



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 7

List View


General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 807919

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0402

Vendor ID: VC0000072397 

SO Doc ID: EDD2100000003

Legal Name: CBTS LLC

Published Date: 12/10/20

Alias/DBA:

Close Date: 12/15/20

Total Bid: \$237,000.00

Close Time: 13:30

Response Date: 12/15/2020 

Status: Closed

Response Time: 8:01

Solicitation Description: P-EBT Remote Call Center Services

Responded By User ID: kblanciak 

Total of Header Attachments: 7

First Name: Kristee

Total of All Attachments: 7

Last Name: Blanciak

Email: kristee.blanciak@cbts.co

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Price Per Call By Month	1.00000	EA	237000.000000	237000.00

Comm Code	Manufacturer	Specification	Model #
81111811			

Commodity Line Comments:

Extended Description:

**If Vendor is submitting bid online, Vendor must upload and attach the Exhibit A-Pricing Page. Vendor should enter total bid amount as the amount bid in wvOASIS commodity line when submitting online.

CBTS ADA Compliance

CBTS supports multiple technologies that meet or exceed the requirements of the Americans with Disabilities Act. Below are just a few of the technologies that we integrate with our current partners.

1.) Our phones are T-Coil certified.

Telecoil (t-coil) – A telecoil (or t-coil) is a small coil of wire inside a hearing aid that is designed to pick up a magnetic signal. When using the telecoil setting on your hearing aid it turns off the microphone so that it will only pick up the electromagnetic signal and converts it to sound. This allows you to hear only the magnetic signal from the sound source which can be from hearing aid compatible phones and a number of ALDs (Assistive Listening Devices). Telecoils are available on most BTE and ITE hearing aids. The smaller aids such as ITC and CIC may not have the room for a telecoil. Ask your audiologist or hearing health care provider about telecoils and if it is right for you.

2.) We are fully integrated with Hamilton CapTel.

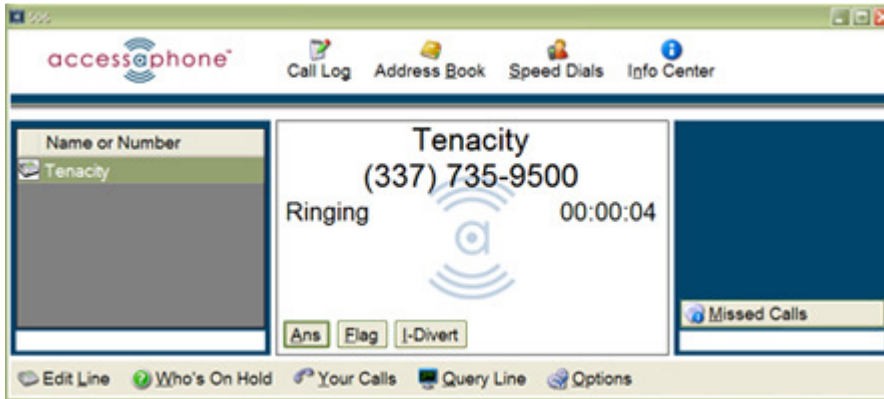
Through the use of an interpreter, the conversation text is displayed onto the phone screen. This allows an individual with hearing loss to read along and respond to the conversation in real time.



3.) Our system uses accessaphone

accessaphone is a software application that enhances the accessibility and usability of an employee's desk phone or soft phone. accessaphone gives telephone users the choice to use keyboard controls or audible commands (Dragon Naturally Speaking required) to perform call

functions – including dial, hold, transfer and conference, just to name a few. Today, many VoIP and PBX vendors choose access@phone as their solution for Section 508 compliance and various other accessibility laws.



4.) We support TTY and ipTTY devices

TTY relay calls are generally made using a text telephone, also known as TTY, which is a communications device equipped with a keyboard for typing messages and a screen for reading messages. A TTY device connects to a standard phone line.

ipTTY is a software application that supports TTY over IP and Real Time Text. ipTTY registers with the phone system via SIP.



5.) We have phones with Blue Tooth integration, this feature allows for pairing with Cochlear Implants.



6.) Purple Communications is the partner of choice for American Sign Language (ASL) interpreting and event captioning for any organization. With On-site Interpreting, Video Remote Interpreting (VRI), and Communication Access Real-time Translation (CART), Purple has the solutions for success at your business, hospital, school or government office.



Hosted Unified Communications



Enterprise-Grade Communications on Any Budget

Hosted Unified Communications (Hosted UC) from CBTS combines all the features of an enterprise-grade, cloud-enabled unified communications solution with the flexibility and scalability to meet the needs of your growing business. Hosted UC enables customers to improve productivity, efficiency, and collaboration with next-generation technology. Whether you're a start-up business or a large enterprise, CBTS has a cloud based voice solution to help your business succeed.

Transform the way you do business

Gain a competitive edge

- Enterprise-grade solution at an affordable price
- Intelligent call routing to enhance your customer's experience
- World-class mobility and collaboration for increased employee production
- Emergency routing and other disaster recovery tools ensure automatic business continuity

Easy to use, simple to manage

- One vendor for your business' unified communications and collaboration
- Simple web-based user and administrator portal
- Route any number anywhere needed, so no customer calls are ever lost
- Consolidate multiple locations into a single virtual office

Flexible, scalable and on-demand

- Scale easily in increments of one as your business grows
- Easily deploy technology enhancement and new features
- Delivers the most important calls wherever users are located
- Technology roadmap with the latest features for your business

Monthly charge for equipment and support

- No capital expense on equipment or service contract
- No unexpected maintenance costs
- Predictable monthly cost
- Full life-time warranty on all desk phones
- End of technology obsolescence
- Monitored 24x7x365 by certified engineers

Communications, covered.

Hosted Unified Communications



World-Class Features and Virtual Applications

Hosted UC offers a wide variety of premium applications that boost productivity and enable your business to handle calls more efficiently. These features and applications include:

- Call Center
- Instant Messaging and Presence
- Interactive Voice Response
- Call Recording
- Extension dialing across all locations
- Powerful receptionist software
- CRM Integration
- Unified messaging/voicemail
- Outlook and mobile integration
- Find Me/Follow Me – When you receive a call, you can ring up to 10 numbers simultaneously
- Nationwide DID coverage
- Virtual auto attendants
- Work from anywhere mobility

Best-of-Breed Equipment

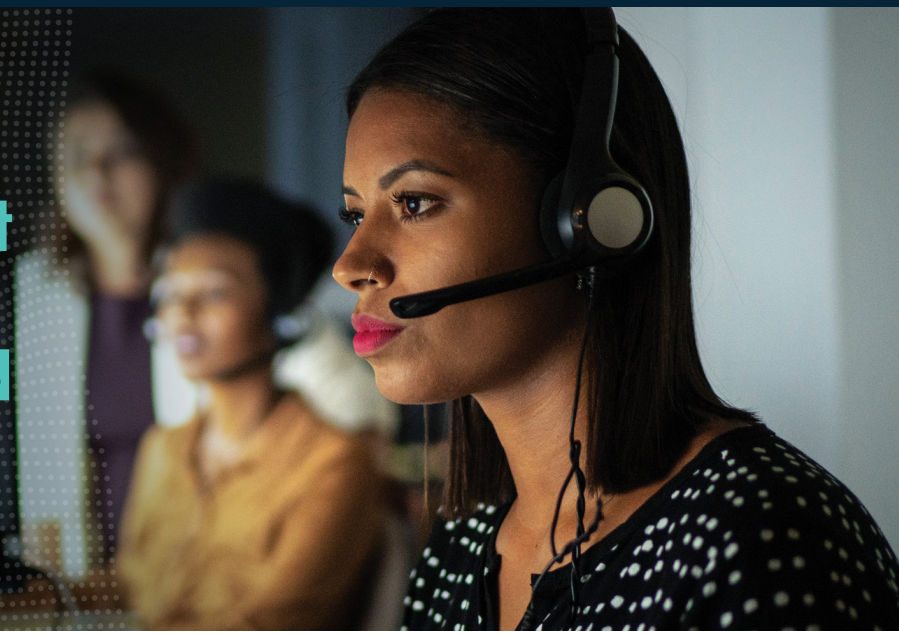
- Polycom IP desktop & conference phones
- Managed Cisco routers & switches available to add on
- Integrates into your existing environment with support for VLANs and existing wiring



Call us for a **FREE** consultation today and learn how Hosted UC can help your business scale and grow.




Communications, covered.

Rapid Deployment of Contact Center Reduces Overload During COVID-19



With most individuals still picking up the phone to book healthcare-related appointments or make medical inquiries, it's easy to see why nearly two-thirds of all U.S. hospitals utilize a contact center to support patient access, add value to their physician network, and reduce the administrative burden on their staff.

Specifically, a full-service contact center dedicated to healthcare supports an array of hospital needs, including:

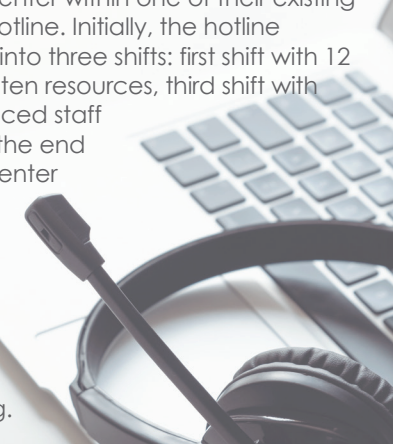
- 
Patient Engagement & Satisfaction
 Although the Internet and smartphones have emerged as new and popular communication methods, live agent access via the telephone is still among the most preferred channels.
- 
Patient Management and Follow-up Efficacy
 Value-based care demands hospitals continue to prioritize follow-ups with patients to ensure satisfactory outcomes. Healthcare contact centers are perfectly positioned for follow-ups, such as:
 - Post-Discharge Follow-up.
 - Appointment Reminders.
 - Pre-Appointment Admissions.
 - Patient Satisfaction.
 - Patient/Care Navigation.
- 
Brand Awareness and Physician Referrals
 Quality healthcare contact centers are the top contributors to positive word-of-mouth referrals—and why nearly three-quarters of patients say they would recommend their hospital to friends and family.

CBTS Stands Up COVID-19 Hotline to Support Pandemic Emergency Response

In the early days of the COVID-19 outbreak, CBTS received an urgent request from a large healthcare organization to stand up a first call COVID-19 Hotline for pandemic response. The hotline was to do the following:

- Answer questions about COVID-19 with authorized information and direct callers to websites and specified governmental agencies as necessary.
- Collect simple caller demographic information, such as age, gender, zip code, and reason for the call.
- Based on a caller's questions or description of their symptom(s), utilize the hospital-provided decision tree to redirect the call to a clinician.
- Collect and deliver call statistics and demographic data to the healthcare organization on a daily basis.






In a matter of six business days, CBTS was able to set up a 25 member, 24x7 contact center within one of their existing facilities for the COVID-19 Hotline. Initially, the hotline staffing levels were divided into three shifts: first shift with 12 resources, second shift with ten resources, third shift with three resources, and a reduced staff for weekend coverage. By the end of week two, the contact center was fully staffed with 45 agents. In addition, a CBTS supervisor was designated for each shift with call reports generated daily for hospital administration and planning.



Why CBTS for Outsourced Healthcare Contact Center Services

CBTS has extensive experience partnering with world-class healthcare organizations—including multi-site, multi-location providers with thousands of employees—to provide outsourced contact center services either on-site or at a nearby CBTS facility.

The advantages of using CBTS for outsourced contact center services include:

-  **Technology**
 - As an experienced communications technology company, CBTS equips contact centers with leading technology and expert know-how to integrate contact center systems with healthcare databases and telephony.
 - Contact center staff are also trained to answer internal technology calls—including those from at-home or offsite workers—Internet questions, VPN/remote connections, Citrix connectivity issues, etc.
-  **Flexible support model**
 - Organizations only pay for the staff and services used.
-  **Predictable costs**
 - CBTS custom designs each engagement and is able to provide organizations with monthly cost estimates for easy budgeting.
-  **Recruitment, training, and management of dedicated staff**
 - CBTS has more than 30 years of experience recruiting, training, and managing technology specialists.
-  **Compliance**
 - CBTS has the experience and expertise to create and operate HIPAA-compliant infrastructure and workflow.

Healthcare organizations trust CBTS with their most valued asset: their community.



To learn more about Outsourced Healthcare Contact Center Services with CBTS, visit cbts.com.

Total Calls Today

101

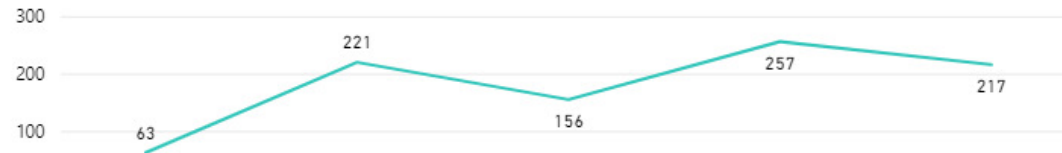
Total Calls Last 7 Days

914

Total Calls This Month

1015

Prior 7 Days - Calls By Day



Calls per Capita by County

County State	Count Of Calls	Calls per Capita
Owsley, KY	27	0.60%
Ballard, KY	39	0.49%
Franklin, KY	204	0.40%
Clark, KY	142	0.39%
Jefferson, KY	2927	0.38%
Lyon, KY	30	0.37%
Casey, KY	57	0.36%
Hancock, KY	31	0.35%
Larue, KY	50	0.35%
Owen, KY	38	0.35%
Nicholas, KY	25	0.35%
Grayson, KY	87	0.33%
Robertson, KY	7	0.33%
Fleming, KY	45	0.31%
Menifee, KY	20	0.31%
Spencer, KY	58	0.31%
Fayette, KY	998	0.31%
Scott, KY	172	0.31%
Total	12577	8.65%

Layers

- County State

> 7

4

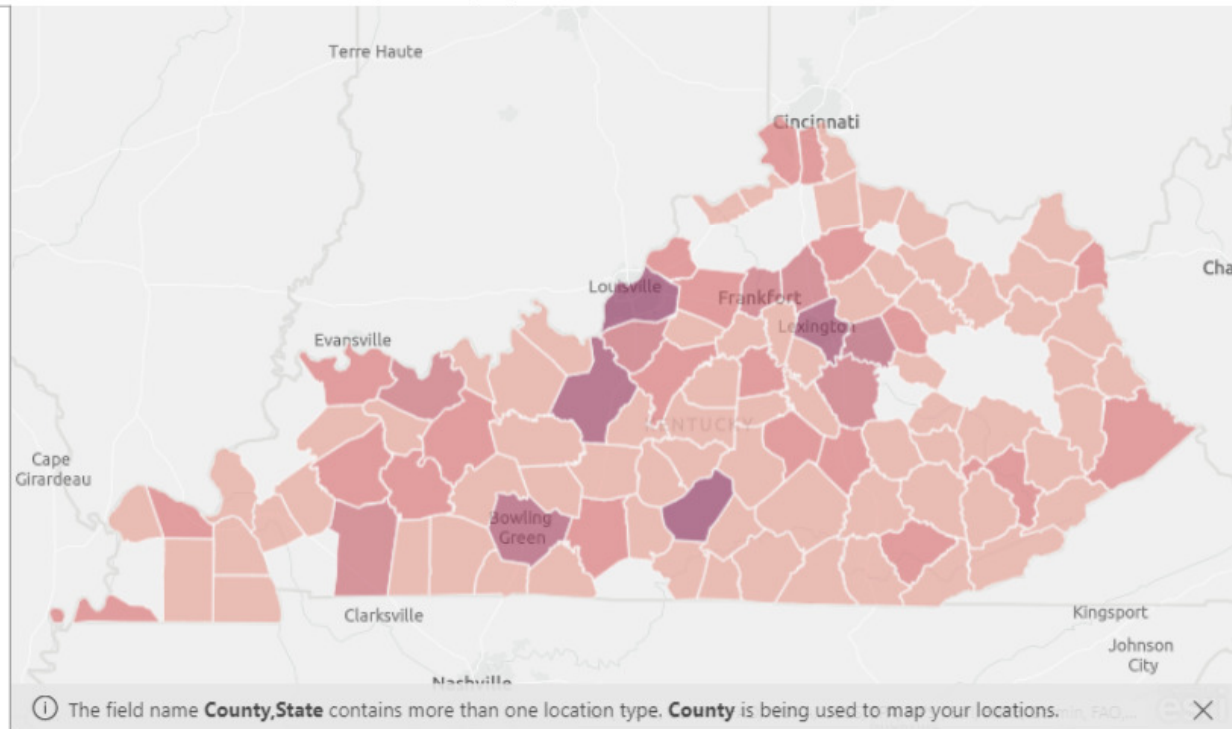
2

1

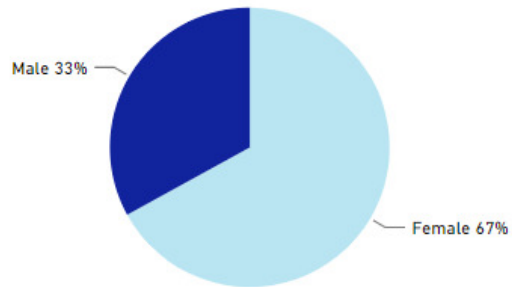
< 1

others

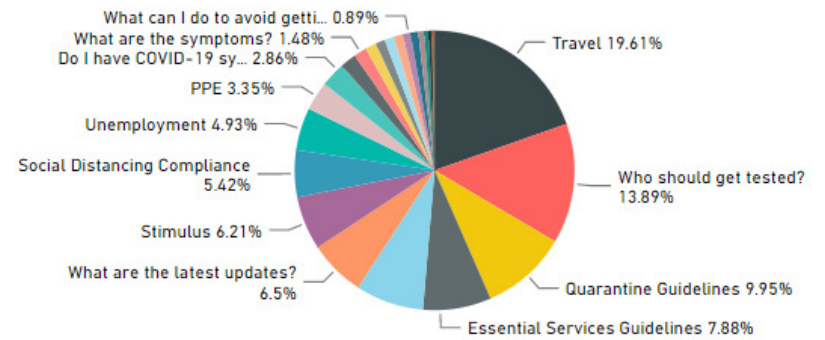
Count of Calls by County by Call Reason



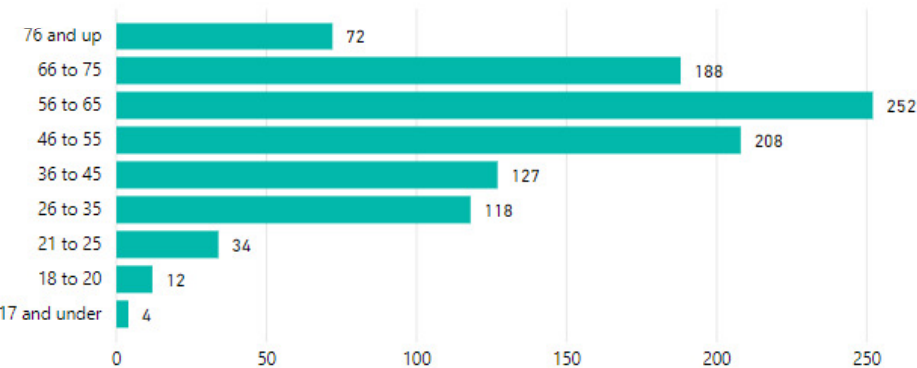
Calls by Gender



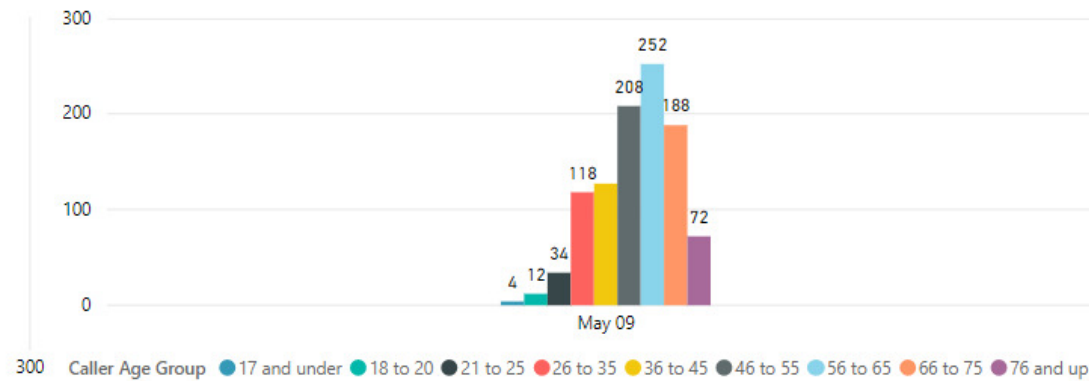
Calls by Reason



Calls by Age Group



Calls by Age Group



Y Q M W D
Week

W19 2020 - W19 2020

W13

W14

W15

W16

W17

W18

W19

consult

build

transform

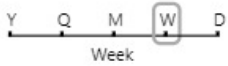
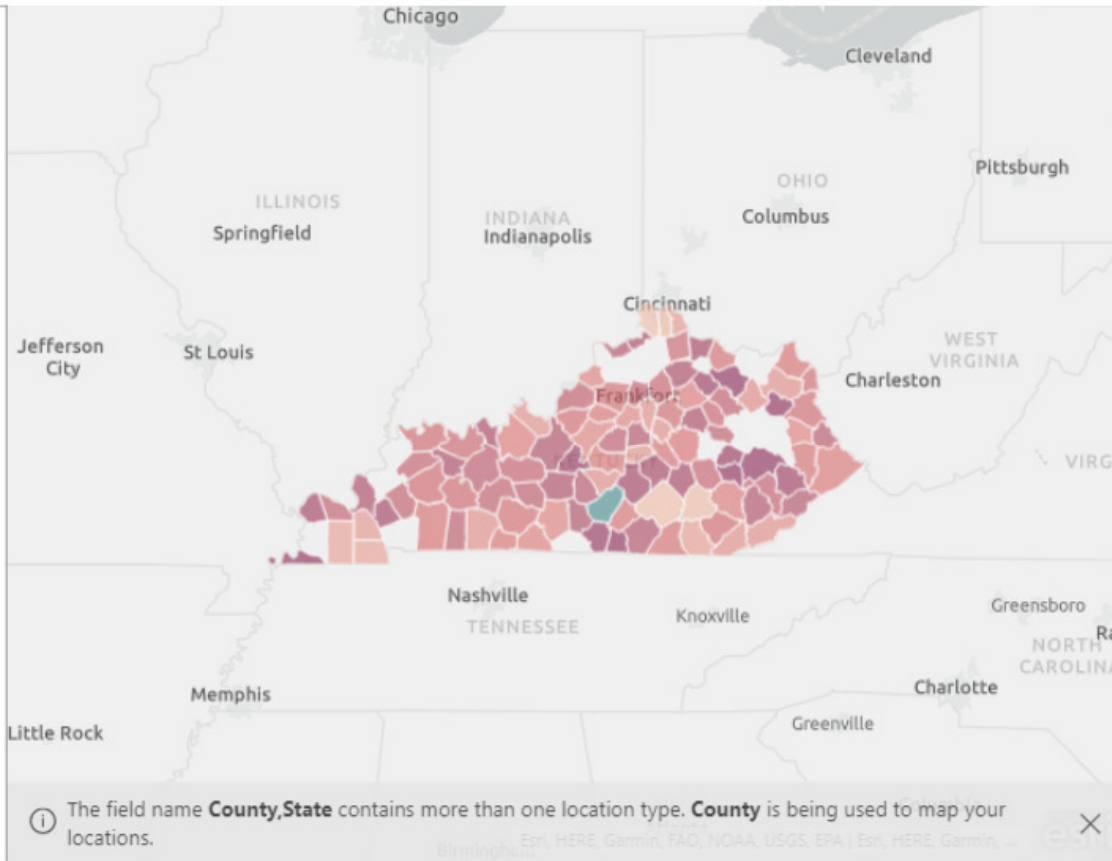
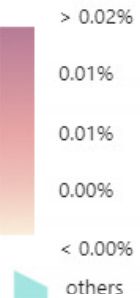
support

Calls per Capita

Calls per Capita by County

Layers

County State



W19 2020 - W19 2020

W13

W14

W15

W16

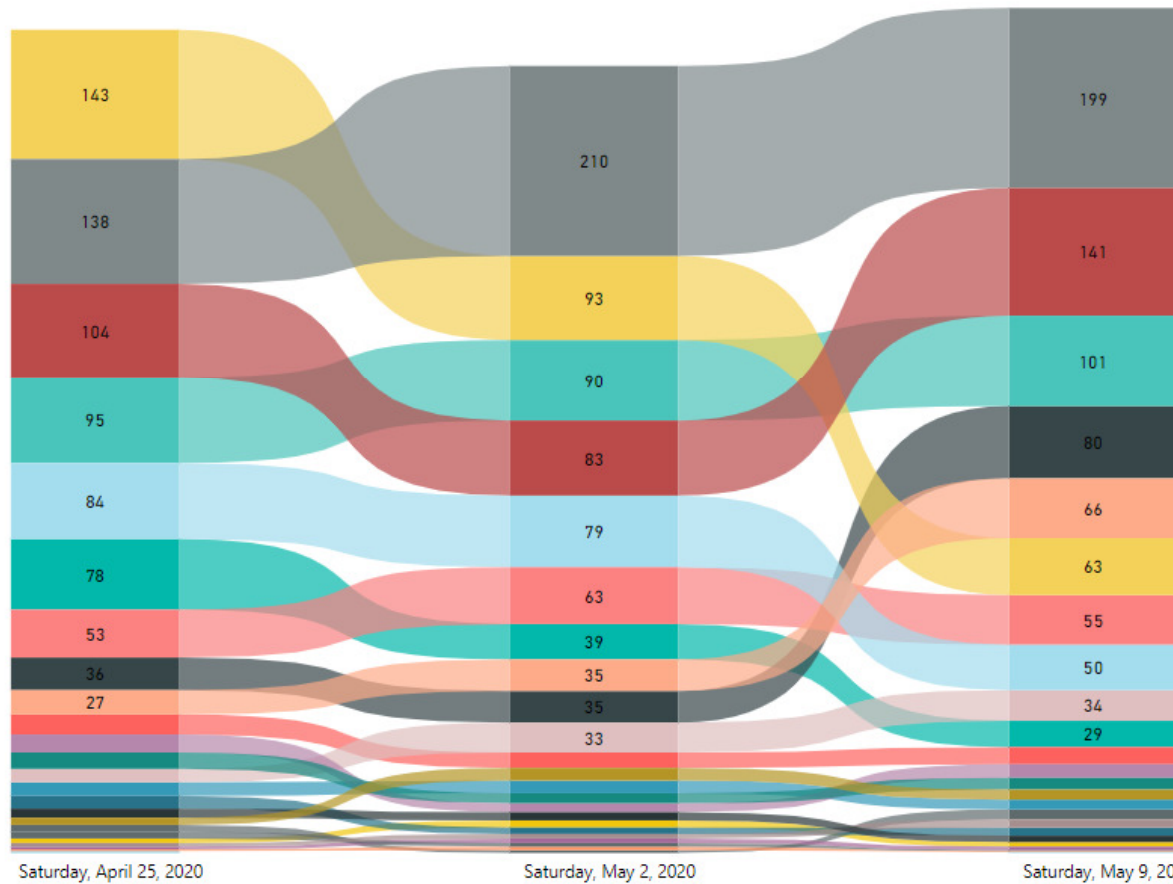
W17

W18

W19

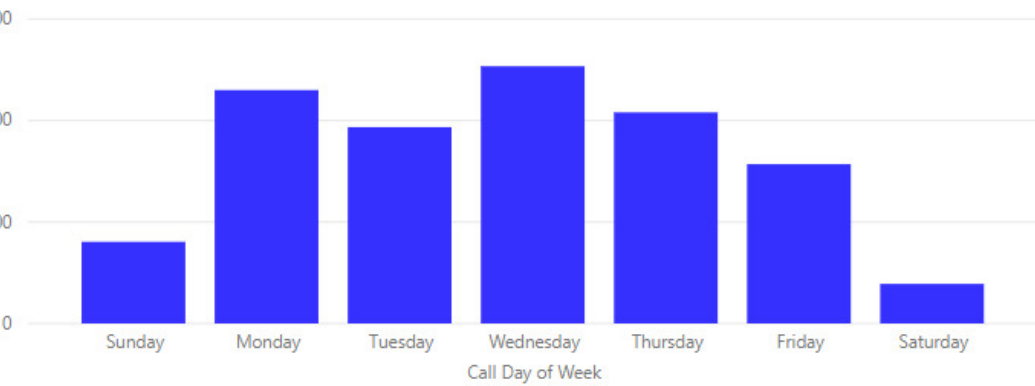


Calls by Week Current and Prior 2 Weeks (Excluding reason "Other")

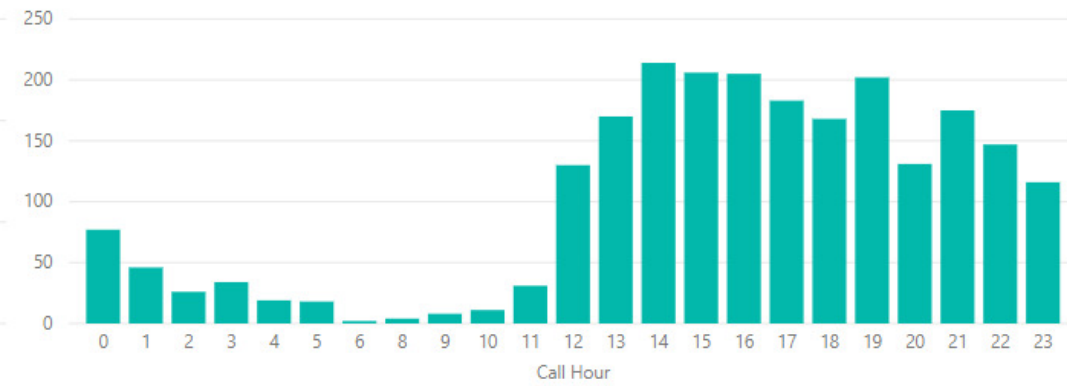


- Call Reason
- Child Custody Conflicts with Social Distancing
 - Do I have COVID-19 symptoms?
 - Essential Services Guidelines
 - Eviction and Housing
 - How is COVID-19 transmitted?
 - Is COVID-19 deadlier than the flu?
 - Is there a treatment for COVID-19?
 - Is there a vaccine?
 - Parent calling concerning patient under 18 years.
 - PPE
 - Quarantine Guidelines
 - Should I wear a mask to avoid getting sick?
 - Social Distancing Compliance
 - Stimulus
 - Travel
 - Unemployment
 - What are the latest updates?
 - What are the symptoms?
 - What can I do to avoid getting it?
 - What is the coronavirus?
 - What to do if possibly exposed and not showing symptoms?
 - Which counties have COVID-19 patients?
 - Who should get tested?
 - Who should wear a mask?

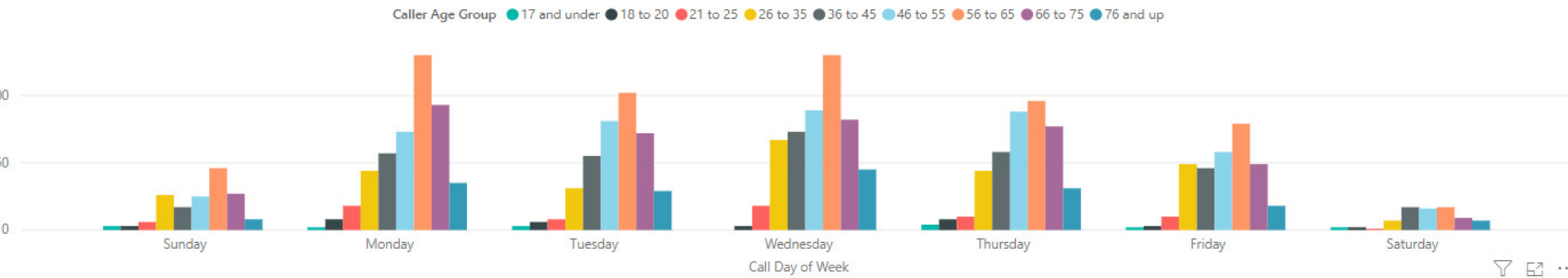
Calls by Day of Week



Calls by Hour



Calls by Day of Week & Age Group



Y Q M W D
Week

W18 2020 - W19 2020

W13 W14 W15 W16 W17 W18 W19

consult

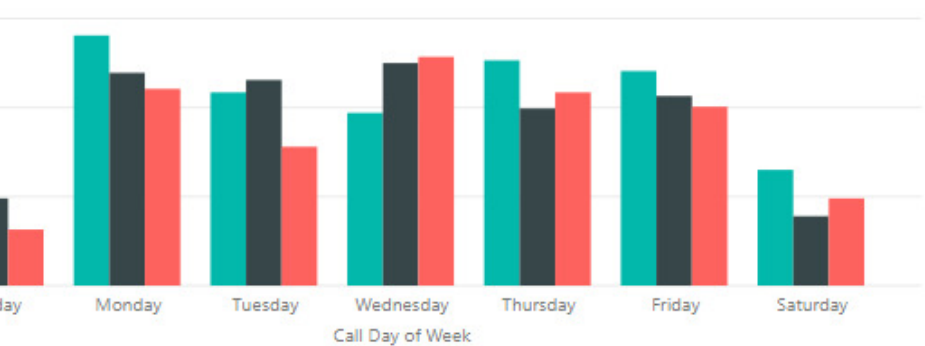
build

transform

support

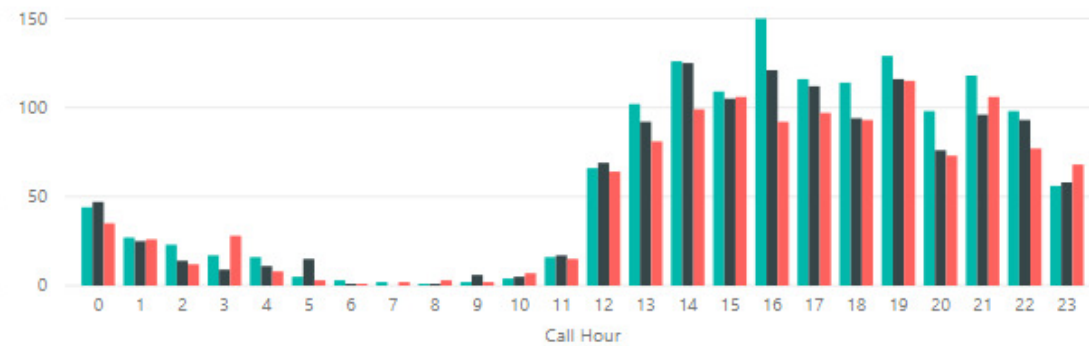
Calls by Day of Week

Call Week ● W17 ● W18 ● W19



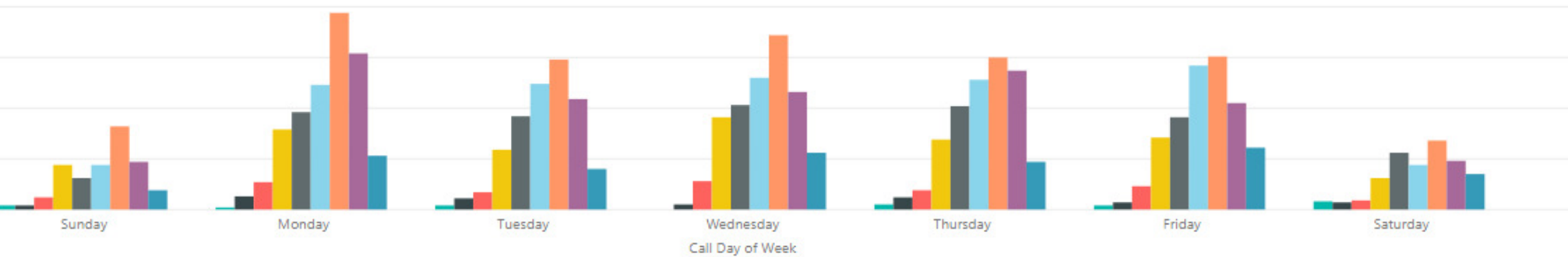
Calls by Hour

Call Week ● W17 ● W18 ● W19

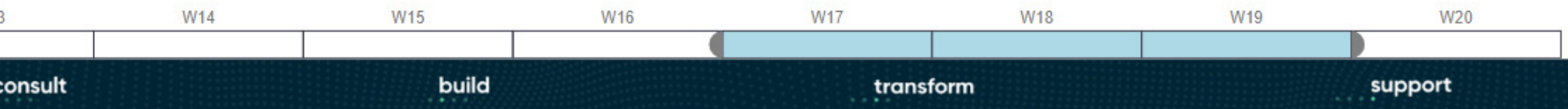


Calls by Day of Week & Age Group

Caller Age Group ● 17 and under ● 18 to 20 ● 21 to 25 ● 26 to 35 ● 36 to 45 ● 46 to 55 ● 56 to 65 ● 66 to 75 ● 76 and up



W17 2020 - W19 2020





Consult Build Transform Support

221 East Fourth Street
Cincinnati, Ohio 45202

December 15, 2020

Joseph E Hager III, Buyer
Department of Administration

Purchasing Division

2019 Washington Street East
Charleston, WV 25305

Dear Joseph E Hager III,

CBTS appreciates the opportunity to offer the State of West Virginia, Department of Education this proposal in response to your CRFQ-0402-EDD2100000003 for "F-EBT Remote Call Center Services"

CBTS provides a complete suite of end-to-end IT and communications solutions that allow mid-sized and enterprise businesses to improve operational efficiency, enable innovation, mitigate risk and reduce expenditures. With over 700 technical consultants, CBTS enables you to acquire and manage technology in a manner that meets your business and financial goals—today and tomorrow. From building enablement infrastructure, to deploying cloud services and managed applications, to offering top-notch technology consultants, CBTS is your technology partner to deliver quality and efficiency.

Our Professional Services team will help you solve your consulting, staffing or project needs. CBTS maintains a deep bench of technical resources. We combine that depth with a high powered recruiting practice that provides the best local and national talent to meet your needs. We have experienced professionals across the entire IT spectrum that can help with project management, application development, testing, and infrastructure needs.

In order to assist you directly, I will serve as your CBTS Contact. You can reach me via Mobile: 412-999-0044-or E-mail: Kristee.blanciak@cbts.com

We look forward to working with WVDE on this project and await your evaluation of our proposal.

Sincerely

Kristee Blanciak
Senior Account Executive, CBTS

P-EBT Remote Call Center Services

CRFQ-0402-EDD2100000003

December 15, 2020



Consult Build Transform Support

Table of Contents

Executive Summary	3
About CBTS	5
Introduction	Error! Bookmark not defined.
About CBTS.....	Error! Bookmark not defined.
CBTS' Culture.....	7
CBTS' Portfolio of Services.....	8
CBTS' References.....	11
SR-0402-ESR1214200000004235 Response	12
Qualifications.....	13.
Mandatory Requirements.....	14
Facilities Access.....	18
Contract Manager.....	20
Pricing.....	21
Notable Items.....	22
Addendum List.....	23

Statement of Confidentiality

The data in this response shall not be disclosed outside the Customer's organization and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the response. If a contract is awarded to CBTS as a result of or in connection with the submission of this proposal, the Customer shall have the right to duplicate, based upon the license rights held by CBTS. This restriction does not limit the right of the Customer to use information contained in the data if it is obtained from another source without restriction.

© 2020 CBTS, a Cincinnati Bell Inc. Company.

Executive Summary

CBTS, Cincinnati Bell is a Cincinnati Ohio based company established in 1873. CBTS employs over 1,500 Ohio citizens and over 3,500 internationally. The strong foundation of Cincinnati Bell Incorporated was leveraged to create the State, local government and education team (SLED). The SLED team focuses only on the challenges and needs of implemented and running citizen facing programs as well as all services less visible to the constituent base.

The CBTS SLED team has been providing communications, contact center and collaboration services for all agencies, boards and commissions governed under the Executive branch throughout all 88 counties of Ohio as well as IN and KY. CBTS also support many county, local, municipal governments as well as all higher education and K12 segments and quasi-governmental organizations. CBTS does not overbuild on State assets but leverages existing services and capabilities as well as emerging Omni channel machine powered automation over any transport to extend the reach of all Programs to meet the citizens where they live to provide more and more self-service functionality. All with the objective to drive down the need to access limited human and costly physical location resource

The Programs CBTS provides are built on self-service and automation and intelligence technology success is measured through reductions in calls, improvement in case management efficiency and other agreed outcome based metrics.

CBTS is a known entity that measures success based on the user experience. Through the services deployed and maintained by CBTS, we provide references for Service Level Agreements for end user satisfaction well beyond minimal levers for extended period of time.

We look forward to partnering with WVDE on this important project.

Thank you,

Kristee Blanciak

CBTS, Senior Account Executive

CBTS

CBTS is a leading technology provider to enterprise clients in all industries, including dozens of Fortune 500 and Global 2000 companies. Our differentiator is the agility, flexible delivery models, and client focus of a smaller company, coupled with the ability to deliver the resources, scale, and capabilities required by large organizations. With over 800 certified engineers and locations across North America, India, and the United Kingdom, CBTS offers outstanding expertise.

 **2,000+**
Employees

 **2,800+**
Technology
Certifications

 **\$1B**
In Revenue

 **3,000+**
Enterprise
Clients

CBTS stays at the forefront of technology trends to offer best-of-breed solutions to our clients. We partner with all leading technology manufacturers across the broad IT landscape and offer customized solutions to achieve our clients' measurable business outcomes. Clients leverage our flexible OpEx or CapEx delivery model to:

- Enable collaboration, workforce mobility, and omnichannel customer experience.
- Modernize E-Commerce platforms, web presence, and applications to digitally transform your business.
- Improve data protection and security strategies that address ongoing cyber threats and meet industry compliance requirements.
- Implement cloud strategies that improve business agility, speed to market, and reduce costs.
- Manage technology infrastructure and maintain 24x7x365 operational uptime.

Our Mission

CBTS is an organization that celebrates innovation and reinvention and since its inception has evolved to meet the changing needs of our clients. CBTS provides end-to-end IT and communications solutions that allow mid-sized and enterprise businesses to improve operational efficiency, enable innovation, mitigate risk

and reduce expenditures. We are dedicated to building a long-term relationship with you by understanding your technology needs and delivering solutions that exceed your expectations.

To help achieve your business goals, CBTS has maintained state-of-the-art technology platforms, engineering talent, and strategic partnerships to deliver world-class technology solutions. With over 700 certified consultants, you are assured that your mission-critical data and operations are up and running at all times, protected, and compliant

Our Vision

CBTS is the information technology division of Cincinnati Bell Inc., an award winning public company traded on the New York Stock Exchange under the symbol CBB.

CBTS provides businesses and institutions with guidance on the development and implementation of leading-edge networks, technologies, and IT related systems and applications. CBTS offers a single-source for multi-level analysis, strategic consulting and staffing, and complete system management solutions.

The critical decisions that brought CBTS to the forefront of the IT industry were developed from our leadership team. With decades of experience within the IT industry, including project management, engineering, development, and consulting, CBTS understands the direction that businesses and institutions are headed. We offer solutions and services that enable you to realize your IT goals and initiatives.

When you partner with CBTS, you gain the technical assets, expertise, and flexibility needed to optimize your initiatives and ultimately your operations. Our value is delivering customized, flexible solutions needed to meet defined customer requirements. It is important to note that our solutions are built for customer specific needs today, yet flexible enough to modify as goals and objectives change. In short, our solutions are designed specifically to help you power the next generation of technology solutions and services.

Locations

We have locations throughout the United States, Canada, the United Kingdom and India. Our global footprint links our clients to diverse and comprehensive IT solutions.

2,000+
Employees

2,800+
Technology
Certifications

\$1B
In Revenue

3,000+
Enterprise
Clients

26 Offices in 4 Countries

United States

- Cleveland, OH
- Columbus, OH
- Cincinnati, OH
- Dayton, OH
- Detroit, MI
- Louisville, KY
- Indianapolis, IN
- Dallas, TX
- Houston, TX
- Tampa, FL
- Manhattan, NY
- Edison, NJ
- Boston, MA
- Honolulu, HI

Canada

- Vancouver, BC
- Calgary, AB
- Edmonton AB
- Winnipeg, MB
- Toronto, ON
- Ottawa, ON
- Fredericton, NB
- Saint John, NB
- Halifax, NS
- St. John's, NF

UCaaS Data Centers

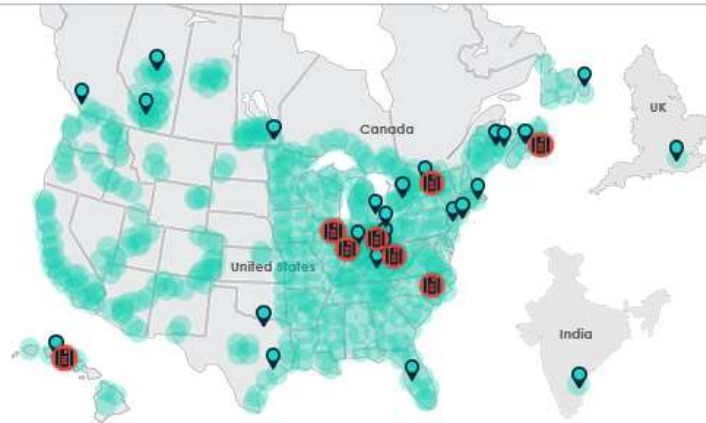
- Ashburn, VA
- Indianapolis, IN
- Cincinnati, OH
- Columbus, OH
- Chicago, IL
- Honolulu, HI
- Toronto, ON
- Halifax, NS

United Kingdom

- Weybridge Surrey, UK

India

- Chennai, India



Map Key

- CBTS Offices
- Customer Base
- Data Center

CBTS' Culture

CBTS has long-standing relationships with its customers primarily due to its efforts in understanding their technology needs and delivery of quality technology solutions, as well as flexible delivery and support options. With Over 700 highly qualified engineers and all advanced industry certifications, we take a consultative approach to our customers and their businesses. We operate by a custom-built, ITIL-based design, build, run methodology. Our practice, our customer relationships, and the rapid pace of change in the communications and IT industry have informed our way of business.

CBTS has a culture of innovation, of agility, of continuous learning. Ours is an entrepreneurial environment, promoting creativity and a climate that cultivates new ideas. CBTS' commitment to customers to providing flexible, tailored solutions breeds flexibility in our employees and the organization.

As a responsible corporate citizen, we are proud to have a culture of serving individuals, families and organizations with unparalleled products, services and experiences. Fundamental to this culture is our role to make the local communities a better place to live.

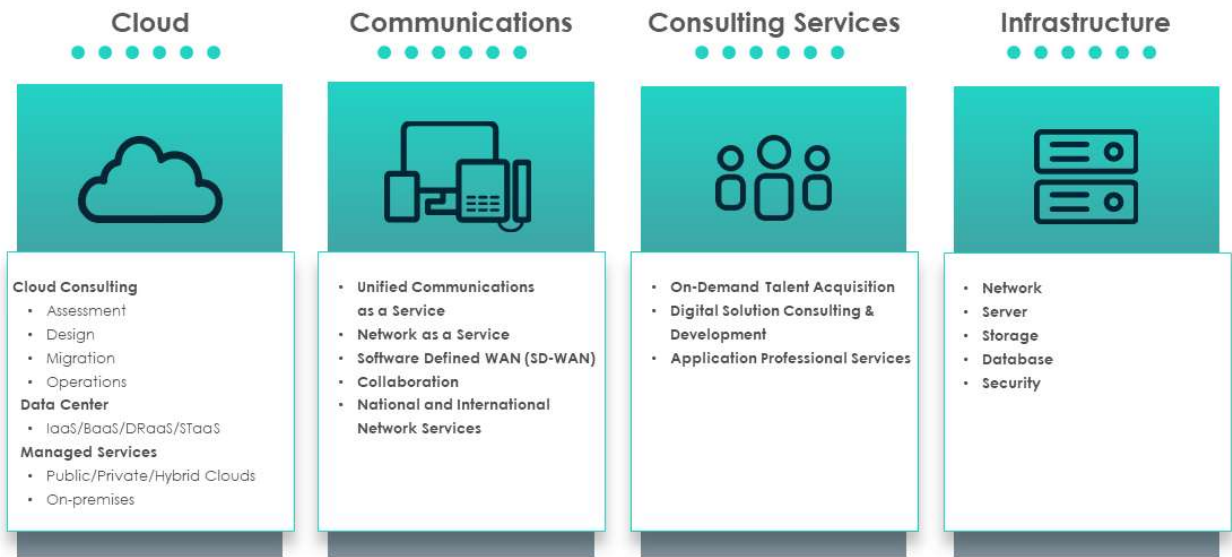
We recognize the importance of investing in the future of our community. Each year, we contribute to 125+ local nonprofit organizations and consistently rank as one of the area's top donors to both the United Way and ArtsWave.

CBTS' Portfolio of Services

CBTS provides a complete suite of end-to-end IT and communications solutions that allow businesses and organizations to mitigate risk, improve operational efficiencies, enable innovation, and reduce expenditures.

Whether your goal is to build a complex architecture, implement a dynamic cloud strategy, deploy a unified communications solution, utilize managed data center services, or protect your data from unforeseen occurrences, CBTS is fully equipped to meet your infrastructure and service needs.

To help achieve your business goals, CBTS has built a state-of-the-art platform of technology assets, engineering talent, and strategic partnerships to deliver world-class services. In addition to configuring and deploying cutting-edge technology solutions, we also use the same platform to fuse the right security, disaster recovery, and management portfolio around your environment. With CBTS, you are assured that your mission critical data is up and running at all times, protected, and compliant.



End-to-End Technology Partnership



For More Information

Company Overview: <http://cbts.com>

Investor Resources: <http://investor.cincinnati-bell.com/annual-report>

Annual Report

The Cincinnati Bell Annual Reports available on our web site contain the audited financial reports for the previous 20 years of the corporation (each Annual Report also contains a financial overview of the previous 4 years).

The 2003-2019 Annual Reports are available for public inspection at:

<https://investor.cincinnati-bell.com/financials/annual-reports/default.aspx>

The selected financial data should be read in conjunction with the consolidated financial statements and "Management's Discussion and Analysis of Financial Condition and Results of Operations" included in this document.

(dollars in millions, except per share amounts)	2019	2018 (e)	2017 (f)	2016	2015
Operating Data					
Revenue	\$ 1,536.7	\$ 1,378.2	\$ 1,065.7	\$ 1,017.6	\$ 1,167.8
Cost of services and products, selling, general and administrative, depreciation and amortization expense	1,443.9	1,264.1	959.1	905.8	1,023.4
Other operating costs and losses (a)	19.7	30.8	51.2	13.0	8.2
Operating income	73.1	83.3	55.4	98.8	136.2
Interest expense	139.6	131.5	85.2	75.7	103.1
Loss on extinguishment of debt, net	—	1.3	3.2	19.0	20.9
Loss from CyrusOne investment (b)	—	—	—	—	5.1
Gain on sale of CyrusOne investment	—	—	(117.7)	(157.0)	(449.2)
(Loss) income from continuing operations	(77.2)	(60.4)	66.7	164.4	290.8
Income from discontinued operations, net of tax	—	—	—	0.3	62.9
Net (loss) income	(66.6)	(69.8)	40.0	103.0	353.7
Basic (loss) earnings per common share from continuing operations	\$ (1.53)	\$ (1.73)	\$ 0.70	\$ 2.19	\$ 6.69
Basic earnings per common share from discontinued operations	\$ —	\$ —	\$ —	\$ 0.01	\$ 1.50
Basic (loss) earnings per common share	\$ (1.53)	\$ (1.73)	\$ 0.70	\$ 2.20	\$ 8.19
Diluted (loss) earnings per common share from continuing operations	\$ (1.53)	\$ (1.73)	\$ 0.70	\$ 2.19	\$ 6.68
Diluted earnings per common share from discontinued operations	\$ —	\$ —	\$ —	\$ 0.01	\$ 1.49
Diluted (loss) earnings per common share	\$ (1.53)	\$ (1.73)	\$ 0.70	\$ 2.20	\$ 8.17
Dividends declared per common share	\$ —	\$ —	\$ —	\$ —	\$ —
Weighted-average common shares outstanding					
Basic	50.4	46.3	42.2	42.0	41.9
Diluted	50.4	46.3	42.4	42.1	42.0
Financial Position					
Property, plant and equipment, net	\$ 1,780.8	\$ 1,844.0	\$ 1,129.0	\$ 1,085.5	\$ 975.5
Total assets (c)	2,653.8	2,730.2	2,187.6	1,561.3	1,446.4
Total long-term obligations (d)	2,270.3	2,263.5	1,948.2	1,429.8	1,485.4
Other Data					
Cash flow provided by operating activities	\$ 259.1	\$ 214.7	\$ 203.4	\$ 173.1	\$ 111.0
Cash flow (used in) provided by investing activities	(223.3)	(437.4)	(236.8)	(95.5)	383.2
Cash flow (used in) provided by financing activities	(39.6)	(158.1)	420.2	(75.3)	(544.7)
Capital expenditures	(223.8)	(220.6)	(210.5)	(286.4)	(283.6)

References

Customer Base

As a trusted advisor and partner, CBTS' long list of over 3,000 customers include Fortune 500 companies, healthcare organizations, local governments, financial firms, manufacturers and K-12 and high educational institutions.



CBTS has extensive experience supporting clients in your industry and market sectors with a similar size and geographic footprint.

In the interest of protecting client privacy and following proper security practices, CBTS restricts disclosure of client specific information in proposals. As you may expect given the nature of the services we provide, we follow a strict policy designed to respect the time and protect the privacy and security of our clients.

This same level of privacy would be extended to your organization should you choose to partner with CBTS. CBTS remains prepared to provide any number of references to you at the appropriate time. We make every attempt to put our customers first and we will be as respectful of your organization should we be given the opportunity to serve you.

P-EBT Remote Call Center Services Response

CRFQ-0402-EDD2100000003

December 15, 2020



Consult Build Transform Support

3. QUALIFICATIONS:

Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

- 3.1 Vendor must have relevant remote call center experience specific to the types of services requested. **See page #11**
- 3.2 Vendor should have experience in serving public education and/or public sector clients. **See page #3**
- 3.3 Security and training measures to properly handle confidential information
Comply
- 3.4 Support for ADA compliance **See addendum A**
- 3.5 Links to any demonstrations/simulations of your services **See page # 19**
- 3.6 Must have bilingual staff available who can speak English and Spanish fluently.
Comply

4. MANDATORY REQUIREMENTS:

4.1 Mandatory Contract Services Requirements and Deliverables:

Contract Services must meet or exceed the mandatory requirements listed below.

4.1.1 Vendor must provide inbound call handling system and messaging services to augment and support the Pandemic Electronic Benefit Transfer (P-EBT) project in West Virginia. The vendor must provide a turn-key, full service supplemental call center operation to answer inbound calls to include, but not limited to labor, facilities, equipment, including telephone instruments and related lines/cable, telephone service, software, circuits, staff, training, and reporting.

CBTS built a Pandemic Call Center for a large Healthcare Company with the turn-key, full service features this project solution needs. CBTS is a 150 year telephone company where we plan to utilize our own Hosted Unified Communications solution that we implement for our customers, and our own, call center solutions. Our price includes all labor, facilities, equipment, circuits, staff, training and reporting. You can find information about our Hosted UC solution in **addendum B and C**.

4.1.1.1 Vendor must provide inbound answering services to assist with calls related to P-EBT during normal business hours (Monday-Friday, 8:00 a.m. - 4:45 p.m., EST). Additionally, weekend/holiday call coverage may also be needed. These calls are regarding a federal public benefit program requiring each caller to be treated with the utmost professionalism and courtesy.

CBTS currently runs a 24 by 7 COVID Call Center for a large Healthcare organization. CBTS also runs a \$150M staffing organization that ensures we are able to meet any resource needs. We're very comfortable supporting 8am to 4:45pm EST but we're also able to expand those hours as needed. Our customer brand is as important as our own brand. During the onboarding and training we ensure that our agents take pride

in their work by being professional and courteous.

4.1.1.2 Vendor must maintain adequate staffing to ensure enough operators are available to avoid any missed calls. Call volume may fluctuate but could peak at a volume of 2,000 calls per day.

CBTS is able to expand the Hosted UC platform and staffing requirements to ensure the right level of calls are being handled to meet the SLAs needed in this solution. Our COVID Call Center is staffed at 50 agents 24 by 7 to handle the call volume needed for that solution.

4.1.1.3 Vendor must have message storage and retrieval capability commiserate with the industry but no less than 36-hour retrieval.

The CBTS Hosted UC solution has message storage and retrieval capability along with so much more. Additional product details can be found in **addendums B and C**

4.1.1.4 Vendor must screen all incoming calls according to requirements using a provided script to ensure necessary information is communicated to the callers. WVDE will provide the script and any other relevant communication prompts needed to manage incoming calls.

CBTS worked with their current COVID Call Center client to help develop the appropriate script for the agents. We continue to review new questions that come into the hotline and work with the customer to identify the most appropriate responses. We realize our flexibility in the solution is critical to a long term partnership. The Hosted UC solution also allows Interactive Voice Response, call routing, and Auto-Attendant to help manage and route incoming calls.

4.1.1.5 Vendor must have phone transfer capabilities - in which a caller can be transferred at their request to

the appropriate administering state agency - the West Virginia Department of Education OR the West Virginia Department of Health and Human Resources (**DHHR**).

The CBTS Hosted UC solution we have in place today allows for our customer to manage their 800 Toll Free number they needed to be used. The customer PBX then transfers that call to the CBTS Hosted UC solution where it provides an automated message providing the caller with several options. Those options include 4 automated messages along with the ability to be transferred to an agent. Based on the option they can be transferred back to other parts of the client organization or to another external number. Our solution would also allow for the agent to transfer calls to the appropriate administering state.

4.1.1.6 Vendor must provide a recap report of all incoming calls received, messages taken, and messages delivered. A report must be emailed to designated points of contact at WVDE and DHHR daily. A prepared daily spreadsheet of messages must be prepared and emailed to the designated points of contact no later than 10:00 a.m. EST the following business day. WVDE will provide vendor with the minimally acceptable fields of information that should be included with each daily report. All reports shall be sent via email.

The CBTS Hosted UC platform and Customer Data Group allows for all types of flexible reporting. We have provided an example in addendum B section of this document. CBTS and WVDE would meet on a regular basis to ensure all of their data and reporting needs were being met. Our Customer Data Group also has the ability to create customized dashboards and reports that can pull information together from multiple systems. Please see **addendum D** for samples.

4.1.1.7 Vendor must provide callers on-hold with an option to press a prompt for priority call-back. Calls should be returned within one hour.

The CBTS Hosted UC platform provides this ability. CBTS would also staff to appropriate levels to ensure calls could be returned within the one hour SLA stated.

4.1.1.8 Vendor must ensure that callers are not put on hold for more than 2 minutes.

CBTS Call Center Supervisor(s) would train the agents to work effectively and efficiently and hold the team to the on-hold SLA of no more than 2 minutes.

4.1.1.9 The number of caller complaints about the call center must be 3% or less of all received calls.

CBTS will provide best effort through hiring practices, training and constant feedback to the team to ensure we have a positivity rate of over 97%. We have similar criteria with other clients and we typically exceed these numbers.

4.1.1.10 80% of the calls should be answered within 20 seconds or less.

CBTS will provide best effort through staffing the appropriate number of resources, hiring practices, training and providing constant feedback to the team to ensure we're answering under the 20 second standard.

4.1.1.11 Vendor call center must be located within the Continental United States.

CBTS offers multiple solutions and we would work with WVDE to make sure we implement the best solution. Our Hosted UC platform will allow for our agents to work from home. This allows for us to hire the best talent available, ensure our agents are available through the pandemic, and reduces any security risk. However, we also have a call center location in Louisville, KY that is setup to handle a customer need of this size.

Facilities Access:

9. FACILITIES ACCESS: Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. If access cards and/or keys are required:

CBTS offers multiple solutions and we would work with WVDE to make sure we implement the best solution. Our Hosted UC platform will allow for our agents to work from home. This allows for us to hire the best talent available, ensure our agents are available through the pandemic, and reduces any security risk. However, we also have a call center location in Louisville, KY that is setup to handle a customer need of this size. We own the facility and we have our own security department that handles all key card access for employees. We take security very seriously. We also would have a Client Service Delivery Manager that would communicate with the Agency regarding any vendor employee issues including any resource that may have or had access to an Agency facility.

9.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

CBTS is capable of handling this requirement.

9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

CBTS has a full Security, HR and Consultant Care department that handles this process for all CBTS and customer facilities. We track all equipment (including badges) that our resources receive during onboarding and ensure our customers get them back and are communicated to.

9.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

CBTS will have a Client Service Delivery Manager work with the agency on all communication needed including conversations around lost, stolen or damaged cards.

9.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

CBTS has flexibility to meet any customer security requirements. These are typically identified during the implementation phase and included in the contract.

9.5. Vendor shall inform all staff of Agency's security protocol and procedures.

CBTS will have Call Center Supervisors and a Client Service Delivery Manager to ensure all processes, procedures and protocols are disseminated to the full team.

Contract Manager

11. Miscellaneous:

11.1. Contract Manager

During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Kristee Blanciak

Telephone Number: 412-999-0044

Email Address: Kristee.blanciak@cbts.com

Pricing:

Assumptions:

- 30% of the calls are 2 minutes or less
- 70% of the call are 5 minutes
- Based on those assumption we assume the average call at 4.1 minutes
- The cost per call is \$2.10
- This is assuming our agents can be remote (small upcharge if the resource needs to be in CBTS facility)

What's Included: ****All-inclusive****

- Recruiting cost
- Onboarding (application, drug and background fees)
- 2 day training customized training program and agent shadowing
- Includes Call Center Supervisor to manage resource, processes, and tools and be a POC for Agency
- All software licensing, communications and connectivity
- Includes all reporting and customized data needs

Please see **Exhibit A** for pricing sheet.

Notable Items:

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended ; and (c) be free from defect in material and workmanship.

Proposed language:

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; and (b) be free from defect in material and workmanship.

Addendums:

Addendum A ADA

Addendum B UC Info Sheet

Addendum C Outsourced Call Center

Addendum D Reporting KY Call Center

Exhibit A Pricing Sheet