Exhibit 1

1. Shall have Service/Maintenance available Monday-Friday, 7am-7pm CST
2. Shall provide customer phone support Monday thru Friday from 7am – 7pm CST
3. Experienced call center team and one (1) supervisor shall be dedicated only to OSDH VR calls
4. Supplier shall provide Interactive Voice Response (IVR) setup and usage for the duration of the contract
5. Average handle time shall be 255-290 seconds
6. Monthly average speed of answer shall be <120 seconds
7. Shall have System Updates installed as needed
8. Shall utilize more than one operational call center location
9. Shall have the ability to transition services between multiple call center locations
10. Shall have Redundant carrier links
11. Shall have Alternative onsite power sources
12. Should have a flexible workforce to assure staffing levels are maintained for optimal performance
13. Shall have at least 20% of call agents are bilingual in English and Spanish
14. 100% of calls are recorded for evaluation by a supervisor and retained for 18 months
15. Call agents should have a minimum of 1 year of prior experience
16. Call agents shall be background checked
17. OSDH VR may review any call upon request via telephone conference.
18. Shall have customizable announcements and recordings maintained in-house to assure up to date information
19. Service shall be 508 compliant [Section 508 of the Rehabilitation Act (29 U.S.C. § 794d)].
20. A Business Continuity Plan shall be provided.
21. Provide customer outreach to verify missing information or request required documents so that OSDH VR may process outstanding orders.
22. Security and confidentiality best practices shall be enforced for the protection of customer information.
23. 100% of calls shall be recorded for evaluation by a supervisor and retained for 18 months.
24. Call agents should be randomly monitored for at least 1 call per week.
25. Third party vendors shall be preapproved by agency.
26. Security guidelines and HIPPA requirements shall be enforced for the protection of customer information.