



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 5

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1388009

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0323

Vendor ID: VS0000044723

SO Doc ID: WWV2400000007

Legal Name: First Fire Consulting LLC

Published Date: 3/25/24

Alias/DBA:

Close Date: 4/2/24

Total Bid: \$971,400.28

Close Time: 13:30

Response Date: 04/01/2024

Status: Closed

Response Time: 12:22

Solicitation Description: Virtual Call Center

Responded By User ID: firstfire

Total of Header Attachments: 5

Total of All Attachments: 5

First Name: Charlie

Last Name: Conaway

Email: charlie@firstfire.io

Phone: 3039943769



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1388009
Solicitation Description: Virtual Call Center
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-04-02 13:30	SR 0323 ESR04012400000005610	1

VENDOR
 VS0000044723
 First Fire Consulting LLC

Solicitation Number: CRFQ 0323 WWV2400000007
Total Bid: 971400.2800000000279396772384 **Response Date:** 2024-04-01 **Response Time:** 12:22:02
Comments:

FOR INFORMATION CONTACT THE BUYER
 Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	AWS Services				971400.28

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

AWS Services
 These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Cloud Assured Managed Services				0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments:

Extended Description:

Cloud Assured Managed Services
 These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Transfer and Setup Costs	1.00000	LS	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: Delivery Days: contract is for 1 year, Employees can start as soon as needed. transfer and Setup can begin immediately

Extended Description:

Transfer and Setup Cost
 One-Time Fee

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Service Hours (PM)	0.00000	HOUR	150.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: \$150.00 is an Hourly Rate
 Delivery Days: contract is for 1 year, Employees can start as soon as needed

Extended Description:

Professional Service Hours (PM)
 These are estimates, actual cost will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Professional Service Hours (Junior Developer)	0.00000	HOUR	75.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: \$75.00 is an Hourly Rate
 Delivery Days: contract is for 1 year, Employees can start as soon as needed

Extended Description:
 Professional Service Hours (Junior Developer)
 These are estimates, actual cost will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Professional Service Hours (Senior Developer)	0.00000	HOUR	150.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: \$150.00 is an Hourly Rate
 Delivery Days: contract is for 1 year, Employees can start as soon as needed

Extended Description:
 Professional Service Hours (Senior Developer)
 These are estimates, actual cost will be based on consumption



Amazon Web Services, Inc. • 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A.

March 28, 2024

First Fire Consulting
200 Hearthstone Reach
Peachtree City, GA 30269

Re: Letter of Support for Virtual Call Center, CRFQ 0323 WWV24-07

To Whom It May Concern:

Amazon Web Services, Inc. (AWS) is very pleased to support First Fire Consulting in its efforts to assist State of West Virginia for Virtual Call Center, CRFQ 0323 WWV24-07 using the AWS Cloud. This letter confirms that First Fire Consulting is an AWS Partner Network (APN) AWS Select Partner in good standing.

First Fire Consulting participates in the following AWS Partner Programs: Amazon Connect Service Delivery Partner and AWS Public Sector Partner .

AWS offers commercially available, web-scale computing services that help organizations avoid much of the heavy-lifting typically associated with launching and growing successful applications. These services are based on Amazon's own back-end technology infrastructure and incorporate over a decade and a half of experience building one of the world's most reliable, scalable, and cost-efficient web infrastructures. The use of AWS will provide you with access to expertise in large-scale distributed computing and operations and will enable your applications to be robust and scalable.

AWS values and appreciates the opportunity to support First Fire Consulting, and we look forward to a long and productive relationship. If you have any questions, or require additional information, please contact Nicholas Bosen, Partner Account Manager, at nbosen@amazon.com or (603) 793-0820.

Sincerely,

Amazon Web Services, Inc.

A handwritten signature in black ink, appearing to read "Shannon Lowther".

Shannon Lowther
Senior Manager, Worldwide Public Sector Contract Management



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote
 Telecomm

Proc Folder: 1388009			Reason for Modification:
Doc Description: Virtual Call Center			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-04	2024-03-20 13:30	CRFQ 0323 WWV2400000007	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:
Vendor Name : First Fire Consulting LLC
Address : 200 Hearthstone Reach Peachtree City GA 30269
Street : Hearthstone Reach
City : Peachtree City
State : GA **Country :** Fayette County **Zip :** 30269
Principal Contact : Charles Hudak jr.
Vendor Contact Phone: 1-770-815-5266 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X *Charles Hudak jr.* **FEIN#** 92-1128716 **DATE** 3-15-2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Purchasing Division for the Agency, The WorkForce West Virginia is soliciting bids from qualified vendors to establish an open-end contract for a Virtual Call Center per the Specifications, Terms & Conditions and bid requirements as attached herein.

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US		WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	AWS Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

AWS Services
These are estimates, actual costs will be based on consumption

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Cloud Assured Managed Services
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Transfer and Setup Costs	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:
Transfer and Setup Cost
One-Time Fee

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Professional Service Hours (PM)	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:
Professional Service Hours (PM)
These are estimates, actual cost will be based on consumption

INVOICE TO		SHIP TO	
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Professional Service Hours (Junior Developer)	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Professional Service Hours (Junior Developer)
These are estimates, actual cost will be based on consumption

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Professional Service Hours (Senior Developer)	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Professional Service Hours (Senior Developer)
These are estimates, actual cost will be based on consumption

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions due by 3/13/2024 at 10:00am ET	2024-03-13

	Document Phase	Document Description	Page
WWV240000007	Final	Virtual Call Center	5

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Exhibit A - Pricing Page for WorkForce West Virginia
Virtual Call Center

Description	Specification	Estimated Monthly Cost	Estimated Annual Contract Amount	
AWS Services per 2,000,000 minutes connect charge	4.1-4.4	\$36,000.00	\$432,000.00	
AWS Services per 1,000,000 minutes inbound	4.1-4.4	\$2,200.00	\$26,400.00	
AWS Services per 1,000,000 minutes outbound	4.1-4.4	\$25,000.00	\$300,000.00	
AWS Services per 500,000 chat messages	4.1-4.4	\$2,000.00	\$24,000.00	
AWS Services Contact Lens per 1,000,000 voice minutes	4.1-4.4	\$15,000.00	\$180,000.00	
AWS Services Contact Lens per 500,000 chat messages	4.1-4.4	\$750.00	\$9,000.00	
AWS Services Storage(per 1Gb)	4.1-4.4	\$0.023	\$0.276	
TOTAL AWS SERVICES ESTIMATED COSTS			\$971,400.28	
Description	Specification	Estimated Monthly Cost	Total	
Cloud Assured Managed Services (monthly)	4.5	\$0.00	\$0.00	
Description	Specification	One Time Fee	Total	
Transfer or setup costs (one-time)	4.6	\$0.00	\$0.00	
Description	Specification	Estimated Hours	Hourly Cost	Total
Professional Service Hours (PM)	4.7	100	\$150.00	\$15,000.00
Professional Service Hours (Junior Developer)	4.7	100	\$75.00	\$7,500.00
Professional Service Hours (Senior Developer)	4.7	100	\$150.00	\$15,000.00

GRAND TOTAL

\$1,008,900.28

Note: The estimated quantity is for evaluation purposes only. Actual volume is undetermined. No future use of the contract or any individual item is guaranteed or implied.

VENDOR'S NAME: First Fire Consulting LLC

VENDOR'S REPRESENTATIVE: Charles Hudak

VENDOR'S PHONE & EMAIL: 1-770-815-5266 & chuck@firstfire.io

MANDATORY REQUIREMENTS:

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

- **4.1.1 Support a variable number of call center users, up to 500 simultaneous inbound and outbound callers.**
- **4.1.2 Customizable call queue settings.**
- **4.1.3 Allow for multiple tiers for call triage and handling.**
- **4.1.4 Simple transfer options for call center personnel.**
- **4.1.5 Customizable list of holidays for call center closure, editable by agency staff.**

The Amazon Connect Solution Complies: Amazon Connect is well-equipped to meet the specified mandatory contract services requirements for a call center, offering a scalable, flexible, and user-friendly solution. It supports up to 500 simultaneous inbound and outbound callers, ensuring scalability for variable call center sizes. Customizable call queue settings allow for efficient call routing and management, enhancing the caller experience. It also enables the creation of multiple tiers for call triage and handling, using an interactive voice response (IVR) system and contact flows to direct callers to the appropriate support level. Simple transfer options for call center personnel facilitate smooth handoffs between agents or departments, improving operational efficiency. Additionally, Amazon Connect allows for a customizable list of holidays and closures, with editable settings by agency staff, ensuring that operational hours accurately reflect agency schedules. Overall, Amazon Connect's capabilities align closely with the requirements for supporting a dynamic and efficient call center operation.

4.2 Outbound, Automated Call Campaigns must support each of the following:

- **4.2.1 Simultaneous outbound calls at a high rate, must be able to conduct at least 4 calls per second.**
- **4.2.2 Ad hoc outbound calling campaigns.**
 - **4.2.2.1 Same day calling the day of scheduling.**
 - **4.2.2.2 List provided via secure file transfer method to be agreed upon.**
 - **4.2.2.3 Confirmation that calls are scheduled via email to the designated email address.**
 - **4.2.2.4 Support multiple users.**

- **4.2.2.5 Provide manual call management capabilities for designated system users.**

The Amazon Connect Solution Complies: Amazon Connect offers a robust platform for outbound, automated call campaigns, capable of conducting at least 4 calls per second due to AWS's scalable cloud infrastructure. It supports ad hoc outbound campaigns with features for same-day calling, secure list uploading via AWS services like S3, and automated email confirmations through integration with Amazon Simple Email Service (SES). Additionally, Amazon Connect accommodates multiple users, offering customizable roles and permissions for team collaboration, alongside manual call management capabilities for real-time adjustments and monitoring. This combination of scalability, flexibility, and comprehensive management tools makes Amazon Connect a powerful solution for managing extensive and dynamic call campaigns efficiently.

4.3 Daily Scheduled Calls, must support each of the following:

- **4.3.1 Schedule calls based on a list provided daily, delivered via secure file transfer method to be agreed upon.**
- **4.3.2 Provide confirmation that calls are scheduled via email to the designated email address.**
- **4.3.3 Provide reporting status of each call made or attempted.**
- **4.3.4 Multiple user support as in 4.2.1.2.**

The Amazon Connect Solution Complies: Amazon Connect, integrated with AWS services like Lambda, S3, SES, and QuickSight, offers a streamlined solution for managing daily scheduled calls. Securely uploaded call lists to S3 trigger a Lambda function that schedules calls via Amazon Connect, automating the process based on daily inputs. Confirmation of scheduled calls is ensured through SES notifications sent to designated email addresses, providing immediate acknowledgment. Comprehensive reporting on each call's status, including outcomes and metrics, is facilitated by Amazon Connect's robust metrics and QuickSight's visualization tools, offering detailed insights into the campaign's performance. Additionally, Amazon Connect's capability to manage multiple user profiles and roles allows for flexible access and task distribution among team members, ensuring efficient operation and secure data handling across various user needs. This cohesive ecosystem streamlines the scheduling, confirmation, reporting, and user management aspects of daily call operations, embodying a comprehensive solution for automated telecommunication tasks.

4.4 SMS Support:

- **4.4.1 Must be able to support SMS messages for future expansion.**
- **4.4.2 Secure file transfer of contact list, consistent with the outbound calling system in 4.2.**
- **4.4.3 Scheduling of SMS messaging consistent with outbound calling system in 4.2.**
- **4.4.4 Support for ad hoc and daily scheduled as indicated in 4.2 and 4.3.**

The Amazon Connect Solution Complies: Amazon Connect, when integrated with Amazon Pinpoint and other AWS services like S3 and KMS, offers robust SMS support capabilities, ensuring businesses are equipped for future expansion into SMS-based customer interactions. This setup allows for the secure transfer of contact lists, leveraging S3 for storage and KMS for encryption, mirroring the security measures of outbound calling systems. For scheduling SMS messages, the combination of AWS Lambda and Amazon CloudWatch Events enables both ad hoc and regularly scheduled messaging, providing the flexibility to dispatch SMS messages based on specific events or on a recurring basis. This comprehensive approach ensures that Amazon Connect can support a wide range of SMS messaging strategies, from immediate, event-driven messages to daily communication campaigns, seamlessly extending the platform's robust communication features to include scalable, secure, and efficiently managed SMS interactions.

4.5 Managed Services:

- **4.5.1 Provide support to agency technical staff for technical issues via a help desk ticketing system.**
- **4.5.2 Alert agency staff to possible impact of operations due to upstream service provider outages.**
- **4.5.3 Secondary responsibility for user provisioning, via ticketing system.**

The Amazon Connect Solution Complies: Amazon Connect, coupled with AWS's comprehensive ecosystem, adeptly supports managed services through seamless integration with help desk ticketing systems like JIRA, Zendesk, or ServiceNow, enabled by AWS Lambda and Connect's robust integration capabilities. This setup allows agency technical staff to efficiently manage technical issues, while AWS Service Health Dashboard and Amazon CloudWatch facilitate real-time alerts on potential operational impacts due to upstream service provider outages. Additionally, user provisioning tasks can be streamlined through these integrated ticketing systems, where predefined Lambda functions automate the provisioning process or alert administrators for manual intervention, ensuring compliance with agency policies. This holistic approach ensures that

Amazon Connect not only enhances operational efficiency but also maintains high levels of support and operational continuity for agencies.

4.6 Initial Setup or Transfer Costs:

- **4.6.1 Flat fee one-time setup or transfer costs.**

The Amazon Connect Solution Complies: Amazon Connect employs a straightforward pricing approach, including a flat fee for initial setup or service transfer, aimed at providing businesses with transparent and predictable costs. This one-time charge covers configuring the Amazon Connect instance, integrating with existing systems, and any custom configurations needed for operational readiness. Beyond this initial setup or transfer cost, Amazon Connect follows a pay-as-you-go model, charging based on usage and additional AWS services employed, such as Lambda for backend processing or DynamoDB for data storage. This pricing strategy ensures businesses can budget effectively for the transition, avoiding unexpected costs as they adopt Amazon Connect for their contact center operations.

4.7 Professional Service Hours:

- **4.7.1 Professional service hours for system enhancements to include SMS messaging capabilities similar to the outbound calling process, broken into charges for project manager's, senior, and junior developers.**

Our elite industry professionals are equipped to support a wide range of customizations and system modifications, encompassing everything from SMS messaging and outbound calling processes to various other enhancements as required. Our diverse team includes Project Managers, Senior Developers, and Junior Developers, ensuring a comprehensive skill set for any project. Billing is tailored to customer needs, with costs allocated according to the specific roles and services utilized.



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote
 Telecomm

Proc Folder: 1388009			Reason for Modification: Addendum No. 3 to provide clarification to vendor technical questions
Doc Description: Virtual Call Center			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-25	2024-04-02 13:30	CRFQ 0323 WWV2400000007	4

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000044723
Vendor Name : First Fire Consulting LLC
Address : 200 Hearthstone Reach Peachtree City GA 30269
Street : Hearthstone Reach
City : Peachtree City
State : GA **Country :** Fayette County **Zip :** 30269
Principal Contact : Charles Hudak Jr.
Vendor Contact Phone: 1-770-815-5266 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X *Charles Hudak Jr.* **FEIN#** 92-1128716 **DATE** 3-27-2024

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

AWS Services
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
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Extended Description:

Cloud Assured Managed Services
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Extended Description:
Transfer and Setup Cost
One-Time Fee

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Professional Service Hours (Senior Developer)	0.00000	HOUR		

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Professional Service Hours (Senior Developer)
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SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions due by 3/13/2024 at 10:00am ET	2024-03-13

	Document Phase	Document Description	Page
WWV240000007	Final	Virtual Call Center	5

ADDITIONAL TERMS AND CONDITIONS

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