



**State of West Virginia  
Department of Administration  
Purchasing Division**

**NOTICE**

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

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# LAUTTAMUS

## COMMUNICATIONS

State of West Virginia  
Department of Administration  
Attn: Krista Ferrell  
2019 Washington Street  
Post Office Box 50130  
Charleston, WV 25305

Dear Ms. Ferrell:

It is with great pride that our organization submits our proposal to provide Helpline and Mailing Service to the West Virginia Children's Health Insurance Program and our great state of West Virginia.

Since our inception in 1967, we have called West Virginia home. We are submitting this proposal because of our success that we have demonstrated with West Virginia 211. By working on a state wide project with West Virginia 211, we not only met expectations, but we exceeded expectations.

We have answered over 167,000 calls for West Virginia 211 since we started in November of 2004. As a good corporate citizen, we have answered these calls at no cost to the citizens of West Virginia. We feel that giving back to our state is an essential ingredient to our success in business.

We are committed to 100% customer satisfaction. To prove this, we have built the most reliable telecommunications network and call centers in West Virginia.

Our proposal entails keeping the Helpline here in West Virginia as we did with West Virginia 211. Keeping the Helpline here in West Virginia is a win-win situation for our state and economy. It is West Virginians helping West Virginians. The terrain, culture, socio-economic background, and our diverse regions make the state challenging for companies outside our state to serve our citizens the way they deserve.

In closing, you have my commitment and passion that I will not only exceed your expectations like we did for West Virginia 211, but we will exceed your expectations for the Helpline. If you choose our organization, you will not regret your decision.

Sincerely,



Paul D. Lauttamus  
Vice President