

# NEW ORLEANS TELEPORT, INC.

1001 W. Pinhook Rd. Ste 300, Lafayette, LA 70503 (337)-262-6080 Fax: (337) 262-6082

May 19, 2005

Ms. Krista Ferrell  
West Virginia Childrens Health Insurance Program  
Suite 209  
1018 Kanawha Boulevard, East  
Charleston, WV 25301

REF : RFQ # CHP86030

Dear Ms. Ferrell,

Enclosed please find our best response to your Request for Quotation for Telephone Help Line and material mailing services. We would like to re-introduce you to our company and the wide range of products which we offer to health insurance government agencies. We have been in the Contact Center/communications business for 21 years, and believe that our company is uniquely positioned to provide the customer service which you need.

We are a minority, female-owned telecommunications hub in Southwestern Louisiana, presently providing Call Center, Fulfillment, and extensive Customer Care services not only for the West Virginia Childrens Health Insurance Program, but also for the Health Department of the Counties of San Diego and St. Louis, the Louisiana Office of Group Benefits, the Massachusetts Disabled Persons Protection Commission and South Carolina mental health clinic system, among others. Our experience in the area of communication management for Health, Education and Social Services is extensive, and spans more than a decade. We hope you will consider us to continue serving your increasingly diverse communications needs.

Our call center and fulfillment center in Lafayette, Louisiana provides round-the-clock multilingual customer support services, and is equipped with the latest interactive communications, electronics and ACD systems. All of our 24 hour multi-lingual Customer Care specialists are trained to respond rapidly and accurately to inquiries about programs, policies, and case information from the general public, parents, recipients, and the medical, educational and professional communities.

We believe that our wide experience in handling large volume mail-outs of all sorts, will be valuable in the performance of this contract. As specialists in the field of HIPAA compliance, we can also ensure complete confidentiality of all material, conversations and detailed record keeping. Most importantly, our staff is uniquely geared to handle high volume inbound and outbound calling campaigns, with a flexible workforce.

In summary, we hope you will consider New Orleans Teleport and our proven capabilities for this Award. Please call if you have questions or need additional information. Thank you for the opportunity to offer support on this project.

Very truly yours,

Barbara Lamont, President

Cc: Laniya Sanchez, Director of Fulfillment & Administration  
Aranthia Rodgers, Call Center Director



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 CHP86030

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
 KRISTA FERRELL  
 304-558-2596

\*426160135 337-262-6080  
 NEW ORLEANS TELEPORT INC  
 PO BOX 92507

LAFAYETTE LA 70509

WEST VIRGINIA CHILDRENS HEALTH  
 INSURANCE PROGRAM  
 SUITE 209  
 1018 KANAWHA BOULEVARD, EAST  
 CHARLESTON, WV  
 25301 304-558-6655

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/16/2008				

BID OPENING DATE: 05/29/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				THIS ADDENDUM IS ISSUED TO:		
				1.) ANSWER ALL TECHNICAL QUESTIONS RECEIVED DURING THE MANDATORY PRE-BID MEETING AND THOSE TECHNICAL QUESTIONS RECEIVED PRIOR TO THE DEADLINE.		
				2.) PROVIDE A COPY OF THE MANDATORY PRE-BID SIGN IN SHEET		
				3.) PROVIDE ADDITIONAL CLARIFICATIONS		
				4.) EXTEND THE BID OPENING DATE		
				BID OPENING DATE IS EXTENDED TO: 05/29/2008		
				BID OPENING TIME REMAINS: 1:30 PM		
				***** END ADDENDUM NO. 1 *****		
0001	1	LS		915-58		
				HELP LINE AND MAILING SERVICES		\$ 107,974.71

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Barbara Hamant* TELEPHONE 337-262-6080 DATE 5-25-08  
 TITLE President FAX 72-1106286 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

## PRICE SHEET

All vendors should complete the below pricing table. It is strongly preferred that this table be used in lieu of separate quote.

Description	Estimated Quantity	Unit Cost	Extended Cost
<b>All-Inclusive Call Rate:</b>			
**Includes: phone service, mailing service, and supplies	25,329 total (24,329 Incoming/1,000 Outgoing)	\$ 3.99	\$101,062.71
<b>Automated Broadcast Calls</b>	57,600	\$ .12	\$ 6,912.00
		<b>Grand Total:</b>	<b>\$ 107,974.71</b>

\*\* The above quantities are estimated for bid evaluation purposes only. Actual quantities ordered may differ.



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<p><b>HELP LINE AND MAILING SERVICES</b></p> <p><b>REQUEST FOR QUOTATION OPEN END CONTRACT</b></p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA CHILDREN'S HEALTH INSURANCE PROGRAM, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH TELEPHONE HELP LINE SERVICES AND MAILING OF PROGRAM MATERIALS TO APPLICANTS AND CLIENTS OF THE WEST VIRGINIA CHILDREN'S HEALTH INSURANCE PROGRAM PER THE ATTACHED SPECIFICATIONS.</p> <p>A MANDATORY PRE-BID MEETING WILL BE HELD ON WEDNESDAY, APRIL, 30, 2008 AT 02:45 PM IN BUILDING #15 LOCATED AT 2019 WASHINGTON STREET IN CHARLESTON, WEST VIRGINIA. ALL VENDORS WISHING TO SUBMIT A BID FOR THIS PROJECT ARE REQUIRED TO ATTEND THIS MEETING. ANY VENDOR FAILING TO ATTEND WILL BE DISQUALIFIED FROM BIDDING ON THIS PROJECT. NO ONE PERSON MAY REPRESENT MORE THAN ONE VENDOR.</p> <p>TECHNICAL QUESTIONS CONCERNING THIS PROJECT MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELL@WV.GOV. TECHNICAL QUESTIONS MAY ALSO BE SUBMITTED DURING THE MANDATORY PRE-BID MEETING. TECHNICAL QUESTION INCLUDE, BUT ARE NOT LIMITED TO: SCOPE OF WORK, SERVICES REQUIRED,</p>						

SIGNATURE <i>Barbara Lambert</i>				TELEPHONE (337) 262-6080	DATE 5-19-08
TITLE President	FEIN 72-1106286	ADDRESS CHANGES TO BE NOTED ABOVE			

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<p>MATERIALS, ETC. DEADLINE FOR ALL TECHNICAL QUESTIONS IS MAY 05, 2008 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ANSWERED BY ADDENDUM AFTER THE DEADLINE. QUESTIONS CONCERNING THE ACTUAL PROCESS BY WHICH A VENDOR MAY SUBMIT A BID TO THE STATE OF WEST VIRGINIA ARE NOT CONSIDERED TO TECHNICAL QUESTIONS AND MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID OPENING AND IN ANY FORMAT.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Barbara hemont</i>	TELEPHONE <b>(337)262-6080</b>	DATE <b>5-19-08</b>
TITLE <b>President</b>	FEIN <b>72-1106286</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Aubrey Lambert</i>	TELEPHONE (337) 262-6080	DATE <i>5-19-08</i>
TITLE President	FEIN 72-1106286	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>EXHIBIT 10</p> <p>REQUISITION NO.: <b>CHP86030</b></p> <p>ADDENDUM ACKNOWLEDGEMENT</p> <p>I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.</p> <p>ADDENDUM NO.'S:</p> <p>NO. 1 <i>Blamont</i></p> <p>NO. 2 .....</p> <p>NO. 3 .....</p> <p>NO. 4 .....</p> <p>NO. 5 .....</p>						

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SIGNATURE <i>Carole Hammett</i>	TELEPHONE (337)262-6080	DATE 5/19/08
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<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;"> <i>Barbara Hamont</i>            SIGNATURE            ..New Orleans Teleport.. Inc..            COMPANY            .....05/19/2008.....            DATE         </p> <p>REV. 11/96</p> <p style="text-align: center;">VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>( ) BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p>						

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<p>( ) BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>( ) BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>( ) BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>( ) BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM</p>						

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SIGNATURE <i>Karbaue hamont</i>	TELEPHONE (337) 262-6080	DATE 5-19-08
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SHIP TO

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<p>OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX &amp; REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p>						

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SIGNATURE <i>Barbara Lamont</i>	TELEPHONE <b>(337)262-6080</b>	DATE <b>5-19-08</b>
TITLE <b>president</b>	FEIN <b>72-1106286</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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BID OPENING DATE: **05/20/2008** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BIDDER: <u>New Orleans Teleport, Inc.</u></p> <p>DATE: <u>05/19/2008</u></p> <p>SIGNED: <u><i>Barbara Hamont</i></u></p> <p>TITLE: <u>President</u></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION          PURCHASING DIVISION          BUILDING 15          2019 WASHINGTON STREET, EAST          CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <u><i>Barbara Hamont</i></u>	TELEPHONE <u>(337) 262-6080</u>	DATE <u>5-19-08</u>	
TITLE <u>President</u>	FEIN <u>72-1106286</u>	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**CHP86030**

PAGE  
**9**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**KRISTA FERRELL  
 304-558-2596**

**\*426160135 337-262-6080**  
**NEW ORLEANS TELEPORT INC**  
**PO BOX 92507**  
**LAFAYETTE LA 70509**

**WEST VIRGINIA CHILDRENS HEALTH  
 INSURANCE PROGRAM**  
**SUITE 209**  
**1018 KANAWHA BOULEVARD, EAST**  
**CHARLESTON, WV**  
**25301 304-558-6655**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/16/2008				

BID OPENING DATE: **05/20/2008** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BUYER: KRISTA FERRELL-FILE 21</p> <p>RFQ. NO.: CHP86030</p> <p>BID OPENING DATE: MAY 20, 2008</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:            _ (337) 262-6082 _</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):            _ Barbara Lamont - President _</p> <p>***** THIS IS THE END OF RFQ CHP86030 ***** TOTAL: \$ <u>107,974.71</u></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Barbara Lamont</i>	TELEPHONE (337) 262-6080	DATE 5-19-08
TITLE President	FEIN 72-1106286	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

STATE OF WEST VIRGINIA  
Purchasing Division

## PURCHASING AFFIDAVIT

**West Virginia Code §5A-3-10a states:** No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy) for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: New Orleans Teleport, Inc.

Authorized Signature: *Barbara Lamont* Date: 5/19/08



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**NEW ORLEANS  
TELEPORT**

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Submitted by:

New Orleans Teleport

d.b.a.

**CALLS PLUS**

1001 W. Pinhook Road

Suite 300

Lafayette, LA 70503

Tel: 337 262 6080

Fax: 337 262 6082

For information contact

[customercare@callsplus.net](mailto:customercare@callsplus.net)

**1-800-903-PLUS**

**DUNS: 186121604**

**FEIN: 72-1106286**

[customercare@callsplus.net](mailto:customercare@callsplus.net)

**Bid Due Date: 5/20/08**

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**PROPOSAL FOR**  
**RFQ # CHP86030**

**Telephone Help Line &**  
**Mailing Services**

**WEST VIRGINIA CHILDREN'S**  
**HEALTH INSURANCE**  
**PROGRAM**

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### EXHIBITS

RESUMES OF KEY MANAGEMENT PERSONNEL  
DBE CERTIFICATIONS

## **EXECUTIVE SUMMARY**

New Orleans Teleport Inc. (d/b/a/ CALLS PLUS) is pleased to present a quotation to provide a Child Care Assistance Hotline for the West Virginia Childrens Health Insurance Program ("CHIP"). The Agency, which provides health care coverage for more than 39,000 children under the age of 18 each year, provides helpline services and program material mailouts to applicants and clients. We propose a centralized solution that will handle all customer contacts twenty-four hours a day, seven days a week.

### Project Background

The Childrens Health Insurance program has made a substantial investment in procuring services and technology to be responsive to their Plan Members' needs. Close to 40,000 out of the 415,820 children resident in West Virginia are presently enrolled in CHIP. Twenty-two percent of these live below the Federal poverty level and it is estimated that some 34,450 children who are eligible for coverage under Medicaid or CHIP, remain uninsured.

An effective call center program is critical to the successful operation of CHIP's communications and growth strategy. For the past three years, CALLS PLUS has supported CHIP in this effort, providing 24 hour call center and fulfillment services, referral services, and assistance in distributing applications and renewal applications, pharmacy cards, Welcome Kits and other media material to new and existing enrollees. CALLS PLUS provides a one-stop multilingual information source to West Virginia callers seeking health insurance for their children. We provide mailouts, email and fax communications, as well as inbound and outbound call response.

### Project Goals and Objectives

Our primary objective is to support the State of West Virginia in its stated goal of providing effective Help Line assistance to parents and guardians of Plan members, providers such as physicians' offices, clinics and pharmacies, to enable them to understand the CHIP benefit structure, application and renewal process. Our task is also to assist the public and individuals interested in applying to enroll their children or grandchildren in CHIP.

### Innovative Approach

In a rare departure from conventional Call Centers, CALLS PLUS integrates total communications solutions, providing inbound and outbound call services, marketing and outreach campaigns involving broadband distribution of radio and television spots, and uplinking of Video News Releases and Satellite Media Tours. We also handle direct volume mail out of flyers, brochures, video and audios tapes, and provide web based informational media to targeted customer groups. These resources will be utilized to mail CHIP applications and Welcome Kits to customers in West Virginia.

Our commitment to expediting access to quality health care and other benefits, as well as our ability to provide widespread dissemination of public information, has resulted in excellent credentials with the State, Federal and County governments whom we serve. We own and operate state-of-the-



art ACD hardware and software, and employ a team of round-the-clock multilingual Customer Service Representatives dedicated to improving the economic conditions and life skills of the client/population that we serve.

## **COMPANY BACKGROUND**

New Orleans Teleport, d/b/a CALLS PLUS is a minority, woman-owned business, headquartered in Lafayette, Louisiana on a secure telecommunications hub site, with another call center in Baton Rouge, dedicated to the Office of Group Benefits/LA CHIP. All of our Customer Service Representatives assigned to the telephones which will handle these calls, will be located within the United States, in Louisiana. Our primary hub is located at 1001 West Pinhook Road in Lafayette's Oil Center.

Our company has a history of working with Health Departments and insurance carriers to inform potential applicants about healthcare and other social services, as well as community assistance programs and benefits. CALLS PLUS presently provides total customer care services for West Virginia CHIP, Louisiana Office of Group Benefits/ LA CHIP, the Massachusetts Disabled Persons Protection Commission, the St. Louis and San Diego Health Departments, and the 10<sup>th</sup>, 437<sup>th</sup> and 55<sup>th</sup> USAF Medical Squadrons, among others.

## **SCOPE OF WORK**

### **1) Operating Schedule**

CALLS PLUS is a 24x7x365 operation, fully staffed at all hours of the day or night. We propose to answer incoming telephone calls from individuals and families seeking information about the West Virginia Children's Health Insurance Program between the hours of 8AM and 8PM (EST) Mondays through Fridays, and nine hours on Saturdays between the hours of 8AM and 5PM. (EST). We propose to take messages during all other service hours, including weekends and all state, local and Federal holidays. All callers will receive return calls the next business day.

### **2) Incoming Calls & Periodic Outgoing/Informational Calls**

CALLS PLUS will collect complete information from each caller, assist him or her to complete program applications on line, print out and mail these applications to each customer, with appropriate supplementary material. Referrals to other agencies will also be provided. All calls will be tracked, and detailed reports provided on a monthly basis to CHIP.

All Help Line calls will be answered by live operators seven days a week, including weekends and all holidays. Message tickets will be generated for after hours calls from 8PM to 8AM (EST) Monday through Friday, and from 5PM Saturday to 8AM Monday. All services will be provided in Spanish, French, Creole, Chinese, Vietnamese and German. We will also employ a TTY service for the hearing impaired. Our Management team will work closely with CHIP personnel to remain up

to date with contact name information, call routing/referral information and any other specifics required to make this project a success.

### **Outbound Calls**

CALLS PLUS operators will place an average of 480 outbound calls per month to a select caller list to be provided by CHIP. The purpose of these automated calls is to encourage CHIP members to select a medical home, by completing a form which we will either mail to them or which can be downloaded from the Internet.

### **Automated Outbound Call Campaign**

Pre-recorded messages can be used to address almost any recurring or non-recurring event. Automated outbound dialing campaigns are effective for calling a single customer, or thousands of people. CALLS PLUS management works with customers to develop campaign content and scripts, which are then initiated at any time by loading the customer file, setting contact parameters, and activating the service. Some of these uses for this type of campaign are appointment setting and/or confirmation, encouragement of participants to select a doctor or clinic, notifications of special interest events, and deadline reminders.

New Orleans Teleport proposes a fully automated outbound system, which will be programmed to automatically telephone specific phone numbers at time periods required by CHIP. The redial feature allows for up to six attempts (once every three hours over two days) and, upon answer, (by a live person, voice-mail or answering machine) will deliver a message pre-recorded either by Teleport staff or by CHIP. If the service receives a busy signal or no answer, the call will be redialed five times before hanging up. Each group of six unsuccessful dialing attempts will be charged as only one completed call. This will be billed to CHIP as a straight passthrough cost, and will appear as such on our monthly invoices.

New Orleans Teleport maintains up-to-date information on the State and Federal government's acceptable calling hours, to ensure that customers are not notified by phone or fax during periods when calls are not allowed. Additionally, we design each campaign to different time zones, for target delivery windows which are most likely to result in a successful message delivery. In addition, our QA and Compliance staff monitors message texts to make sure they comply with FTC and FCC regulations for automated message delivery. We understand that during various seasons of the year, CHIP may have preferences which are more specific, and we will make adjustments in preferred time slots according to specific requirements.

### **Outbound Surveys**

CALLS PLUS agents will also conduct brief surveys of members or providers, following scripts provided by CHIP not more than once or twice each year. These calls, placed by live operators, will be billed at the all inclusive call price.

### 3) Operator Training on Agency Information & Referral

CALLS PLUS operators have received ongoing training on the details of the CHIP Program, including Inroads, Express Scripts, and the overall application and referral process. All operators are knowledgeable on CHIP program information, guidelines, and expert at checking information for callers in the multiple CHIP related databases. We have also gathered lists of partner and other community agencies to which callers may need to be referred. Each Operator has a CHIP workbook at his/her workstation. CHIP information is also programmed onto the operator screens, with easy drop down boxes for call disposition. We understand that following contract award; CHIP personnel will also provide a minimum of 12 hours of onsite training during the first 30 days of the contract period, and 4-8 hours each year.

All CALLS PLUS operators have been trained and are versed in the following programmatic procedures:

- a) We check applicant's eligibility status within RAPIDS.
- b) We ask customers who call for applications about the website and Internet access. We routinely explain that benefits may be viewed at [www.wvinroads.org](http://www.wvinroads.org).
- c) We are skilled at explaining basic program information found in the Application, Summary Plan Description and Provider Guide, in English and Spanish.
- d) All medical and dental claim-billing issues are referred to the CHIP TPA.
- e) Billing questions about pharmacy claim payments as well as requests for duplicate cards are referred to the PBM. In cases of emergencies, we may issue card information.
- f) CALLS PLUS operators are fully familiar with which services are covered by WVCHIP, and which calls need to be referred to the Office of Maternal Child and Family Health, or the 211 Hotline for human and social services.
- g) CALLS PLUS provides multilingual operators on a 24-hour basis. Additionally, we employ the translation services of Pacific Interpreters if the caller speaks one of the languages, which we do not have in house. Our operator remains on the 3-way call at all times to ensure customer satisfaction. Pacific Interpreters provides real time telephone translation in 26 languages. Our equipment supports TDD services, including a TTY box. Most hearing impaired callers use operator service, which we also support.
- h) Once CHIP provides us with advance notice of special health campaigns, press releases or other event notices, we train all agents in Frequently Asked Questions (FAQs) relating to the subject matter of each particular campaign. All media notices are placed in our CHIP workbook, and screen links to the CHIP website are programmed into our operator consoles.
- i) All calls and referrals from the [insurekidsnow.gov](http://insurekidsnow.gov) website receive the information and services detailed above.
- j) CALLS PLUS operators routinely assist customers to complete applications at [www.wvinroads.org](http://www.wvinroads.org). If the caller needs other non-CHIP services such as social service, educational or other health benefits, we refer them to member agencies on our approved list.
- k) All operators are trained and tested regularly on CHIP protocols and information updates. Calls, which are beyond the scope of an operator, are escalated to a Supervisor. If the supervisor cannot answer an inquiry or provide an immediate solution in an emergency, the caller is transferred back to the CHIP office. All other escalated calls are sent via email to a CHIP representative, explaining the problem or inquiry. We may then call the caller back with an explanation once we receive a reply email from CHIP.

#### 4) Performance Standards

CALLS PLUS will assure sufficient number of phone lines and operators to meet the following Performance standards:

- A. Line abandonment rate shall not exceed 3%
- B. Line busy rate shall not exceed 5%
- C. 98% of all calls will be answered by the third ring
- D. 90% of the time, the call hold rate shall not be longer than two minutes.
- E. All messages taken after hours, as well as pending calls requiring a callback or written response will receive such response within 24 hours Monday through Friday, and within 72 hours on weekends and holidays.
- F. Requests for applications as well as renewal applications will be filled and mailed on the same day on which we receive the request.

#### 5) Mailings

- a. CALLS PLUS will be responsible for the daily mailings and distribution of the CHIP Summary Plan Description (SPD) to new enrollees, applications (new and renewal, as well as English and Spanish versions of the forms), medical home forms, and additional program information. CALLS PLUS currently houses program outreach materials and supplies for the WV CHIP Program in our 300 square-foot Fulfillment Center. We have assigned one dedicated Fulfillment Clerk to the WV CHIP account; this Clerk is responsible for the daily request receipt, processing, mailing, inventory, and storing of materials for the program. (During peak mailing periods such as re-enrollment and post-reprinting, this fulfillment clerk is supported by at least two other Fulfillment/ Administrative Personnel.)
  - Each morning, the Fulfillment Clerk accesses the secure FTP site to retrieve the DHHR New Enrollee "Add" data file. The Fulfillment Clerk scrubs the list for duplicates and prepares mailing labels to send Summary Plan Description booklets to each new enrollee.
  - Our Customer Relationship Management (CRM) software has been programmed to forward a data file of outreach material requests to the Fulfillment Center at 3:30 p.m. (Eastern) each weekday. Therefore, each time an individual requests outreach materials through the call center, the agent enters the mailing address and selects the appropriate piece of material from the drop-down box. That data is then batch emailed to the Fulfillment Center for processing that day if received before 3:30 p.m. (Eastern) Monday thru Friday, and then next business day if received after 3:30 p.m. and/ or the weekend. Packages are transported to the post office on the same day they are processed.
  - Our Fulfillment Center is responsible for the receipt and storing of program materials received from the WV CHIP printers. The printers re-print/ update the Summary Plan Descriptions and new applications. Upon request from WV CHIP, we have withheld the processing and mailing of applications and Summary Plan Description Booklets to ensure that program participants received the most current plan documents.

- In support of the WV CHIP Program, the CALLS PLUS Fulfillment Department prints and stores envelopes for the Renewal Applications and envelopes for the Spanish Applications. The Fulfillment Department also processes and ships other specially requested letters and documents as requested by WV CHIP.
- b. CALLS PLUS has established a Postage by Phone funding account with Pitney Bowes; a certified United States Postal Service Vendor. Through Pitney Bowes, we obtain daily downloads of funds for postage, print postage labels, automatically re-set postage rates, and weigh parcels under four pounds for shipping. CALLS PLUS will provide WV CHIP with the Pitney Bowes account information to facilitate funding of the account. Additionally, we will submit receipts for postage downloads and usage; WV CHIP will also be given access to the online reporting module to monitor account activity.
- Currently, the WV CHIP program ships 30 – 75 total pieces of mail per day. To qualify for a postage permit or other discounted media mail services, the program must ship a minimum of 200 pieces of each type of mailing.
  - Due to the time sensitivity of the program materials, CALLS PLUS ships individual SPDs, new applications, renewal applications, and other letters via United States Postal Service First Class Mail; which is one of the fastest standard mailing methods. Packages are normally received within two to three days after mailing through First Class service.
- c. Upon Request from authorized WV CHIP personnel, CALLS PLUS will mail additional program materials for special campaigns and/or events. Previously, we have printed and inserted new income guidelines for applications and program update notices and letters for the Summary Plan Description Booklets. Additionally, a few times per year, we have shipped bulk packages of applications to the WV CHIP Headquarters office or Department of Health and Human Resources offices. These requests are processed normally within 24 – 48 hours and shipped via the most cost effective method United States Post Office parcel post or United Parcel Services (UPS) ground, depending upon the quantity and receipt location.
- CALLS PLUS also receives and re-processes “Returned Mail” on behalf of the WV CHIP program. Returned Mail normally consists of medical cards that the Post Office was unable to deliver. Our Fulfillment Center researches the client data for these returned packages and attempts to identify alternate mailing information. Prior to re-sending the package, the listed parent or guardian is contacted via telephone to verify the mailing information, and informed that the package is being re-sent; the guardian is then instructed to contact the call center if the package is not received within seven days.
- d. CALLS PLUS will mail Medical Home Forms to members upon request from the caller or notice from Headquarters. The CALLS PLUS Fulfillment Department will add and stock the Medical Home Forms with the other items currently in inventory. Our IT Department will program the call center workstation console screens to denote the addition of this item in inventory. Each time a caller to the call center inquires about the medical home program, the call center agents will dispense verbal information and offer to mail the Medical Home Program – Medical Home Physician Selection Form and/ or any other associated documents as directed by WV CHIP.

**6) Electronic Data Systems Access**

- A. RAPIDS - Immediately following contract award, CALLS PLUS will maintain our existing T-1 line which provides us with an electronic link to the DHR Eligibility System (RAPIDS), to allow verification of CHIP eligibility for families and providers, as well as the Agency's third party administrator's system. We have an existing link built into our consoles so that our operators may access RAPID on a read-only basis with one touch.

All Operators will complete a RAPIDS access form, which along with our standard Criminal Background Investigation report and fingerprint cards will be provided to CHIP for approval.

- B. InROADS - Our operators are well versed in the application process, and will continue to assist all callers to complete online applications in InROADS. CALLS PLUS will execute a community partner agreement and require every operator working on this contract to sign individual agreements.
- C. WV CHIP Eligibility Database - The links to this database resides on all Operator consoles, is easily accessed so that our operators may determine CHIP plan levels, and provide copayment and other information to each member or applicant.
- D. Pharmacy Benefits Manager (PMB Enrollment Data - Only Supervisors have been granted authority to make changes in this database. They may make changes and updates to member records, upload and/or correct member information when necessary. All operators have read-only access, and have received ongoing training in researching pharmacy benefit information.
- E. PEIA FTP site - Every morning CALLS PLUS accesses and downloads information on persons who have requested Summary Plan Descriptions. This information is immediately emailed to our in-house Fulfillment department, and the SPDs will be mailed out that same day.

**7) Other Provisions**

- A. CALLS PLUS presently pays Sprint all toll charges on the WVCHIP Hotline (1-877-WVA-CHIP). We agree to list WVCHIP as an alternate contact, and provide passworded full access to the account to WVCHIP designated personnel.
- B. CALLS PLUS has a proven fully functional Disaster Recovery Plan, which will be provided to CHIP upon request, prior to contract award. As this is sensitive information, we ask that it be treated as confidential material to be reviewed only by CHIP staff. Earlier this month the Oil Center region was struck by a tornado and within minutes our Disaster plan was put into effect, providing a real life test scenario. We transferred calls from our inbound ACD trunks to our backup Centrex system, and activated our backup Internet system. We have received several letters of congratulations from our government agency customers, praising the swiftness and efficiency with which this disaster was handled.

- C. Upon prior notice from CHIP, CALLS PLUS is prepared to provide additional personnel and equipment resources to augment Call Center services at peak times when a media promotional event is launched, or during scheduled re-enrollment periods.

### **Mandatory Products for this Contract**

- A. CALLS PLUS will monitor all performance standards listed in the above Scope of Work, (Item #4) on a weekly basis, and provide CHIP with the regular monthly report, which contains breakout information week by week. We normally perform a weekly review and issue a monthly report the first week of each month, with weekly breakouts covering the activities of the previous month, as per the sample reports requested in this RFQ.
- B. CALLS PLUS will produce special reports or analyses, as requested by CHIP.
- C. Senior Managers agree to meet with CHIP Agency staff on an as needed basis, not more than 4 times per year. CALLS PLUS will bear all travel costs related to these staff visits. CHIP staff will also make annual site visits to Lafayette to audit contract performance. The first and second of these site visits will take place in the first quarter after contract signing. One of these visits will be to conduct training to CALLS PLUS operators and managers. On an ongoing basis, CHIP personnel will pay one site visit per year to our headquarters.
- D. We will not disseminate or recommend any materials or other CHIP information unless it have previously been reviewed and approved by CHIP Management. All material, including foreign language translations, will be submitted to CHIP before dissemination.
- E. CALLS PLUS has the capability to send automated phone broadcast messages to remind members of the need to choose a Medical Home. This service has been quoted separately in our Price Proposal.

### **Pricing Schedule**

- A. We have quoted a per call price which is all inclusive of all research, training, travel, labor, equipment, overhead, telephone toll charges and literature inventory and mailouts.
- B. Pass through costs will be billed at cost, and include:
  - 1) Postage for all agency mailings at lowest US Postal rates.
  - 2) Supplies (paper, labels, toner cartridges, ink, etc.) required for special outreach projects requested by CHIP.
  - 3) Outgoing calls for member surveys will be billed at the "all inclusive rate".
  - 4) All broadcast automated calls are priced at a separate rate.

## **Reporting**

### **A. Monthly Summary Report & Invoice**

CALLS PLUS will present CHIP with an invoice on or before the 15<sup>th</sup> of each month for the preceding month. This summary report is submitted electronically, along with the monthly Invoice, to designated CHIP recipients via email, in Excel format. The monthly report will be submitted on the form attached in Exhibit 1 of this RFQ. Our ACD system records and tracks all calls to report on the overall performance of the operation as well as individual operator performance and standard compliance, including all aspects of call assignment, as well as handling and performance. All reports, electronic and paper, are produced in Microsoft Word, Excel and Adobe Acrobat. These reports are comprehensive, accurate, easy to comprehend and timely.

Some of the variables tracked include:

- Number of Outbound Calls Dialed
- Number of outbound live prospect connected
- Number of prospects firm booked into seminars
- Number of inbound calls received
- Number of inbound prospects booked into seminars
- Average Speed of Answer
- Abandonment Percentage
- Average Call Length
- Queue Time
- Percentage of Call Categories
- Number of Return Calls
- Answer Content

### **B. Monthly Inventory Report**

A monthly Inventory report of all printed material will be sent each month along with our invoice to designated CHIP personnel using the attached form in Exhibit 2 of the RFQ.



<b>Tasks</b>		<b>TIMELINE</b>		
Contract Awarded	July 1, 2008	Meet with CHIP Management	Develop Training Material	Start work on Resource Database
Script setup/update	July 6-8, 2008	Web database reconfiguration	Script drafts provided	Test existing T-1 link to RAPIDS
CSR Training	July 8-10, 2008	Screen design & programming	Establish Call Type & Compliance Standards	Operator Training/ Develop sample dialog. FAQs
Product Fulfillment	July 8-12, 2008		Warehouse mailout material	Inventory all materials
Workplan development	July 6-12, 2008		Update info & referral database	Review Workplan. Memorandum of Understanding
Reporting Updates	July 15-20, 2008		3 <sup>rd</sup> party telephone linkage	Develop Report Parameters
Test services	July 20-24, 2008	Authorize CHIP access to toll-free account	Place Test Calls	
<b>Start Date</b>				<b>August 1, 2008</b>

## CONCLUSION

CALLS PLUS follows and enforces the rules and guidelines established by the Family Educational Rights and Privacy Act (FERPA). We believe that the experience gained with the Louisiana Office of Group Benefits/LA CHIP and the San Diego Health Department Fraud Hotline is directly relevant to State of West Virginia's requirements regarding confidentiality. We have provided San Diego's Compliance Health Hotline with Customer Services that reflect that city's special needs for caller privacy and confidentiality.

All of our Customer Service Representatives receive in-depth training in HIPAA and Sarbanes-Oxley compliance regulations. All employees must pass stringent criminal background checks (nationwide), and are fingerprinted and scrubbed against the Federal Do Not Hire list. We understand that caller records, e-mail addresses, phone numbers or otherwise personally identifiable information is highly confidential and not to be given to third parties.

For the past 21 years, CALLS PLUS has demonstrated that we can provide award-winning service in both the public and private sectors. For example, we worked with TennCare management to streamline the appeals process, improving sensitivity to the needs of low income and indigent customers, provided overflow services to their Health Hotline, and processed all appeals for this provider, 24 hours a day, 7 days a week. The US Air Force's three Medical Squadrons utilize our Call Center to take after hours calls and overflow calls from people in need of immediate health care.

One of our company strengths is that a Manager is always on duty. The Project Management Team can be reached at 337-262-6080. The company fax is 337-262-6082, and the general e-mail box is [customercare@callsplus.net](mailto:customercare@callsplus.net). Our facility is open 24 x 7 x 365; any and all employees can be reached at any time, without reaching voice mail. Our key personnel are available to attend emergency meetings in person, via video conferencing or web meetings.

All information will be captured and tracked related to inbound inquiries, including date and time of receipt, nature of inquiry, customer identity when appropriate, information requested, disposition, response date, quality control, analysis and/or follow-up action, in our case the mail outs of application forms and SPDs.

### **The Customer Service Representatives**

Our Human Resources team tests each applicant for excellent reading skills, voice, dictation, spelling, number recognition, vocabulary, and keyboarding skills. Applicants who surpass skill standards are further screened via multiple interviews. Additional attributes required of a CALLS PLUS CSR are high levels of courtesy and professionalism, the ability to identify and resolve problems efficiently and independently, commitment, and the ability to learn quickly, and use developed listening skills to incorporate quality service. All employees undergo a background check and past work and educational history are verified. The minimum requirements for an entry level CSR is some college, three years experience in the call center industry, 40 WPM typing ability, and 85% or higher on a grammar and writing test. The Call Center recruits from many medical schools, neighboring colleges, the military and local associations.

### **Contract Contacts**

CALLS PLUS provides the following points of contact for the purposes of discussing matters relating to this contract. These two Managers have full authority to act for CALLS PLUS on all matters relating to the daily performance and operation of this contract.

Primary Contact – Contract Manager, Barbara Lamont (337) 262-6080

Secondary Contact – Call Center Director, Aranthia Rodgers (337) 262-6080

## REFERENCES

### **State of Louisiana – Office of Group Benefits (current)**

The Office of Group Benefits funds and administers health insurance for active and retired state employees and schoolteachers. In February 2006, CALLS PLUS was awarded a contract to provide on-site customer service for the Office of Group Benefits. Our CSRs are required to undergo extensive training in the benefit schedule, provider contracts, and medical billing and coding. Our primary responsibility is to answer calls from providers regarding eligibility, claims processing and payment, and benefits. Additionally during peak call volume/ downtime, we are also required to assist callers to the Plan Member Hotline in need of enrollment, claims processing, termination, and other benefit assistance.

Contact: Malcolm Veazie, Deputy Assistant Secretary  
5825 Florida Boulevard  
Baton Rouge, LA 70806  
(225) 925-4759 office  
(225) 925-4721 fax  
[mveazie@ogb.state.la.us](mailto:mveazie@ogb.state.la.us)

Contract Start Date: 01-Apr-06

Contract Term Date: 31-Mar-09

### **Commonwealth of Massachusetts – Disabled Persons Protection Commission (current)**

The Disabled Persons Protection Commission is an independent state agency charged with investigating and remediation of cases of abuse against disabled residents between the ages of 18 and 59. The DPPC hotline receives approximately 12,000 calls per year; these calls include abuse reports, death reports, and requests for information. In June of 2005, CALLS PLUS was awarded a contract to provide after-hours and emergency call center services for DPPC. In addition to filing reports, our CSRs must assist callers who are emotionally upset or in imminent danger, as well as individuals with cognitive limitations and impairments. As this service is primarily used by disabled persons, CALLS PLUS is required to employ and maintain TTY and other ADA compliant equipment throughout the contract. We are also required to digitally record and document all calls, which must be answered within 20 seconds.

Contact: Heidi Cresta or Ann Murray  
50 Ross Way  
Quincy, MA 02169  
(617) 727-6465 office  
(617) 727-6469 fax  
[heidi.cresta@dac.state.ma.us](mailto:heidi.cresta@dac.state.ma.us) or [ann.murray@state.ma.us](mailto:ann.murray@state.ma.us)

Contract Start Date: 01-Apr-06

Contract Term Date: 30-Jun-08

### **United States Air Force – 55<sup>th</sup> Squadron Medical Center (Current)**

The United States Air Force – Offutt Air Force base operates one of the largest Air Combat Command Squadron's in the country. The 55<sup>th</sup> Squadron provides medical care and insurance for more than 30,000 active duty and retired military personnel, and their beneficiaries. CALLS PLUS provides after-hours, overflow, and emergency call center support for their Medical Center. Our CSRs screen callers for eligibility

and program enrollment, and provide referral information. Our operators also page physicians and notify first responders of emergencies.

Contact: Heidi Hastings, Group Practice Manager  
101 Washington Square  
Offutt Air Force Base, NE 68113  
(402) 232-6883 office  
(402) 232-8857 fax  
[heidi.hastings@offut.af.mil](mailto:heidi.hastings@offut.af.mil)

Contract Start Date: 1-Sept-04

Contract Term Date: 31-Aug-09

**United States Air Force – 437<sup>th</sup> Squadron Medical Center (Current)**

The United States Air Force – Charleston Medical Group provides medical care and insurance for almost than 25,000 active duty, reserve, and retired military personnel, and their beneficiaries. CALLS PLUS provides after-hours, overflow, and emergency call center support for their Medical Center. Our CSRs screen callers for eligibility and program enrollment, and provide referral information. Our operators also page physicians and notify first responders of emergencies.

Contact: Captain Quinette Hall  
101 East Hill Boulevard  
Charleston AFB, SC 29404-5021  
(843) 963-6824 office  
(843) 963-5183 fax  
[quinette.hall@charleston.af.mil](mailto:quinette.hall@charleston.af.mil)

Contract Start Date: 1-Jul-06

Contract Term Date: 30-Sep-10

**State of West Virginia – Children’s Health Insurance Program (Current)**

In April of 2005, CALLS PLUS was awarded the contract to provide 24-hour call center and fulfillment services for the West Virginia CHIP program. The West Virginia Children’s Health Agency - CHIP administers a publicly funded insurance program that provides health coverage for about 24,500 children under the age of 18. CHIP has a projected enrollment of 39,000 children for the 2006 calendar year. CALLS PLUS operates a Help Line to answer questions, provide agency referrals, assist callers with completing applications, and other customer service needs. Our fulfillment center mails applications, enrollment packets, renewal forms, and other program materials to applicants and social workers. In order to assist callers with the enrollment process and other eligibility issues, CALLS PLUS installed a T-1 to connect CHIP’s program database with our call center. CALLS PLUS will also design and maintain an information and referral database to augment CHIP’s current resources. Through the course of this contract, we plan to use our extensive broadcast knowledge and capabilities to market the hotline and inform the public of changes to the program through the distribution of VNRs, radio ads, TV ads, and promotional mail-outs.

The reporting requirements for this program are extensive, as CHIP needs to monitor the needs of their clients and our progress. We must monitor and report line usage to track trends and caller interests. We must also provide detailed reports to ensure our compliance with the following performance standards:

Abandonment Rate – Less than 3%  
Busy Rate – Less than 5%  
Calls Answered by the Third Ring – 98%  
Hold Rate Less than 2-minutes – 90%  
Written/ Message Response Time – Within 5 Working Days  
Requests for Applications – Within 24 hours

Contact: Romona Allen, Eligibility Specialist  
1018 Kanawha Boulevard, East  
Charleston, WV 25301  
(304) 558-2732 office  
(304) 558-2741 fax  
[rallen@wvchip.org](mailto:rallen@wvchip.org)

Contract Start Date: 15-May-05

Contract Term Date: 16-May-07

**County of San Diego – Department of Health and Human Services (Current)**

The Health and Human Services Agency operates a Compliance Program for employees and other interested parties to report actions that may be unethical, illegal, or not in compliance with County or HHSA policies and procedures. CALLS PLUS maintains a 24-hour, multilingual, Anonymous Compliance Hotline for the approximately 6,200 employees and 100,000 clients of San Diego. Our CSRs receive calls from individuals who need to inquire about compliance policies, report suspected violations of compliance guidelines, operational policies, law, regulation, and any other ethical issues.

We are charged with maintaining complete confidentiality of all information captured, tracking each call by assigning individual identification numbers, taking compliance complaints, and then handling outbound call problem resolution. Our responsibility is to closely document all calls, using specially designed screens to record answers and detailed information. All calls are recorded; we do live random monitoring for quality control, and transmit this data to San Diego on a daily, weekly, monthly, and quarterly basis.

Contact: Bob Borntrager, HHSA Compliance Officer  
5555 Overland Avenue, Building 11  
San Diego, CA 92123  
(619) 515-4246 office  
(619) 515-4247 fax  
[bob.borntrager@sdcounty.ca.gov](mailto:bob.borntrager@sdcounty.ca.gov)

Contract Start Date: 25-Mar-04

Contract Term Date: 01-Jun-13

**County of St. Louis, Missouri – Department of Health (Current)**

CALLS PLUS provides multilingual after-hours call center support for the Department of Health. We receive calls from concerned citizens wishing to report communicable disease outbreaks and other environmental or public health emergencies. CALLS PLUS was also responsible for linking our monitor and control equipment to the Department's Vaccine Refrigerator. Our CSRs monitor the temperature alarm on the vaccine refrigeration system and notify authorities of any malfunction or significant deviation.

Contact: Debbie Jones, Material & Inventory Specialist  
41 South Central Avenue, 8<sup>th</sup> Floor  
Clayton, MO 63105  
(314) 615-8340 office  
(314) 615-8303 fax  
[djones@stlouisco.com](mailto:djones@stlouisco.com)

Contract Start Date: 01-Mar-04

Contract Term Date: 01-Jun-13

**United States Department of Agriculture – Food Safety and Inspection Services (non current)**

CALLS PLUS provides as needed, 24-hour, multilingual Meat and Poultry Hotline Services for the USDA. Our CSRs respond to food supply recall, meat and poultry contamination, and critical agriculture inquiries. Our CSRs are expected and trained to handle at least 200 calls per day. In the event of an emergency, we are expected to handle 2,000 calls per day. Additionally, when food recalls or disease outbreaks are reported, CALLS PLUS is required to respond to the service request within four hours. Although we do have a Blanket Purchase Agreement with the USDA, at this time, CALLS PLUS has not been issued a call order against the BPA. However, our CSRs receive ongoing training in preparation of such an issuance.

Contact: Deborah Robertson, Contract Officer  
5601 Sunnyside Avenue, Mail Drop 5230  
Beltsville, MD 20705  
(301) 504-4237 office  
(301) 504-4276 fax  
[Deborah.Robertson@fsis.usda.gov](mailto:Deborah.Robertson@fsis.usda.gov)

Contract Start Date: 01-Sep-04

Contract Term Date: 01-Sep-09

**State of Tennessee – Knox County Dept. of Children and Family Services (non-current)**

In late November 2005, CALLS PLUS was awarded a contract to provide after-hours and emergency call center services for the Knox County Department of Children's services. Knox County, which is comprised of the cities of Knoxville and Farragut, is the home of more than 87,600 children under the age of 18. CALLS PLUS is required to answer questions and provide referrals for TennCare (Insurance Eligibility), child support enforcement, adoption, juvenile probation, and other medical and behavioral services.

Contact: Chris McKeever, Project Manager  
(615) 262-6364 office  
Jim Bell, Contract Officer  
Department of General Services  
312 Eighth Avenue, North  
Nashville, TN 37243  
(615) 253-1855 office  
(615) 741-0684 fax  
[james.w.bell@state.tn.us](mailto:james.w.bell@state.tn.us)

Contract Start Date: 15-Nov-05

Contract Term Date: 15-Nov-06

**State of Tennessee – Department of TennCare (non current)**

The State of Tennessee operates its own health insurance system for indigent and disabled residents of the state. CALLS PLUS provided extensive multilingual, call center support services for the approximately 1.3 million members enrolled in the program. Our call center handled almost 800 calls per day for TennCare. Calls were received from both active and rejected subscribers, pharmacies, physicians, and the public. Many of these were critical care requests, and most calls came from persons below the poverty line. Our responsibility was to closely document all calls, using specially designed screens to record answers and detailed information. We assisted callers in filing appeals for medical services, complaints against physicians, pharmacies, and medical centers, and update enrollment information. Our agents also assisted callers with questions regarding eligibility and billing issues, and processed Medical Benefit Appeals for this provider, 24 hours a day, 7 days a week.

All calls were recorded, medical and other agency referrals provided, and we transmitted this detailed data to TennCare on a daily, weekly, monthly, and quarterly basis. In emergencies, we paged the on-call health professional at any hour of the day or night. We improved the call routing and handling of their services, and have developed a substantial relationship of reliability and trust. We also assist TennCare in analyzing and measuring the number of daily calls, in order to adjust service levels. CALLS PLUS has worked with TennCare management to streamline the appeals process, improve sensitivity to the needs of low income and indigent customers, and provide overflow services to their Health Hotline.

Contact: Don Sharp, Director of Member Services  
162 Third Avenue, North  
Nashville, TN 37201  
(615) 507-6600 office  
(615) 507-6716 fax  
[don.sharp@state.tn.us](mailto:don.sharp@state.tn.us)

Contract Start Date: 01-Jul-03

Contract Term Date: 15-Sep-05

<b>Barbara Lamont – Contract Manager</b>	
<i>Experience with and length of time employed by New Orleans Teleport, Inc. CALLS PLUS</i>	
Ms. Lamont is President and CEO of New Orleans Teleport, which she founded in 1987. Ms. Lamont has more than 15 years of experience in funding program management through her work for various civic organizations.	
<i>Experience with Project Management</i>	
Ms. Lamont has more than 30 years of experience in program management and oversight.	
<i>Experience in developing training materials and training plans</i>	
Ms. Lamont has assisted in the development of training plans and materials for both our call center and satellite services divisions. Utilizing her vast cultural expertise and travels, she has also conducted training modules specifically related to cultural awareness and dialects for clients such as the Chanukah Telethon.	
<i>Experience in implementing large-scale projects.</i>	
Ms. Lamont has vast experience in the implementation of large-scale projects. She served as Program Manager for the implementation of past contracts for the Social Security Administration, State of Tennessee – Bureau of TennCare, and the U.S. Navy Subcontract.	
<i>Extent of Technical Experience and expertise in personal computers and server networks, and automated phone systems including voice response systems, automated call distribution units, and other telephone hardware and software.</i>	
Ms. Lamont has extensive knowledge in Personal Computers, Server Networks, Automated Phone Systems, ACD Units, and other Telephone Hardware and Software as she has served as Contract Manager for both the TennCare and Mississippi – Department of Information Technology projects. She works closely with our IT and IVR partners to ensure that all systems are maintained and deployed according to internal controls, which meet or exceed client needs.	
<i>Education, Training, Special Skills, and Applicable Certifications</i>	
Bachelor of Arts – Sarah Lawrence College Masters of Public Administration – Harvard University Coursework in Business, International Economics, & Management – Harvard University, Kennedy School of Government Foreign Languages – French, Spanish, German, Chinese, Polish, Yiddish, and Portuguese	
<i>Technical Experience, Functional Experience, Specific Dates, Names of Employers, Relevant and Related Experience, and Past and Present Projects with Dates and Responsibilities</i>	
1987 - Present	<i>President and CEO, New Orleans Teleport, Inc.</i> Lafayette, LA Profit and Loss Responsibility for Southern Louisiana Telecommunications Hub. Built company from startup to triple digit growth since its inception in 1987. Consults with clients and project managers to provide oversight and strategic planning assistance. Oversees implementation and ongoing performance for corporate initiatives and client projects.
1986 - 1990	<i>President and Founder, WCCL-TV</i> New Orleans, LA Raised \$10 million to finance the construction of a startup Independent Television station. Oversaw construction, operational, and programming details.
1985-1986	<i>Producer, Editor, Writer, ABC News</i> New York, NY Network Radio News, New York
1980 – 1986	<i>Associate Adjunct Professor, Columbia University Graduate School of Journalism</i> New York, NY  Designed curriculum and taught workshops 8 hours per week in editing, television reporting and writing, field production, radio news.



**Barbara Lamont, continued**

1983 – 1984	<p><i>Director of Operations, Jacaranda Productions New York, NY</i>            Consultancy work for Nigerian TV Network. Hiring, evaluation, staff training. Administered company insurance plan, supervised post-production work, handled \$3 million annual payroll.</p>
1982 – 1983	<p><i>Senior Producer, Network News, Nigerian Television Authority Lagos, Nigeria</i>            Trained news staff in 19 states. Developed models for Staff Training, administered Budgets and \$2.5 million annual Payroll. Conducted company-wide Management training in Organizational Development. Produced Nightly newscast for some 30 million viewers</p>
1977 – 1982	<p><i>Reporter, writer, producer, CBS Network News New York Bureau</i>            Network news. General assignment interviews, produced, wrote and anchored three daily Newsfeeds Syndicated to 400 affiliated radio &amp; television stations.</p>
1971 – 1977	<p><i>General Assignment Staff Reporter, WNEW-TV New York, NY</i>            10:00 News. Political, investigative reporting. Coverage of U.N. Co-anchored Black News (weekly news program). Produced news features-field &amp; in-studio interviews. Summer host of "Midday Live", daily noonday interview program.</p>
1971 – 1974	<p><i>General Assignment Reporter, WINS Radio (Westinghouse Broadcasting Corp.) New York, NY</i>            Political reporting, Wrote and produced Award-winning investigative series on American immigrants.</p>
<b><i>Selected Civic and Community Involvement</i></b>	
1999 – present	<p><i>Sewerage &amp; Water Board of New Orleans</i>            Chair, Infrastructure Committee Member, Executive Committee  <i>University of New Orleans Business/Higher Education Council Chair</i>            Technology Committee. Responsible for citywide program development to further University &amp; Business partnership in the area of technology.  <i>New Orleans Public Schools</i>            Active in planning for the Urban Systems Initiative, helped program development in Math, Science &amp; Technology.  <i>Urban League of New Orleans</i>            Served on Fiscal Task Force</p>

## **Aranthia Rodgers – Operational Project Manager**

### *Experience with and length of time employed by New Orleans Teleport, Inc. CALLS PLUS*

Ms. Rodgers has served as Director of CALLS PLUS since she joined the company in 2005. She has more than 15 years of experience in the data management field.

### *Experience with Project Management*

Ms. Rodgers has more than five years of project management experience including the management of the San Francisco Housing Authority and Massachusetts Disabled Persons Protection Commission. Additionally, during her time at EDS, Ms. Rodgers has successfully overseen the implementation of programs and projects for General Motors and Chevrolet.

### *Experience in developing training materials and training plans*

Ms. Rodgers has assisted our Training Director in preparing training manuals and materials for each call center account. She routinely consults with clients and call center personnel to create updates and supplemental information. She also assists the Training Department in the instruction of the training programs.

### *Experience in implementing large-scale projects*

Ms. Rodgers has demonstrated experience in the implementation of large-scale projects. She has served as operational manager for our West Virginia Children's Health Insurance Program and the Louisiana Rebuilds initiative.

### *Extent of Technical Experience and expertise in personal computers and server networks, and automated phone systems including voice response systems, automated call distribution units, and other telephone hardware and software.*

Ms. Rodgers is IT professional with more than 10 years of direct computer and information technology systems and applications. She is proficient in programming languages such as SQL, COBOL II/DB2, JCL, and EasyRetrieve Plus.

### *Education, Training, Special Skills, and Applicable Certifications*

Grambling State University, Grambling, LA – Bachelor of Science in Computer Science  
Electronic Data Systems, Plano, TX – Certificate of Completion of the System Engineering Development Program

### *Technical Experience, Functional Experience, Specific Dates, Names of Employers, Relevant and Related Experience, and Past and Present Projects with Dates and Responsibilities*

2005 – Present	<p><i>CALLS PLUS Call Center Director, New Orleans Teleport, Inc. Lafayette, LA</i></p> <p>Process client reports; handle escalated calls, and customer complaints. Assist in the recruitment and interviewing of prospective employees, training new employees, and conducting weekly operator reviews. Assist CSRs in answering calls for multiple client account. Creates work plans and training curriculum for new call center projects. Responsible for executing the training curriculum and new client policies to employees, ensures retention of training material. Serves as customer liaison regarding new client policies or contract changes, implemented changes in the call center. Responsible for answering calls and assisting callers with information requested. Performs system scans and maintenance.</p>
2004 – 2005	<p><i>Substitute Teacher, Mesquite Independent School District Mesquite, TX</i></p> <p>Taught kindergarten through high school students. Developed a challenging and interesting approach to classroom learning. Provided guidance and maintained order in the absence of the regular teacher. Assisted students with assigned work and ensured that all children were accounted for daily. Provided written feedback to full-time teachers regarding the events of the day.</p>

<p>2003 – 2004</p>	<p><i>Information Analyst, Sharp Staffing Mesquite, TX</i></p> <p>Worked in concert with State and Federal Government as part of the Department of Homeland Security. Provided technical support for the Department of Immigration and Naturalization. Updated database with petitioners and forwarded information to assigned examiners. Investigated returned petitions and provided resolutions to management staff.</p>
<p>2001 – 2002</p>	<p><i>Provisioning Specialist, Adecco Temporary Agency Mesquite, TX</i></p> <p>Worked for a telecommunications company selling long distance and local services. Manually submitted rejected customer requests for telephone service. Contacted customers and other telephone providers to verify application information and past customer accounts.</p>
<p>1996 – 2001</p>	<p><i>Information Analyst, Electronic Data Systems (EDS) Troy, MI</i></p> <p>Provided technical and on-call support for General Motors Warranty Analysis (GMWA) and MIC Mechanical Reporting System (MRS). Updated/Created user documentation and designing deliverables (requirements, technical designs, programming, specifications, unit, system and integration test plans). Implemented client requested changes to programs and tables using JCL, COBOL II/DB2, and SQL programming languages. Retrieved programs from production libraries to test libraries, promoted individual and multiple program packages back to production states and tracked program changes utilizing ENDEVOR. Acted in a configuration management role to ensure that programs in JCL were updated and documented in accordance with company standards. Participated in quality assurance reviews. Defined jobs and organized the scheduling of system processing through the job schedulers Control_M/R and CA/7-11. Performed job restarts, reruns, and overrides after abends. Classified jobs with time-driven scheduling. Monitored condition codes, abends, restart and recovery of jobs. Prepared/ organized reports for clients in JCL, Easyretrieve Plus, and PL/1 programming languages.</p>
<p>1994 – 2001</p>	<p><i>Technical Associate/Systems Engineer, Electronic Data Systems (EDS) Troy, MI</i></p> <p>Facilitated technical and on-call support for the Chevrolet Marketing Campaign System. Prepared and organized reports for clients using JCL, Easyretrieve Plus, and PL/1 programming languages. Updated/ created user documentation utilizing Microsoft Word. Performed a configuration management role to ensure that programs and JCL were updated and documented according to company standards. Defined jobs and organized the scheduling of system processing through the job schedules Control_M/R. Performed job restart and reruns after abends. Performed overrides. Defined jobs with time drives, scheduling and monitored condition codes, abends, restart and recovery of jobs.</p>

## **ORGANIZATION**

CALLS PLUS operates with a simple structure. The Call Center Director, who reports directly to our President and CEO, has hiring and firing authority, as well as disciplinary powers. Supervisors conduct monitoring on a daily basis, and team leaders round out the organizational structure. Sales, Accounting, Administration, Account Services and Reporting are separate departments, all of whom play a support role to the Call Centers.

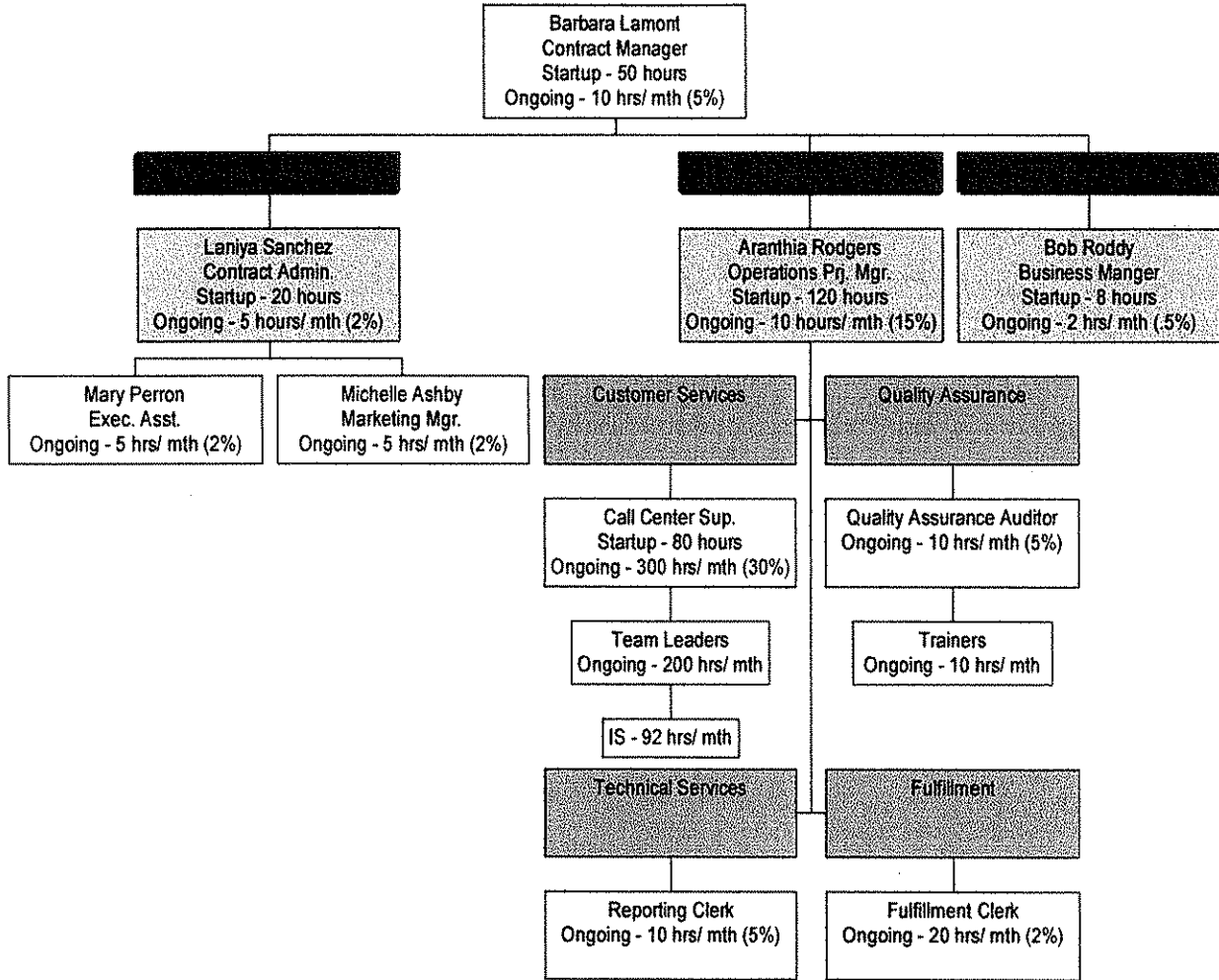
The corporate lines of authority allow for a decision maker to be on duty round the clock; at least one manager is onsite 24 hours each day. Our President serves as our Contract Officer. Our Call Center Director, Director of Administration, Marketing Manager, and Business Manager report directly to the President. Additionally, the IT Manager and Project Director also report to the CEO. The Training Director and Team Leaders/ Customer Service Specialists report to the Call Center Supervisors. Weekly management meetings allow for sharing of ideas and projects.

Our Call Center Supervisors are responsible for to the day-to-day management and administration of our Customer Care Centers, and the maintenance of service levels. They are also responsible for building customer relationships and hiring and firing of Call Center staff. Our IT Manager is responsible for the network maintenance, and our Training Director prepares workbooks and training manuals before the start of each new contract.

At least one supervisor or team leader leads each shift of call center operations. These individuals monitor CSR calls and message tickets, handle escalated calls, and provide ongoing coaching and training throughout the shift.

To follow is a general company organization chart.

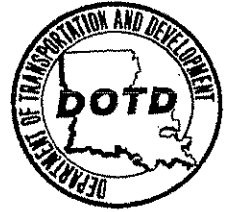
**West Virginia CHIP  
Program Management**





KATHLEEN BABINEAUX BLANCO  
GOVERNOR

STATE OF LOUISIANA  
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT  
P.O. Box 94245  
Baton Rouge, Louisiana 70804-9245  
www.dotd.louisiana.gov  
(225) 379-1382



JOHNNY B. BRADBERRY  
SECRETARY

August 9, 2005

Mrs. Barbara Lamont  
New Orleans Teleport, Inc.  
532 Louisa Street  
New Orleans, LA 70117

Dear Mrs. Lamont:

We are pleased to inform you that your firm has been certified as a disadvantaged business enterprise for the following work category:

C58 – Telecommunication Call Center

Your certification will expire August 31, 2008. Please be advised that recent changes in the Federal Regulation which govern our DBE Program have extended a firm's certification period from one to three years. However, you will be required to submit an annual affidavit stating that your firm continues to meet the eligibility requirements of the program. This form will be sent to you approximately 4 weeks prior to your anniversary date (August 2006). A recertification application will be required only once every three years, and will be mailed to you 4-6 weeks prior to the date of expiration. You must notify our office immediately regarding any changes which effect the social and economic disadvantage, size, ownership, or control of your firm.

We reserve the right to withdraw this certification, if at any time, it can be determined that DBE certification was knowingly obtained by the submission of false, misleading, or incorrect data. We, further reserve the right to request additional information and/or conduct an on-site visit at any time during your certification period.

If we can be of further assistance, please contact the Compliance Programs Section at (225) 379-1382.

Sincerely,

STACI C. MESSINA  
DBE CERTIFICATION MANAGER

pc: Federal Highway Administration



Certification Number: 121405-09

Industry: Service

*The Governor's Office of Diversity Business Enterprise  
for the State of Tennessee, having determined that*  
**NEW ORLEANS TELEPORT, INC.**

company name

*has successfully met the certification requirements as outlined in Tennessee Code Annotated Title 12,  
Chapter 5, Part 8, and the policies adopted thereunder, hereby grants the designation of*  
**Minority Owned Business**

*and is recognized as such until the expiration of registration and certification on*

**December 14, 2008**

date

*In Witness Whereof, the Governor of the State of Tennessee and the Commissioner of  
General Services hereto affix our hand and the Great Seal of the State.*

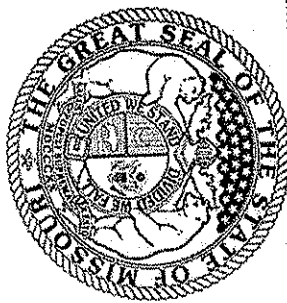


Governor

Commissioner, General Services

*Phil Bredar*

*James H. Lewis*



**State of Missouri**  
**Office of Administration**  
**Office of Supplier and Workforce Diversity**

Donna M. White  
Director

Michael N. Keathley  
Commissioner of Administration

*This is to certify that New Orleans Teleport, Inc. qualifies as a Minority Business Enterprise and Women Business Enterprise which has met the eligibility criteria established by the State of Missouri, Office of Administration.*

Donna M. White, Director, Office of Supplier and Workforce Diversity

Certification Number B02434 Date of Issue 12/22/05 Date of Expiration 8/31/08