



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

CONTRACT TITLE: IVR SYSTEM/SERVICES/SUPPORT

CURRENT CONTRACT PERIOD: July 1, 2011 through June 30, 2012

BUYER INFORMATION: Name: Earl Pettit
Phone: (573) 751-5430
Email address: earl.pettit@oa.mo.gov

	Original Contract Period	Total Renewal Options Available	Potential Final Expiration
RENEWAL INFORMATION	07/30/04-06/30/06	0 for New Acquisitions 0 for maintenance & support services	06/30/10 for new acquisitions and 06/30/12 for maintenance & support services only

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR PUBLIC USE ONLY. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS NOT MANDATORY.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

ANY STATE AGENCY DESIRING TO PLACE ORDERS FROM THIS CONTRACT MUST OBTAIN APPROVAL FROM OA/ITSD. FOR OA/ITSD APPROVAL, CONTACT NANCY BOCHAT (nancy.bochat@oa.mo.gov).

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROC
C204085001	3913754770 1	<p>CENTURION, INC 720 Brooker Creek Blvd Suite 201 Oldsmar, FL 34677</p> <p>Contact: Fred Stone, V.P. Government Sales Office: 402.423.6966 Cell: 402.432.0692</p> <p>Fax: 727.431.5299</p> <p>Email: fstone@centonline.com</p> <p>***NOTE: CONTACT INFORMATION UPDATED ON DECEMBER 8, 2010***</p>	YES	YES

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/11 to 06/30/12	8/08/11	Contract renewed for maintenance only.
07/01/10 to 06/30/11	12/08/10	Updated contact information.
07/01/10 to 06/30/11	08/03/10	Maintenance portion of contract renewed. Process underway to amend contract to allow ongoing purchase of equipment by only agencies that have existing system.
07/01/09 to 06/30/10	04/02/10	Corrected cover page of statewide notice to indicate the contract is a preferred use contract rather than a mandatory use contract and corrected renewal information to indicate correct number of renewal options available.
07/01/09 to 06/30/10	07/06/09	Contract Renewal that includes price revisions and updated Catalog Pages (July 2009 Issue). Updated travel expense web address.
07/01/07 to 06/30/08	07/25/07	NOA revised to alert agencies that those desiring to place orders from this contract must contact Nancy Bochat of ITSD (nancy.bochat@oa.mo.gov) for prior approval.

07/01/07 to 06/30/08	06/14/07	Renewal of contract which includes price revisions.
07/01/06 to 06/30/07	07/07/06	Renewal of contract which includes price revisions and an extended catalog.
07/30/04 to 06/30/06	09/13/05	Corrected cover page of statewide notice to reflect contract availability for cooperative procurement.
07/30/04 to 06/30/06	08/24/04	Initial issuance of contract.

1. PURPOSE

This contract has been established for the provision of Interactive Voice Response (IVR) equipment, application development, implementation applications, and maintenance of equipment and applications for various State of Missouri agencies.

This contract includes a full line of IVR equipment and components, including applicable software and upgrades, accessories, training, implementation of existing applications, design and implementation of future applications, support and maintenance.

2. SUPPORT SERVICES

a. Warranty:

A one (1) year hardware warranty on new equipment is offered upon installation and acceptance by the state agency. A ninety (90) day software warranty is offered upon installation and acceptance by the state agency.

b. Maintenance:

Coverage: Centurion will provide maintenance service on a nine (9) hour per day (8:00 am to 5:00 pm CST, 5 day per week (Monday through Friday) basis (excluding holidays).

Call Back Response: Centurion will provide a call back response to maintenance calls within one (1) hour after the call is placed.

On-Site Response: Once it has been mutually determined that a service technician is required on-site, Centurion will respond within two (2) hours following notification.

c. Implementation/Installation:

Centurion with the assistance of the agency will implement systems and new applications as well as migrate current agency applications. System implementation includes design, testing, cutover and trouble resolution on existing applications that are migrated under the contract, as well as new applications. Centurion will ensure that future systems and/or applications will be implemented in a timely manner. Centurion will provide ongoing design and programming for systems and applications once implemented. Centurion will provide an estimated number of hours for the scope of work within 10 working days of the state agency's request. The state agency reserves the right to utilize the hourly rate or to establish a new PAQ.

Centurion will provide all equipment (including mounting and/or storage racks, cables, et.), installation services, accessories, training, support and materials necessary to perform the services requirement herein (except T-1 lines). Centurion shall be ensured that all necessary wiring and electricity will be available to enable installation of all equipment.

d. Training:

Centurion will provide on-site training for system administration for a minimum of four (4) state agency staff, per system acquired over the term of the contract, consistent with the hardware and software that shall be utilized. Additional staff may be added as facilities allow.

Centurion will also provide on-site training for application development programming for a minimum of four (4) state agency staff, per system over the term of the contract, consistent with the hardware and software that shall be utilized. Additional staff may be added as facilities allow.

e. Technical Support:

Centurion will provide ongoing support for future programming requirements for systems and or applications once they have been implemented under the new contract as well as for new systems and/or applications acquired under the new contract.

3. PROJECT ASSESSMENT QUOTATIONS:

The Project Assessment Quotations shall be utilized on all projects. The contractor and the state agency shall utilize the PAQ as a means (1) to identify the specific tasks to be performed and (2) to mutually agree upon the total price to be paid to the contractor upon completion of the specified tasks. The PAQ process shall occur in a controlled sequence of proposals and approvals by the agency's designated Project Director. The general protocol for PAQ workflow shall be as described below.

The PAQ and subsequent implementation project should be organized into phases by application. The following identifies each of the various phases:

Phase 1: Planning and Design

Phase 2: Validation of Design

Phase 3: Functionality and Performance Testing

Phase 4: Training of state personnel

Phase 5: Final Documentation and Transition to Maintenance and Support

a. STEP 1: PAQ REQUEST

The agency's designated Project Director will present a written request for each PAQ to the contractor, in a standard format. The agency's request must explain the scope of the project, the tasks the agency desires the contractor to perform, including applicable business and technical specifications, deliverables and payment milestones.

b. STEP 2: DRAFT PAQ

The contractor must respond within a prescribed number of days (mutually agreed upon by the state agency and the contractor or not more than 30 days) to each PAQ request from the agency's designated Project Director with a draft PAQ which provides a statement of personnel, time and cost (based upon the application development hourly rates specified in Exhibit A), technical and strategic alternatives, and solution recommendations.

c. STEP 3: APPROVAL OF DRAFT PAQ

If the draft PAQ is approved by the agency's designated Project Director, the contractor must then prepare a final PAQ for submission to the agency's designated Project Director for final approval.

d. STEP 4: FINAL PAQ

The contractor must submit the final PAQ with all applicable costs to complete the respective project including hardware costs, software costs and implementation costs.

The contractor's final PAQ must include the following:

- Contract number
- State agency's name/address
- State agency's designated project director name and phone number
- Contractor contact name and phone number
- Brief title of specific PAQ
- Final PAQ issue date
- A detailed itemization and description of all hardware and software costs required by the agency. Costs should include itemization of components, the respective catalog prices, and the contract cost for hardware and software after applying the contract discount.
- A detailed itemization and description of all implementation tasks to be completed by the contractor including a delivery time for each task. Costs should include itemization of the

tasks, the respective contracted personnel classifications and number of hours necessary to complete each task as well as a cost for each task after applying the contracted hourly rates.

- The firm, fixed total number of project hours for contractor personnel and the firm, fixed cost (based upon the application development hourly rates specified in Exhibit A).
- Detailed completion schedule for each task/component of the project work.
- Mutually agreed upon turnaround times for the agency's designated Project Director to review, approve and formally accept or reject the components of the contractor's project work in accordance with the approved final PAQ.
- Mutually agreed upon milestones for compensation of project costs for the contractor's project work, including any mutually agreed upon holdbacks for specified deliverables and holdback release time frames for specified deliverable completion.
- Identification of the specific tasks within each component of the PAQ that must be completed by state agency personnel.
- Signature and date lines for both the contractor and the agency's designated Project Director to signify approval.
- The contractor's final PAQ must also include all travel related expenses if services are requested to be provided on-site; however, travel time from the employee's office or residence to the state agency facility and travel time from the state agency facility to the employee's office or residence shall not be considered billable time and shall not be included in the contractor's firm, fixed total number of project hours for contractor personnel stated in the contractor's final PAQ.

e. **STEP 5: APPROVAL OF FINAL PAQ**

The contractor and the agency's designated Project Director must indicate mutual acceptance of the final PAQ by signing and dating the final PAQ. The agency's designated Project Director (1) must retain one signed copy; (2) must forward the original to the Division of Purchasing and Materials Management for inclusion in the contract file and (3) must send one copy to the contractor's Project Director.

f. **STEP 6: AUTHORIZATION TO PROCEED WITH PAQ PROJECT WORK**

An approved final PAQ alone does not constitute an authorization to proceed with project work. Before proceeding with project work, the contractor must receive a properly authorized order except the state agency may authorize an obligation of less than \$25,000 pursuant to the terms of the contract without the official encumbrance of funds. Project work shall include the contractor's completion of the tasks identified in the final PAQ.

g. **STEP 7: FORMAL ACCEPTANCE**

Upon the completion of all project work of a given PAQ, the contractor must notify the agency's designated Project Director in writing and shall submit an invoice in accordance with the PAQ approved by the agency's designated Project Director. The agency's designated Project Director shall review, approve and formally accept or reject the components of the PAQ project work in accordance with the turnaround time outlined in the PAQ. Formal acceptance or rejection shall not be unreasonable delayed or withheld by the state.

h. **STEP 8: COST RECOVERY FOR CONTRACTOR**

Project costs for the PAQ project work shall be reimbursable upon formal acceptance by the agency's designated Project Director in accordance with the milestones for compensation outlined in the PAQ.

i. **GENERAL REQUIREMENTS**

- 1) The contractor shall submit draft and final PAQs in a timely manner.
- 2) The agency's designated Project Director reserves the right to reject any contractor submitted PAQ, request the contractor to submit a revised PAQ with adjustments (revised personnel, cost, length of time, solution recommendation, etc.), or bid for services through a separate competitive procurement.

- 3) The contractor shall not be paid for the preparation of the PAQ.
- 4) The provisions of this contract must not be changed by any PAQ request, draft PAQ, final PAQ or the contractor's project work.
- 5) The duration of any PAQ must not exceed the effective contract period.
- 6) Any changes to the PAQ must be formalized in writing as an official revision to the final PAQ. The format of PAQ revisions shall be consistent with the format of the final PAQ as outlined above. The contractor shall agree and understand the firm, fixed cost stated in the final PAQ shall not be increased unless the state agency requests a corresponding increase in the scope of work under the PAQ. If the scope of work does not increase, the contractor shall complete all work agreed upon the PAQ at the firm, fixed cost stated in the PAQ.
- 7) The agency's designated Project Director shall have the right to terminate the PAQ at any time, for the convenience of the agency, without penalty or recourse, by giving written notice to the contractor at least five (5) working days prior to the effective date of such termination. In the event of termination pursuant to this paragraph, all documents, data, reports, and accomplishments prepared, furnished or completed by the contractor pursuant to the terms of the contract shall, at the option of the agency's designated Project Director become the property of the State of Missouri. The contractor shall be entitled to receive just and equitable compensation for that work completed pursuant to the contract prior to the effective date of termination.

4. SAM II ORDER INFORMATION

For purposes of entering orders into SAM II, agencies shall use the following line items and commodity codes:

<u>Item</u>	<u>Commodity Code</u>
001	88300 (Voice Response System)
002	20899 (Software, microcomputer, Misc.)
003	92040 (Programming Services)
004	92091 (Training)
005	93900 (Maintenance & Repair)

5. PRICING:

Customized Application Development Pricing

Customized Application Development	Unit of Measure	Unit Price	Comments
Project Lead	Per hour	\$212.00	
Project Manager	Per hour	\$212.00	
Application Developer	Per hour	\$201.40	
Quality Assurance Analyst	Per hour	\$143.10	
Client Technology Technician	Per hour	\$106.00	
Technical Trainer	Per Day	\$2,120.00	On-Site training for System Administrators only
Speech Recording	Per phase	\$10.60	Minimum Cost of \$300.00
Application Development Training off-site	Per Person	\$4,240.00	Training at Centurion Facility
System Administration Training	Per Person	\$2,650.00	Training at Centurion Facility
Application Development Training on-site	Per Day	\$3,180.00	On-site training for Application Developers

Maintenance Pricing: The firm, fixed percentage of the individual agency hardware and software costs will be used to calculate annual maintenance costs. The percentages below will remain the same throughout the life of the contract.

Percentage	Maintenance Pricing
18 %	Of the Individual agency software costs = Annual Software Maintenance Cost
12%	Of the individual agency hardware costs = Annual Hardware Maintenance Cost

6. TRAVEL EXPENSES:

If services are necessary to be provided on-site at the agency’s facility, Centurion shall be reimbursed for actual and reasonable expenses in accordance with the Office of Administration’s travel regulations (<http://www.sos.state.mo.us/adrules/csr/current/1csr/1c10-11.pdf>). The State of Missouri reserves the right to assess the reasonableness of the contractor’s travel expenses in accordance with the Maximum Per Diem Rates for lodging, meals and incidental expenses specified for the State of Missouri on the General Services Administration (GSA) web site, http://www.gsa.gov/Portal/gsa/ep/contentView.do?queryYear=2009&contentType=GSA_BASIC&contentId=17943&queryState=Missouri&noc=T. At the request of the agency, Centurion shall submit copies of the original receipts for lodging, meals, airfare, mileage etc., to the agency. In the event the travel expenses for lodging and meals are determined by the State of Missouri to be unreasonable, the State of Missouri reserves the right to reimburse Centurion in accordance with the maximum rates specified for Missouri on the GSA web site. All contractor travel for which expenses are expected to be reimbursed shall be approved by the agency prior to the travel expenditures being realized.

Note: Centurion shall not be reimbursed for any expenses if the respective contractor staff resides within a forty-five mile radius of the state agency’s location where services are being provided or if services are being provided at the contractor’s facility or the respective staff member’s home.

State of Missouri
 Office of Administration
Division of Purchasing & Materials Management
Contract Performance Report

Prepared by: _____ Date: _____

Agency: _____ Phone: _____

Email: _____

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. Comments should include those of the product's/service's end user. **Please submit the completed form via facsimile (573/526-9818) or via email to the buyer of record for the particular contract as listed on the cover page of the statewide notice.**

Contract No.: C204085001

Contractor: Centurion

Title: IVR System/Services/Support

Describe Product/Service

Purchased: _____

Rating Scale:

5 = Exceeded Expectations with Great/Good Customer Support,

4 = Met Expectations with Good Customer Support,

3 = Met Most Expectations with Adequate Customer Support,

2 = Did Not Meet Expectations but has Adequate Customer Support,

1 = Did Not Meet Expectations and has Unsatisfactory Customer Support

NOTE: For ratings of 2 or 1, please provide comments as to why you gave this rating.

PRODUCT/SERVICE EVALUATION	RATE (5-1)	COMMENTS
Functionality/Quality of Product/Service purchased?		
Product/Service specifications/standards?		
Product/Service cost within expectations?		

CONTRACTOR EVALUATION	RATE (5-1)	COMMENTS
Timeliness of delivery?		
Timeliness and Responsiveness to inquiries?		
Employee courtesy/professionalism?		
Reliability/Commitment of contractor/staff in servicing your needs?		
Problem resolution?		
Service Expertise (if applicable)?		

Do you recommend the continuation of the current contract? (Y/N) _____ If no, then please explain why.

What are your recommendations for improving the contract?

