLA Target	Credits do not apply to non-Critical SLAs	USAC Definition
Call Abandon Rate (unanswered if not dropped by IVR)	12.0%		Number of callers who hang up after IVR but before talking to live agent as percentage of all calls entered in live agent queue
Percentage of hourly intervals in which the Average Speed to Answer SLA was met	85.0%		Measures the average speed to answer per business hour, and assesses what percent of the hours out of the total business hours met the SLA.
Average live call handle time	15 - 35 minutes		Average amount of time live agents spend processing a real time transaction, from when consumer is pulled from the queue through process of documenting call details (Talk Time + Hold Time + After call work)
First contact resolution (Calls)	85.0%		Percentage of transactions successfully resolved through the first contact, measured through end of contact surveys and analysis of repeat calls for the same issue type
Average Customer Satisfaction Score	85.0%		Responses to surveys through end of contact surveys and recent experience surveys that indicate they are satisfied or very satisfied
Customer Service Performance Quality	85.0%		Percentage of contacts (all channels) that pass quality audit parameters as defined in the Quality Assurance Plan.
Accurate document digitization (measured by QA)	99.5%		Percentage of forms and documents digitized into the system without any errors
Percent sufficient redaction of highly sensitive personal information	95.0%		Percentage of digitized documents in which highly sensitive personal information correctly redacted



**REQUIRED
BIDDER
RESPONSES
Attachment 3
- Required
Bidder
Responses**

ATTACHMENT 3

REQUIRED BIDDER RESPONSES

	<p>Describe your understanding of the business requirements, including reporting requirements. Describe your approach of how you will accomplish the business and reporting requirements.</p> <hr/> <p>Bidder's Response: Complete Contract Consulting fully understand the requirements of the contract. We are aware that currently there are 115 FTEs assigned as contractors, however we want to ensure we meet the required average speed of answer of five (5) minutes and complete back-office processing, therefore we are proposing a team of 175 Agents with a ratio of 155 English and 20 Spanish. Through our platform we are able to run reports: weekly, monthly, quarterly and yearly that would provide us with details on our ASA. This will allow us to ensure we can maintain the ASA requirement. Additionally, Complete Contract Consulting's Contact Center will provide at the start of the engagement, at our cost and included in our pricing, all work locations, computers, phone services, Internet connections, phones, headsets, and all other equipment required to carry out the needs of this contract. We are fully capable of providing all areas of the scope of services listed in the solicitation documents and shall maintain the agreed number of agents that can adequately handle call volumes to maintain the preferred wait and handle times.</p> <p><u>Reporting</u></p> <p>Our firm would also like to extend our commitment to monitoring and reporting key performance indicators. At a minimum the following list of reports will be provided on a daily/weekly/monthly/quarterly and yearly occurrence. Reports will be stored in a secure cloud-based database for the full term of the contract or longer, as needed by the agency. We will send reports by email to the point of contact(s). Audio files and other recordings will be provided via secure email. Since all interactions are recorded, we are able to record and report a host of key performance indicators to include;</p> <ol style="list-style-type: none"> 1. <ul style="list-style-type: none"> • Call Detail Report • Incoming Call Reports • Abandoned Call Report • Hold Time Report • Speed of Answer Report • Handle Time (Call length) Report • Quantification of agents logged in to accept calls • Performance reports – system up / downtime, monthly turnover rate, average time in queue, average call duration, number of calls handled per hour, number of staff on duty daily, number of calls transferred to member coaches and/or state or other agencies, problem/complaint resolution log. • Mail and form processing reports – e.g., number of documents received number of documents that were digitized with OCR vs. manually, pages digitized per piece of mail (if needed). • Consumer outreach reports – e.g., number of outreaches sent (broken down by channel), number of mailed or emailed documents returned as undeliverable, length of robo-call / IVR outreaches (if needed). • Ad hoc reports that may be required • Customer Satisfaction Report, and many more! <p>Our telephony system will receive each of the call queues on separate dedicated phone number and can also provide multiple skill groups or queues and can handle at least 2,500 concurrent calls without callers experiencing fast-busy signals, dropped calls, or other service disruptions</p>
<p>2.</p>	<p>Describe your site security and how you will maintain security for remote workers. Both physical and technology security.</p> <hr/> <p>Bidder's Response:</p> <p><u>Technology</u></p> <p>Complete Contract Consulting utilizes a virtual network that employees log into using a two-factor authentication either remotely from the US or at any one of our facilities through a GoodAccess VPN and each computer are installed with a McAfee Total Protection Ultimate anti-virus to prevent malware. Additionally, Staff or Employee screening acts as the first line of defense against fraud. Our pre-employment screening is an important part of the organization's overall fraud risk management activities, performed by the human resource function. It requires investigative skills and access to a wide array of public information databases. All prospective employees applying for</p>

a job must complete a comprehensive application form. All candidates are advised that it is the organization's policy to carry out in-depth screening before their appointment; therefore, the candidates must provide correct information. Reference checks are performed for the candidates where previous employers are approached to identify the candidate. All educational certificates are inspected and independently verified. Background searches are performed using public databases and information sources. Anti-fraud Policy Statement We have developed our anti-fraud system. This is accessible to every employee of the company. The policy clearly states our expectations from management and our employees, and clauses are clearly mentioned covering the disciplinary actions which shall be taken against those employees who are found guilty of misconduct or fraud. Each computer is also installed with Role Based Access Control with need to know only, least privileged access and separation of duties is enforced. Our processes are fully SOX compliant, which requires Segregation of Duties. Full segregation of duties is enforced, preventing engineering and other staff from being able to access production platforms which are limited to operations and support personnel. Operations and support staff are similarly unable to access production source code. Internal ongoing audits verify the correct process for starter/mover access change controls has been executed. CCC utilizes the SOX process. Ongoing reviews are conducted. State-of-the-art anti-virus and VPN will be installed, and periodic vulnerability tests conducted to prevent injection of SQL, NoSQL, OS, and LDAP that may occur when untrusted data is sent as part of a command or query. All company software and data systems currently require the use of two-factor authentication and session management. IT personnel will securely configure, and patch/upgrade in a timely fashion, default configurations, ad hoc configurations, open cloud storage, HTTP headers, and error messages to ensure confidential information is protected.

CCC follows its FISMA/NIST 800-53 Policies and Processes, governed by sanctions, monitoring, and continuous training. Dedicated staff regularly completes internal audits, and external compliance audits are usually conducted annually. When a Job Description is created, the systems and access type requirements to those systems are included. A "SOX" form is filled in (Sarbanes Oxley process) to record the access request, and the owner of each IT System that requires access must individually authorize the change. The same happens for job role changes. Ongoing internal and annual external audits compare the access rights of individuals on the IT systems with those recorded in the SOX forms. This process is used for all data systems, not just Financial systems. Privileged accounts must be approved by designated management personnel, privileges are closely monitored to prevent excess privileges beyond least access RBAC.

Role Based Access Control with need to know only, least privileged access and separation of duties is enforced. 8x8's processes are fully SOX compliant, which requires Segregation of Duties. Full segregation of duties is enforced, preventing engineering and other staff from being able to access production platforms which are limited to operations and support personnel. Operations and support staff are similarly unable to access production source code. Internal ongoing audits verify the correct process for starter/mover access change controls has been executed.

CCC utilizes a Single Sign-On for Authentication of employees with enforced Multi Factor Authentication, for all employees, using Okta.com as a Single Sign-On management system. For customers, CCC provides integration to third-party IdPs (Azure AD, OKTA, and others) via SAML 2.0 this allows customers to leverage existing Single Sign-On solutions and associated authentication policies and procedures. Alternatively, customers can use CCC's built in account management solution which allows setting of password complexity to comply with best practices such as the latest NIST guidelines. Security PINs can be enabled for physical phone devices.

Any remote access to data storage or processing systems can only be achieved via corporate VPN on company issued laptops. The VPN solution uses CCC's Single Sign-On plus a dynamic two factor token which changes every 60 seconds. Additionally, CCC provides TLS 1.2 encryption for data in motion and AES 256 encryption for data at rest over the public internet, thus ensuring traffic security for remote users.

CCC implements password complexity policies, following the latest NIST guidelines, that are configured by SSO and include the following default criteria:

- Contain at least 8 characters
- Contain a lowercase letter, an uppercase letter, a number, and a symbol ("Special" character, e.g.; @\$%^&*()_+|~-=\`{}[]:;';<>/ etc.)
- Contain no parts of your username, your first name, or your last name

- Passwords cannot be any of a user's last 5 passwords
 - At least 1 day(s) must have elapsed since you last changed your password
- Additionally, passwords should also be different from usernames.

Location – Atlanta GA

All agents, staff and employees working on the State of Nebraska DOH account will be located within the United States. We are committed to carrying out all processes and providing all deliverables outlined in the scope of work to include all inbound and outbound live operator services, mail forwarding processes and outreach services. Our headquarters boasts a fully functioning and operational mail room.

Our mail room is 2000 square feet and is fully equipped with industrial printers, scanners, fax machines and over 40 mail room attendants who specialize in document management. Our current PEBT contract with the State of Colorado require us to receive and update benefit letters to different user accounts. Paper applications are received and uploaded to the system for processing and correction where necessary. Our mail room attendants specialize in document review for data verification, translation, and conversion to digital media to maintain a secure records management system. We will utilize 80% of our existing Mail room Processors to service the State of Nebraska DOH contract and will hire additional staff that maybe required to cover the expected volumes.

Facilities Information

Our firm firm will be utilizing the following location to service the contract:

1. 260 Peachtree Street, Atlanta GA 30303
Size: (3 floors) totaling 24,000sqft

Location Details: this consists of one floor which is 8,000sf; our mail room which is 2,000sqft on the ground floor and another floor which is 14,000sqft

Employee count: we will have a total of 175 employees assigned at this location, this includes the Program Director; Operations Manager and Contact Center Trainer; 50 Mail Processors and 125 Agents along with Team Leads and Supervisors.

Security Measures

Physical

- There is a 24/7 security at this location, each employee is searched using a wand and their bags before entering the floors
- These floors require an access badge and cannot be accessed from the elevators without it.
- ReoLink security cameras are installed at each corner, entrances to the floors. We ensure no point is "blind" except in the bathrooms of course.
- Team Lead's desks are situated on a riser at the beginning of each room that allows of a clear sight of their team members
- Agents also are not allowed to have a paper or pen at their desks, so they are unable to write any information down and they must lock all their personal belongings even their cellphones in a locker prior to starting their shifts.
- Agents access call floors and bullpens via access cards and are provided personal credentials that are required to access computer systems.
- Commercial generators are installed to ensure productivity is not affected by outages
- Our 2000 square foot mail room is fully equipped to handle the expected volume of outreach and inbound mail needed to be processed. It has been equipped with commercial printers, stampers, label makers and all other stationery that is required.
- Surge protected desktops equipped with i7 processors, external storage and industry standard anti-virus and VPN are provided.
- VOIP connections are installed to ensure seamless connectivity and productivity.
- Our contact center is equipped with Internet speeds of up to 1200 MBPS and an unlimited bandwidth with a very reliable service provider.
- We have an on-site server with cloud backups and data fail-over implementation (Atlanta, GA location only)

3.

Describe your language capabilities, including the percentage of call center staff who are bilingual in English and Spanish, and any other languages available. Describe how you will ensure that call center staff are able to communicate with individuals in multiple languages.

Bidder's Response: Our firm will provide a team of 150 Agents with a ratio of 155 English and 20 Spanish, we will also provide at a minimum, the ten (10) most common foreign languages. Our

	<p>foreign language department will provide highly qualified "On-call" interpreters should we receive calls within or outside the languages specified on the awarded contract. Our company works with over 100 trained and qualified interpreters and translators. Availability is tracked using our 8x8 call center platforms to which interpreters are provided access. Agents can pull up a company directory to locate an interpreter which will be highlighted in the directory when available to take calls. We shall provide live agents from 9 am – 9 pm EST, Monday – Sunday excluding three major holidays. We shall also provide the stipulated self-service IVR's on a 24/7/365 basis. Our firm is open to providing additional coverage and ad hoc services as requested by the State.</p> <p>Many of our translators are certified medical interpreters with at least 40 hours of training and additionally trained for 350 hours for medical terminologies. We provide language services that are compliant with HIPAA, CMS, and Fraud, Waste & Abuse metrics for medical interpretation. We staff interpreters in up to 35 languages to include Haitian Creole; Spanish; French; Portuguese, Arabic; Chinese, Russian; Vietnamese; Italian; German; Dutch; Yugoslavian; Polish; Swedish; Norwegian; Bulgarian; Danish; Japanese; Korean; Hindi; Malay; Burmese; Filipino; Persian; Turkish; Hebrew and Swahili.</p>
4.	<p>Describe your experience handling Personal Protected Information (PPI) and Health Insurance Portability and Accountability Act (HIPAA) information, including any HIPAA training that employees have previously received. If you are a covered entity under HIPAA, please provide the number of breach notifications you reported to Office of Civil Rights in the last 3 years. If you are a business associate under HIPAA, please provide the number of security incidents which required notifications to Office of Civil Rights for any covered entities for which you are a business associate in the last three (3) years.</p> <p>Bidder's Response:</p> <p>Complete Contract Consulting has met all our GDPR (General Data Protection Regulation) requirements for data processors and have received third-party validation of our HIPAA compliance. Therefore, we will offer our business associate agreements protecting our clients from any legal risk of HIPAA data exposure from the implementation of our services. We have also already obtained all software and hardware licensing purchases that will be needed to carry out full scope of services. We are fully licensed and certified to legally carry out all work listed in the solicitation and there have been no HIPAA, non-discrimination or any other claims, legal judgments or litigations filed against our firm in the last 3 years. Our firm is committed to customizing current vulnerability and security plans to suit the needs of the contract within 60 days of award. Currently, our firm's data security plan is as follows.</p> <ul style="list-style-type: none"> • All PII storage spaces are clearly identified and monitored 24/7 • All PII are classified in terms of sensitivity • All PII are deleted once no longer needed • Our usage policy dictates that only management and otherwise authorized personnel have access to PII • All stored PII is encrypted • All permission errors are eliminated • All employees are required to be formally trained and up trained annually on the handling of PII • Departing employees are required to return and or destroy all stored PII and are legally bound by a non-disclosure agreement even after departure. All user profiles, login credentials and software licenses synonymous to that employee is blocked and removed from all systems. Agents are then required to return all physical assets within 48 hours of separation or face legal action. • There is a line of communication set up for anonymous emails as well as an open-door policy for employees to report suspicious behavior • High level anti-virus and data security software is used to protect against infection by computer viruses, malicious codes, and unauthorized software. • Complete Contract Consulting has acquired Cyber Liability Insurance of \$1,000,000 USD per occurrence for direct loss, legal liability and consequential loss resulting from cyber security breaches and is willing to list the State as an additional insured. <p>We will provide the names of agents to the State that will work in conjunction with this contract. These Agents will be provided access to the required systems. Names will be provided in a specified time to allow for system access. Any additional staff names will be provided no less than five business days prior to their logging in. Our IT department also monitors our robust, hybrid, cloud-</p>

	<p>based data protection solutions for backup, retention, and retrieval. Additionally, our staffed IT personnel is responsible for configurations and periodic updates to these systems. To ensure that data security is maintained, along with third party vulnerability tests conducted every 30 days; our firm has also implemented an incident response plan.</p> <p>Our incident response plan is tested every 90 days. IT personnel also ensures that our telephony system always remains secure and maintains its geographic resiliency to prevent the risk of downtime and protect sensitive data. Our Third-party testing and validation check against past, current, and future vulnerability threats include testing of our VPN and security systems against malware, viruses, hacking, and any other possible threats. We also hire an auditor annually to test our system capabilities. Our last yearly tests have revealed potential risks with a 10% likelihood of breach to our web-based call center applications which led to the implementation of higher-level VPN and firewall software as well as a time sensitive, two step authentication process for login. Our most recent penetration test revealed that all newly implemented data and IT security systems are fully secured that revealed little to no risk with a likelihood of 1%.</p>
5.	<p>Describe how you will securely print and mail documents.</p> <p>Bidder's Response: Currently we lease 12 Bizhub C360i from Konica Minolta, these printers come with a Secure network integration, data encryption, SSD overwrite, and advanced user authentication (<i>see attached data sheet</i>). Every time a Back-office Processors sends an item to print it has a job code attached to it that is only presented to that processor. The processor must go to any printer (jobs can be accessed from any 12 printers) and enter that unique job code in order to retrieve the job and release the job to print. This ensures that data is only accessible by the processor working on the case. We can also run a report by job code to see who, what and when jobs were printed. Once the job is printed the Processor reviews it for accuracy inside the mailroom and then place it themselves into a pre-stamped envelope and seal it. Once sealed it is dropped inside an envelope slit lockbox for the Mail Clerk who is 1 of 3 persons who have a key to the box, empties it 4 times a day and deliver it to our outgoing mail slot to be picked up by USPS. (<i>see the data sheet for the Bizhub C360i attached</i>)</p>
6.	<p>Describe how you will ensure that any data resulting from services provided is properly secured according to the requirements in this RFP and is not used, accessed, or disseminated by any method or for any reason not authorized by DHHS.</p> <p>Bidder's Response: Management Review of Internal Controls- CCC'S upper management, consisting of departmental heads as members, reviews the internal controls periodically, under the supervision of Chief Executive Officer (CEO). Every departmental head is responsible for presenting the internal controls evaluation report to other members of the management team. This brings in the transparency and ownership of internal controls. Through the review of internal controls, the management gets insights into the culture of compliance and possible fraud risks. Such reviews enable the application of required mitigation on a timely basis resulting in the avoidance of fraud incidents.</p> <p>Prevention of Fraud & Abuse- In order to prevent fraud occurring on our client accounts and to ensure employees are not abusing the system, our 8x8 platform allows for screen recording which is installed on every computer at all our offices. We increase agent performance with better visibility into their desktop activities so we can easily identify any efficiency gaps. Our 8x8's cloud-based communications services are delivered from globally diverse tier 3+ data centers. Currently, there are 15 private data centers in the U.S., Canada, UK, Amsterdam, Brazil, Australia, Singapore, Shanghai, and Hong Kong, along with 20 public cloud hosting facilities. Each data center is connected to the Internet through redundant Tier 1 Internet Service Providers, each capable of handling the entire data center traffic.</p> <p>The 8x8 Work UCaaS solution provides geographic component redundancy between data centers. UCaaS clients register with two data centers in an "Active-Active" configuration so that even in the event of a total loss of a data center, the client is able to re-establish a call immediately using the alternative data center.</p> <p>The 8x8 Contact Center solution provides component redundancy within each data center including a local hot standby platform that a customer's processing can be moved to, which is also used to provide seamless software updates. Additionally, for geographical HA the customer's Contact</p>

	<p>Center environment is replicated to another data center every 15 minutes. In the event the customer wishes to re-route traffic, the 8x8 Contact Center CCaaS solution provides the ability to divert incoming phone lines to either 8x8 Work extensions, queues/ring groups, or third-party phone numbers.</p> <p>CCC follows its FISMA/NIST 800-53 Policies and Processes, governed by sanctions, monitoring, and continuous training. Dedicated staff regularly completes internal audits, and external compliance audits are usually conducted annually. When a Job Description is created, the systems and access type requirements to those systems are included. A "SOX" form is filled in (Sarbanes Oxley process) to record the access request, and the owner of each IT System that requires access must individually authorize the change. The same happens for job role changes. Ongoing internal and annual external audits compare the access rights of individuals on the IT systems with those recorded in the SOX forms. This process is used for all data systems, not just Financial systems. Privileged accounts must be approved by designated management personnel, privileges are closely monitored to prevent excess privileges beyond least access RBAC.</p> <p>CCC utilizes a Single Sign-On for Authentication of employees with enforced Multi Factor Authentication, for all employees, using Okta.com as a Single Sign-On management system.</p> <p>For customers, CCC provides integration to third-party IdPs (Azure AD, OKTA, and others) via SAML 2.0 this allows customers to leverage existing Single Sign-On solutions and associated authentication policies and procedures.</p> <p>Alternatively, we can use our 8x8's built in account management solution which allows setting of password complexity to comply with best practices such as the latest NIST guidelines. Security PINs can be enabled for physical phone devices.</p> <ul style="list-style-type: none"> • Employees are prohibited from recording CVV2 numbers along with other sensitive data such as full magnetic stripedata and pin numbers. This rule applies to written information along with recorded calls or other forms of communication. • All agents working on a computer must be assigned a unique ID. The purpose of the ID is so that in the case of leaked, stolen, or corrupted information, it can easily be traced to a specific employee or someone else with an access ID. We were required to utilize 2-factor authentication, especially when allowing remote agents to access the network. <p>Additionally, we have video cameras installed throughout our entire offices, including the mail rooms so we can see if any items are being stolen. Agents also are not allowed to have a paper or pen at their desks, so they are unable to write any information down and they must lock all their personal belongings even their cellphones in a locker prior to starting their shifts.</p> <p><u>Waste prevention-</u> As it relates to waste prevention, envelope labeling is done through a machine thus eliminating human error and decreasing possibilities of waste. Paper distribution is done in teams with specified allocations and each print job have a person assigned to it and that person belongs to the team. Each week, the number of papers is cross-referenced with the pages on the print jobs. If there are discrepancies, that department is coached on waste prevention. Additionally, each paper that is discarded must go through our shredder it cannot be tossed in a bin.</p>
7.	<p>Describe your ability to meet the facility requirements for the printing functions?</p> <p>Bidder's Response: Our mail room is 2000 square feet and is fully equipped with industrial 12 Konica Minolta Bizhub C360i printers/scanners/fax combo and over 40 mail room attendants who specialize in document management. Our printers are on lease with Konica Minolta thus we have service level agreement in place to prevent any downtime, additionally: ink and paper are also covered under this lease and are order automatically through the printers' sensors. Our current PEBT contract with the State of Colorado require us to receive, send and update benefit letters to different user accounts throughout Colorado. Paper applications are received and uploaded to the system for processing and correction where necessary. Benefit letters or corrections are mailed out daily to Colorado residents.</p> <p>Our mail room attendants specialize in document review for data verification, translation, and conversion to digital media to maintain a secure records management system. We will utilize 80% of our existing Mail room Processors to service the State of Nebraska DOH contract and will hire additional staff that maybe required to cover the expected volumes.</p> <p><i>(see specs on our Bizhub C360i printers attached)</i></p>

8.	<p>Describe your approach to workforce planning, including the speed, agility, and flexibility necessary to match your workforce to the fluctuating demand of this contract. Response should include a description of equipment provided to staff.</p> <hr/> <p>Bidder's Response: There shall be a total of 175 employees servicing the contract. This includes 125 contact center agents and 50 mail room personnel. None of the work carried out shall be subcontracted. Of the 175 employees, a total of 85 have already been staffed from our current team and the remaining shall be new hires. Of the 175 employees on the contract; all will be stationed and operating from our headquarters Atlanta and our branch office in Florida and shall be dedicated staff.</p> <p>We intent to combat volume variability and surge requests with an additional 50 agents who are non-dedicated staff. These individuals currently service other contracts on an as needed basis and are considered 'floater' agents. Should the need arise; Our firm is prepared to meet this request with reasonable notice. We are very flexible in handling surge support requests since we have at our disposal the 50 floater agents as well as network of highly experienced recruiters. Our floater agents and management team would seek to serve as surge support until permanent agents have been recruited and trained.</p> <p>Our designated trainers would execute a highly efficient training plan ensuring agents meet the 90% quality assurance target in the shortest possible time. Complete Contract Consulting incorporates a reoccurring monthly recruitment every 16th -18th of each month to ensure there are always backup/standby potential staff. Due to this effort, we take two weeks maximum to fill positions, inclusive of recruiting, onboarding and training (depending on material being covered).</p> <p>We have had to scale up and down operations for a number of clients. One in particular was the Colorado Department of Health P-EBT contract which required various number of staff as the volume of calls changed as the rise and fall of positive COVID-19 cases fluctuated, different application programs they were running and whether or not schools were re-opening fully or operating on a hybrid model. For this contract, our base effort was 150 agents, scaling anywhere from 22-205 agents throughout the contract.</p> <p>Our pre-employment screening model includes:</p> <ul style="list-style-type: none"> • Employment Verification - this is used to verify various aspects of the candidate's work history from experience with another company to legal residency in the US. Our firm also uses e-verify, from the Department of Homeland Security to check work authorization for the US. • Reference Check- we reach out to all references provided to ensure that they can vouch for candidates. • Social Media Profiling - we review the candidate's publicly shared social media data to identify candidate's trends and post that are placed online. This is vital in aiding to determine if a candidate is the right fit for DECE or if that candidate would be able to handle confidential information. • Local Police Record Check - this check is performed in the candidate's local municipality location to identify criminal charges or arrests that may have been made but not yet filed. • International Criminality Check - this check is performed on candidates who have lived outside of the United States for a period of 6 consecutive months. This also includes a complete nationwide criminal history check. • Civil Litigation & Bankruptcy Check - here is where the firm checks the County of residency for the applicant for any previous or pending civil cases. • Background Checks - All Complete Contract Consulting Call Center Agents undergoes a Level 1 background check at on-boarding. Agents assigned to this contract, upon award, we undergo a Level II background check. <p><u>Equipment Description</u> All our employees receive the following equipment: Windows Computers</p> <ul style="list-style-type: none"> ▪ Operating System: Windows 10 ▪ Memory: Minimum 4 GB, Preferred 8 GB+ ▪ Processor (CPU): Any 32-bit or 64-bit running 2 Gigahertz (GHz) or faster ▪ Graphics card that supports Direct3D 11 Video ▪ Installation of the latest VMware Horizon Client -Noise cancellation headphones
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9.	<p>Describe your quality monitoring processes.</p> <hr/> <p>Bidder's Response: Quality Assurance Quality assurance (QA) is the cornerstone of our call center management efforts. Quality Supervisors and Quality Specialists are responsible for maintaining quality assurance and shall always be available to the State during 8:00 AM through 6:00 PM Central time, Monday through Friday. This is because optimizing QA practices will help to enhance the quality of the service our team provides to our customers, increase their efficiency, and reduce wasteful spending.</p> <p>All quality assurance plans include the following:</p> <ul style="list-style-type: none"> • We evaluate potential call center agent candidates for essential customer service skills to ensure that they are capable of meeting contract deliverables Proposal Response for the Lifeline and Affordable Connectivity Program RFP for Business Process Outsourcing and Call Center Services • Our QA guide which can be found on our knowledge base, GURU, includes an overview of quality assurance best practices, as well as how an agent's performance will be measured and how they will be provided feedback based on their performance. • We routinely engage in silent monitoring of live calls, in vivo observation of call center agents and listen to recorded calls systematically. • We focus our resources on high value calls as well as routine calls. • We rate these calls using a call scoring and evaluation form and calibrate our ratings with a rating team • We incorporate customer feedback obtained from post-call IVR surveys into our QA process as a variable in quality scorecards of agents • We assess the performance of each individual agent, team, department, and the call center as a whole and provide relevant metrics bi-annually to all parties with a vested interest. • We create a culture of continuous improvement by requiring peer-to-peer evaluations and self-evaluations of calls • We include our QA specialists in agent coaching sessions to provide both qualitative (i.e., examples from call recordings, customer feedback, etc.) and quantitative (i.e., scores from evaluation forms) feedback based on the agent's performance • We provide concrete examples of how we would like the agent to improve their approach to interacting with callers if needed. • We role play examples with the agents during coaching so that they can develop a more comprehensive understanding. • We engage in whisper coaching to help guide the agent to success when learning to implement a new technique or approach to interacting with callers. • We create remediation plans (i.e., shadow a more experienced agent, have a call center manager whisper coach them, engage in self-evaluation, etc.) for agents who consistently fail to make improvements based on our feedback. • We ensure that our QA specialists, customer satisfaction specialists and call center managers meet at least weekly to enhance collaboration. • We supplement our onboarding and coaching sessions with systematic intervention sessions including the QA specialists, call center managers and customer satisfaction specialists. • Every year we utilize a third-party consulting firm to periodically evaluate our QA process objectively and provide our team with an unbiased feedback and suggestions for improvement. • We also leverage call center software with a reporting dashboard that provides the metrics that are of most interest to our team as well as call monitoring and call recording capabilities. <p>Customer Survey/Satisfaction After the closure of each call, each Agent will present to the customer an opportunity to receive an "After Call Survey" this allows each caller to provide feedback on their experience with our Agent using the TeleVoIPs phone service (8x8). At the end of every inbound call, the customer is automatically transferred to a customizable announcement to fit the needs of USAC feedback requirements.</p>
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	<p>We will ensure we provide no more than 5 questions to the caller, the State can provide questions or review and approve the questions the firm suggests. The caller will make their selection using their touch tone keypad from a scale of 1-5 where 5 represents the highest possible scores. Each month the Call Center Manager will run reports to determine the Customer Satisfaction levels of the State account and will provide feedback and coaching as required based on the results of the surveys.</p> <p>Callers also have the option to leave a recorded message if they would like about their interaction with the agent. <i>(see sample of our QA structure attached)</i></p>
10.	<p>Describe your ability to meet the timelines established in this RFP for reporting and quality monitoring.</p> <p>Bidder's Response: We believe in order to meet the established timelines and quality in this RFP we must have a "Stand-up process"</p> <p>Our Stand-Up efforts will include our kick of meetings. During this meeting we will ensure that we are covering the administrative policies. When the kickoff meeting is done the next steps are getting acquainted with who has what role on the project to ensure, the proper lines of communication are met.</p> <p>For a smooth transition, we will collaborate with the State to do mock trials; we will run mock tests, mock calls, test call quality to ensure that once we go live everything is up to standard as outlined in our implementation plan. To ensure that CCC and the State retain a great business relationship we will incorporate feedback, this can be done through our various channels of communication, In person or virtual such as meetings, phone calls, emails etc. We will always be available and ready to facilitate or accept feedback from the State.</p> <p>Once we are awarded, we will have training which will cover the State processes and with that, training the train the trainer can begin. This will be done within the preliminary stages (See implementation plan) . We will also develop a centralized knowledge base where both parties have access to all the information that will be needed to execute this project. In the Stand-Up Phase, we can discuss developing a contingency plan that's mutually beneficial. We will then set the precedence of setting our regular check ins- and retraining sessions.</p> <p>However, we are able to provide reporting on a daily, weekly, monthly and quarterly basis. We are also able to provide a real time dashboard of calls received, outreach made and daily outgoing mail. The state will be able to see in real time if there any calls in queue, the number in queue and how long they have been waiting. As it relates to quality monitoring, we agree to monitoring 15% of the calls received on a weekly basis and to ensure that each agent on the account can receive quality monitoring at 5 times per month. <i>(please see our reporting template that we utilize attached)</i></p>
11.	<p>Describe your maximum call capacity and the timeframe required to increase call capacity.</p> <p>Bidder's Response: Our telephony system will receive each of the call queues on separate dedicated phone number and can also provide multiple skill groups or queues and can handle at least 2,500 concurrent calls without callers experiencing fast-busy signals, dropped calls, or other service disruptions.</p> <p>For scaling of staff we require a minimum of 3 days to activate our floater staff. For permanent increases we require 2 weeks to hire and train.</p>
12.	<p>Describe your capacity of in-house trainers and approach to on-boarding new call center staff to the project.</p> <p>Bidder's Response: Our firm has had extensive experience with standing up call centers and tools with government agencies. Our contracts with the Wisconsin DECE, the Colorado Department of Human Health Services PEBT Program, and Idaho P-EBT Program all required strict adherence to the Federal Information Security Management Act ("FISMA"). For all the contracts listed above, our firm was required to implement and maintain the following basic guidelines;</p> <p>Currently we have 8 in house trainers 3 (2 English and 1 Spanish) of those trainers will be utilized to provide training for this contract through a train the trainer process.</p> <p>When onboarding new employees, our trainers will provide training to them through a virtual process using our 8x8 platform.</p> <ul style="list-style-type: none"> All Agents are trained annually to remain compliant. It's not practical to train agents once and expect them to retain everything. Our Call center agents needed to keep their knowledge of policies and procedures fresh and updated. That means every year, we had to conduct agent training that covers the regulations issued by TCPA, HIPAA, PCI-DSS, and other organizations.

- Our firm had to maintain HIPAA, FERPA, TCPA, and of course FISMA compliance by up-training all employees at least once per year.
- We were required to have VPN installed on every computer with a PingID and multi-factor authentication before the agents could access the government sites.
- Each agent had to go through IT Security awareness training and receive a certificate of completion, administered by the particular government agencies before they could be given access to their platforms.

On-going Training

Our firm is committed to ensuring that:

- Each agent will receive an initial 30 days training on the entire program, and then shall participate in no less than 6 hours of refresher training each quarter. Refresher training shall include practice calls that simulate real calls.
- Mandatory yearly HIPAA Compliance and FERPA training for all agents.
- Bi-annual data security and confidentiality training.
- Annual soft skills refresher training

Please see below for a sample of one of our scripts used in the annual soft skills training and a link to a sample of what our monthly Quality Report looks like for one of our clients (some data has been adjusted). Link to monthly QA report: https://docs.google.com/spreadsheets/d/1qeUnyeq8vD7Cel3p_Aq4KEs58Lg1pRqUmi62ntHTq38/edit?usp=sharing

Our firm will be sure to utilize our customer service and script best practices while working in tandem with both the State and other State contractors as needed to support and provide input into to the design of workflows, portals, customer relationship management interfaces (“CRM”) and any technical component directly impacting the efficiency of the business process outsourcing services (“BPO Services”).

We will also ensure that all staff are trained on and in compliance with all applicable FCC rules, State policies, procedures, and operations and other applicable federal and state laws.

Additionally, all agents benefit from our professional development day held every quarter where we invite honorary speakers and instructors monthly, to give talks or trainings on Project Management, IT Service Management, Business Relationship Management, Motivation and Communication skills training. We like to end these monthly initiatives with team building activities that boost morale and encourage a healthy work environment. We believe that this encourages staff to reach their highest potential, thus growing within our firm, maintaining a fruitful employee-company relationship.

We also believe that it is important for employees to have adequate resources at their disposal to increase their professional skills. Our aim is to develop all rounded, proactive thinkers. This has proven to increase productivity levels and decrease operation costs. We seek to prepare employees for longevity within our company and satisfy the recommendations of all future performance appraisals. By increasing their skill sets, both as part of and outside of their job descriptions, employees will be able to advance their career and integrate more fully into management roles creating space for newer agents, thus maximizing staff retention, and growing all companies involved.

Not only is active listening and empathy a huge component of our customer service training, but to ensure that each caller is heard, and their needs are met, we currently implement the following best practices in our customer service model.

1) Add summary phrases and questions to call scripts.

a. For all our contracts, agents are required to receive a ‘yes’ from a caller when asked if all their issues have been resolved before ending a call.

2) Agents are required to repeat callers’ issue or concern to them for confirmation before proceeding to offer any resolution. This lets the caller know that not only are we actively listening, but we intend to resolve all queries and concerns.

3) Agents are also required to aim for a one call resolution. Repeat callers are often disgruntled callers. Repeat callers are also avoided at all costs in emergency situations.

4) We also afford all callers the option of participating in a survey. All customers have the option to choose a survey after each interaction. By way of a touch tone response the caller provides their feedback on the overall call and process and the caller is even given an opportunity to leave a recorded response or a number between 1-5, 5 being the highest level of customer service. All surveys are automatically collated by the system and reports can be pulled at any time. Reports are pulled in a spreadsheet that can be tailored to isolate any chosen variable and are used in coaching and calibration sessions to ensure customer satisfaction

	Describe your staff retention policies and the average employee length of service.
13.	<p>Bidder's Response: Currently, our turnover rate for our call center is at 12%, this is 60% lower than the average call center rate of 30-40%. With an average length of stay for 7 years. At Complete Contract Consulting we believe there are four (4) crucial elements to ensure our staff retention. Two of these are:</p> <ul style="list-style-type: none"> • Hiring the right staff - All CSAs are required to have at least 3 years of call center experience and a high school diploma or G.E.D. Our pre-employment screening model ensures that all agents selected are qualified and exceed industry standards before onboarding. Our pre-employment screening model includes: Employment Verification; Reference Checks; Social Media Profiling; Local Police Record Check; International Criminality Check; Civil Litigation & Bankruptcy Check; and Background Checks. • Additionally, our firm participates in the "Second chance program" for ex-felons. This program objectives are to decrease the number of ex-felons who become homeless and unemployed eventually repeat of crimes, to assist ex-felons in obtaining employment and managing finances so they may re-establish a positive self-sufficient lifestyle, to reunite ex-felons with their families and teach them the life skills necessary for daily living through counseling and training services and to assist with continued education (e.g., GED, additional computer training). <p>By partnering with the Fulton County in Georgia and through One Step of Faith Ministries Incorporated, our firm receives weekly list of non-violent crimes ex-cons who have undergone extensive training (education and secular) of which we review, interview and test. Upon passing, these individuals are offered a job in our firm on accounts that allows for their service handling. Individuals under this program tend to stay longer in our firm and move on to higher positions within the firm due to a sense of belonging and gratitude. Also, because we offer services to a vast number of clients and several different services, if an employee is not performing well under a particular account, we are able to transfer them to another account which maybe a bit easier to service.</p> <p>Complete Contract Consulting also participates in the "Refugee for Work Program" and the "L1 Visa program" Through our partnership with International Rescue Committee (IRC) our firm is able to hire, legally authorized to work Refugees who maybe new to the US and seeking employment and becoming acclimated into society. Through our partnership we can find potential employees who meet our required education and skill-set and are able to place them on several accounts for our clients. Since we offer remote work for majority of our Agents, these refugees are located nationwide through the US and IRC provides them with hospitality and accommodation and our firm provides them with employment so they can feed and care for their families. These refugees stay with us for years and move on to several positions within the firm due to a sense of appreciation, loyalty, and love. For Complete Contract Consulting this means more to us than just providing a competitive salary.</p>
14.	<p>Describe your ability to meet the reporting requirements set forth in Section V.C.2. including ad hoc reporting capabilities.</p> <p>Bidder's Response:</p> <p>Reporting</p> <p>Our firm would also like to extend our commitment to monitoring and reporting key performance indicators. At a minimum the following list of reports will be provided on a daily/weekly/monthly/quarterly and yearly occurrence. Reports will be stored in a secure cloud-based database for the full term of the contract or longer, as needed by the agency. We will send reports by email to the point of contact(s). Audio files and other recordings will be provided via secure email. Since all interactions are recorded, we are able to record and report a host of key performance indicators to include;</p> <ul style="list-style-type: none"> • Call Detail Report • Incoming Call Reports • Abandoned Call Report • Hold Time Report • Speed of Answer Report • Handle Time (Call length) Report • Quantification of agents logged in to accept calls • Performance reports – system up / downtime, monthly turnover rate, average time in queue, average call duration, number of calls handled per hour, number of staff on duty daily,

	<p>number of calls transferred to member coaches and/or state or other agencies, problem/complaint resolution log.</p> <ul style="list-style-type: none"> • Mail and form processing reports – e.g., number of documents received number of documents that were digitized with OCR vs. manually, pages digitized per piece of mail (if needed). • Consumer outreach reports – e.g., number of outreaches sent (broken down by channel), number of mailed or emailed documents returned as undeliverable, length of robo-call / IVR outreaches (if needed). • Ad hoc reports that may be required • Customer Satisfaction Report, and many more! <p><i>(see a sample of our reporting attached)</i></p>
15.	<p>Describe how DHHS staff will access your Automated Call Distribution (ACD) software to view real-time wait times and available call capacity.</p> <p>Bidder's Response: We will provide the state with two (2) supervisors access to the platform to allow for monitoring of cases and dynamic metric visibility; double jacking and other monitoring capabilities. We will train the state on how to utilize and access our system</p>
16.	<p>Do you use an off the shelf Customer Relationship Management system, or one developed in house? If off the shelf, please specify the product and company. Please describe the capabilities of the Customer Relationship Management systems in use.</p> <p>Bidder's Response: We will implement Our off the shelf call center platform called 8x8, it integrates all the technologies needed to carry out all the services outlined in this solicitation. It is a web-based platform, that uses computer telephony integration to facilitate inbound, outbound, transfers, routing, call forwarding and all the relevant processes that make up a call center solution. We currently use the most recent model updated in 2021; release 9.12. It also includes its very own Automatic Call Distributor. Our telephony software is capable of the high availability the state needs with built in redundancy and scalability. 8x8 also includes technology that allows for webinar, telephone conference, etc., and possesses the capacity to quickly and effectively provide timely information to agents and the state daily. Our contact center system also allows for seamless email, and text message and MMS capabilities. Text messaging, email, and translation services as part of Case investigation and active monitoring can be included in our services to the state and our agents shall record and catalog all individual calls, texts, and all other communications.</p> <p>We are more than capable of providing letters of authenticity and for isolation and quarantine release by secure e-mail, postal mail, or other electronic means. Letters will be generated by the system upon instruction from the state. It also includes Predictive Dialer Technology (PDT) as well. Our PDT empowers agents to connect with customers more effectively, and boost conversion rates as well as customer satisfaction. The progressive and predictive dialing modes calls numbers automatically from campaign calling lists, screen for busy signals, voicemail, no- answers, and disconnected numbers, connecting agents to only live-answered calls.</p> <p>8x8 has a fully customizable system with different user interfaces to include agent, supervisor, admin, etc. The Supervisor interface that will be provided to the state allows for all calls to be recorded and monitored live. Multiple users can monitor simultaneously. Our call center platform's IVR system is integrated into the platform and allows for a self-service option powered by speech analytics and artificial intelligence. An intuitive call flow can be built in minutes using a text to speech option allowing speed and accent control.</p> <p>8x8 allows for backup and IVR/telephony system and is compatible to build a bridge with current state systems for transfer of calls from state phonelines directly to our contact center and to transfer calls from our Contact Center back to state offices. Our software platform can be freely accessed from a remote location and used anywhere via internet access. The Cloud has built-in geographic resiliency and security software to include industry standard malware and VPN to mitigate the risk of downtime and protect sensitive data. It has a range of offsite and hybrid cloud-based data protection solutions for backup, retention, and retrieval as well as cloud enabled DR solutions.</p> <p>Our call center platform also has an integrated switchboard operator that allows for routing between multiple toll-free numbers. We can provide up to three toll free numbers to the state as well as record and implement up-front and hold messages in both English and Spanish as needed by the state. It also uses automatic call distributor technology that analyzes incoming calls and distributes them</p>

	<p>based on specific instructions that define how the calls are to be handled. These instructions are set and configured by our IT personnel to suite our clients' needs. We also have the option of Dynamic Network Routing which includes call-by-call, skills-based routing, and uses customer-defined business rules (like IVR); designed for sophisticated customer segmentation strategies. All agents are provided the call center platform.</p>
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Statewide Contract (name of state agency withheld) with Department of Human Services
SERVICE LEVEL REPORT SUMMARY

	Inbound Calls QC Average	Emails QC Month Average	ChatsQC Month Average	Overall Team Average
Team Lead A Team	98%	99%	99%	99%
Team Lead B Team	98%	91%	100%	96%
Team Lead C Team	95%	95%	100%	96%
Total Channel Average	97%	95%	100%	97%

CALL CENTER QC AVERAGE
97%

Range of Service Levels	
Excellent	90% - 100%
Satisfactory	85% - 89%
Needs improvement	70% - 84%
Critical	0% - 69%

AGENTS SERVICE LEVEL REPORT
INBOUND CALL

Team Lead A's Team									General Counter		
		September 1-10	September 12-17	1st fortnight	September 19-24	September 26-30	2nd fortnight	Total Month Average	Agent's Coaching Recommendations		
N.	Agent	Service Level %	Service Level %	Agent Average	Service Level %	Service Level %	Agent Average			1st week Inbound calls	
1	Agent 1	100%	100%	100%	99%	99%	99%	99%	Listened calls	127	
2	Agent 2	100%	99%	99%	100%	100%	100%	100%	2nd week Inbound calls	649	
3	Agent 3	99%	98%	98%	98%	91%	94%	96%	Listened calls	103	
4	Agent 4	99%	98%	98%	100%	100%	100%	99%	3rd week Inbound calls	679	
5	Agent 5	98%	99%	98%	99%	-	99%	99%	Listened calls	108	
6	Agent 6	-	99%	99%	96%	-	96%	98%	4th week Inbound calls	538	
7	Agent 7	-	-	-	-	-	-	-	Listened calls	74	
8	Agent 8	98%	90%	94%	99%	98%	98%	96%	Tier2: Email / Chat / SMS handling.	Total Site Inbound calls	2736
9	Agent 9	-	-	-	-	-	-	-	Tier2: Email / Chat / SMS handling.	Total listened calls	412
10	Agent 10	-	-	-	-	-	-	-	Tier2: Email / Chat / SMS handling.	15% GOAL	15%
11	Agent 11	-	-	-	-	-	-	-	Team A Team Counter		
12	Agent 12	-	-	-	-	-	-	-	1st week Inbound calls	349	
Weekly Team Average		99%	97%		99%	97%	Team Average	98%	Listened calls	49	
									2nd week Inbound calls	285	
									Listened calls	44	
									3rd week Inbound calls	233	
									Listened calls	39	
									4th week Inbound calls	121	
									Listened calls	19	
									Total Inbound calls	988	
									Total listened calls	151	
									Team B Team Counter		
									1st week Inbound calls	215	
									Listened calls	36	
									2nd week Inbound calls	103	
									Listened calls	21	
									3rd week Inbound calls	114	
									Listened calls	23	
									4th week Inbound calls	133	
									Listened calls	18	
									Total Inbound calls	565	
									Total listened calls	98	
Team Lead C's Team											

		September 1-10	September 12-17	1st fortnight	September 19-24	September 26-30	2nd fortnight	Total Month Average	Agent's Coaching Recommendations	Team C Team Counter	
N.	Agent	Service Level %	Service Level %	Agent Average	Service Level %	Service Level %	Agent Average			1st week Inbound calls	306
1	Spanish Agent 1	99%	98%	99%	100%	99%	100%	99%	The agent didn't provide the correct information and did not show soft skills in one call. The agent did not close the call correctly. The agent didn't provide correct information and did not rely on the P-EBT Resources	Listened calls	42
2	Spanish Agent 2	95%	92%	94%	84%	-%	84%	90%		2nd week Inbound calls	261
3	Spanish Agent 3	86%	97%	92%	98%	97%	97%	94%		Listened calls	38
4	Spanish Agent 4	88%	98%	93%	99%	98%	98%	95%		3rd week Inbound calls	332
5	Spanish Agent 5	98%	98%	98%	98%	98%	98%	98%		Listened calls	46
6	Spanish Agent 6	-%	-%	-%	-%	93%	93%	93%		4th week Inbound calls	284
Weekly Team Average		93%	96%		96%	97%	Team Average	95%	Listened calls	37	
Team Lead A's Team											
		EMAIL			SMS/ CHAT			Total Month Average	Agent's Coaching Recommendations	Email/Chats Counter	
N.	Agent	September 1-17	September 19-30	Month Average	September 1-17	September 19-30	Month Average			Total Emails received	561
1	Agent 1	100%	100%	100%	-%	-%	-%	100%	Total Emails evaluated	86	
2	Agent 2	100%	98%	99%	100%	100%	100%	99%	Total Chats received	541	
3	Agent 3	-%	-%	-%	97%	100%	98%	98%	Total Chats evaluated	81	
4	Agent 4	-%	-%	-%	-%	-%	-%	-%			
Team Average				99%			99%	99%			
Team Lead B's Team											
		EMAIL			SMS/ CHAT			Total Month Average	Agent's Coaching Recommendations		
N.	Agent	September 1-17	September 19-30	Month Average	September 1-17	September 19-30	Month Average				
1	Agent 1	-%	-%	-%	-%	-%	-%	-%			
2	Agent 2	85%	85%	85%	99%	99%	99%	92%			
3	Agent 3	97%	97%	97%	100%	100%	100%	98%			
Team Average				91%			100%	95%			
Bryan Cano's Team											
		EMAIL			SMS/ CHAT			Total Month Average	Agent's Coaching Recommendations		
N.	Agent	September 1-17	September 19-30	Month Average	September 1-17	September 19-30	Month Average				
1	Spanish Agent 1	98%	91%	95%	100%	100%	100%	97%			
2											
3											
Team Average				95%			100%	97%			

8x8 Applications Panel

- Contact Center Agent (Live monitoring)
- Quality Management & Speech Analytics (QMS)
- Analytics for Contact Center
- Customer Experience and Post-Call Survey Analytics



Using 8x8 to Live Monitoring



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

The screenshot displays the 8x8 Monitoring interface. At the top, there are navigation icons for a folder, calendar, and user profile, followed by the text 'Monitoring' and a user icon. Below this, the 'Monitoring' title is shown with a sub-menu containing 'Queue Management', 'Campaign Management', 'Agent Management' (which is selected), 'Playback', and 'Setup'. A filter bar includes 'Real time', 'Last 30 Min', 'From beginning of day', and a blue 'Monitor' button. A checkbox for 'Logged in' is present. The main area is a table with the following columns: Agent, Status, Time on Status, Phone 1, Phone 2, Max Concurrent Chats, Active Customer Chats, Longest Active Chat Duration, and Action. The table lists several agents under the heading 'CO SPANISH AGENTS'.

Agent	Status	Time on Status	Phone 1	Phone 2	Max Concurrent Chats	Active Customer Chats	Longest Active Chat Duration	Action
CO SPANISH AGENTS								
Alvarez Angelica	Logged Out	45d:10h	available	available	1	0	00m:00s	👁
Bertha Reyes	Logged Out	45d:10h	available	available	1	0	00m:00s	👁
Brayan Cano	Waiting	01h:00m	available	available	1	0	00m:00s	👁 🗨
Christian Hernandez	Logged Out	45d:10h	available	available	1	0	00m:00s	👁
Danna Fernanda	Logged Out	45d:10h	available	available	1	0	00m:00s	👁
Digna Santos	Break	06m:02s	available	available	1	0	00m:00s	👁 🗨
Juan Flores	Logged Out	20m:54s	available	available	1	0	00m:00s	👁
Juan Camilo Moreno	Work Offline	02h:19m	available	available	1	0	00m:00s	👁 🗨
Juan David Plazas	Waiting	36m:23s	available	available	1	0	00m:00s	👁 🗨

Live monitoring tab

Queue Management > Real Time

Agent Management > Monitor

Playback > Phone / Chat

Setup > Queues / Groups to Supervise

Quality Management & Speech Analytics



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

The screenshot displays the 8x8 Interactions dashboard. At the top, there's a navigation bar with '8x8' and 'INTERACTIONS' labels, and a 'Support' button with a user icon 'JC'. Below this is a filter bar with 'TODAY' and a date range selector set to '01/01/2022 12:00 AM - 01/31/2022 11:59 PM'. A search bar contains filters for 'Interaction direction is Inbound' and 'Agent name is Sanisha Allen', with a 'Search' button. The main area shows a table of interactions:

INTERACTION TYPE	AGENT NAME	INTERACTION DIRECTION	INTERACTION DURATION	↑ MAIN GROUP	CALLER NAME
📞	Sanisha Allen	✓	00:03:56	Colorado P-EBT	WIRELESS CALL...
📞	Sanisha Allen	✓	00:09:45	Colorado P-EBT	WIRELESS CALL...
📞	Sanisha Allen	✓	00:05:42	Colorado P-EBT	WIRELESS CALL...
📞	Sanisha Allen	✓	00:00:00	Colorado P-EBT	WIRELESS CALL...

Below the table is a 'Show Timeline' button. On the right, a detailed view for 'Sanisha Allen' is open, showing 'interacting with WIRELESS CALLER' and 'Interaction Details'. It includes a filter for 'INBOUND', a 'Journey map' link, and fields for 'Agent name: Sanisha Allen' and 'Agent ID: agzIq00pDdSliJ7eBvAask2A'. At the bottom, there's a '160 RESULTS' indicator and a playback interface with a timeline, volume control, and a '5.10' label.

Interactions tab

Recorded call log

Search by agent name, date and inbound calls queue

Call timeline (call duration and hold times)

Add Evaluation*

Post-call survey information

Quality Management & Speech Analytics



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

8x8 LIVE MONITORING Support JC

Live Monitoring Filter and search Search

64 agents Agent Console connected Workplace phone 15614895836 Agent captures updated 1 second ago

Agent	Status	Time	Interaction
8x8 Support	Not installed	599:45:34	-
Alexis Grant	Not installed	66:36:48	+15614895609
Alvarez Angelica	Not installed	1078:40:02	02/11/2022
Amanda Parker	Connected	00:38:10	02/22/2022

5.10

Live monitoring (Screen recording)

Monitor

View screen (screenshots)

Record screen

Quality Management & Speech Analytics



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

The screenshot displays the 8x8 Evaluations interface. At the top, there's a header with '8x8 EVALUATIONS' and a 'Support' link. Below the header, there are filters for 'Interaction Date' (10/01/2022 12:00 AM - 10/31/2022 11:59 PM) and a search bar. A table lists evaluation records with columns for Evaluation Date, Interaction Date, Overall Score, Agent Name, Evaluator, and Main Group. A detailed view for 'Juan Flores' is open on the right, showing interaction details like 'INBOUND', 'Journey map', 'Agent name', 'Agent supervisor', 'Interaction duration', 'Hold duration', and '8x8 Case Number'. At the bottom, there's a 'Show Timeline' button and a waveform visualization.

EVALUATION DATE	↑ INTERACTION DATE	EVALUATION OVERALL SCORE	AGENT NAME	EVALUATOR	MAIN GROUP
10/14/2022 10:34 AM	10/04/2022 12:51 PM	100%	Akide A. Phillips	Dahzee Dixon	Georgia Aquarium
11/01/2022 07:32 PM	10/04/2022 12:56 PM	100%	Juan Flores	Josue Correa	CO SPANISH AGE...
10/06/2022 09:15 AM	10/04/2022 02:26 PM	82%	Juan Camilo More...	Cardenas Enrique ...	CO SPANISH AGE...
10/12/2022 03:00 PM	10/04/2022 02:35 PM	98%	Andres Velasquez	Cardenas Enrique ...	CO SPANISH AGE...
10/12/2022 01:11 PM	10/04/2022 03:25 PM	99%	Anna-Kaye Semoy	Dahzee Dixon	Colorado P-EBT
10/14/2022 09:48 AM	10/04/2022 03:57 PM	100%	Romario Reid	Dahzee Dixon	Colorado P-EBT

Evaluations Tab

Evaluation Overall Score

Export to email

DT

Evaluation Report

for Damion Thomas speaking with WIRELESS CALLER

99%



Met Default Goal with threshold 90% by receiving 99/100 PTS

🕒 06:51 📅 Call Center QC Score Card (Inbound calls)



1. Mandatory Checklist

Avg Score

EVALUATION QUESTION

ANSWER

POINTS

1.1. Did the CSR open the call correctly?

Yes

0/0

1.2. Did the CSR completely and correctly verify the caller?

Yes

0/0

1.3. Did the CSR close the call correctly?

Yes

0/0

1.4. Did the CSR achieve first call resolution? (service levels)

🗨 Josue Correa • 04/27/2022 06:48 PM

A card replacement was performed in EDGE and the customer was informed about the 7-10 business days delivery.

Yes

0/0

1.5. Did the CSR demonstrate soft/active listening skills?

🗨 Josue Correa • 04/27/2022 06:45 PM

The agent was empathetic and quite helpful, expressed with good diction, good pronunciation, and a formal tone of voice. Professional customer support was provided.

Yes

0/0

1.6. Did the CSR inform the customer about the survey?

Overall Comments

🗨 Comments (1)

JC Josue Correa 04/27/2022 06:52 PM

Case number 105641

*Ms. Duran called to request a P-EBT card replacement.

There was a good handling of the call, the agent provided the best resolution to the customer's concern.

(!) It was observed that the agent was having some internet connection issues that affected the length of the call.

Comment

Agent Details

Agent ID: ag8IGtbPTfSjOZ9GNLak21Ew

Group:

Colorado P-EBT



Evaluation Report

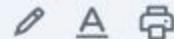
for Damion Thomas speaking with WIRELESS CALLER

99%



Met Default Goal with threshold 90% by receiving 99/100 PTS

🕒 06:51 📅 Call Center QC Score Card (Inbound calls)



2. KPIs	Avg Score	94.44%
---------	-----------	--------

EVALUATION QUESTION	ANSWER	POINTS
2.1. Call Handle Time < 7 mins (address update for multiple children graded with discretion) 🗨️ Josue Correa • 04/27/2022 06:47 PM The agent had to update one child account on EDGE, however the call lasted more than expected. One point deducted for each minute after 7 minutes of interaction.	7	7/8
2.2. After Call Work < 2 mins	5	5/5
2.3. Followed Proper Hold Procedure <2 mins		
🗨️ Josue Correa • 04/27/2022 06:47 PM The agent placed the customer on hold once or more times, not exceeding two minutes.	5	5/5

3. Technical Skills	Avg Score	100.00%
---------------------	-----------	---------

EVALUATION QUESTION	ANSWER	POINTS
3.1. Searched G-link/P-EBT Resources for Info (used appropriate language and phrasing)	20	20/20

Agent Name: N/A
 Evaluation Date: 04/27/2022 06:52 PM
 Template: Call Center QC Score Card (Inbound calls)
 Interaction Date: 04/15/2022 12:20 PM
 Interaction Duration: 00:08:03
 Interaction GUID: [int-1802e3cc79f-6GZWvOlyORQAoWlxVgEMPudyH-phone-03-completecontractc01](#)
 Evaluated By: Josue Correa
 Evaluation ID: 232

Quality Scoring Trends

Average Scores

125

100

Quality Management & Speech Analytics



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

REPORTS / AVERAGE QUALITY SCORES REPORT Support JC

Evaluated Date: This Month

Filter and search ☆ Search

Edit ×

Average Quality Scores

Metric: Average Quality Score (Evaluations)

Add Columns: Add Columns

Report Layout: Group By: Group

Then By: None

Save Reset Preview

Agent/Speaker 1	Hire Date	Avg Duration	Josue Correa	Sharna Barnes	Overall
Group Colorado P-EBT					
Juan David Plazas	2022-01-05	00:07:41	100% (1)	-	100% (1)
Sanisha Allen	2021-06-08	00:04:53	0% (1)	0% (1)	0% (2)
Colorado P-EBT Subtotal	-	00:05:49	50% (2)	0% (1)	33.33% (3)
Grand Total	-	00:05:49	50% (2)	0% (1)	33.33% (3)

Additional Filters: i

Reports Tab

QUALITY EVALUATION REPORTS

Average Quality Scores

Quality Scoring Trends

Evaluation Summary

Quality Management & Speech Analytics



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

8x8 SETTINGS / QA TEMPLATE EDITOR / CALL CENTER QUALITY CONTROL SCOR... Support JC

USER Filter Templates

Users

Groups

Roles

QUALITY ASSURANCE

QA Template Editor

Goal Settings

SERVICE

Screen Recorder Profiles

APPLICATION

Information Display

Labels

Reporting

System Summary

4 TOTAL RE... << PAGE 1 OF 1 >>

↑ TEMPLATE NAMES

Call Center Quality Control Score C...

SAMPLE - Advanced Functions Tem...

SAMPLE - General Customer Servic...

SAMPLE - Introductory Template

Call Center Quality Control Score Card (Phone) Import Export New Copy Save

Evaluation template name: Call Center Quality Control Score C...

Lock Allow Overall Comment Allow N/A Enable

Template Type: Calls Other Messages Voicemails

This template cannot be modified because it was used to evaluate interactions.

Possible points (160) 100 %

Possible Points With Bon... 100 %

Evaluations performed on this template : 4

Evaluations pending in draft state on this template : 1

▶ Coaching

Add Section Delete Selected Preview

+ Template Sections Auto-fail is selected on one answer, this will fail the evaluation

+ 1	Section Mandatory Checklist Report Short Name Mandatory Checklist	Add Question
+ 2	Section KPIs Report Short Name KPIs	Add Question

5.10

Settings Tab

QA Template Editor

Goal Setting

Screen Recorder Profiles

Reporting

Analytics for Contact Center



COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

8x8 Analytics < Dashboards 🔔 ⚙️ ? JC

Dashboards [New](#)

Name ↑	Owner	Last modified	
☆ Contact Center Overview Dashboard	me	Oct 19, 2021 13:35	🏠 ⋮

© 8x8 Inc. v.2.6.0

Customer's experience & Post-call survey



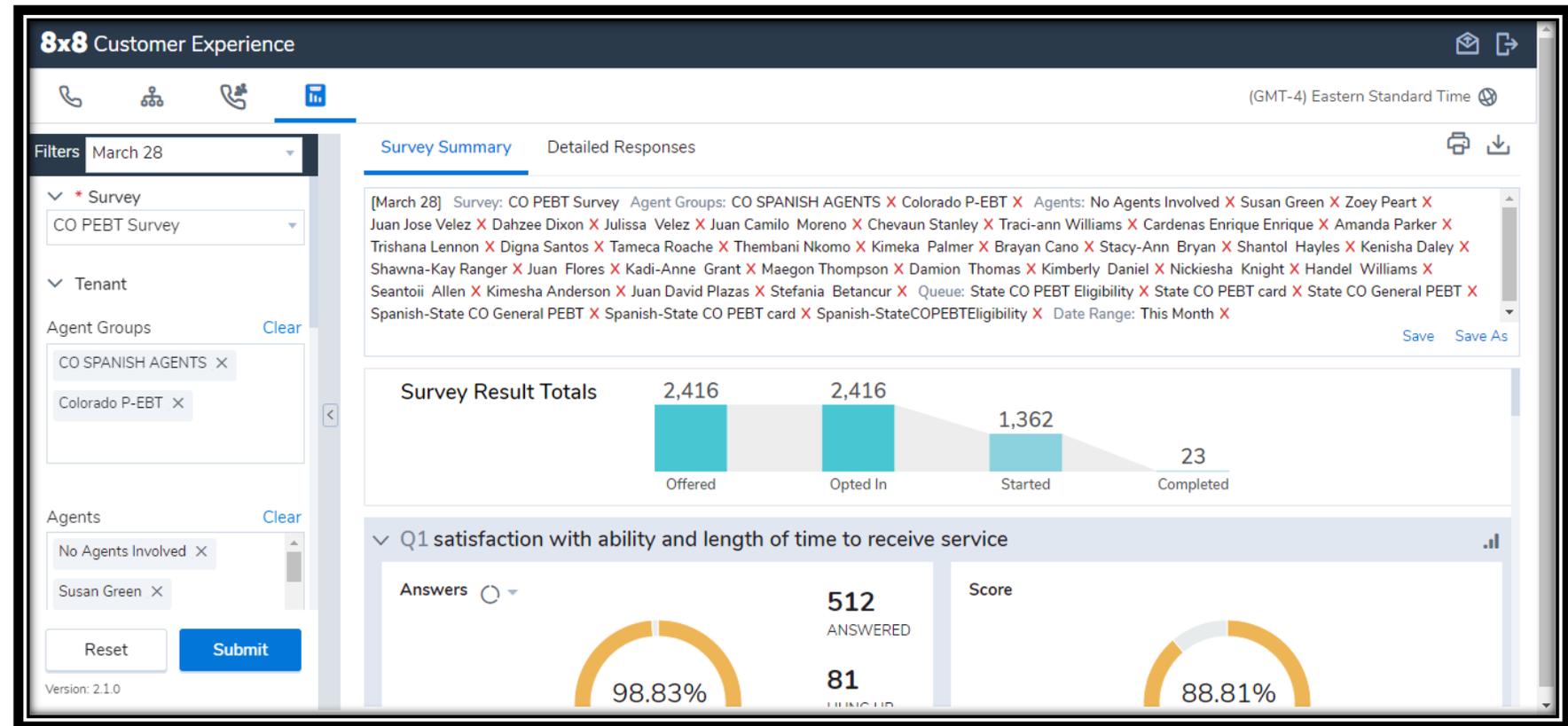
COMPLETE CONTRACT CONSULTING
TURN OPPORTUNITY INTO REALITY

Recent calls

Dominant Paths

IVR Metrics

Post-call survey



CDHS Daily Report_Nov 17 2022 22:00,Nov 17 2022-Nov 17 2022_DAY.xlsx

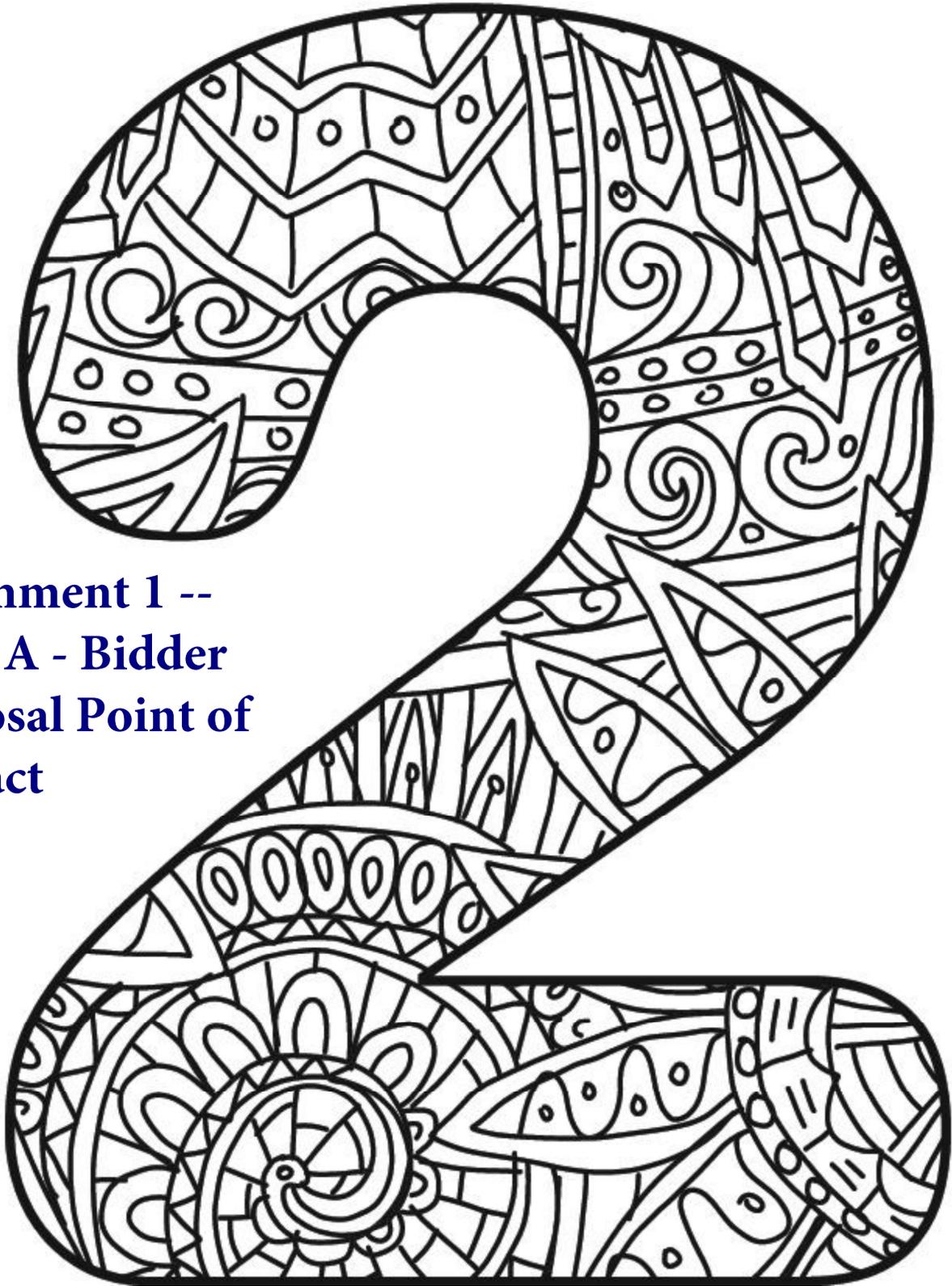
Period: Nov 17, 2022 00:00:00 - Nov 17, 2022 24:00:00

Granularity: day

Report Generated On: Nov 17, 2022 22:00:36

Time Zone: (GMT-5) America/New_York

Start Time	End Time	Media	Queue	Entered	Waiting in Queue	Total Time Waiting In Queue	Accepted	Diverted	Total Abandoned	Total Time To Abandon	Longest Abandon Time	Average Abandon Time	Accepted in SLA	Accepted in SLA %	SLA %	Average Wait Before Accept Time	Longest Wait Time	Handling Time	Average Handling Time	Wrap Up Time	Average Wrap Up Time	Processing Time	Busy Time
11/17/2022 0:00	11/18/2022 0:00	Chat	State CO P-EBT SMS	6	0	0:15:06	6	0	0	0:00:00	0:00:00	0:00:00	0			0:02:31	0:14:36	1:17:58	0:13:00	0:03:05	0:00:31	1:21:02	1:21:41
11/17/2022 0:00	11/18/2022 0:00	Chat	CDHS WebChat	4	0	0:01:32	3	0	1	0:01:09	0:01:09	0:01:09	0			0:00:08	0:01:09	0:38:46	0:12:55	0:00:13	0:00:04	0:38:59	0:39:21
Media Subtotal				10	0	0:16:38	9	0	1	0:01:09	0:01:09	0:01:09	0			0:01:43	0:14:36	1:56:44	0:12:58	0:03:17	0:00:22	2:00:01	2:01:02
11/17/2022 0:00	11/18/2022 0:00	Email	State CO P-EBT Email	8	0	0:01:11	8	0	0	0:00:00	0:00:00	0:00:00	0			0:00:09	0:00:15	0:00:00	0:00:00	1:10:20	0:08:47	1:10:20	1:11:31
Media Subtotal				8	0	0:01:11	8	0	0	0:00:00	0:00:00	0:00:00	0			0:00:09	0:00:15	0:00:00	0:00:00	1:10:20	0:08:47	1:10:20	1:11:31
11/17/2022 0:00	11/18/2022 0:00	Phone	State CO PEBT Eligibility	15	0	0:02:28	14	0	1	0:00:04	0:00:04	0:00:04	14	100.00%	100.00%	0:00:10	0:00:37	1:35:10	0:06:48	0:16:26	0:01:10	1:51:36	1:53:59
11/17/2022 0:00	11/18/2022 0:00	Phone	State CO PEBT card	18	0	0:02:23	18	0	0	0:00:00	0:00:00	0:00:00	18	100.00%	100.00%	0:00:08	0:00:15	1:47:11	0:05:57	0:16:25	0:00:55	2:03:36	2:06:00
11/17/2022 0:00	11/18/2022 0:00	Phone	State CO General PEBT	15	0	0:01:56	15	0	0	0:00:00	0:00:00	0:00:00	15	100.00%	100.00%	0:00:08	0:00:14	1:31:45	0:06:07	0:17:13	0:01:09	1:48:58	1:50:54
11/17/2022 0:00	11/18/2022 0:00	Phone	Spanish-State CO General PEBT	3	0	0:00:24	3	0	0	0:00:00	0:00:00	0:00:00	3	100.00%	100.00%	0:00:08	0:00:14	0:26:13	0:08:44	0:01:53	0:00:38	0:28:06	0:28:30
11/17/2022 0:00	11/18/2022 0:00	Phone	Spanish-State CO PEBT card	3	0	0:00:32	3	0	0	0:00:00	0:00:00	0:00:00	3	100.00%	100.00%	0:00:11	0:00:12	0:25:21	0:08:27	0:03:08	0:01:03	0:28:29	0:29:01
11/17/2022 0:00	11/18/2022 0:00	Phone	Spanish-StateCOPEBTEligibility	3	0	0:00:16	3	0	0	0:00:00	0:00:00	0:00:00	3	100.00%	100.00%	0:00:05	0:00:07	0:25:55	0:08:38	0:02:52	0:00:57	0:28:46	0:29:02
11/17/2022 0:00	11/18/2022 0:00	Phone	CDHS County Urgent Que	2	0	0:00:16	1	0	1	0:00:06	0:00:06	0:00:06	1	100.00%	50.00%	0:00:11	0:00:11	0:01:16	0:01:16	0:00:35	0:00:35	0:01:50	0:02:07
11/17/2022 0:00	11/18/2022 0:00	Phone	Outbound State CO PEBT	14	0	0:00:07	14	0	0	0:00:00	0:00:00	0:00:00	0			0:00:01	0:00:05	0:22:21	0:01:36	0:01:47	0:00:36	0:24:09	0:24:16
11/17/2022 0:00	11/18/2022 0:00	Phone	Outbound Spanish CO PEBT	3	0	0:00:00	3	0	0	0:00:00	0:00:00	0:00:00	0			0:00:00	0:00:00	0:00:07	0:00:02	0:00:00	0:00:00	0:00:07	0:00:07
Media Subtotal				76	0	0:08:22	74	0	2	0:00:10	0:00:06	0:00:05	57	100.00%	98.28%	0:00:07	0:00:37	6:35:19	0:05:21	1:00:18	0:01:00	7:35:37	7:43:54
11/17/2022 0:00	11/18/2022 0:00	VoiceMail	CO PEBT Afterhours VM	18	0	73:21:25	18	0	0	0:00:00	0:00:00	0:00:00	0			4:04:31	9:15:21	0:00:43	0:00:02	0:01:16	0:00:04	0:01:59	0:03:01
Media Subtotal				18	0	73:21:25	18	0	0	0:00:00	0:00:00	0:00:00	0			4:04:31	9:15:21	0:00:43	0:00:02	0:01:16	0:00:04	0:01:59	0:03:01
Date Subtotal				112	0	73:47:35	109	0	3	0:01:19	0:01:09	0:00:26	57	100.00%	98.28%	0:40:36	9:15:21	8:32:46	0:04:42	2:15:11	0:01:25	10:47:57	10:59:29
Total				112	0	73:47:35	109	0	3	0:01:19	0:01:09	0:00:26	57	100.00%	98.28%	0:40:36	9:15:21	8:32:46	0:04:42	2:15:11	0:01:25	10:47:57	10:59:29



**Attachment 1 --
Form A - Bidder
Proposal Point of
Contact**

ATTACHMENT 1

Form A Bidder Proposal Point of Contact Request for Proposal Number 113578 O3

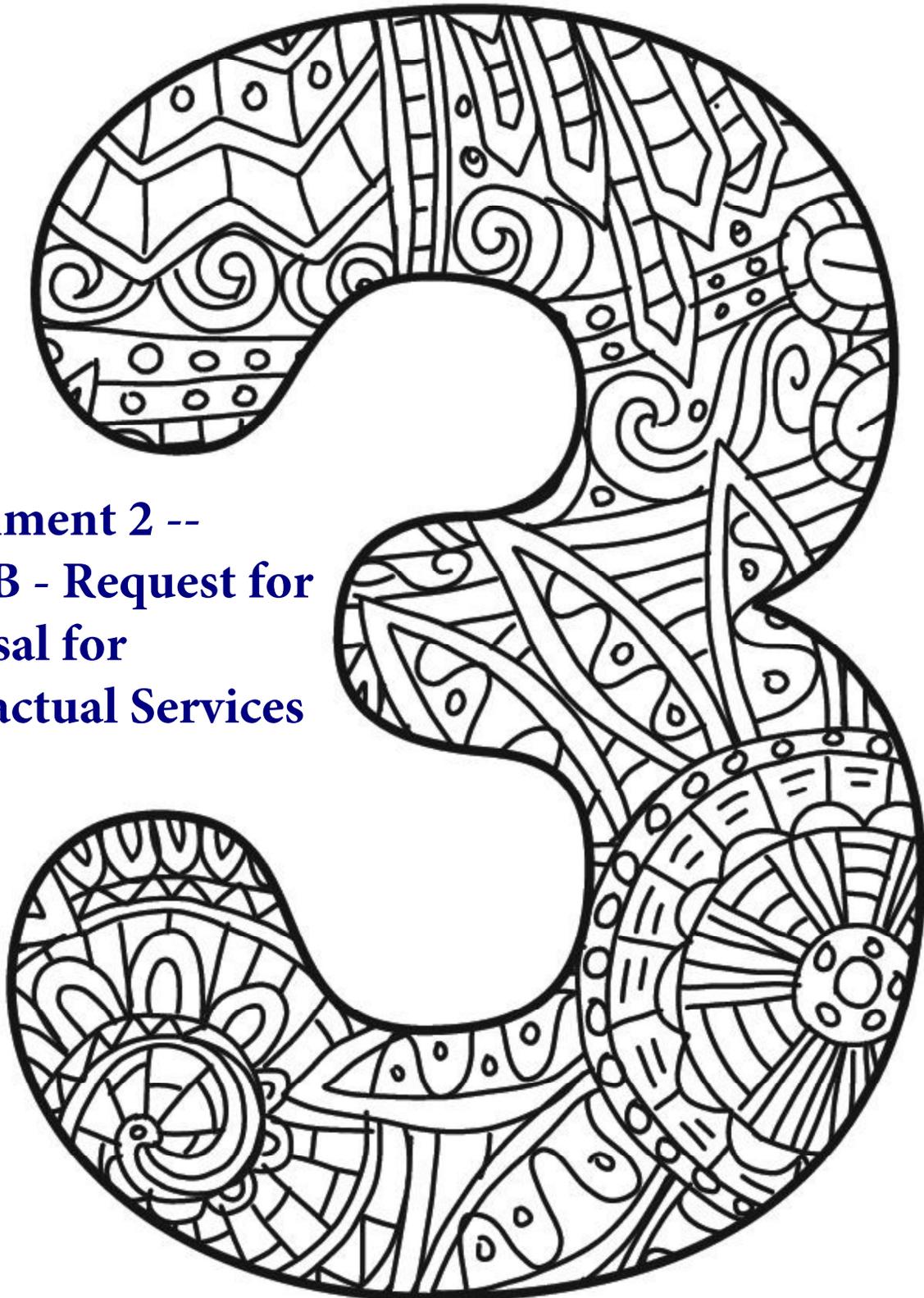
Form A should be completed and submitted with each response to this solicitation. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Complete Contract Consulting
Bidder Address:	260 Peachtree Street, Suite 1600, Atlanta GA 30303
Contact Person & Title:	Sharna Barnes, Project Manager
E-mail Address:	sbarnes@completecontractconsulting.com
Telephone Number (Office):	561-766-0884
Telephone Number (Cellular):	561-404-7365
Fax Number:	

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Complete Contract Consulting
Bidder Address:	260 Peachtree Street, Suite 1600, Atlanta GA 30303
Contact Person & Title:	Sharna Barnes, Project Manager
E-mail Address:	sbarnes@completecontractconsulting.com
Telephone Number (Office):	561-766-0884
Telephone Number (Cellular):	561-404-7365
Fax Number:	

**Attachment 2 --
Form B - Request for
Proposal for
Contractual Services
Form**



ATTACHMENT 2

FORM B

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation.

____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

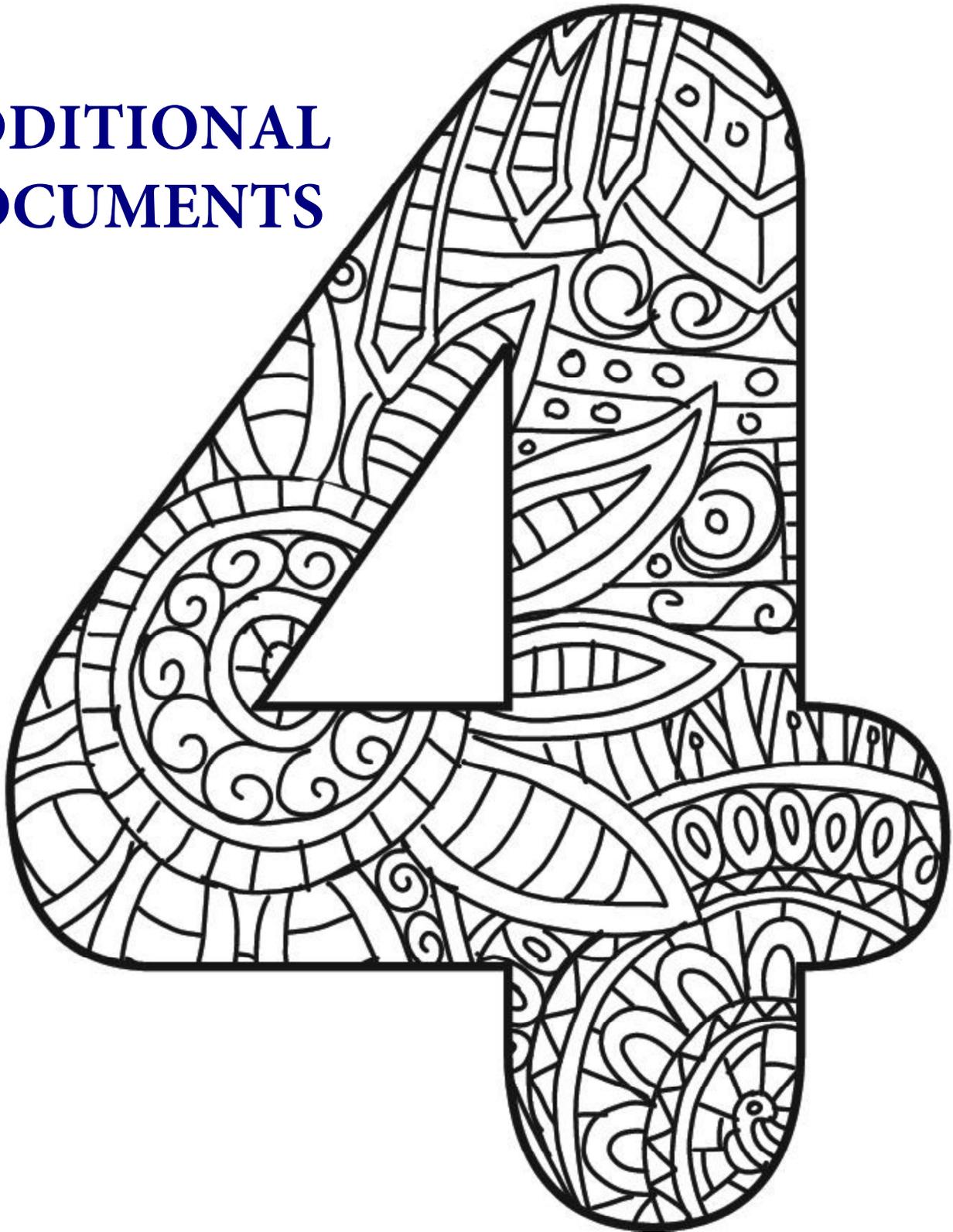
____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

FIRM:	Complete Contract Consulting
COMPLETE ADDRESS:	260 Peachtree Street, Suite 1600, Atlanta GA 30303
TELEPHONE NUMBER:	561-404-7365
FAX NUMBER:	None
DATE:	11.21.2022
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Sharna Barnes, CEO



**ADDITIONAL
DOCUMENTS**



STATE OF NEBRASKA W-9 & ACH ENROLLMENT FORM

PLEASE SUBMIT FORM TO INVOICED AGENCY

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

COMPLETE CONTRACT CONSULTING LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following boxes:

- Individual Sole proprietor C Corporation S Corporation Partnership Trust/Estate
- Non-Profit Entity Government (Local, State or Federal)
- Limited Liability Company. Enter the tax classification (C = C Corporation, S = S Corporation, P = Partnership) C
- Other (see instructions) _____

Note: Enter the owner's name on line 1 and mark the appropriate federal tax classification box for disregarded entities.

4 Exemptions (see instructions): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____

5 Address: _____ Remit Address (if different): _____

260 PEACHTREE STREET NW, SUITE 1600

6 City, state, and ZIP code _____ City, state, and ZIP code _____

ATLANTA GA 30303

Taxpayer Identification Number (TIN):

Social Security Number (SSN): _____ OR Employer Identification Number (EIN): 82 - 3115896

Certification:

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding due to failure to report interest and dividend income, and
3. I am a U.S. citizen or other U.S. person (defined in the instructions), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

For additional instructions please refer to <http://www.irs.gov/pub/irs-pdf/fw9.pdf> to obtain a copy of the IRS Form W-9 General Instructions.

Signature of US Person: SHARNA BARNES Digitally signed by SHARNA BARNES Date: 2022.12.01 09:30:03 -05'00' Date: 12.01.2022

Printed Name: SHARNA BARNES Contact Phone: 5614047365

Comments or Business/Entity Notes:

ACH Enrollment: Initial Setup Change Close Account

This information is REQUIRED to process ACH payments. Without this information, your payment may be delayed.

Financial Institution Name: WELLS FARGO BANK	Nine Digit Routing Number: 063107513	Prior Routing Number: *	<input type="checkbox"/> Check here if the bank is outside of the United States.
Address: 420 MONTGOMERY ST	Depositor Account Number: 3887710162	Prior Account Number: *	<input type="checkbox"/> Check here if our payments to you are being forwarded from a U.S. financial institution to a financial institution in another country
City, state and ZIP code: SAN FRANCISCO CA 94104	Type of Account: <input checked="" type="checkbox"/> Checking <input type="checkbox"/> Savings	* Prior ACH instructions are required to be completed if changing/updating your ACH instructions with the State of Nebraska.	

This account will be used for all payments by the State of Nebraska unless specified here: _____

E-mail: sbarnes@completecontractconsulting.com
(Used for ACH payment notifications.)

Authorized Individual or Entity Signature: <u>SHARNA BARNES</u> Digitally signed by SHARNA BARNES Date: 2022.12.01 09:34:07 -05'00'	Attachment Required! (Select and attach one of the following items for verification):
Printed Name: <u>SHARNA BARNES</u>	<input type="checkbox"/> Blank check (voided) or <input type="checkbox"/> Photocopy of a cleared check
Date: <u>12.01.2022</u>	<input checked="" type="checkbox"/> Letter from your financial institution
	<input type="checkbox"/> Vendor invoice or letter which contains printed ACH instructions

Internal Use Only:



Business Account:

Business Name: Complete Contract Consulting LLC

Checking Account #: 3887710162

Check Routing Transit Number: 063107513

Wire Transfers

Domestic Wires- (RTN/ABA) 121000248

International Wires- SWIFT/BIC WFBIUS6S

Bank name: Wells Fargo Bank, N.A.

Bank address, city & state: 420 Montgomery St. San Francisco, CA 94104 (regardless of where your account is located)

Sincerely,

Devonya Thomas

Personal Banker

Congress Crossing Branch

Wells Fargo Bank, N.A.

4441 Beacon Circle | West Palm Beach | FL 33407

Main Tel 561-842-5535 | Direct Tel 561-513-6768

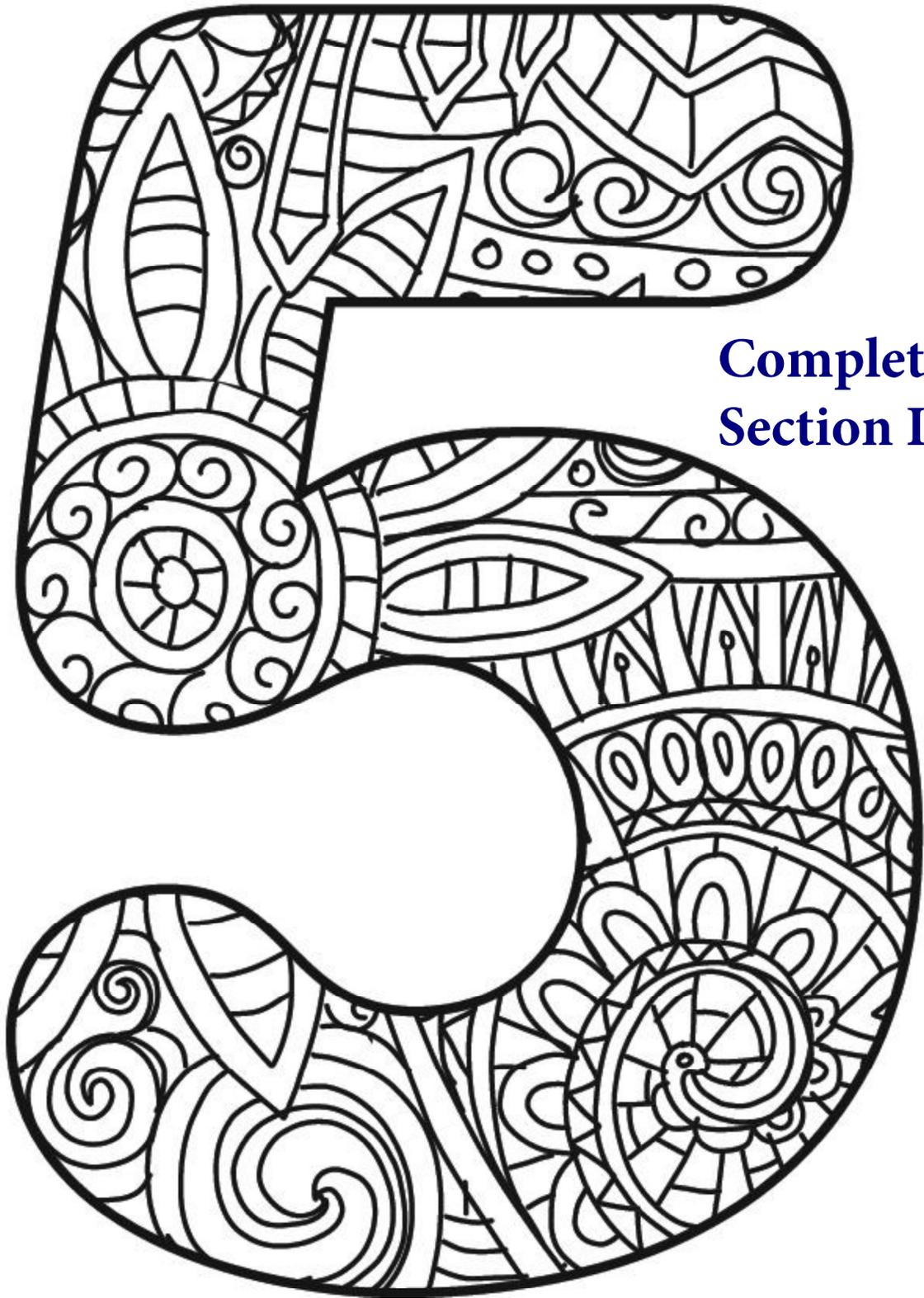
Fax 561 842-9418 | MAC Z6342-010

NMLS: 1733127

Devonya.s.thomas@wellsfargo.com

**WELLS FARGO BANK, N.A.
CONGRESS CROSSING
4441 BEACON CIRCLE
WEST PALM BEAC, FL 33407, FL 33407**





**Completed
Section II - VII**

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VII as part of their proposal. Bidder should read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the solicitation, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this solicitation. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The contract resulting from this solicitation shall incorporate the following documents:

1. Request for Proposal and Addenda;
2. Amendments to the solicitation;
3. Questions and Answers;
4. Contractor's proposal (Contractor's response to the solicitation and properly submitted documents); and
5. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to solicitation and any Questions and Answers, 4) the original solicitation document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Bidder and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth below, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or five (5) calendar days following deposit in the mail.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

C. NOTICE (POC)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The State reserves the right to appoint a Contract Manager to manage the contract on behalf of the State. The Contract Manager will be appointed in writing, and the appointment document will specify the extent of the Contract Manager authority and responsibilities. If a Contract Manager is appointed, the Contractor will be notified, and is expected to cooperate accordingly with the Contract Manager. The Contract Manager has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

E. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The awarded bidder shall not commence any billable work until a valid contract has been fully executed by the State. The Contractor will be notified in writing when work may begin.

F. AMENDMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

This Contract may be amended in writing, within scope, upon the agreement of both parties.

G. CHANGE ORDERS OR SUBSTITUTIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the solicitation. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost proposal sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

In the event any product is discontinued or replaced upon mutual consent during the contract period or prior to delivery, the State reserves the right to amend the contract or purchase order to include the alternate product at the same price.

*****Contractor will not substitute any item that has been awarded without prior written approval of DHHS*****

H. VENDOR PERFORMANCE REPORT(S)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or solicitation specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

J. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages defined in UCC Section 2-715, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

K. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within	NOTES/COMMENTS:

		Solicitation Response (Initial)	
SB			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

L. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

M. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials (“the indemnified parties”) from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses (“the claims”), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State’s use of the Licensed Software without the State’s prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State’s use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor’s sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State’s behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State’s election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this solicitation.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (§ 81-8,294), Tort (§ 81-8,209), and Contract Claim Acts (§ 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

N. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

O. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

P. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:

SB			
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Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

Q. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

R. OFFICE OF PUBLIC COUNSEL (Statutory)

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract.

S. LONG-TERM CARE OMBUDSMAN (Statutory)

Contractor must comply with the Long-Term Care Ombudsman Act, per Neb. Rev. Stat. §§ 81-2237 et seq. This section shall survive the termination of this contract.

T. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:

- a. if directed to do so by statute;
- b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
- c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
- d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
- e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
- f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
- g. Contractor intentionally discloses confidential information;
- h. Contractor has or announces it will discontinue support of the deliverable; and,
- i. In the event funding is no longer available.

U. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
4. Cooperate with any successor Contractor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contractor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the contractor's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at https://das.nebraska.gov/materiel/purchase_bureau/vendor-info.html
2. The completed United States Attestation Form should be submitted with the solicitation response.
3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
4. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for goods and services to be covered by any contract resulting from this solicitation.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Contractor may be required to work with other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor’s Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within five (5) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and five (5) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

1. WORKERS’ COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers’ Compensation and Employer’s Liability Insurance for all of the contactors’ employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker’s Compensation and Employer’s Liability Insurance for all of the Subcontractor’s employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the**

mandatory COI subrogation waiver language found hereinafter. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. COMMERCIAL GENERAL LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter.**

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Medical Payments	\$10,000 any one person
Damage to Rented Premises (Fire)	\$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>	
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000 per occurrence
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	\$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	\$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & policy shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

3. EVIDENCE OF COVERAGE

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work.

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. DEVIATIONS

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

J. ADVERTISING

Accept	Reject	Reject & Provide	NOTES/COMMENTS:
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(Initial)	(Initial)	Alternative within Solicitation Response (Initial)	
SB			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

K. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

L. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

M. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

N. WARRANTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance

of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

O. LOBBYING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

1. No federal or state funds paid under this RFP shall be paid for any lobbying costs as set forth herein.
2. Lobbying Prohibited by 31 U.S.C. § 1352 and 45 CFR §§ 93 et seq, and Required Disclosures.
 - a. Contractor certifies that no federal or state appropriated funds shall be paid, by or on behalf of Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this award for: (a) the awarding of any federal agreement; (b) the making of any federal grant; (c) the entering into of any cooperative agreement; and (d) the extension, continuation, renewal, amendment, or modification of any federal agreement, grant, loan, or cooperative agreement.
 - b. If any funds, other than federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence: an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with Contractor, Contractor shall complete and submit Federal Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. Lobbying Activities Prohibited under Federal Appropriations Bills.
 - a. No paid under this RFP shall be used, other than for normal and recognized executive-legislative relationships, for publicity or propaganda purposes, for the preparation, distribution, or use of any kit, pamphlet, booklet, publication, electronic communication, radio, television, or video presentation designed to support or defeat the enactment of legislation before the Congress or any State or local legislature or legislative body, except in presentation of the Congress or any State or local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government itself.
 - b. No funds paid under this RFP shall be used to pay the salary or expenses of any grant or contract recipient, or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations, regulation, administrative action, or Executive order proposed or pending before the Congress or any State government, State legislature or local legislature or legislative body, other than normal and recognized executive legislative relationships or participation by an agency or officer of an State, local or tribal government in policymaking and administrative processes within the executive branch of that government.
 - c. The prohibitions in the two sections immediately above shall include any activity to advocate or promote any proposed, pending or future federal, state or local tax increase, or any proposed, pending, or future requirement or restriction on any legal consumer product, including its sale of marketing, including but not limited to the advocacy or promotion of gun control.
4. Lobbying Costs Unallowable Under the Cost Principles. In addition to the above, no funds shall be paid for executive lobbying costs as set forth in 45 CFR § 75.450(b). If Contractor is a nonprofit organization or an Institute of Higher Education, other costs of lobbying are also unallowable as set forth in 45 CFR § 75.450(c).

P. AMERICAN WITH DISABILITIES ACT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Contractor shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12131–12134), as amended by the ADA Amendments Act of 2008 (ADA Amendments Act) (Pub.L. 110–325, 122 Stat. 3553 (2008)), which prohibits discrimination on the basis of disability by public entities.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Neb. Rev. Stat. §81-2403 states, “[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency.”

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor’s equipment which may be installed in a state-owned facility is the responsibility of the Contractor

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Invoices must include the following information:

- Billing period
- Number of calls handled and/or made
- Average Handled Time (AHT)
- The tier you are billing for and the dollar amount
- Printing and postage dollar amount. On an attached document itemize the postage and printing with. Customer name, number of pages printed, postage amount and the mailing date.

The terms and conditions included in the Contractor’s invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any corporate premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

E. PAYMENT (Statutory)

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Statutory)

The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H. RIGHT TO AUDIT (First Paragraph is Statutory)

The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SB			

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds three (3) percent of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

**ATTACHMENT 4
COST PROPOSAL SHEET**

Bidder Name

COMPLETE CONTRACT CONSULTING

ONE TIME COST

Startup Plan/Implementation
Cost

\$	119,974.54
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PASS THROUGH COSTS

Cost per page, single sided
printing

\$	0.11
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Training Cost Per Hour/Per
Person

\$	26.11
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Note: Mailing cost will be reimbursed per current US Postal rates with no additional markup.

COST PER CALL FOR INITIAL THREE YEAR PERIOD

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 5.60	17,000-27,999	\$ 5.60	28,000-40,000	\$ 5.60
	B	15:01-20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
	C	20:01-25:00	1,400-3,599	\$ 8.26	3,600-5,799	\$ 8.26	5,800-8,000	\$ 8.26
	D	25:01-30:00	1,400-3,599	\$ 10.98	3,600-5,799	\$ 10.98	5,800-8,000	\$ 10.98
	E	30:01-35:00	1,400-3,599	\$ 12.95	3,600-5,799	\$ 12.95	5,800-8,000	\$ 12.95
Outreach	A	8:00 -12:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.50	5,800-8,000	\$ 4.45
	B	12:01 - 16:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	16:01 - 20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.98	5,800-8,000	\$ 4.98

B	8:01 - 12:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
C	12:01-16:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50

COST PER CALL FOR RENEWAL PERIOD 1

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 5.60	17,000-27,999	\$ 5.60	28,000-40,000	\$ 5.60
	B	15:01-20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
	C	20:01-25:00	1,400-3,599	\$ 8.26	3,600-5,799	\$ 8.26	5,800-8,000	\$ 8.26
	D	25:01-30:00	1,400-3,599	\$ 10.98	3,600-5,799	\$ 10.98	5,800-8,000	\$ 10.98
	E	30:01-35:00	1,400-3,599	\$ 12.95	3,600-5,799	\$ 12.95	5,800-8,000	\$ 12.95
Outreach	A	8:00 -12:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.50	5,800-8,000	\$ 4.45
	B	12:01 - 16:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	16:01 - 20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.98	5,800-8,000	\$ 4.98
	B	8:01 - 12:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	12:01-16:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50

COST PER CALL FOR RENEWAL PERIOD 2

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 5.60	17,000-27,999	\$ 5.60	28,000-40,000	\$ 5.60
	B	15:01-20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
	C	20:01-25:00	1,400-3,599	\$ 8.26	3,600-5,799	\$ 8.26	5,800-8,000	\$ 8.26
	D	25:01-30:00	1,400-3,599	\$ 10.98	3,600-5,799	\$ 10.98	5,800-8,000	\$ 10.98
	E	30:01-35:00	1,400-3,599	\$ 12.95	3,600-5,799	\$ 12.95	5,800-8,000	\$ 12.95
Outreach	A	8:00 -12:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.50	5,800-8,000	\$ 4.45
	B	12:01 - 16:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	16:01 - 20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.98	5,800-8,000	\$ 4.98
	B	8:01 - 12:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	12:01-16:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50

COST PER CALL FOR RENEWAL PERIOD 3

Service		Average Handled Time (AHT)	Number of calls/actions Tier I	Cost Per Call for Tier I	Number of calls/actions Tier II	Cost Per Call for Tier II	Number of calls/actions Tier III	Cost Per Call for Tier III
Inbound	A	11:00-15:00	6,000-16,999	\$ 5.60	17,000-27,999	\$ 5.60	28,000-40,000	\$ 5.60
	B	15:01-20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
	C	20:01-25:00	1,400-3,599	\$ 8.26	3,600-5,799	\$ 8.26	5,800-8,000	\$ 8.26
	D	25:01-30:00	1,400-3,599	\$ 10.98	3,600-5,799	\$ 10.98	5,800-8,000	\$ 10.98
	E	30:01-35:00	1,400-3,599	\$ 12.95	3,600-5,799	\$ 12.95	5,800-8,000	\$ 12.95
Outreach	A	8:00 -12:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.50	5,800-8,000	\$ 4.45
	B	12:01 - 16:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	16:01 - 20:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50
Back Office Processing	A	4:00-8:00	1,400-3,599	\$ 4.98	3,600-5,799	\$ 4.98	5,800-8,000	\$ 4.98
	B	8:01 - 12:00	1,400-3,599	\$ 5.87	3,600-5,799	\$ 5.87	5,800-8,000	\$ 5.87
	C	12:01-16:00	1,400-3,599	\$ 6.50	3,600-5,799	\$ 6.50	5,800-8,000	\$ 6.50