TAS United, LLC

Request for Proposal

State of Nebraska — Department of Health and Human Services

Nebraska Child Support Enforcement (CSE) Customer Service Call Center

Solicitation Number 126010 O3 | Opening Date: July 28, 2026, 2:00 PM Central

Submitted by:

TAS United, LLC

Corporate Headquarters: 1503 Avenue J, Lubbock, TX 79401

866-479-7203 | www.tasunited.com

Primary Contact: Clay McElroy, Director of Sales & Client Engagement

806-766-2440 | clay@tasunited.com

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Your Partner in Medical Communication

Letter of Transmittal

July 28, 2026

Bradley Murphy, Procurement Contact

Angellica Shasteen, Procurement Contact

Nebraska Department of Health and Human Services — Office of Procurement and Grants

RE: Solicitation Number 126010 O3 — Nebraska Child Support Enforcement (CSE) Customer Service Call Center

Dear Mr. Murphy and Members of the Evaluation Committee:

TAS United, LLC is pleased to submit this Technical Proposal in response to Solicitation Number 126010 O3 for the operation of the Nebraska Child Support Enforcement Customer Service Call Center located in Wausa, Nebraska.

For more than four decades, TAS United has provided secure, high-quality customer communication services to healthcare organizations and other regulated industries throughout the United States. We understand this engagement requires professionalism, accountability, confidentiality, operational excellence, and close, transparent partnership with DHHS. Our proposal responds to every requirement of Section V, Project Description and Scope of Work, and commits TAS United to the following without exception:

- Full operation of the Call Center at 700 East Broadway, Wausa, NE 68786, beginning October 1, 2026, at 8:00 AM Central, with no interruption in service to Nebraska families;
- Retention of the current Call Center workforce, with a minimum of fourteen (14) full-time customer service representatives — twelve (12) inbound and two (2) dedicated to outreach/outbound calling — plus a full-time, on-site Call Center Supervisor who fulfills the RFP's on-site Call Center Manager requirement and additionally serves as trainer, quality assurance evaluator, and back-up lead;
- Pay parity with equivalent DHHS call center classifications as outlined in the applicable labor contracts, including proportional application of future DHHS pay increases;
- Exclusive use of the computer systems, telephony infrastructure, Voice Response Unit (VRU), and CHARTS application provided by DHHS, accessed only from state-authorized equipment with data stored only in state-authorized systems;
- Initial queue times and hold times not exceeding four (4) minutes, with documented quality assurance, monthly and quarterly reporting, and a joint customer complaint resolution process; and
- Full compliance with DHHS, Nebraska Information Technology Commission (NITC), and Internal Revenue Service security requirements, including delivery of a comprehensive Security Plan within sixty (60) business days of contract award.

TAS United has not previously contracted with the Nebraska Department of Health and Human Services and has not previously performed work within the State of Nebraska. Our experience operating high-volume, confidential customer service programs for regulated healthcare organizations has, however, established disciplined operational practices that translate directly to this public-sector environment, and our transition plan is purpose-built to retain the experienced Wausa team that Nebraska families already rely on.

The individual signing the Contractual Agreement Form is authorized to bind TAS United, LLC. TAS United acknowledges receipt of all addenda posted to this solicitation and guarantees compliance with the provisions of the solicitation.

We appreciate your consideration and welcome the opportunity to discuss our proposal or provide a demonstration at the State's request.

Respectfully,

Clay E. McElroy (Jul 28, 2026 05:44:37 CDT)

Signature of authorized officer

Clay McElroy, Director of Sales & Client Engagement

TAS United, LLC

Clay McElroy, Director of Sales & Client Engagement | 806-766-2440 | clay@tasunited.com

Executive Summary

TAS United is a U.S.-based communications and customer experience organization established in 1984, specializing in secure, high-volume contact center operations for healthcare and regulated industries. We operate 24/7/365 customer communication programs supported by experienced personnel, structured workforce management, documented quality assurance, transparent reporting, business continuity planning, and HIPAA-aligned, HITRUST-certified operational practices.

Why TAS United for Nebraska CSE

- **Continuity first.** Our transition plan is built around retaining the current Wausa workforce and their institutional knowledge. Nebraska families will speak with the same experienced representatives on October 1, 2026, as they did on September 30, 2026.
- **Built for regulated environments.** Four decades of operating confidential, compliance-driven communication programs mean our people, procedures, and quality systems already reflect the discipline this contract requires — background-checked staff, role-based access, documented call handling, and audit-ready records.
- **Operating the State's systems, not replacing them.** TAS United will manage and operate the Call Center using the DHHS-provided computer systems, telephony, VRU, and CHARTS application. Our value is disciplined management, staffing, training, and quality — not disruptive technology change.
- **Measurable accountability.** Clearly defined performance standards — queue and hold times not exceeding four minutes, accuracy verified through call and narrative audits, monthly and quarterly reporting — reviewed collaboratively with DHHS.
- **A genuine partnership posture.** Designated single points of contact, quarterly business reviews, a joint complaint resolution process, and proactive disclosure of staffing or operational risks before they affect service.

Our objective is simple: deliver professional, accurate, compassionate, and efficient service to the custodial parents, noncustodial parents, employers, courts, and agency partners of the Nebraska Child Support Program — while providing DHHS full transparency and accountability at every step.

RFP Requirements Cross-Reference

In accordance with Section VI, Proposal Instructions, the table below identifies where each subdivision of Section V, Project Description and Scope of Work, and Section VI content requirements are addressed within this Technical Proposal.

RFP Reference	Requirement	Proposal Section
VI.A.1.a–b	Bidder Identification; Financial Statements	1.1, 1.2
VI.A.1.c–d	Change of Ownership; Office Location	1.3, 1.4
VI.A.1.e–f	Relationships with the State; Employee Relations to State	1.5, 1.6
VI.A.1.g	Contract Performance (terminations disclosure)	1.7
VI.A.1.h	Summary of Corporate Experience (matrix + narratives)	1.8
VI.A.1.i	Proposed Personnel / Management Approach + resumes	1.9
V.F.1	Transition Plan (45 days; staff retention; communication plan; management list within 15 days)	2.4, Section 3
V.F.2	Start Up — fully operational October 1, 2026, 8:00 AM CST	2.4.2, Section 8
V.F.3	Operational Standards (audits, hours, CHARTS documentation, TDD, interpretation, desk guide, collaboration)	2.2, 2.3, Section 5
V.F.4	Outreach / Outbound Call Requirements (2 dedicated FTEs; outreach plan)	Section 4
V.F.5	Vendor Performance Standards (4-minute queue/hold; accuracy; data return)	2.2.3, Section 5
V.F.6	Staffing (14 FTE CSRs; on-site Manager; pay parity; recruitment/retention; remote work plan)	Section 3
V.F.7	Training (initial and ongoing; CHARTS; CSE policies)	3.6
V.F.8	Reporting (monthly reports; quarterly statistics and improvement suggestions)	Section 6
V.H	Deliverables and Due Dates confirmation	Section 8
III.P	Disaster Recovery / Back Up Plan	Section 7
V.F.3	Security Plan within 60 business days; IRS-compliant secure environment; background checks; NITC standards	Section 7
II / III / IV	Acceptance tables — Terms and Conditions, Vendor Duties, Payment (initialed)	Sections 9.2–9.4
Addendum One	Acknowledgment of Questions and Answers (posted July 23, 2026)	Section 9.1
Contractual Agreement Form	Signed form; Nebraska/Foreign Vendor attestation	Section 9.5 + enclosed form

RFP Reference	Requirement	Proposal Section
Cost Sheet (VI)	Prescribed Cost Sheet + Supplemental Pricing Schedule (Addendum One Q101)	Section 10 + enclosed Cost Sheet

TAS UNITED
Your Partner in Medical Communication

Section 1 — Corporate Overview

1.1 Bidder Identification and Information

Item	Response
Full legal name	TAS United, LLC
Headquarters address	1503 Avenue J, Lubbock, TX 79401
Entity organization	Limited Liability Company (LLC)
State of organization	Texas
Year first organized to do business.	Predecessor operations date back to 1984; TAS United, LLC was formed by uniting three established Texas-based answering services and an Austin, Texas, call center technology company.
Name/form changes since organization	TAS United, LLC was created by combining the predecessor answering service companies and technology company described above into a single Texas limited liability company; the TAS United name and LLC form have remained unchanged since that formation.
Telephone / Web	866-479-7203 | www.tasunited.com
Proposal contact	Clay McElroy, Director of Sales & Client Engagement, 806-766-2440, clay@tasunited.com

1.2 Financial Statements

TAS United, LLC is a privately held company. Instead of publicly audited statements, and in accordance with Section VI.A.1.b of the solicitation, TAS United provides the following description of the organization to enable the Evaluation Committee to assess the stability and financial strength of the company, together with the financial documentation enclosed separately.

Organization Size and Longevity

TAS United and its predecessor companies have operated continuously for more than 40 years (heritage to 1984). Headquartered at 1503 Avenue J in Lubbock, TX — a 230-seat, 8,100-square-foot secure contact center — TAS United operates seven U.S. call center locations across Lubbock, San Antonio, Houston, Austin, El Paso, and Beaumont, Texas, and Chicago, Illinois, all networked to a Tier 4 data center in Austin with geographically dispersed redundancy. All calls are processed in the United States.

Client Experience

TAS United provides secure, high-volume customer communication services to hospitals, integrated health systems, physician practices, universities, and commercial and government organizations operating in highly regulated environments. Our experience includes supporting organizations that require responsive customer service, strict confidentiality, and consistent operational performance — the same disciplines the Nebraska Child Support Program requires of its Call Center every day.

TAS United has provided services for a diverse portfolio of clients, including the Federal Bureau of Investigation (FBI), the U.S. Department of Homeland Security, and the U.S. Secret Service, as well as leading university and health-system medical organizations such as the University of Texas Health System, WellMed, and Texas Tech University Health Sciences Center (TTUHSC).

Core Service Capabilities

TAS United delivers scalable customer engagement solutions that include:

- Customer Service Contact Center Operations
- Healthcare Communications and HIPAA-Compliant Support Services
- Tier I–III Help Desk Services
- Appointment Scheduling and Referral Management
- Overflow and After-Hours Customer Support
- Disaster Recovery and Business Continuity Operations
- Bilingual English/Spanish Customer Service
- Workforce Management and Resource Planning
- Quality Assurance and Performance Management
- Reporting, Analytics, and Operational Dashboards

Our operational model is designed to provide secure, professional, and customer-focused service while meeting established service level expectations, maintaining regulatory compliance, and supporting continuous improvement. Operations are PCI-audited and certified annually by an independent third party, HIPAA-compliant, and HITRUST-certified. TAS United is a member of the National Amtelco Equipment Owners organization and the Association of TeleServices International (ATSI).

Financial Documentation

TAS United is a financially stable, privately held company with a sustained record of profitable operations spanning its 40-year history and its current multi-site national footprint. Financial statements will be released as part of the finalist for this Bid.

Banking reference: Texas Partners Bank, 8611 N Mopac Expy #100, Austin, TX 78759 — (512) 956-4800.

Fiscally responsible representative: Alexander MacLennan, Chief Financial Officer and Managing Partner, TAS United, LLC, 1503 Avenue J, Lubbock, TX 79401.

Litigation and financial reversals disclosure: TAS United has no judgments, pending or expected litigation, or other real or potential financial reversals that might materially affect the viability or stability of the organization; no such condition is known to exist.

1.3 Change of Ownership

No change in ownership or control of TAS United, LLC is anticipated during the twelve (12) months following the proposal due date. Should any such change occur following an award, TAS United will notify the State in accordance with the solicitation.

1.4 Office Location

The office location responsible for performance under a resulting contract will be the Nebraska Child Support Customer Service Call Center at **700 East Broadway, P.O. Box 290, Wausa, NE 68786**, supported by TAS United corporate operations headquartered at 1503 Avenue J, Lubbock, TX 79401. All Call Center production work will be performed at the Wausa facility or, where approved by DHHS, by staff working remotely within the State of Nebraska. TAS United's seven-site national network and Tier 4 data center provide corporate-level continuity behind the Nebraska operation; no Nebraska case data will be processed or stored outside state-authorized systems.

1.5 Relationships with the State

TAS United, LLC has had no dealings with the State of Nebraska over the previous five (5) years. Neither TAS United, its predecessors, nor any party named in this proposal response has contracted with the State of Nebraska. No such contracts exist.

1.6 Bidder's Employee Relations to State

No party named in this proposal response is or was an employee of the State of Nebraska within the past twelve (12) months. TAS United employs no employee of any agency of the State of Nebraska or is a subcontractor to TAS United as of the due date for proposal submission. No such relationship exists or has existed.

1.7 Contract Performance

TAS United has not had any contract terminated for default during the past five (5) years. The bidder has experienced no such termination for default in the past five (5) years. TAS United has not had any contract terminated for convenience, non-performance, non-allocation of funds, or any other reason during the past five (5) years. TAS United's reference contracts (Section 1.8) have been in continuous performance for periods ranging from eight to more than twenty years, which we believe is the strongest available evidence of sustained contract performance.

1.8 Summary of Bidder's Corporate Experience

The matrix below summarizes TAS United projects similar to this Request for Proposal in size, scope, and complexity. Three narrative project descriptions follow. TAS United performed all work described as the prime contractor; no subcontractors are proposed for this engagement.

Project / Client	Period	Scope Similarity to RFP	Role
University of Texas Health System — Patient Access Center	1984 – Present (35+ yrs)	Medical call processing and patient access under strict confidentiality (HIPAA); appointment scheduling; on-call routing; accurate documentation in client systems	Prime
WellMed — Enterprise Clinical Services	2014 - Present (10+ yrs)	High-volume healthcare customer communications; clinical service coordination; confidential patient information handling; quality-monitored service standards	Prime
Texas Tech University Health Sciences Center (TTUHSC)	1984 Present (35+ yrs)	University medical customer/patient experience support; confidential handling; documented interactions; service-level accountability	Prime

All engagements below are ongoing service contracts performed by TAS United as the prime contractor; accordingly, "scheduled completion" refers to the current contract period, and performance continues on schedule and on budget. Additional client references are available upon request.

Project Narrative 1 — University of Texas Health System, Patient Access Center

Period: December 2010 – Present (continuous, 15+ years). **Role:** Prime contractor; performed from Texas facilities.

TAS United provides patient access and medical call processing for the University of Texas Health System — appointment scheduling, on-call routing, and accurate documentation in the client's systems. Agents handle protected health information under HIPAA on every call, applying the same discipline of identity verification, confidentiality, courteous handling of sensitive circumstances, and accurate documentation that the Nebraska CSE Call Center requires. The engagement demonstrates TAS United's ability to train and retain a stable agent team within the procedures of a large public medical institution over many years.

Reference: April Lopez, Director, Patient Access Center, University of Texas Health System, 8431 Fredericksburg Rd, San Antonio, TX 78229, 210-450-4793.

Project Narrative 2 — WellMed, Enterprise Clinical Services

Period: Multi-year, ongoing. **Role:** Prime contractor; performed from Texas facilities.

TAS United supports WellMed's enterprise clinical services with high-volume healthcare customer communications — clinical service coordination, appointment and referral handling, and confidential patient information management — in accordance with quality-monitored standards. As with the Nebraska CSE Call Center, the work demands strict confidentiality, accurate documentation, courteous handling of sensitive circumstances, and consistent service levels across high call volumes.

Reference: Kim S. Caballero, Enterprise Clinical Services – Strategy & Planning, WellMed, Office: 210-981-2417, Mobile: 210-508-1919, kimcaballero@wellmed.net.

Project Narrative 3 — Texas Tech University Health Sciences Center (TTUHSC)

Period: Multi-year, ongoing. **Role:** Prime contractor; performed from Texas facilities.

TAS United supports the Texas Tech University Health Sciences Center with university medical patient-experience services — high-volume call handling, confidential patient communications, and documented protocols for message accuracy, escalation, and follow-up. This work is directly analogous to the accuracy, narration, and follow-up requirements of Section V.F.5 and the customer-experience expectations of the Nebraska Child Support Program.

Reference: Dennis Lamb, M.Ed., Senior Chief Experience Officer, TTUHSC, 806-743-6949.

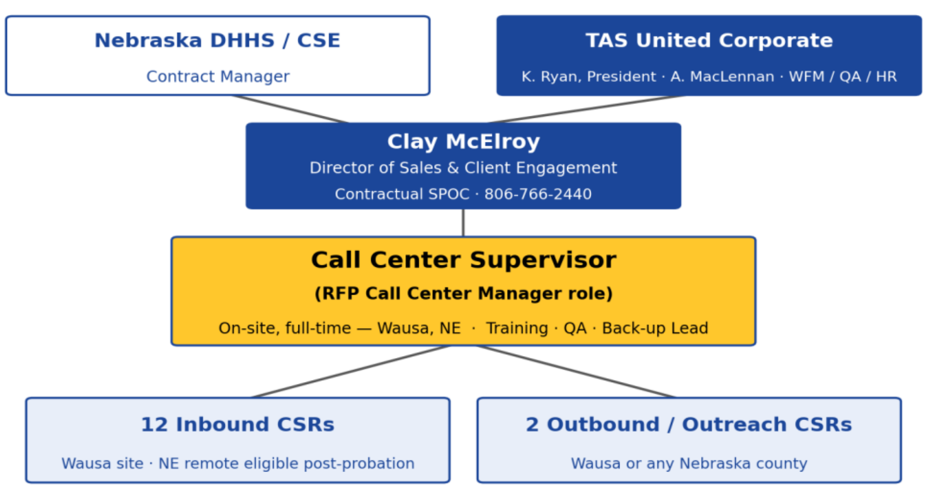
1.9 Summary of Bidder's Proposed Personnel / Management Approach

TAS United's management approach pairs a full-time, on-site Call Center Supervisor in Wausa — who fulfills the RFP's on-site Call Center Manager requirement (Section V.F.6) — with corporate executive sponsorship led by Clay McElroy, Director of Sales & Client Engagement, as well as workforce management, quality support, and human resources. The proposed team, leadership structure, and reporting relationships are as follows. Resumes for all proposed personnel (maximum three pages each, including academic background, certifications, and three references) are provided in Appendix A. Any changes in proposed personnel will be implemented only after written approval from the State.

Role	Proposed Individual	Primary Work Assigned	Reports To
Executive Oversight — President	Kevin Ryan, President & Managing Partner (25+ years in the call center industry; founder of three telecommunications companies; NAEO Hall of Fame inductee, 2006; B.A., Southern Illinois University; M.P.A., University of Illinois Urbana-Champaign)	Corporate accountability for contract performance; participates in executive business reviews.	TAS United ownership
Program Executive / Technology Liaison	Alexander MacLennan, Managing Partner (nearly 25 years of technical experience in call center operations; architect of TAS United's redundant private-cloud infrastructure; Texas A&M University–Corpus Christi)	Corporate program oversight; liaison to DHHS technical teams for equipment installation/maintenance coordination and NITC security alignment	TAS United ownership

Role	Proposed Individual	Primary Work Assigned	Reports To
Director of Sales & Client Engagement (contractual SPOC)	Clay McElroy, Director of Sales & Client Engagement — 806-766-2440, clay@tasunited.com	Contractual relationship and single point of contact; executive escalation; quarterly and executive business reviews with DHHS	Kevin Ryan
Call Center Supervisor (on-site, Wausa, full-time; Social Service Supervisor equivalent; fulfills the RFP's on-site Call Center Manager requirement)	**[Priority: retain incumbent Wausa site leadership, subject to interview and State approval; TAS United internal candidate identified as contingency]**	Full-time on-site management of all Call Center operations; recruiting, hiring, and managing staff; delivery of initial and ongoing training on CSE policies, CHARTS, and customer service standards; QA call and narrative auditing with calibration alongside DHHS; back-up lead call coverage during peaks and absences; security of confidential information; DHHS meetings; single point of contact for operations	Director of Sales & Client Engagement / TAS United Operations
Workforce Management, QA Calibration, and HR Support (corporate)	TAS United corporate operations team	Forecasting, scheduling, intraday management, reporting support; independent second-scorer support for QA calibration; recruiting and benefits administration	TAS United Operations
Customer Service Representatives (14 FTE: 12 inbound + 2 dedicated outbound)	Incumbent Wausa staff (retention priority) plus new hires; senior CSRs designated as floor leads in the Supervisor's absence.	Inbound customer service; CHARTS documentation; outreach/outbound calling	Call Center Supervisor

Proposed Organizational Structure — Nebraska CSE Customer Service Call Center



15 staff total: 14 FTE CSRs ($42.00/hr) + 1 Supervisor ($48.00/hr) · RFP Section V.F.6 on-site management requirement fulfilled

All Call Center work performed under TAS United supervision · Lubbock, TX failsafe answering layer available for weather/power outages

Team leadership, interface, and support functions: The Call Center Supervisor holds day-to-day authority and serves as DHHS's designated single point of contact for operations, consolidating supervisory, training, quality assurance, and backup lead functions into a single accountable on-site role. Clay McElroy, Director of Sales & Client Engagement, serves as the contractual interface and executive escalation point, reporting to Kevin Ryan, President. Corporate workforce management, QA calibration support, human resources, and IT liaison functions support the site without diluting local accountability. All Call Center work is performed under the supervision of TAS United.

Section 2 — Technical Approach

2.1 Understanding of the Project Requirements

The State of Nebraska, Department of Health and Human Services, requires a qualified vendor to manage and operate the centralized Child Support Customer Service Call Center in Wausa, Nebraska, in satisfaction of Neb. Rev. Stat. § 43-3342.04. The Call Center is the primary point of contact for the customers of the Nebraska Child Support Program: applicants for child support services; recipients of TANF, Child Care Subsidy, Medicaid, and SNAP; Nebraska Courts, County Attorneys, Clerks of the District Court and their staff; custodial and noncustodial parties; CSE staff statewide; and employers.

TAS United understands the operating environment and the scale of the work:

- The Nebraska CSE caseload is approximately 85,000 cases;
- The Call Center receives approximately 35,000 calls per quarter, with an average call of four minutes or less;
- Peak days are Mondays and the day after a holiday, when volume reaches approximately 1,000 calls — roughly double a typical day — requiring deliberate scheduling, cross-coverage, and real-time queue management;
- Hours of operation are Monday–Friday, 8:00 AM to 5:00 PM Central, observing State of Nebraska holidays;
- The Vendor operates within the State's ecosystem: the Central Office in Lincoln, statewide field offices, Clerks of the District Court, County/Authorized Attorneys, the State Disbursement Unit, the 24/7 VRU, and CHARTS — the primary automated system and financial record of the IV-D program, in which every call and follow-up action must be documented using appropriate narration protocols.

Equally important, we understand what DHHS is buying: not new technology, but disciplined, accountable management of an existing operation. DHHS provides the facility lease, data and voice network connectivity, computer and software equipment, remote-work equipment, Help Desk and CHARTS Production Support, and initial and ongoing program training. TAS United's role is to staff, manage, train, quality-assure, secure, and continuously improve the operation — while preserving continuity for the Nebraska families it serves.

2.2 Proposed Operational Approach

Our approach rests on five commitments, each mapped to the Operational Standards of Section V.F.3.

2.2.1 Service Delivery

- Answer and respond to all incoming calls with accurate responses according to the DHHS-approved desk guide and DHHS procedures; establish and maintain protocols to ensure every response is courteous and respectful.
- Verify caller identity using approved procedures before releasing case information.
- Resolve inquiries at first contact wherever possible; escalate complex casework to DHHS field or Central Office staff according to DHHS-approved workflows.

- Document all calls and follow-up actions in CHARTS using appropriate narration protocols; update customer information in CHARTS, including name, date of birth, Social Security number, employment information, health insurance information, address, phone number, and email.
- Make outgoing calls and complete follow-up on all customer inquiries in accordance with established DHHS procedures.
- Provide Telecommunications Device for the Deaf (TDD) access for deaf customers and multi-lingual support through telephonic interpretation services on every call requiring it.
- Provide appropriate messaging or call routing whenever the VRU or phone system is non-operational, in coordination with DHHS.

2.2.2 Management Discipline

- A full-time, on-site Call Center Supervisor in Wausa manages all aspects of daily operations and serves as DHHS's designated single point of contact.
- Designated managers provide all interaction and communication with DHHS personnel supporting the Call Center.
- TAS United will inform DHHS before implementing major decisions affecting shared processes or customer service, including the expected impact.
- Under the direction of DHHS, TAS United will make all changes mandated by state or federal regulations and program operating policies and procedures.
- Should staffing fall below mandated levels, TAS United will disclose the deficit in its monthly report and present a remediation strategy at the quarterly meeting, including how all contract obligations will be met during the shortage and a timeline for restoring the workforce.

2.2.3 Performance Standards

Standard (RFP V.F.5)	TAS United Commitment	How We Manage It
Initial queue time ≤ 4 minutes	Committed	Interval-level forecasting from historical volume; peak-day (Monday/post-holiday) staffing surge; real-time queue monitoring with supervisor reallocation
Hold time ≤ 4 minutes	Committed	Hold-time alerts; warm-transfer and callback protocols per DHHS procedures; coaching on efficient research paths in CHARTS
Accurate responses on all calls	Committed	Desk-guide adherence; QA audit of a sample of calls and CHARTS narratives; customer re-contact to correct inaccurate answers, in consultation with DHHS when necessary; errors fed into the ongoing training plan
Answer and follow up on all inbound and outbound calls	Committed	Documented follow-up queues in CHARTS; daily supervisor review of open items
Secure storage and processing of all information; authorized access only	Committed	State-authorized equipment and systems only; role-based CHARTS access; controls in Section 7

Standard (RFP V.F.5)	TAS United Commitment	How We Manage It
Return/transfer or deletion of all data upon termination	Committed	Good-faith negotiation of format, timing, and manner with DHHS

2.2.4 Audit Readiness and Oversight

- Full access for audits and reviews consistent with normal business practice and to the satisfaction of DHHS; complete cooperation with DHHS and other state and/or federal auditors.
- DHHS staff may visit the Call Center with or without advance notice; DHHS may complete performance audits as necessary and may audit calls and narratives at any time.
- TAS United will implement any improvements or modifications indicated by the results of any audit or review, including security reviews.

2.2.5 Collaboration and Continuous Improvement

- Collaborate with DHHS on continuous quality improvement in the delivery of customer service, including joint setting of performance standards and the agreed QA accuracy level and evaluation tool.
- Develop and administer a joint customer complaint resolution process with DHHS (Section 5.6).
- Develop and/or maintain a detailed desk guide for all Call Center staff guiding child support procedures and methods for handling caller questions; adhere to desk guide protocols.
- Create strategies to continuously improve and enhance the Call Center through technology and innovation, presented in quarterly reports.

2.3 Technical Considerations

Consistent with Section V.A of the RFP, TAS United will maintain required staffing levels and utilize the computer systems, telephony infrastructure, and Voice Response Unit provided by DHHS for all management and operational activities. Specifically:

- **CHARTS:** All case documentation, narration, follow-up tracking, and customer information updates occur in CHARTS, using the existing state security model to limit access and manipulation within CHARTS and its related systems.
- **State-authorized equipment and systems only:** All data will be accessed from state-authorized equipment and stored in state-authorized systems. TAS United will not introduce independent systems for case data.
- **Equipment installation and maintenance:** TAS United will work with DHHS to install and maintain all equipment required to perform the services of the contract, at the Wausa site and for approved remote staff (for whom DHHS provides equipment; TAS United's remote work plan addresses connectivity responsibilities and support expectations — Section 3.5).
- **VRU coordination:** The 24/7 VRU remains the front door for automated payment inquiries; CSRs reinforce VRU self-service options where appropriate to manage live-call demand, and contingency routing/messaging is invoked when the VRU or phone system is non-operational.

- **TAS United management toolset:** Where DHHS systems do not provide a function (e.g., staff scheduling, QA scorecards, coaching logs, training records), TAS United applies its corporate management tools without touching or storing case data, and in compliance with DHHS and NITC security standards.
- **Nebraska Technology Access Standards:** TAS United acknowledges and will comply with the Nebraska Technology Access Standards and NITC security standards and policies.

2.4 Detailed Project Work Plan, Management, and Implementation

2.4.1 Transition Philosophy and Goals

Because the Call Center must be fully operational at 8:00 AM on October 1, 2026, and because the RFP's Schedule of Events anticipates contract award on September 16, 2026, and a contract start of September 21, 2026, service continuity depends on one thing above all: retaining the current Wausa workforce. Our transition plan is therefore retention-led. Transition goals:

- Zero interruption of customer service — every call answered on October 1 as on September 30;
- Retention of current Call Center staff, with employment offers extended immediately upon contract execution;
- A fully informed workforce — the communication plan ensures staff understand all management adjustments before October 1, 2026;
- Clear governance — DHHS receives the list of TAS United management staff, their duties, and communication methods within fifteen (15) days after contract execution;
- Completion of all transition activities within forty-five (45) days of contract execution.

2.4.2 Transition Work Plan and Timeline

The Schedule of Events anticipates contract award on September 16, 2026, and a contract start on September 21, 2026 — roughly 10 calendar days before the fixed October 1 go-live. Our plan is therefore front-loaded: everything required for go-live is completed in the first 10 days, and the balance of the 45-day window is used for stabilization, verification, and formal close-out. Pre-execution preparation during the contract finalization period (August 15 – September 15) keeps the critical path short. The timeline assumes execution on or about September 21; if execution occurs earlier, pre-go-live phases expand proportionally — October 1 does not move.

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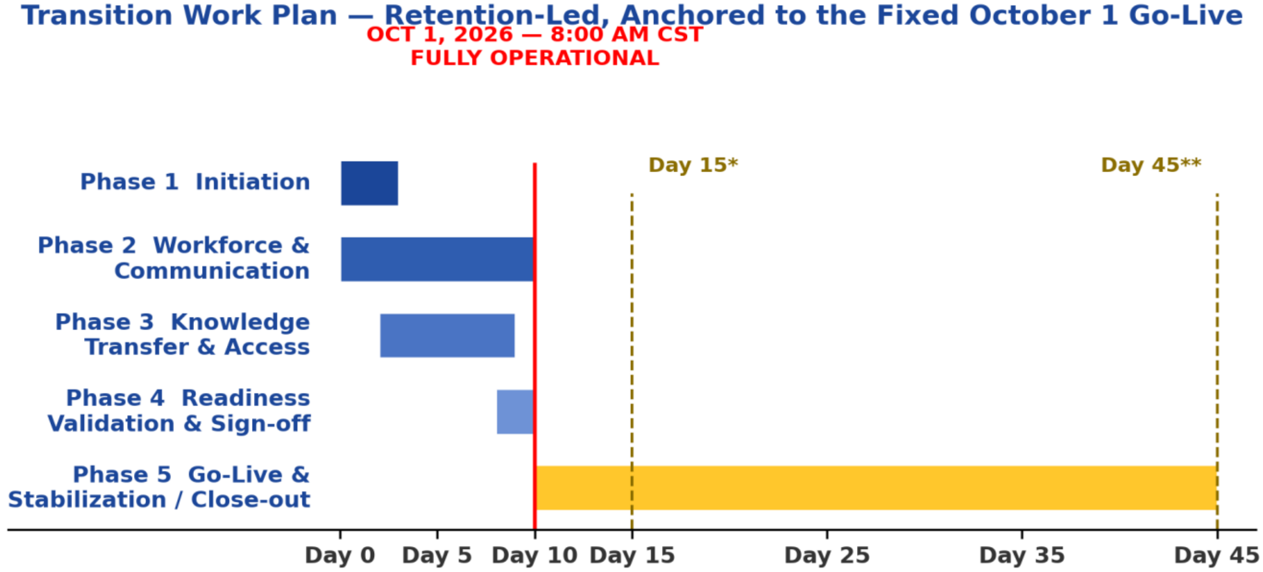
Transition Work Plan — Retention-Led, Anchored to the Fixed October 1 Go-Live



* Day 15 — management staff list, duties, and communication methods delivered to DHHS. ** Day 45 — all transition activities complete within 45 days of contract execution. Day 0 assumes execution on or about September 21, 2026, per the Schedule of Events; pre-go-live phases may be compressed or expanded as needed to protect the fixed October 1 date.

Phase / Days from Execution	Key Activities	Responsible	DHHS Support (per V.G)
Phase 1: Initiation Days 0–3	Kickoff with DHHS Contract Manager; confirm governance, meeting cadence, and escalation paths; finalize detailed schedule; extend employment offers to incumbent Wausa staff with pay parity commitments on Day 0–1; deliver staff communication plan	TAS United Transition PM; Director of Sales & Client Engagement	Designate CSE Contract Manager; coordinate meetings requiring DHHS approval
Phase 2: Workforce & Communication Days 0–10 (list by Day 15)	Complete retention offers and onboarding paperwork; background checks for any personnel not previously adjudicated; all-staff sessions covering management adjustments, policies, payroll, and benefits — completed before October 1; management staff list, duties, and communication methods delivered to DHHS no later than Day 15	Call Center Supervisor; TAS United HR	Access to Annual Security Awareness Training; labor-contract pay scale confirmation
Phase 3: Knowledge Transfer & Access Days 2–9	Review desk guide, DHHS procedures, narration protocols, escalation workflows; confirm CHARTS access and state security roles for all staff; validate telephony, VRU routing, TDD, and interpretation services; document reporting requirements and formats.	Transition PM; Call Center Supervisor	CHARTS Production Support; Help Desk; network connectivity; equipment
Phase 4: Readiness Validation & Sign-off Days 8–10	Staffing validated at 14+ FTE CSRs (2 outbound-dedicated); training gap-closure for any new hires; QA calibration session with DHHS; monthly report format confirmed; readiness review and DHHS	Call Center Supervisor; Transition PM	Joint readiness review; standards and goals consultation

Phase / Days from Execution	Key Activities	Responsible	DHHS Support (per V.G)
	sign-off before October 1; inclement-weather remote plan confirmed		
Phase 5: Go-Live & Stabilization Day 10 (Oct 1) – Day 45	Full operations at 8:00 AM CST October 1, 2026; heightened management presence during weeks 1–2; daily internal huddles and issue log; first monthly report cycle initiated; complaint-resolution process finalized with DHHS; transition close-out and lessons-learned review completed within 45 days of execution	Call Center Supervisor; all staff	Ongoing program training; complaint-resolution process co-development

2.4.3 Transition Communication Plan

- **With DHHS:** Weekly written status reports and standing status meetings during transition covering completed milestones, upcoming activities, risks, action items, and decisions; immediate escalation of any risk to the October 1 go-live.
- **With staff:** Day-one announcement and Q&A sessions; written FAQ covering employment terms, pay parity, benefits, and management structure; named points of contact for employee questions; all management adjustments communicated before October 1, 2026.
- **With customers:** None required — phone numbers, hours, the VRU, and the service experience are unchanged. That is the point of a retention-led transition.

2.4.4 Transition Risk Management

Risk	Mitigation
Incumbent staff attrition during transition	Immediate offers with pay parity; retention conversations led by on-site manager; accelerated recruiting pipeline as backstop (Section 3.4)
Compressed award-to-go-live window	Pre-execution planning completed during contract finalization period; retention-led model minimizes activities on the critical path
CHARTS access or security-role delays	Early submission of access requests; coordination with DHHS Help Desk in Phase 3; contingency shared-supervision procedures
Background check delays for new hires	Prioritize incumbent staff (already adjudicated); begin new-hire checks immediately at execution.
Winter weather near go-live	Inclement-weather remote work plan validated in Phase 4, initiated in collaboration with DHHS

2.4.5 Ongoing Management and Governance

After stabilization, governance continues through: daily supervisor huddles; weekly internal operations reviews; monthly reports to DHHS; quarterly meetings covering statistics, staffing, remediation of any deficits, and suggested process improvements through technology and innovation; and executive business reviews led by Clay McElroy, Director of Sales & Client Engagement. Collaboration with DHHS specifically addresses conflict resolution, staffing issues including recruitment and hiring of key staff, progress reporting, continuous quality improvement, and the setting of performance standards, per Section V.F.3.

Section 3 — Staffing Plan and Management Plan

3.1 Staffing Commitments

- A minimum of **fourteen (14) full-time customer service representatives**, of whom **two (2) are dedicated to outreach/outbound calls**, plus sufficient supervisory, administrative, and training staff to maintain a high standard of operation.
- A **full-time, on-site Call Center Supervisor** in Wausa — fulfilling the RFP's on-site Call Center Manager requirement (Section V.F.6) — with sufficient education, training, and ability to manage daily operations: working on-site full time; managing all aspects of the operation; recruiting, hiring, and managing all Call Center staff; personally delivering training to meet the needs of the Child Support Program; conducting quality assurance evaluations; serving as back-up lead on the queues during peaks and absences; ensuring the security and protection of all confidential information; and attending meetings as requested by CSE.
- **Pay parity:** Vendor staff will receive the same pay rate as equivalent DHHS call center staff (social service worker, social service lead worker, training coordinator, social service supervisor, social service unit manager, administrator I) as outlined in the labor contracts. Any future pay increases for DHHS call center staff will be proportionally applied to TAS United staff rates.
- **Retention of current staff:** TAS United will extend employment offers to all current Call Center staff in good standing immediately upon contract execution, preserving institutional knowledge and service continuity.
- **Supervision:** All work completed by Call Center staff is performed under the supervision of TAS United, which is responsible for all oversight and management of Call Center staff.
- **Supplies:** TAS United is responsible for all basic office supplies (envelopes, paper, pens, and similar items).
-

3.2 Organizational Structure

The on-site structure is deliberately lean and accountable: one full-time Call Center Supervisor — fulfilling the RFP's on-site Call Center Manager requirement and additionally serving as trainer, quality assurance evaluator, and back-up lead — directing fourteen CSRs (twelve inbound-focused; two dedicated outbound), with designated senior CSRs acting as floor leads in the Supervisor's absence. Corporate support includes the Account Executive (executive sponsor), workforce management, QA calibration second-scoring, human resources, and an IT/security liaison to DHHS technical teams. Reporting relationships are detailed in Section 1.9.

3.3 Recruitment and Hiring

TAS United recruits individuals with strong communication skills, professionalism, empathy, attention to detail, and demonstrated commitment to customer service. For the Wausa market, our recruiting strategy includes:

- Priority retention of incumbent staff with recognition of tenure;
- Local and regional sourcing across northeast Nebraska (Wausa, Bloomfield, Osmond, Randolph, Wayne, Norfolk corridor), including community job boards, area colleges, workforce development offices, and employee referral incentives;
- A DHHS-approved remote-work pathway (post-training, Nebraska-resident) that widens the statewide candidate pool for both inbound and outbound roles;
- **Structured screening:** every applicant completes a formal interview process followed by mandatory pre-employment screening conducted through Pre-Employment Inc., including a thorough criminal history review, credit history review, and drug screening, plus E-Verify work-eligibility confirmation and reference verification. Management candidates additionally complete the Culture Index assessment to evaluate leadership fit.
- **Background checks on all employees** who will have access to facilities or operations, meeting the RFP standard: individuals with access to participant addresses must have a successfully adjudicated background check; disqualifying items include restraining orders, violent crimes against persons, burglary, or theft. Hiring practices support equal employment opportunity.

3.4 Retention Plan and Vacancy Management

In accordance with Section V.F.6, TAS United's detailed recruitment and retention plan includes:

- **Retention strategies:** pay parity with DHHS classifications; structured onboarding; continuous coaching and recognition; career pathways (CSR → lead → supervisor → training/QA) with a policy of promoting internally whenever possible; post-probation remote-work eligibility with DHHS approval; supportive on-site leadership; and performance evaluations at each employee's 30/60/90-day anniversaries and annually thereafter.
- **Benefits package:** TAS United provides benefits and compensation competitive with the commercial marketplace, including medical, dental, and vision coverage; long-term and short-term disability; paid leave; critical illness care; life and supplemental life insurance; tuition reimbursement; a 401(k) plan with discretionary match; and referral and performance bonuses. This demonstrated retention formula — compassionate culture, professional development, and competitive compensation — is a documented strength across TAS United's long-running contracts.
- **Positions vacant more than 30 days:** automatic escalation to the Director of Sales & Client Engagement; expanded sourcing (regional advertising, referral bonus increase, remote-eligible posting statewide in Nebraska); weekly pipeline reporting to DHHS until filled.

- **Meeting requirements while vacancies exist:** cross-trained staff flex between inbound and outbound queues; supervisor and trainer take calls during peaks; overtime offered within labor-contract terms; schedule optimization around Monday/post-holiday peaks. Any staffing deficit below mandated levels is disclosed in the monthly report with a remediation strategy and restoration timeline presented at the quarterly meeting.

3.5 Remote Work and Inclement Weather Continuity Plan

- Upon completion of training and satisfaction of probationary requirements, and with DHHS approval, Call Center employees may work remotely from locations within Nebraska. Remote staff mirror all standards and expectations for on-site Wausa staff — schedules, quality, security, and supervision — and use DHHS-provided equipment. TAS United acknowledges DHHS does not provide network connectivity or on-site support for remote staff and will define connectivity requirements and remote troubleshooting protocols accordingly.

- TAS United will develop and implement a remote work plan to keep the Call Center operational during inclement weather or other events preventing staff from working at the Wausa facility, initiated in collaboration with DHHS. The plan pre-identifies remote-ready staff, equipment status, activation triggers, notification trees, and same-day queue coverage validation.
- **Lubbock failsafe layer:** as an additional failsafe measure for inclement weather or power outages that prevent both on-site and Nebraska remote coverage, incoming phone lines can be redirected — in coordination with DHHS telecom support — to TAS United's Lubbock, TX contact center for continued live support. Lubbock agents answer every call professionally, provide general status messaging, and take a basic message (caller name, callback number, and nature of the inquiry) for a return call after the inclement weather passes. Lubbock failsafe agents do not access CHARTS or any case data; messages are securely relayed to authorized Call Center staff, who complete return calls and CHARTS narration once normal operations resume. This ensures that no Nebraska family ever reaches a deadline, even during a total site outage.

3.6 Training Plan

Per Section V.F.7, TAS United will provide a comprehensive, detailed plan for initial and ongoing training, developed in collaboration with DHHS (which provides initial and ongoing program training per Section V.G) and delivered by the on-site Call Center Supervisor with corporate training support.

Initial Training (new hires; refresher tracks for incumbent staff)

Component	Content
CSE Program Orientation	Nebraska Child Support Program structure; Central Office, field offices, Clerks of the District Court, County/Authorized Attorneys, SDU; IV-D services (location, paternity, establishment, modification, enforcement, intergovernmental)
Policies & Procedures	DHHS desk guide; narration protocols; escalation workflows; confidentiality and privacy obligations
CHARTS Application	Navigation; case lookup; documentation and narration; customer information updates (name, DOB, SSN, employment, health insurance, address, phone, email)
Customer Service Standards	Courtesy and respect protocols; de-escalation; empathy in high-stress family situations; caller identity verification; TDD and telephonic interpretation use
Security & Compliance	DHHS Annual Security Awareness training; IRS confidentiality requirements; acceptable use; incident reporting
Simulation & Certification	Scored call simulations; side-by-side mentoring; competency demonstration required before independent call handling

Ongoing Training

- Monthly refresher topics driven by QA findings — errors identified in accuracy audits are incorporated into the ongoing training plan, as required by Section V.F.5;
- Immediate update training for all changes mandated by state or federal regulations or DHHS policy, implemented under DHHS direction;
- Annual Security Awareness training completion for all staff, as directed by DHHS, with tracked completion records;
- A minimum of eight (8) hours of customer service training and four (4) hours of sustainment training annually for every employee, delivered through classroom instruction and structured on-the-job "shadowing" with experienced representatives; new agents must pass a competency test before independent call handling, with retraining and retesting for any who fall short;
- Cross-training between inbound and outreach functions to deepen bench strength for peak days and vacancies.

Section 4 — Outreach / Outbound Call Plan

Per Section V.F.4, TAS United will develop and implement an outreach plan, with instruction and detail provided by DHHS, and will assign a minimum of two (2) full-time customer service representatives to outbound/outreach calls.

4.1 Outreach Plan

Audience	Outreach Content	Outcome Sought
Noncustodial parties (new court orders)	Court-ordered responsibilities; the income withholding process; verification of address, phone number, and employer information; explanation of the monthly billing statement; answers to questions concerning court-ordered obligations	Informed, engaged obligors; accurate contact and employer data in CHARTS; fewer downstream enforcement contacts
Custodial parties (new court orders)	Explanation of the Title IV-D child support program; answers to general child support program questions	Informed custodial parties; realistic expectations; reduced repeat inbound inquiries
Potential IV-D applicants	Benefits of receiving IV-D services; how to apply for and receive those services	Increased appropriate program participation

4.2 Operating Model

- Two dedicated outbound CSRs, working from the Wausa facility or remotely from any Nebraska county, per the RFP;
- Work hours may be adjusted to reach individuals at the most opportune times (e.g., early evening windows), coordinated with DHHS and within labor-contract terms;
- DHHS-approved calling scripts and talking points; all attempts and outcomes documented in CHARTS with appropriate narration; verified information (address, phone, employer) updated in CHARTS immediately;
- Outbound staff cross-trained on inbound queues to reinforce coverage on peak days without compromising weekly outreach targets;
- Monthly reporting of outreach volumes, contact rates, verifications completed, and observed trends, with improvement recommendations in the quarterly report.

Section 5 — Quality Assurance and Performance Management

5.1 Quality Philosophy

Quality assurance is a continuous process that measures performance, reinforces best practices, identifies opportunities for improvement, and ensures a consistent customer experience. TAS United will maintain QA accuracy at or above the level agreed with DHHS, using an evaluation tool agreed with DHHS, per Section V.F.3.

5.2 QA Program Structure

- Routine monitoring combining live observation and recorded call review (where the DHHS telephony environment supports recording), plus auditing of CHARTS narratives;
- A documented evaluation instrument — developed with DHHS — assessing desk-guide adherence, accuracy, courtesy and respect, identity verification, documentation and narration quality, confidentiality, and problem resolution;
- Verification of performance accuracy by auditing a sample of calls and/or narratives, acknowledging DHHS's right to audit at any time;
- Correction of inaccurate answers via customer re-contact when appropriate, in consultation with DHHS when necessary, with identified errors incorporated into the ongoing training plan;
- Regular calibration sessions among the Call Center Supervisor, TAS United corporate QA second-scorers, and DHHS representatives to keep scoring consistent and aligned with program expectations.

5.3 Key Performance Indicators

KPI	Standard	Cadence
Initial queue time	≤ 4 minutes (contractual)	Real-time; daily; monthly report
Hold time	≤ 4 minutes (contractual)	Real-time; daily; monthly report
QA accuracy score	At or above DHHS-agreed level	Weekly evaluations; monthly report
Calls answered / abandonment.	Targets set with DHHS	Daily; monthly report
Average handle time	Baseline ~4 minutes; managed for quality, not rushed	Monthly trend
CHARTS documentation completeness	100% of calls narrated	Audit sample; monthly report
Outreach contacts and verifications	Targets set with DHHS	Monthly report
Staffing vs. mandated levels	≥ 14 FTE CSRs (2 outbound)	Monthly report; quarterly remediation review if below

5.4 Coaching and Corrective Action

Supervisors conduct routine one-on-one coaching that pairs QA results with recognition and specific development actions. Where trends indicate systemic issues, TAS United performs root-cause analysis and implements corrective action plans — such as targeted coaching, refresher training, increased monitoring, process refinement, or desk-guide updates — which are proposed to DHHS.

5.5 Joint Standards Setting

TAS United will collaborate with DHHS on conflict resolution, staffing issues including recruitment and hiring of key staff, progress reporting, continuous quality improvement, and the setting of performance standards, and will participate in DHHS's revision of Call Center standards and goals in consultation with the Vendor.

5.6 Joint Customer Complaint Resolution Process

TAS United will develop and administer a joint customer complaint resolution process with DHHS during transition. Our proposed framework, subject to DHHS refinement:

- Intake: any complaint received by phone, referral, or DHHS channel is logged the same business day with a unique identifier and narrated in CHARTS where case-related;
- Triage: service-experience complaints resolved by the Call Center Supervisor; casework complaints routed to the appropriate DHHS office per approved workflows;
- Resolution standards: acknowledgment and target resolution timeframes agreed with DHHS; customer re-contact upon resolution when appropriate;
- Transparency: complaint volumes, categories, resolution times, and systemic findings reported monthly and reviewed quarterly with DHHS.

5.7 Example QA Evaluation Form

The example below illustrates the QA evaluation instrument TAS United will finalize with DHHS during implementation (development of the QA evaluation form is included in the one-time Implementation Fee). Evaluations are conducted through a combination of live monitoring, recorded call reviews (where supported by the DHHS telephony environment), and CHARTS narrative audits, measuring customer service, policy compliance, identity verification, documentation quality, confidentiality, problem resolution, and adherence to Nebraska DHHS procedures. Customer Service Representatives must achieve a minimum overall score of 85% (85/100) to complete training and remain in production successfully.

Agent:	Evaluator:	Date:	Call ID:
Call Type:	Case #:	Duration:	Score: ____ / 100

Evaluation Criteria	Points	Score
1. Customer Service & Professionalism	**10**	
Professional greeting · Correct DHHS identification · Professional tone · Active listening & empathy · Courtesy maintained (2 pts each)	10	
2. Identity Verification & Confidentiality	**20**	
Completed identity verification (8) · Verified authorized party (4) · Protected confidential information (4) · Followed confidentiality procedures (4)	20	
3. CHARTS Documentation & Narratives	**20**	
Complete CHARTS documentation (6) · Accurate case notes (5) · Correct disposition/coding (4) · Narrative quality (3) · Required fields completed (2)	20	
4. Policy Compliance & Desk Guide Adherence	**20**	
Followed DHHS procedures (6) · Used approved desk guides (5) · Accurate information (5) · Escalated appropriately (4)	20	
5. Problem Resolution & Call Handling	**15**	
Resolved inquiry (5) · Efficient call handling (4) · Appropriate hold/transfer (3) · Explained next steps (3)	15	
6. Quality Communication & Closing	**15**	
Clear communication (4) · Professional closing (3) · Confirmed understanding (3) · Call control (3) · Positive customer experience (2)	15	
TOTAL	**100**	

Critical Compliance Errors (Automatic QA Failure)

Failure to complete required identity verification · Disclosure of confidential information · Providing inaccurate Child Support Enforcement information · Failure to complete required CHARTS documentation · Failure to follow mandatory escalation procedures · Unprofessional conduct or policy violation.

Supervisor Coaching & Corrective Action

Root Cause Identified	Corrective Action
☐ Knowledge Gap ☐ Documentation Error ☐ Verification Process ☐ Policy Interpretation ☐ System Navigation ☐ Call Control ☐ Other __________	☐ One-on-One Coaching ☐ Refresher Training ☐ Increased QA Monitoring ☐ Side-by-Side Observation ☐ Desk Guide Review ☐ Process Improvement Recommendation ☐ Escalate to Operations Manager

Outcome: ☐ PASS (85% or higher) ☐ FAIL (below 85%) · QA performance history (QA #1 / #2 / #3 / monthly average) is tracked per agent, with supervisor comments, agent acknowledgment, and supervisor signature captured on each evaluation.

Section 6 — Reporting

6.1 Monthly Reports

TAS United will submit monthly Call Center reports to DHHS, developed in cooperation with CSE and the Call Center Supervisor to ensure relevant information and statistics are included. Standard content: call volumes and patterns (including peak-day performance), queue and hold time performance against the 4-minute standards, QA accuracy results, CHARTS documentation audit results, outreach/outbound activity, training completed, staffing levels versus mandated minimums (with disclosure and remediation strategy for any deficit), complaint summary, and notable operational events.

6.2 Quarterly Reports

In addition to quarterly statistics, the quarterly report will detail suggested process improvements through technology and innovation to improve Call Center operation and customer satisfaction. Quarterly reports will be delivered two weeks past the end of each quarter as indicated by the State of Nebraska's fiscal calendar year (July 1 – June 30), and all reports will be due two weeks following the end of the reporting period, as required by Section V.H.

6.3 Review Cadence

Monthly report walkthroughs with the DHHS Contract Manager; quarterly meetings addressing statistics, improvement recommendations, and any staffing remediation; and executive business reviews led by Clay McElroy, Director of Sales & Client Engagement. TAS United will inform DHHS before implementing major decisions affecting shared processes or customer service, including the expected impact.

Section 7 — Security, Compliance, Disaster Recovery, and Business Continuity

7.1 Security Commitments

- **Security Plan deliverable:** TAS United will provide a security plan covering all requirements of this RFP within sixty (60) business days of the contract award date, and will work with DHHS to implement any improvements or modifications indicated in any security review.
- **Confidentiality:** The confidentiality of DHHS's information will be protected and maintained at all times. A secure environment will be provided for disbursement data, records, and data processing operations as required by DHHS.
- **IRS requirements:** The secure environment will meet all Internal Revenue Service requirements, including the safeguarding principles of IRS Publication 1075 for federal tax information. Data will be secure from sabotage, manipulation, theft, or breach of confidentiality.
- **Standards compliance:** Adherence to all DHHS and Nebraska Information Technology Commission (NITC) security standards and policies, and to the Nebraska Technology Access Standards.
- **Access discipline:** Use of CHARTS and the existing state security model to limit access and manipulation within CHARTS and related systems; all data accessed from state-authorized equipment and stored in state-authorized systems; role-based permissions; prompt access removal upon role change or separation; periodic access reviews.
- **Personnel security:** Background checks on all employees with access to facilities or operations; successfully adjudicated checks for anyone with access to participant addresses (disqualifiers: restraining orders, violent crimes against persons, burglary, theft); mandatory Annual Security Awareness training as directed by DHHS, plus TAS United security education covering password hygiene, phishing, social engineering, confidential information handling, acceptable use, and incident reporting.
- **Physical security:** Controlled access to Call Center work areas within the Wausa facility; clean-desk practices; visitor protocols; secure handling of any printed material.

7.2 HIPAA and HITRUST Foundation

TAS United supports healthcare organizations operating in highly regulated environments, maintains operational controls aligned with HIPAA privacy and security requirements, and is HITRUST certified — evidence of a comprehensive, independently assessed information security program based on recognized industry standards. TAS United acknowledges and will execute the DHHS HIPAA Business Associate provisions of the solicitation as applicable.

7.3 Incident Response

Documented procedures govern identification, reporting, investigation, containment, and resolution of security incidents. Leadership is notified immediately; corrective actions are initiated; root cause analysis is performed; and preventive measures are implemented. TAS United will notify and communicate with DHHS in accordance with contractual notification requirements and applicable law.

7.4 Disaster Recovery / Back-Up Plan

In accordance with Section III.P of the solicitation, TAS United maintains disaster recovery and backup capabilities for its operations. It will align site-specific procedures with DHHS's infrastructure ownership at Wausa:

Scenario	Response
Facility inaccessible (weather, utility outage, damage)	Activate the DHHS-collaborative remote work plan: pre-identified remote-ready staff with DHHS-provided equipment resume queue coverage from Nebraska locations; activation triggers and notification tree pre-agreed with DHHS
Regional inclement weather or power outage affecting both the Wausa site and Nebraska remote staff.	Failsafe redirect: in coordination with DHHS telecom support, incoming lines are redirected to TAS United's Lubbock, TX contact center for continued live answering. Lubbock agents provide general status messaging and take basic messages (name, callback number, nature of inquiry) — with no access to CHARTS or case data — and securely relay them to authorized Call Center staff for return calls and CHARTS narration once the weather passes and normal operations resume.
VRU or phone system non-operational	Provide appropriate messaging or call routing per Section V.F.5, in coordination with DHHS telecom support; document the outage impact and recovery.
CHARTS or network outage	Escalate immediately to DHHS Help Desk / CHARTS Production Support; capture interactions on approved offline job aids for post-restoration narration; customer messaging per DHHS guidance.
Staffing emergency (illness wave, severe weather)	Cross-trained flex coverage; supervisor/trainer call-taking; overtime within labor-contract terms; remote activation; disclosure to DHHS with remediation timeline
Security incident	Incident response procedures (7.3); DHHS notification per contract; corrective and preventive actions

Recovery procedures address communication protocols, restoration priorities, operational recovery, and verification of service readiness before returning to normal operations. Continuity components are exercised, and lessons learned from exercises, audits, and actual events are incorporated into updated procedures and training.

Section 8 — Deliverables and Due Dates Confirmation

Per Section V.H, TAS United confirms its ability to meet each stated deliverable and due date:

Deliverable / Due Date (RFP)	TAS United Confirmation
Performance of all project requirements and services outlined in Section V	Confirmed — addressed point-by-point throughout this proposal
Contract begins October 1, 2026; Call Center fully operational October 1, 2026, at 8:00 AM.	Confirmed — retention-led transition plan (Section 2.4) is built to date; TAS United acknowledges the liquidated damages provision of Section II.Z.
Management staff list, duties, and communication methods to DHHS within 15 days after contract execution	Confirmed — Phase 2, Day 15 milestone
Staff communication plan ensuring staff are fully informed of management adjustments before October 1, 2026	Confirmed — delivered in Phase 1 and executed through Phase 2
Transition completed within 45 days of contract execution	Confirmed — Section 2.4.2 work plan
Security plan covering all RFP requirements within 60 business days of contract award	Confirmed — Section 7.1
Quarterly reports due two weeks past the end of each quarter (State fiscal year July 1 – June 30); all reports due two weeks following the end of the reporting period	Confirmed — Section 6.2
Monthly Call Center reports to DHHS	Confirmed — Section 6.1

Section 9 — Solicitation Acknowledgments and Acceptance of Terms

This section confirms TAS United's acknowledgment of and response to every bidder-response requirement of the solicitation, outside the Technical Proposal narrative.

9.1 Acknowledgment of Addenda

TAS United acknowledges receipt and full consideration of Addendum One (Questions and Answers posted July 23, 2026, per the Schedule of Events), and confirms this proposal — including the Cost Sheet and the Supplemental Pricing Schedule — reflects the clarifications provided therein, including Questions 44, 58, and 68 (labor contract pay-rate revisions and benefit costs), Question 60/120 (all start-up and transition costs contained within the Year 1 cost proposal), and Question 101 (supplemental pricing schedule permitted in addition to the required Cost Sheet).

9.2 Section II — Terms and Conditions

TAS United has read the Terms and Conditions in Section II of the solicitation, including all provisions identified as Nonnegotiable, and accepts them as written, including without limitation Governing Law, Long-Term Care Ombudsman, Office of Public Counsel, and Liquidated Damages (Section II.Z, $100.00 per day for deliverables not completed by October 1, 2026, as agreed by the parties).

Accept All Terms and Conditions Within Section as Written (Initial)	Exceptions Taken (Initial)	Exceptions
[CEM]	N/A	None. TAS United takes no exceptions to Section II.

9.3 Section III — Vendor Duties

TAS United has read the Vendor Duties in Section III and accepts them as written, including Employee Work Eligibility (E-Verify is already standard in TAS United's hiring process), Civil Rights/EEO (Nonnegotiable), Insurance Requirements (certificates of insurance meeting Section III.I will be provided before contract execution), Nebraska Technology Access Standards (Nonnegotiable), Disaster Recovery/Back Up Plan (Section 7 of this proposal), Drug Policy (TAS United maintains a drug-free workplace policy with pre-employment drug screening), and the DHHS HIPAA Business Associate Provisions.

Accept All Vendor Duties Within Section as Written (Initial)	Exceptions Taken (Initial)	Exceptions
[CEM]	N/A	None. TAS United takes no exceptions to Section III.

9.4 Section IV — Payment

TAS United has read the Payment clauses in Section IV and accepts them as written, including the Prohibition Against Advance Payment, Taxes, Invoices, Inspection and Approval, Payment, Late Payment, Subject to Funding, and Right to Audit provisions (all applicable Nonnegotiable clauses acknowledged).

Invoicing will follow contract terms; the one-time Implementation Fee is invoiced at contract execution for services rendered during implementation, consistent with the Cost Sheet presentation and not as an advance payment for future services.

Accept All Payment Clauses Within Section as Written (Initial)	Exceptions Taken (Initial)	Exceptions
[CEM]	N/A	None. TAS United takes no exceptions to Section IV.

9.5 Contractual Agreement Form

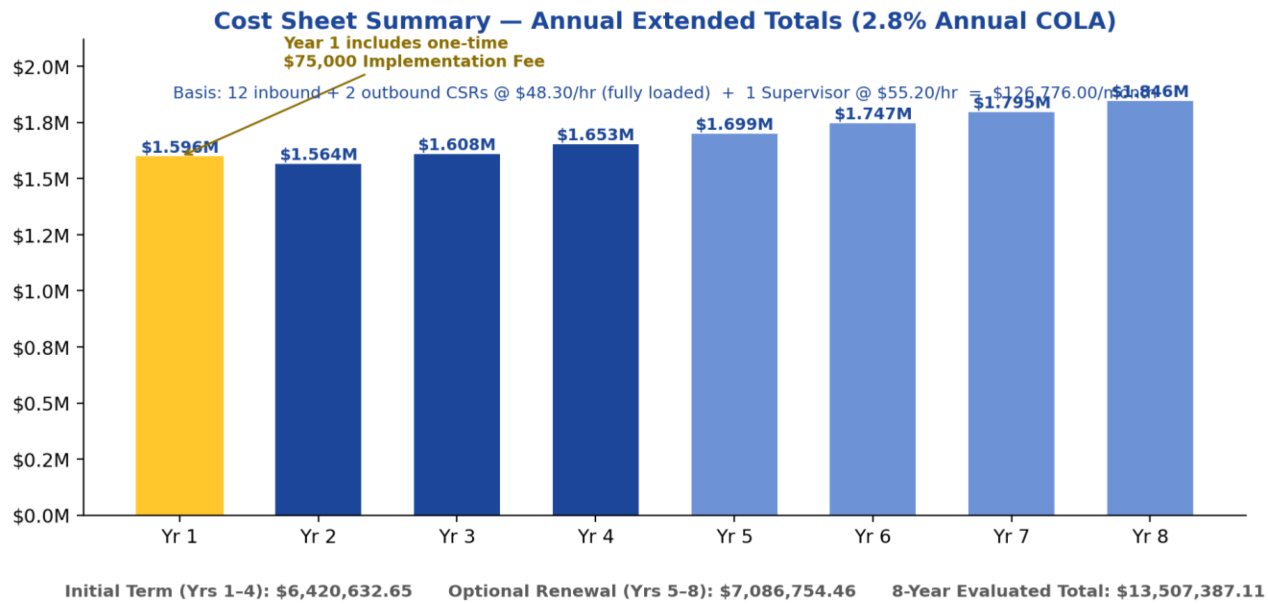
The Contractual Agreement Form is completed, signed in ink or by DocuSign by an authorized officer of TAS United, LLC, and submitted with this response. TAS United notes for statistical purposes that it is a Foreign Vendor under Neb. Rev. Stat. § 73-603(c) (not a Nebraska Vendor); the resident disabled veteran/enterprise zone and Commission for the Blind preferences are not applicable. TAS United certifies the Chinese Communist Party does not own it. TAS United guarantees compliance with the provisions stated in the solicitation and agrees to its terms and conditions.

9.6 Other Acknowledgments and Declarations

- Public posting and waiver: TAS United acknowledges that the solicitation response will be posted publicly, grants the reservation of rights and copyright waiver required by the solicitation, and agrees to the associated indemnification. Cost sheets are understood to be public record.
- Proprietary information: TAS United designates no portion of this response as proprietary.
- Secretary of State registration: TAS United is authorized to transact business and will comply with all Nebraska Secretary of State registration requirements, and will produce a current Certificate or Letter of Good Standing upon receipt of an Intent to Award.
- Ethics: TAS United affirms it has committed no ethical violation described in Section I.F; this response is submitted solely on TAS United's own behalf without collusion.
- No deviations: this response contains no deviations from the solicitation and no assumptions requiring clarification; all requirements of Section V are accepted and priced.
- Vendor demonstrations: TAS United will participate in demonstrations at the State's request at no cost to the State.
- No subcontractors: TAS United proposes no subcontractors for this engagement.

Section 10 — Cost Proposal Summary

TAS United's pricing is submitted on the State's prescribed Cost Sheet, unaltered in format and content, accompanied by a Supplemental Pricing Schedule (permitted per Addendum One, Question 101) that explains staffing and rate assumptions. In case of any discrepancy, the completed Cost Sheet governs. The evaluation basis — the total cost of the four-year initial term plus the optional four-year renewal — is summarized below.



Component	Amount
Staffing basis: 12 inbound CSRs + 2 dedicated outbound CSRs (14 FTE, fully loaded billing rate $48.30/hr) plus 1 Social Service Supervisor equivalent ($55.20/hr) — 15 staff total at 173.33 paid hours/month	$126,776.00 / month
One-time Implementation Fee (facility/system setup, agent education and onboarding, QA evaluation form development) — invoiced at contract execution; all start-up and transition costs are contained within Year 1 per Addendum One Q60/120	$75,000.00
Year 1 Extended Total (12 × $126,776.00 = $1,521,312.00, plus one-time fee)	$1,596,312.00
Annual escalation, Years 2–8 (cost-of-living, tracking Nebraska labor-contract pay obligations)	2.8% compounding
Initial Term total, Years 1–4	$6,420,632.65
Optional Renewal total, Years 5–8	$7,086,754.46
Eight-year evaluated total	$13,507,387.11

Pricing reflects the RFP-mandated staffing floor — a minimum of fourteen (14) full-time customer service representatives, two of whom are dedicated to outreach/outbound calls, plus one consolidated Supervisor fulfilling on-site management, training, QA, and back-up lead duties — and the pay-parity obligation of

Section V.F.6, with billing rates fully loaded over staff wages that remain aligned to the equivalent DHHS labor-contract classifications (pay parity per Section V.F.6). The single on-site Supervisor consolidates management, training, quality assurance, and back-up lead functions within the $55.20/hour billing rate; corporate workforce management and QA calibration support are provided within TAS United's rate structure and the one-time Implementation Fee. Should an actual Nebraska labor-contract pay-table revision diverge from the escalation assumption in any year, TAS United will submit a price adjustment request per Section III.F to true up the difference, consistent with Addendum One Questions 44/58/68. Prices remain fixed as accepted for the initial term and any applicable renewals, except as provided in the contract.

Pricing Adjustment for Scope Changes

The proposed pricing is based on the Scope of Work as defined in this RFP. Should DHHS materially modify the scope of services, technology platform (including EMR or telephony systems), reporting requirements, training obligations, call volumes, service hours, or other operational requirements, TAS United reserves the right to negotiate equitable adjustments to pricing, staffing, implementation timelines, and training requirements through a mutually agreed-upon contract amendment.

TAS United, LLC — Cost Proposal

RFP 126010 O3 — Nebraska Child Support Enforcement Customer Service Call Center Services

State of Nebraska, Department of Health and Human Services | Bidder Name: TAS United, LLC

Bidders must complete this form and submit with their Request for Proposal response. Bidder shall bid the cost for each year of the initial term, and all renewal options. Do not alter existing format or content within the Cost Sheet. Important: In case of a mathematical error in extension of price, unit price shall govern.

The Pricing evaluation and points will be based on the Total cost of the initial four (4)- year term and the optional four (4)- year renewal.

Staffing and rate basis: twelve (12) inbound Customer Service Representatives and two (2) dedicated outbound/outreach Customer Service Representatives (fourteen (14) FTE CSRs at a fully loaded billing rate of $48.30/hour), plus one (1) Social Service Supervisor equivalent at $55.20/hour — fifteen (15) staff in total at 173.33 paid hours per month per FTE = $126,776.00 per month. Billing rates are fully loaded (staff wages remain at DHHS labor-contract pay parity per Section V.F.6, plus statutory employment costs, benefits, management, quality, and corporate support). Pursuant to contractual price-adjustment obligations tied to the Nebraska cost of living (RFP Section II — Prices and Section III.F, consistent with Addendum One, Questions 44/58/68), the monthly rate escalates 2.8% annually beginning in Year 2, compounding each year through Year 8.

Part I – Initial Term Four (4) Years

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 1	12	$126,776.00	$1,596,312.00

** Year 1 Extended Total includes a one-time Implementation Fee of $75,000.00 (setup, agent education, and QA form development), invoiced at contract execution in addition to the 12 monthly recurring payments ($126,776.00 x 12 = $1,521,312.00, plus the $75,000.00 one-time fee = $1,596,312.00).*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 2	12	$130,325.73	$1,563,908.74

** Reflects a 2.8% annual cost-of-living adjustment over Year 1's monthly rate, per contractual price-adjustment obligations.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 3	12	$133,974.85	$1,607,698.18

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 2's monthly rate.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Initial Term – Year 4	12	$137,726.14	$1,652,713.73

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 3's monthly rate.*

TOTAL COST YEAR 1 THROUGH 4	Amount
Initial Term (Years 1–4), inclusive of the one-time Implementation Fee	$6,420,632.65

Part II – Optional Renewal for an additional four (4) years

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal – Year 5	12	$141,582.48	$1,698,989.71

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 4's monthly rate.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal – Year 6	12	$145,546.79	$1,746,561.43

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 5's monthly rate.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal – Year 7	12	$149,622.10	$1,795,465.15

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 6's monthly rate.*

Description	Quantity (Months)	Monthly Cost	Extended Total
Performance of all project requirements services outlined in Section V. — Optional Renewal – Year 8	12	$153,811.51	$1,845,738.17

** Reflects a 2.8% annual cost-of-living adjustment, compounded over Year 7's monthly rate.*

TOTAL COST YEAR 5 THROUGH 8	Amount
Optional Renewal (Years 5–8)	$7,086,754.46

Eight-year evaluated total (Years 1–8): $13,507,387.11

TAS United, LLC — Supplemental Pricing Schedule

RFP 126010 O3 — Nebraska Child Support Enforcement (CSE) Customer Service Call Center Services

Submitted in addition to the required Cost Sheet, per Solicitation Addendum One, Question 101, which confirms bidders may provide a supplemental pricing schedule to explain staffing assumptions while maintaining the required Cost Sheet format.

Staffing and Rate Basis

Position	FTE Count	Fully Loaded Hourly Billing Rate	Paid Hours/Month (FTE)	Monthly Cost
Social Service Supervisor equivalent (Call Center Supervisor — fulfills the RFP's on-site Call Center Manager requirement; consolidates management, training, QA, and back-up lead duties)	1	$55.20	173.33	$9,568.00
Customer Service Representative — Inbound	12	$48.30	173.33	$100,464.00
Customer Service Representative — Outbound/Outreach	2	$48.30	173.33	$16,744.00
Subtotal — Base Monthly Billing (14 CSR + 1 Supervisor)	**15**			**$126,776.00**

Note: 173.33 paid hours/month reflects 2,080 annual FTE hours divided by 12 months, the standard full-time monthly hours convention. Billing rates are fully loaded: staff wages remain at the equivalent DHHS labor contract pay rates (pay parity per RFP Section V.F.6, including the proportional application of future DHHS pay increases), and the billing rate additionally covers statutory employment costs, benefits, management, quality assurance, workforce management, and corporate support.

Annual Cost-of-Living Adjustment

Pursuant to contractual price-adjustment obligations tied to the Nebraska cost of living (RFP Section II — Prices/Discounts and Section III.F, and consistent with Addendum One, Questions 44/58/68 regarding periodic Nebraska labor contract pay-rate revisions), TAS United's recurring monthly rate escalates 2.8% annually beginning in Year 2, compounding each year through Year 8. The Implementation Fee is a Year 1-only, one-time charge and is not subject to escalation.

Contract Year	Monthly Rate	Annual (Extended) Total
Year 1	$126,776.00	$1,521,312.00
Year 2	$130,325.73	$1,563,908.74
Year 3	$133,974.85	$1,607,698.18
Year 4	$137,726.14	$1,652,713.73
Year 5	$141,582.48	$1,698,989.71
Year 6	$145,546.79	$1,746,561.43
Year 7	$149,622.10	$1,795,465.15
Year 8	**$153,811.51**	**$1,845,738.17**

Year 1's Extended Total on the Cost Sheet additionally includes the $75,000.00 one-time Implementation Fee, invoiced at contract execution.

One-Time Implementation Fee

TAS United's one-time Implementation Fee of $75,000.00 covers facility/system setup, agent education and onboarding, and development of the Quality Assurance (QA) evaluation form. This fee is billed as a single upfront charge at contract execution — it is not spread across the monthly recurring rate. The recurring monthly billing begins at $126,776.00/month in Year 1 and escalates 2.8% annually thereafter (see Annual Cost-of-Living Adjustment table above). Per Solicitation Addendum One, Question 60/120, all start-up and transition costs must be included within the Year 1 cost proposal, with no separate start-up pricing line permitted on the Cost Sheet itself; TAS United satisfies this by adding the one-time fee to Year 1's Extended Total rather than altering the recurring Monthly Cost figure:

Component	Amount
Recurring monthly billing (Supervisor + 14 CSR) — all 8 years, base year	$126,776.00 / month
Year 1 recurring total (12 x monthly cost)	$1,521,312.00
One-time Implementation Fee (setup, agent education, QA form) — billed upfront at contract execution	$75,000.00
Year 1 Extended Total (recurring total + one-time fee)	**$1,596,312.00**

Years 2 through 8 escalate 2.8% annually over the prior year's rate (see Annual Cost-of-Living Adjustment table above); the Implementation Fee is a Year 1-only, one-time charge and does not recur. Cost Sheet evaluation totals: Initial Term (Years 1–4) $6,420,632.65; Optional Renewal (Years 5–8) $7,086,754.46; eight-year evaluated total $13,507,387.11.

Pricing Assumptions and Notes

- Pricing reflects the RFP's 14 FTE CSR minimum (12 inbound, 2 dedicated outbound/outreach) plus 1 Social Service Supervisor-equivalent Call Center Supervisor, who fulfills the RFP's on-site Call Center Manager requirement and consolidates the management, training, quality assurance, and back-up lead functions — no separately priced roles. Workforce management, QA calibration second-scoring, human resources, and IT liaison support are provided by TAS United corporate within the billing rates and the one-time Implementation Fee.
- Rates shown are fully loaded billing rates, not staff wage rates; staff wages remain at DHHS labor-contract pay parity per RFP Section V.F.6, and per Addendum One Question 68(c), benefit costs are not broken out separately in this schedule.
- This schedule builds in a 2.8% annual cost-of-living escalation, intended to track Nebraska's cost-of-living trend over the contract term. Per RFP Section V.F.5.b.ii and Addendum One Questions 44/58/68, Vendor staff pay rates must also be adjusted proportionally if Nebraska's underlying labor contract pay rates change (reviewed every two years); should an actual state pay-table revision diverge from the 2.8% assumption in a given year, TAS United would submit a price adjustment request per Section III.F to true up the difference.
- This schedule is informational and does not replace or alter the required Cost Sheet format; in case of any discrepancy, the completed Cost Sheet governs per RFP instructions.

Pricing Adjustment for Scope Changes

The proposed pricing is based on the Scope of Work as defined in this RFP. Should DHHS materially modify the scope of services, technology platform (including EMR or telephony systems), reporting requirements, training obligations, call volumes, service hours, or other operational requirements, TAS United reserves the right to negotiate equitable adjustments to pricing, staffing, implementation timelines, and training requirements through a mutually agreed-upon contract amendment.

Clay McElroy | 806-766-2440 | clay@tasunited.com

Appendix A — Resumes of Proposed Personnel

Leadership biographies for Kevin Ryan (President & Managing Partner)

Alexander MacLennan (Managing Partner)

Clay McElroy (Director of Sales & Client Engagement)

Kevin Ryan

President & Managing Partner, TAS United, LLC

1503 Avenue J, Lubbock, TX 79401 · 866-479-7203 · www.tasunited.com

Resume submitted per RFP 126010 O3, Section VI.A.1.i — Nebraska Child Support Enforcement Customer Service Call Center. Proposed role: Executive Oversight, with corporate accountability for contract performance and participation in executive business reviews with DHHS.

EXECUTIVE SUMMARY

President of TAS United with more than 25 years of experience in the call center industry, spanning every facet of the telephone answering service business — from manufacturing call center systems to consulting and ownership. In the past 12 years alone, Kevin has successfully launched three telecommunications companies, including TAS United. His career has been built on operating secure, high-volume customer communication programs for state agencies, Fortune 50 companies, universities, and major medical networks — the same disciplines of confidentiality, accuracy, service-level accountability, and workforce stability the Nebraska Child Support Enforcement Customer Service Call Center requires.

UNDERSTANDING OF THE ENGAGEMENT

As President, Kevin carries corporate accountability for TAS United's performance under a resulting contract: a fully staffed, professionally managed Call Center in Wausa, Nebraska, operating on DHHS-provided systems (CHARTS, telephony, VRU) to contracted service levels, with a retention-led transition to the fixed October 1, 2026 go-live. His experience building and scaling call centers that serve state agencies and major medical networks bears directly on the three commitments at the heart of this engagement: continuity for Nebraska families, measurable performance, and transparent partnership with DHHS.

PROFESSIONAL EXPERIENCE

President & Managing Partner | TAS United, LLC — Lubbock, TX | *Present*

- Leads a national contact center organization formed by uniting three established Texas-based answering services and an Austin-based call center technology company, operating seven U.S. locations with 24/7/365 secure communications for healthcare and regulated industries.
- Executive sponsor for major client programs, including engagements with federal agencies, health systems, and university medical networks; presides over executive business reviews, service-level governance, and continuous improvement.

Founder | Gocomm — Austin, TX | *2010*

- Founded one of the first cloud-based providers for the call center industry, offering virtualized servers running in the public cloud — pioneering the resilient, geographically redundant infrastructure model TAS United operates today.

Founder & Owner | JCF Communications — Austin, TX | *2004–2009*

- Started JCF Communications in 2004 with the acquisition of a small daytime answering service in Austin, TX; over the next five years grew it into a statewide call center with multiple offices.

- Built a client portfolio of state agencies, Fortune 50 companies, universities, and major medical networks — direct experience with the confidentiality, service-level, and reporting expectations of public-sector contracts.

Earlier Career | Call center systems manufacturing and consulting | *25+ years total industry experience*

- Worked in every facet of the telephone answering service industry, including manufacturing call center systems and consulting, before moving into ownership and executive leadership.

RECOGNITION & PROFESSIONAL AFFILIATIONS

- Inducted into the National Amtelco Equipment Owners (NAEO) Hall of Fame, 2006, as a recognized expert in the call center industry.
- TAS United corporate memberships: National Amtelco Equipment Owners organization; Association of TeleServices International (ATSI). Operations PCI audited and certified annually by an independent third party; HIPAA-compliant; HITRUST certified.

EDUCATION

- Master of Public Administration — University of Illinois Urbana-Champaign. Published thesis on the deregulation of the telephone industry and its effects on consumer pricing.
- Bachelor's degree, Liberal Arts — Southern Illinois University, Carbondale, IL.

REFERENCES

Provided per RFP 126010 O3 requirement of at least three (3) references with name, address, and telephone number:

1. Marshall Cothran
Chief Risk Officer
We Are Blood. Travis County Medical Society
mcothran@tcms.com
4300 N Lamar Blvd, Austin, TX 78756
512-206-1249

2. Tom Curtin
Chief Executive Officer
Amtelco
tcurtin@amtelco.com
4800 Curtin Drive, McFarland, ***WI*** 53558.
800-553-7679

3. John Polito
President/CEO
Enterprise Iron
jpp@enterpriseiron.com
14 Cliffwood Ave 200, Matawan, New Jersey 07747
888- 242-4682

Alexander MacLennan

Managing Partner – Technology, TAS United, LLC

1503 Avenue J, Lubbock, TX 79401 · 866-479-7203 · www.tasunited.com

Resume submitted per RFP 126010 O3, Section VI.A.1.i — Nebraska Child Support Enforcement Customer Service Call Center. Proposed role: Program Executive / Technology Liaison — corporate program oversight and liaison to DHHS technical teams for equipment installation and maintenance coordination and NITC security alignment.

EXECUTIVE SUMMARY

Managing Partner of TAS United with nearly 25 years of technical experience in the answering service and call center industries, regarded as an expert in the field. Alex's extensive background in software design and application development provides the foundation for TAS United's private cloud design, approachable user environment, and easy-to-use web portal. His career in a 24/7/365 industry ensures that resiliency and redundancy remain priorities throughout TAS United's infrastructure. The same always-available discipline underpins the business continuity, disaster recovery, and Lubbock failsafe commitments in TAS United's proposal.

UNDERSTANDING OF THE ENGAGEMENT

The Nebraska CSE Call Center operates on DHHS-provided infrastructure — CHARTS, telephony, and the VRU — accessed only from state-authorized equipment with data stored only in state-authorized systems. Alex's role is therefore one of disciplined coordination rather than technology replacement: working with DHHS technical teams, Help Desk, and CHARTS Production Support on equipment installation and maintenance at the Wausa site and for approved Nebraska remote staff; aligning TAS United's practices with DHHS and Nebraska Information Technology Commission (NITC) security standards and the Nebraska Technology Access Standards; and engineering the contingency layers — remote-work activation and the Lubbock, TX failsafe answering redirect — that keep Nebraska families connected during inclement weather or power outages.

PROFESSIONAL EXPERIENCE

Managing Partner – Technology | TAS United, LLC — Lubbock, TX | *Present*

- Architect of TAS United's redundant private-cloud infrastructure, user environment, and web portal, supporting seven U.S. call center locations networked to a Tier 4 data center in Austin with geographically dispersed redundancy.
- Owns infrastructure resiliency and redundancy for a 24/7/365 operation, including the disaster recovery and business continuity capabilities underpinning client service-level commitments.
- Technical executive for regulated-industry programs requiring PCI-audited, HIPAA-compliant, HITRUST-certified operations.

Managing Partner | Gocomm, LLC — Austin, TX | *through 2012 acquisition*

- Served as both architect and manager of Gocomm's Virtual Private Cloud — one of the first cloud platforms for the call center industry — which was acquired by Amtelco in 2012 and is currently known as miVirtualServers, a platform in use across the answering service industry today.

Earlier Career | Answering service and call center technology *| nearly 25 years total technical experience*

- Deep background in software design and application development applied to call center systems, telephony integration, and secure client-facing tools.

RECOGNITION & PROFESSIONAL AFFILIATIONS

- Architect of a cloud platform (Gocomm Virtual Private Cloud / miVirtualServers) adopted industry-wide following its acquisition by Amtelco, the call center industry's leading systems provider.
- TAS United corporate memberships: National Amtelco Equipment Owners organization; Association of TeleServices International (ATSI). Operations PCI audited and certified annually by an independent third party; HIPAA-compliant; HITRUST certified.

EDUCATION

- Attended Texas A&M University – Corpus Christi, Corpus Christi, TX.

REFERENCES

Provided per RFP 126010 O3 requirement of at least three (3) references with name, address, and telephone number:

1. Alrin Hall
Chief Financial Officer
Travis County Medical Society
ahall@tcms.com
4300 N Lamar Blvd, Austin, TX 78756
512-206-1249

2. Jim McKinney
Business Manager
Siemens
jimmy.mckinney@siemens.com
Werner-von-Siemens-Straße 1, 80333 Munich, Germany

3. Tim Brewer
President
Governance LTD
tim@governance.ltd
Lubbock, TX
806-458-2171

Clay E. McElroy

Director of Sales & Client Engagement, TAS United, LLC
1503 Avenue J, Lubbock, TX 79401 · 866-479-7203 · www.tasunited.com
Resume submitted per RFP 126010 O3, Section VI.A.1.i — Nebraska Child Support Enforcement Customer Service Call Center.
Proposed Role: Contract Manager & Client Engagement Lead.

EXECUTIVE SUMMARY

Clay McElroy has 19 years of leadership experience at TAS United, progressing from Operations Manager to Director of Sales & Client Engagement. His experience spans contact center operations, client engagement, workforce transition, healthcare communications, and public-sector proposal leadership.

UNDERSTANDING OF THE ENGAGEMENT

Understands this engagement as a transition-in-place focused on retaining the Wausa workforce, maintaining uninterrupted operations, meeting DHHS service levels, protecting confidential IV-D information, and ensuring quality documentation within CHARTS.

PROFESSIONAL EXPERIENCE

Director of Sales & Client Engagement | TAS United | 2024–Present
Executive Sales | TAS United | 2011–2024
Operations Manager | TAS United | 2007–2011
Regional Sales Manager | Pfizer | 2000–2007
Regional Recruiter & Trainer | Gap Inc. | 1996–2000
Founder & Owner | Contempo Pools
Commissioned Officer | United States Coast Guard | 1989–1996

EDUCATION

MBA, Texas Tech University
BS Chemistry, Tulane University

REFERENCES

1.Dennis Lamb, M.Ed.
TTUHSC
806-743-6949

2.Kim S. Caballero
WellMed
kimcaballero@wellmed.net
Office: 210-981-2417
Mobile: 210-508-1919

3. April Lopez
University of Texas Health System
210-450-4793

TAS United LLC - Request for Proposal - RFP 126010 O3

Final Audit Report 2026-07-28

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