

final.

EDS A27-20-013-A5

Netfor call center service continuation

AMENDMENT # 5

Contract # EDS A27-20-013-A5

This is an Amendment to the Contract (the "Contract") previously identified as EDS # A27-20-013 entered into by and between the Indiana Secretary of State (the "State") and Netfor, Inc. (the "Contractor") approved by the last State signatory on July 22, 2020.

In consideration of the mutual undertakings and covenants hereinafter set forth, the parties agree as follows:

1. The Contract is hereby amended to include service level and pricing structure changes detailed in Attachment A.
2. The consideration during for continuation of services are detailed in Attachment A.
3. Total remuneration under the Contract for services provided between July 1, 2024 and June 30, 2025 is not to exceed One Million Dollars (\$1,000,000.00).

All matters set forth in the original Contract and not affected by this Amendment shall remain in full force and effect.

Non-Collusion and Acceptance

The undersigned attests, subject to the penalties for perjury, that the undersigned is the Contractor, or that the undersigned is the properly authorized representative, agent, member or officer of the Contractor. Further, to the undersigned's knowledge, neither the undersigned nor any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, has entered into or been offered any sum of money or other consideration for the execution of this Amendment other than that which appears upon the face hereof. Furthermore, if the undersigned has knowledge that a state officer, employee, or special state appointee, as those terms are defined in IC § 4-2-6-1, has a financial interest in the Amendment, the Contractor attests to compliance with the disclosure requirements in IC § 4-2-6-10.5.

In Witness Whereof, the Contractor and the State have, through their duly authorized representatives, entered into this Amendment. The parties, having read and understood the foregoing terms of this Amendment, do by their respective signatures dated below agree to the terms thereof.

Netfor, Inc. [Contractor]

Indiana Secretary of State [Indiana Agency]

By: 

By: 

JEFFREY D. MEDLEY, PRESIDENT
Name and Title, Printed 

Jerold A. Bonnet, Deputy Secretary of State

Date: 6/28/2024

Date: 6/28/24

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Request for Change (RFC)



EDS A27-20-013-AS

Change Request Basic Information			
Work Order Name	Netfor Call Center Services - EDS A27-20-013 for Indiana Secretary of State Business Services and Auto Dealer Service Divisions	Netfor, Inc. ("Netfor") Sponsor	Jeff Medley
Account Manager	Jeff Medley	Client Sponsor	Scott Willis
<p>This Change Proposal is made pursuant to the Master Netfor Call Center Services Contract effective as of July 22, 2020, as amended, between the Indiana Secretary of State and Netfor ("Agreement"). Unless otherwise indicated in this Change Proposal, capitalized terms used in this Change Proposal and not defined herein shall have the meaning ascribed in the Contract.</p>			

Change Request Identification			
Change Request ID	RFC# 2024-03-18	Date Requested	03-18-24
Change Request Title	Renewal and Transition to per minute pricing and establishing additional metrics to monitor for Business Services Division and Auto Dealer Services Division		
Requestor Name	Jeff Medley	Group	Netfor

Change Request Details	
Cause of Change	<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> New Business Need <input type="checkbox"/> Requirements Omission <input checked="" type="checkbox"/> Design Change <input type="checkbox"/> Other:
Summary of Change Description	<p>For the Indiana Secretary of State Business Services and Auto Dealer Service Divisions:</p> <ol style="list-style-type: none"> Extend contract 1 year, from July 1, 2024 until June 30, 2025 Establish per minute pricing based on average handle time Establish new metrics to manage and monitor the impact of changes to Average Handle Time (AHT)
Change Justification	Continuation of needed Call Center Services. Simplify the pricing model.
Estimated Change	

Request for Change (RFC)



Implementation Cost	There is no cost to implement this change as it is an extension of already contracted services.																										
Costs of Change to be distributed as follows:	<input checked="" type="checkbox"/> Solely the responsibility of Netfor <input type="checkbox"/> Solely the responsibility of Client <input type="checkbox"/> Split ___% Netfor & ___% Client <input type="checkbox"/> Other:																										
Time to Complete the Change	Change effective July 1 st , 2024																										
Current and New Pricing – New Metrics and Monitoring	<p>Current Pricing: Monthly Minimum (MM): 500 Average Handle Time for True Up: 4.65 minutes</p> <table border="1"> <thead> <tr> <th>Calls</th><th>Fee</th></tr> </thead> <tbody> <tr> <td>0 – 1000</td><td>\$6.00</td></tr> <tr> <td>1001 – 5000</td><td>\$5.90</td></tr> <tr> <td>5001 – 10000</td><td>\$5.79</td></tr> <tr> <td>10001 – 15000</td><td>\$5.67 (<i>typical tier utilized</i>)</td></tr> <tr> <td>15001 – 20000</td><td>\$5.57</td></tr> <tr> <td>> 20000</td><td>\$5.46</td></tr> </tbody> </table> <p>New Per Minute Pricing: Monthly Minimum Minutes: 2500 minutes July 1, 2024 through September 30, 2024: Price Per Minute = \$1.20 After September 30, 2024: Price Per Minute based on the Average handle Time (AHT) for the month of service:</p> <table border="1"> <thead> <tr> <th>AHT</th><th>Per minute rate</th></tr> </thead> <tbody> <tr> <td>7.0 or Lower</td><td>\$1.20</td></tr> <tr> <td>> 7.00</td><td>\$1.16</td></tr> <tr> <td>> 7.50</td><td>\$1.13</td></tr> <tr> <td>> 7.75</td><td>\$1.10</td></tr> <tr> <td>> 8.00</td><td>\$1.08</td></tr> </tbody> </table> <p>New and Edited Knowledge Impact of AHT:</p> <p>Effective July 1, 2024, all new knowledge articles and edits to existing articles will be reviewed by both parties for their impact to AHT. If either party identifies a change to knowledge that has significant impact to AHT, both parties agree to discuss the article, review the impact of the change, and discuss whether to accept the impact as it relates to the above pricing table. If both parties agree to accept the impact, then no other action is required. If either party does not agree to the impact, then the parties will agree to either excluded the article from the</p>	Calls	Fee	0 – 1000	\$6.00	1001 – 5000	\$5.90	5001 – 10000	\$5.79	10001 – 15000	\$5.67 (<i>typical tier utilized</i>)	15001 – 20000	\$5.57	> 20000	\$5.46	AHT	Per minute rate	7.0 or Lower	\$1.20	> 7.00	\$1.16	> 7.50	\$1.13	> 7.75	\$1.10	> 8.00	\$1.08
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Request for Change (RFC)



	<p>AHT calculation for the purpose of the pricing table starting with the current billing period, revert the change, or implement a new change to reduce the impact.</p> <p>New Metrics and Targets:</p> <p>Cases with linked Call IDs:</p> <ul style="list-style-type: none"> - Formula: Number of new cases per month linked to a call record divided by the total number of answered calls per month - Target: Greater than or equal to 90% <p>Cases to Calls Ratio</p> <ul style="list-style-type: none"> - Formula: Number of new cases per month divided by the total number of answered calls per month - Target: Less than or equal to the average over the previous 12 months <p>Caller Frequency</p> <ul style="list-style-type: none"> - Formula: Percent of callers that call each month 1, 2, 3, 4 and > 4 times per month based on a unique phone # - Target: Less than or equal to the average over the previous 12 months <p>Metric Monitoring of Existing Metrics:</p> <p>Net Promoter Score: Less than 5% decrease over previous 90 days Escalation Rate: Less than 5% increase over previous 90 days Reopen Rate: Less than 5% increase over previous 90 days</p> <p>Netfor will provide access to reporting metrics through a dashboard tool.</p>
Assumptions	N/A
Change Request Disposition	
<input type="checkbox"/> Change Accepted <input type="checkbox"/> Change Rejected	
<p align="center"><i>Please sign for acceptance below</i></p>	

In the event of a conflict or inconsistency between this Change Proposal and the Contract , the applicable terms and conditions of this Change Proposal shall prevail.

The parties agree that the Contact,, as amended by this Change Proposal, and all attached schedules, attachments and exhibits referenced herein and therein, are the complete and exclusive statement of contract respecting the subject matters hereof, and supersede all proposals (oral or written), understandings, representations, conditions, warranties, covenants, and all other communications between the parties relating hereto.

Request for Change (RFC)



Except as expressly modified by this Change Proposal, all terms, conditions, and provisions of the Contract shall continue in full force and effect. This Change Proposal may be executed in several counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. Signatures to this Change Proposal may be transmitted by facsimile or PDF file and to the extent so transmitted shall be deemed to be originals.

IN WITNESS WHEREOF, the parties have caused this Change Proposal to be executed by their duly authorized representatives as of the Effective Date of Change specified above.

NETFOR, INC.

INDIANA SECRETARY OF STATE

an Indiana corporation

Signature: _____
Printed Name: Jeffrey D. Medley
Title: CEO

Signature: _____
Printed Name: _____
Title: _____