

PG-RFP Questions and Answers

3/23/15

Q We are an organization with a federally-negotiated indirect rate. I did not see any mention of indirect costs in the PG RFP. Are indirect costs permitted as part of this RFP?

A Indirect costs are not permitted in OhioMHAS grant budgets.

Q Could you tell me how many phone calls the Helpline receives per week and the average talk time?

A Although the call volume varies (see below), the Problem Gambling Helpline receives between 90- 160 calls per week. The average call is about 5 minutes in duration (based on CY 2014).

Month	Amount of Calls	Average Call Time
January	625	4.31
February	473	5.03
March	651	5.06
April	515	5.27
May	524	5.07
June	461	5.02
July	504	5.06
August	485	4.27
September	555	4.50
October	662	5.03
November	508	4.51
December	388	5.19
Total	6351	4.86

