



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 @ 4

List View 

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 1388009


Procurement Type: Central Master Agreement

Vendor ID: VS0000041124 

Legal Name: TTEC Government Solutions, LLC

Alias/DBA: TTEC Government Solutions, LLC

Total Bid: \$1,185,705.04

Response Date: 04/02/2024 

Response Time: 9:25

Responded By User ID: scott.hartman 

First Name: Scott

Last Name: Hartman

Email: scott.hartman@tecdigital.c

Phone: 5184152614

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWW2400000007

Published Date: 3/25/24

Close Date: 4/2/24

Close Time: 13:30

Status: Closed

Solicitation Description: Virtual Call Center

Total of Header Attachments: 4

Total of All Attachments: 4



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 ESR04022400000005675	1

VENDOR
 VS0000041124
 TTEC Government Solutions, LLC

Solicitation Number: CRFQ 0323 WWV2400000007
Total Bid: 1185705.040000000037252902984 **Response Date:** 2024-04-02 **Response Time:** 09:25:25
Comments: TTEC Government Solutions does not discount AWS Connect usage

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				859072.24

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: The pricing provided in the AWS Services section is directly in line with Amazon's standard published rates for Amazon Connect and Contact Lens, which can be reviewed at <https://aws.amazon.com/connect/pricing/>. No modifications or additions have been made to Amazon's pricing. The estimated monthly and annual costs are based on the anticipated usage volumes provided in the RFP. However, actual costs will be based on real consumption at Amazon's published rates. Whether the solution is deployed directly into the customer's AWS account or hosted in our partner account, the consumption costs for AWS Services will be the same and will be passed through to the customer at Amazon's published rates. Hosting the solution in our account will not result in any price differences for AWS Services compared to the customer hosting it themselves. This transparent pricing approach ensures the customer benefits from Amazon's consistent and predictable pricing for AWS Services, while still having the option for us to handle the setup and management of the solution on their behalf if desired. The customer will be billed for actual consumption of AWS Services at the published Amazon rates in either deployment mode

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				50122.80

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: This is based on the data provided on Exhibit A

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	276510.000000	276510.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: This is based on data provided. Time could be less days dependent on customer team readiness.

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	325.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: Our professional services pricing is based on a blended hourly rate that encompasses the diverse expertise and experience of our entire team. This rate is carefully calculated to account for the contributions of various roles, including Program Directors, Junior and Senior Developers, Junior and Senior Project Managers, Junior and Senior Business Analysts, and Trainers. By utilizing a blended rate, we aim to provide simplicity, predictability, and cost-effectiveness for our clients.

The blended rate approach offers several key benefits. First, it simplifies the financial planning and budgeting process by providing a consistent and predictable cost structure. Clients can avoid the complexity of managing varying rates for individual roles, allowing for more streamlined budgeting. Second, the blended rate allows for flexibility in resource allocation. We can efficiently assign the most suitable resources to the project based on evolving requirements, ensuring that the right expertise is available when needed. Whether it's senior technical staff for complex issues or project management oversight to maintain project timelines and quality, the blended rate enables us to adapt to the project's demands

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	325.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: Our professional services pricing is based on a blended hourly rate that encompasses the diverse expertise and experience of our entire team. This rate is carefully calculated to account for the contributions of various roles, including Program Directors, Junior and Senior Developers, Junior and Senior Project Managers, Junior and Senior Business Analysts, and Trainers. By utilizing a blended rate, we aim to provide simplicity, predictability, and cost-effectiveness for our clients.

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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	325.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: Our professional services pricing is based on a blended hourly rate that encompasses the diverse expertise and experience of our entire team. This rate is carefully calculated to account for the contributions of various roles, including Program Directors, Junior and Senior Developers, Junior and Senior Project Managers, Junior and Senior Business Analysts, and Trainers. By utilizing a blended rate, we aim to provide simplicity, predictability, and cost-effectiveness for our clients.

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Extended Description:

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



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: VS0000041124
Vendor Name : TTEC Government Solutions LLC
Address : 6312
Street : Fiddler's Green Circle
City : Greenwood Village
State : CO **Country :** USA **Zip :** 80111
Principal Contact : Scott Hartman
Vendor Contact Phone: 512-418 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

DocuSigned by:
Steven Pollema
212B678525C640B...

FEIN#

DATE

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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

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

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
3	Transfer and Setup Costs	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:
Transfer and Setup Cost
One-Time Fee

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
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	
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
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

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
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

SOLICITATION NUMBER: CRFQ WWV2400000007

Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. Addendum No. 3 to provide clarifications to vendor questions.
- No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CLARIFICATION OF TECHNICAL QUESTIONS

CRFQ WWV240000007

VIRTUAL CALL CENTER

Q1. As we progress with your request for a comprehensive contact center solution utilizing Amazon Connect, including Contact Lens and outbound services, we seek to align our proposal closely with your preferences and requirements. To ensure our offering meets your expectations, we request your guidance on the preferred deployment model:

- **Direct Deployment into Customer's Amazon Account:** This option allows your organization to directly manage and integrate Amazon Connect within your Amazon account, making you eligible for potential savings through Amazon's Enterprise Discount Program (EDP). This is particularly beneficial for state government entities as it enables the consolidation of Amazon service usage across all state entities, offering a pathway to negotiate customized discount schedules directly with Amazon. We recommend this option for maximizing your cost-saving potential, especially given the opportunities for significant discounts through EDP for public sector organizations.
- **Deployment through an Amazon Partner Account:** Alternatively, we can deploy Amazon Connect within our account, handling the setup and management on your behalf. This option simplifies the billing process for your organization by consolidating charges through our account, with the consumption costs passed directly to you. It's important to note, however, that this model does not facilitate direct access to Amazon's EDP.

Regardless of the chosen deployment option, we wish to assure you that the pricing will align with Amazon's standard published rates, which you can review at any time at <https://aws.amazon.com/connect/pricing/>. This transparency ensures that your organization benefits from consistent and predictable pricing, directly reflective of Amazon's current pricing schedules.

To tailor our proposal to best suit your organization's needs, we kindly ask for your input regarding the preferred deployment model. This will enable us to provide a more accurate and customized response to your RFP, ensuring that our solution aligns with your operational and financial objectives.

A1. EDP is not being considered.

Q2. Clarification on Amazon Consumption-based pricing We would appreciate clarification on the state's objectives in requesting vendor-specific Amazon Connect consumption-based pricing.

Considering that when Amazon Connect is deployed into the state's Amazon account, the pricing is typically consistent with the public rates published by Amazon. The rates could be modified by an existing or new Enterprise Discount Agreement (EDP) negotiated directly between the state and Amazon. However, vendors would not have access to this discount information. Does the state seek to compare the added value each vendor brings aside from the baseline costs, or is there another purpose behind this inquiry?

The other deployment model mentioned is for the vendor to host the Contact Center in their account and pass through the cost to the state. Could the state please advise if there is an expectation of partner-specific pricing in this scenario? This will enable us to appropriately structure our pricing in the proposal.

A2. EDP is not being considered.

Q3. Our Blended Rate Approach

Our Amazon Practice employs a single blended rate for all hourly services, irrespective of the role. This rate is meticulously calculated to encompass the collective expertise and experience levels of our diverse team, which could include Program Directors, Jr. and Sr. Developers, Jr. and Sr. Project Managers, Jr. and Sr. Business Analysts, and Trainers. This approach ensures that you have access to the full spectrum of our professional resources, without the complexity of variable rate structures.

The blended rate model presents several advantages:

- **Simplicity and Predictability:** It simplifies the financial planning process, ensuring predictability in budgeting without the need to account for individual role-based rates.
- **Flexibility in Resource Allocation:** This rate enables us to deploy the most appropriate resources to your project as needs evolve, whether that involves senior technical staff for complex issues or project management oversight to maintain timelines and quality.
- **Cost-Effectiveness:** Over the course of the project, the blended rate typically results in overall cost savings compared to a tiered pricing model, especially when considering the involvement of high-level expertise.

The hourly cost reflected by our blended rate might appear higher when attributed to each role individually in a line-item format. However, this cost structure is reflective of the value and capabilities of our entire team, ensuring that all levels of expertise are readily available to meet the project's demands.

We would like to understand your position on our blended rate structure. If there are any concerns or if a more detailed explanation is required to illustrate how this model can be advantageous for your project, we are ready to provide further details. Our goal is to maintain transparency and align our billing practices with your expectations and satisfaction.

A3. The agency has no opinion on the blended rate structure. There is not a question here but rather a statement of position as it relates to the personnel cost.

Q4. Process for Finalizing Pricing Post-Selection

It is our understanding that the pricing provided within the current RFP template serves as a preliminary basis for comparison and vendor selection. Could the state confirm if, upon awarding the contract, there will be an opportunity for detailed negotiations to address the specific requirements and to finalize customized pricing? How will the submitted pricing be referenced or used after the contract has been awarded and during the contract period? This confirmation will ensure that our initial proposal accommodates the scope for such future adjustments and negotiations.

A4. Any contract resulting from this solicitation will be based upon the vendor who has met all mandatory requirements. The pricing reflected on Exhibit A, that must be submitted along with the vendor's bid response will remain firm for the awarded effective service dates and will be used for payment processing through the WV State Auditor's Office.

Q5. Transferring existing AWS Operation

Does the state desire to migrate an existing AWS Connect instance to the newly awarded vendor. If this is desired, will the awarded vendor be given full and complete access by the incumbent vendor to the current Amazon Contact instance? How long will this access be provided once the contract has been awarded?

A5. Migration would be ideal. The vendor has indicated a willingness to transfer the account in the past. There is no specific timeline discussed related to the transfer.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV24*07

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

TTEC Government Solutions

Company

DocuSigned by:
Steven Pollema
212B678525C640B...

Authorized Signature

4-1-24

Date

Certificate Of Completion

Envelope Id: 2A025FB6A0994F51A21CD1BAE2FC1D0F	Status: Completed
Subject: Complete with DocuSign: CRFQ WWV24-07 Addendum 3.docx	
Source Envelope:	
Document Pages: 11	Signatures: 2
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Alexis Scott
Time Zone: (UTC-06:00) Central Time (US & Canada)	3500 American Blvd W #300
	Bloomington, MN 55431
	alexis.scott@ttecdigital.com
	IP Address: 68.238.235.169


Record Tracking

Status: Original	Holder: Alexis Scott	Location: DocuSign
4/1/2024 7:13:05 PM	alexis.scott@ttecdigital.com	

Signer Events

Steven Pollema
 steven.pollema@ttecdigital.com
 COO
 TTEC Digital, LLC
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

 212B678525C640B...
 Signature Adoption: Pre-selected Style
 Using IP Address: 174.244.85.27
 Signed using mobile

Timestamp

Sent: 4/1/2024 7:17:39 PM
 Viewed: 4/1/2024 7:21:45 PM
 Signed: 4/1/2024 7:22:08 PM

Electronic Record and Signature Disclosure:
 Accepted: 4/1/2024 7:21:45 PM
 ID: 38978a24-bd2d-4b8b-954f-b225e7002e5f
 Company Name: TTEC Digital

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Scott Hartman
 scott.hartman@ttecdigital.com
 Security Level: Email, Account Authentication (None)

COPIED

Sent: 4/1/2024 7:17:39 PM
 Viewed: 4/2/2024 6:52:54 AM

Electronic Record and Signature Disclosure:
 Accepted: 3/18/2024 10:08:03 AM
 ID: f0c23408-2b29-4716-b106-f1eabf744f06
 Company Name: TTEC Digital

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	4/1/2024 7:17:39 PM
Certified Delivered	Security Checked	4/1/2024 7:21:45 PM
Signing Complete	Security Checked	4/1/2024 7:22:08 PM
Completed	Security Checked	4/1/2024 7:22:08 PM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, TTEC Digital (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact TTEC Digital:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: privacy@avtex.com

To advise TTEC Digital of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at privacy@avtex.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from TTEC Digital

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to privacy@avtex.com and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with TTEC Digital

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to privacy@avtex.com and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify TTEC Digital as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by TTEC Digital during the course of your relationship with TTEC Digital.



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 WWW2400000007	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000041124
Vendor Name : TTEC Government Solutions, LLC
Address : 6312 S.
Street : Fiddlers Green Circle, Suite 100N,
City : Greenwood Village
State : Colorado **Country :** USA **Zip :** 80111
Principal Contact : Scott Hartman, V.P. Public Sector
Vendor Contact Phone:512-418-8040 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

DocuSigned by:
Steve Pollema
Vendor Signature X 212B678525C640B...

FEIN# 54-2138949

DATE 3-27-24

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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Cloud Assured Managed Services

These are estimates, actual costs will be based on consumption

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
3	Transfer and Setup Costs	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:
Transfer and Setup Cost
One-Time Fee

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
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	
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
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

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
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

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



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		Addendum No.1 to extend bid opening date to April 2nd, 2024	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-18	2024-04-02 13:30	CRFQ 0323 WWV2400000007	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000041124
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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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

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

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
3	Transfer and Setup Costs	1.00000	LS		

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Transfer and Setup Cost
 One-Time Fee

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
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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 1900 KANAWHA BLVD, EAST
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 1900 KANAWHA BLVD, EAST
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 300
 CHARLESTON WV
 US

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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 CHARLESTON WV
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 VIRGINIA
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 BLDG 3, 3RD FLOOR, SUITE
 300
 CHARLESTON WV
 US

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

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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



Department of Administration
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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		Addendum No. 3 to provide clarification to vendor technical questions	
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
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2019 WASHINGTON ST E
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VENDOR

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FEIN# 54-2138949

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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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

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

INVOICE TO**SHIP TO**

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

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

INVOICE TO**SHIP TO**

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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

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 US

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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 1900 KANAWHA BLVD, EAST
 BLDG 3, 3RD FLOOR, SUITE
 300
 CHARLESTON WV
 US

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

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Department of Administration
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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
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VENDOR

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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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

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

INVOICE TO		SHIP TO	
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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

INVOICE TO		SHIP TO	
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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**

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

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

INVOICE TO**SHIP TO**

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 BLDG 3, 3RD FLOOR, SUITE
 300
 CHARLESTON WV
 US

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

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

SOLICITATION NUMBER: CRFQ WWV2400000007

Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. Addendum No. 3 to provide clarifications to vendor questions.
- No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CLARIFICATION OF TECHNICAL QUESTIONS

CRFQ WWV240000007

VIRTUAL CALL CENTER

Q1. As we progress with your request for a comprehensive contact center solution utilizing Amazon Connect, including Contact Lens and outbound services, we seek to align our proposal closely with your preferences and requirements. To ensure our offering meets your expectations, we request your guidance on the preferred deployment model:

- **Direct Deployment into Customer's Amazon Account:** This option allows your organization to directly manage and integrate Amazon Connect within your Amazon account, making you eligible for potential savings through Amazon's Enterprise Discount Program (EDP). This is particularly beneficial for state government entities as it enables the consolidation of Amazon service usage across all state entities, offering a pathway to negotiate customized discount schedules directly with Amazon. We recommend this option for maximizing your cost-saving potential, especially given the opportunities for significant discounts through EDP for public sector organizations.
- **Deployment through an Amazon Partner Account:** Alternatively, we can deploy Amazon Connect within our account, handling the setup and management on your behalf. This option simplifies the billing process for your organization by consolidating charges through our account, with the consumption costs passed directly to you. It's important to note, however, that this model does not facilitate direct access to Amazon's EDP.

Regardless of the chosen deployment option, we wish to assure you that the pricing will align with Amazon's standard published rates, which you can review at any time at <https://aws.amazon.com/connect/pricing/>. This transparency ensures that your organization benefits from consistent and predictable pricing, directly reflective of Amazon's current pricing schedules.

To tailor our proposal to best suit your organization's needs, we kindly ask for your input regarding the preferred deployment model. This will enable us to provide a more accurate and customized response to your RFP, ensuring that our solution aligns with your operational and financial objectives.

A1. EDP is not being considered.

Q2. Clarification on Amazon Consumption-based pricing We would appreciate clarification on the state's objectives in requesting vendor-specific Amazon Connect consumption-based pricing.

Considering that when Amazon Connect is deployed into the state's Amazon account, the pricing is typically consistent with the public rates published by Amazon. The rates could be modified by an existing or new Enterprise Discount Agreement (EDP) negotiated directly between the state and Amazon. However, vendors would not have access to this discount information. Does the state seek to compare the added value each vendor brings aside from the baseline costs, or is there another purpose behind this inquiry?

The other deployment model mentioned is for the vendor to host the Contact Center in their account and pass through the cost to the state. Could the state please advise if there is an expectation of partner-specific pricing in this scenario? This will enable us to appropriately structure our pricing in the proposal.

A2. EDP is not being considered.

Q3. Our Blended Rate Approach

Our Amazon Practice employs a single blended rate for all hourly services, irrespective of the role. This rate is meticulously calculated to encompass the collective expertise and experience levels of our diverse team, which could include Program Directors, Jr. and Sr. Developers, Jr. and Sr. Project Managers, Jr. and Sr. Business Analysts, and Trainers. This approach ensures that you have access to the full spectrum of our professional resources, without the complexity of variable rate structures.

The blended rate model presents several advantages:

- **Simplicity and Predictability:** It simplifies the financial planning process, ensuring predictability in budgeting without the need to account for individual role-based rates.
- **Flexibility in Resource Allocation:** This rate enables us to deploy the most appropriate resources to your project as needs evolve, whether that involves senior technical staff for complex issues or project management oversight to maintain timelines and quality.
- **Cost-Effectiveness:** Over the course of the project, the blended rate typically results in overall cost savings compared to a tiered pricing model, especially when considering the involvement of high-level expertise.

The hourly cost reflected by our blended rate might appear higher when attributed to each role individually in a line-item format. However, this cost structure is reflective of the value and capabilities of our entire team, ensuring that all levels of expertise are readily available to meet the project's demands.

We would like to understand your position on our blended rate structure. If there are any concerns or if a more detailed explanation is required to illustrate how this model can be advantageous for your project, we are ready to provide further details. Our goal is to maintain transparency and align our billing practices with your expectations and satisfaction.

A3. The agency has no opinion on the blended rate structure. There is not a question here but rather a statement of position as it relates to the personnel cost.

Q4. Process for Finalizing Pricing Post-Selection

It is our understanding that the pricing provided within the current RFP template serves as a preliminary basis for comparison and vendor selection. Could the state confirm if, upon awarding the contract, there will be an opportunity for detailed negotiations to address the specific requirements and to finalize customized pricing? How will the submitted pricing be referenced or used after the contract has been awarded and during the contract period? This confirmation will ensure that our initial proposal accommodates the scope for such future adjustments and negotiations.

A4. Any contract resulting from this solicitation will be based upon the vendor who has met all mandatory requirements. The pricing reflected on Exhibit A, that must be submitted along with the vendor's bid response will remain firm for the awarded effective service dates and will be used for payment processing through the WV State Auditor's Office.

Q5. Transferring existing AWS Operation

Does the state desire to migrate an existing AWS Connect instance to the newly awarded vendor. If this is desired, will the awarded vendor be given full and complete access by the incumbent vendor to the current Amazon Contact instance? How long will this access be provided once the contract has been awarded?

A5. Migration would be ideal. The vendor has indicated a willingness to transfer the account in the past. There is no specific timeline discussed related to the transfer.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV24*07

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

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TTEC Government Solutions

 Company

DocuSigned by:

 212B878525C840B...

 Authorized Signature

3-27-24

 Date

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

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
2	Cloud Assured Managed Services				

Comm Code	Manufacturer	Specification	Model #
81112006			

Extended Description:

Cloud Assured Managed Services

These are estimates, actual costs will be based on consumption

INVOICE TO		SHIP TO	
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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

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
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	
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
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

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
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

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

SOLICITATION NUMBER: CRFQ WWV240000007
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

1. Addendum No.2 to publish answers to vendor questions.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

TECHNICAL QUESTIONS CRFQ WWV24*07
VIRTAL CALL CENTER

**Q1. Please confirm if companies from Outside USA can apply for this?
(like India or Canada)**

A1. No, regulations attached to the grant monies received from the United States Department of Labor (USDOL) for this project stipulates that if a vendor outside of the USA is low bid, then the RFQ would need to be withdrawn or rewritten.

Q2. Would vendors outside of the USA need to come over there for meetings?

A2. Please see response to Q1.

**Q3. Can we perform the tasks (related to RFP) outside USA?
(like India or Canada)**

A3. Please see response to Q1.

Q4. Can we submit the proposals via email?

A4. Vendors are encouraged to submit bids electronically through the Vendor Self-Service (VSS) portal within wvOASIS, however, paper, and faxed bids are acceptable. The purchasing Division will not accept bids by email.

Q5. Could you please clarify if the requirement for SMS support under section 4.4 is envisioned to be a capability that should be inherently available within the proposed solution at the time of initial project implementation, but activated or utilized in a future phase? Or is the expectation that SMS functionality will be fully implemented and operational as part of the initial project deployment?

A5. Implementation of the SMS support capability shall be available within a future phase after discussion with awarded vendor.

Q6. Can you clarify if the professional service hours outlined in section 4.7 are intended for tasks to be completed in preparation for the initial go-live, or are they anticipated for use in subsequent project phases? Additionally, could you specify the expected utilization timeline for each role (project manager, senior developer, and junior developer) within the project's lifecycle?

A6. Professional services are intended to implement enhancements to the current solution. If a bidder is providing an alternate solution those should be in the initial setup costs. The utilization timeline is not specific, because we may choose to not deploy enhancements requiring professional service hours, based on available funding. Hourly rates are requested.

Q7. Regarding the pricing spreadsheet for section 4.7, should the provided 100 hours for project manager, senior developer, and junior developer roles be viewed as a guideline for our estimates, or are we expected to calculate and propose our estimation of hours based on our understanding of the project's requirements?

A7. The estimated purchase volume for each item represents the approximate volume of anticipated hours. No future use of the Contract or any individual item is guaranteed or implied.

Q8. In reference to section 4.7.1, which mentions system enhancements including SMS messaging capabilities, is there a detailed list of all such enhancements anticipated for this project? Furthermore, are these enhancements targeted for implementation during the initial go-live phase, or are they planned for future development stages?

A8. The list of expected enhancements was included in the RFQ. No additional enhancements are currently being discussed within the agency as of the issuance of the RFQ.

Q9. Our business model primarily operates on a Managed Services Program (MSP) basis, especially post-go-live, offering comprehensive support and managing system enhancements through a monthly retainer, supplemented by change orders for additional hours as necessary. Given this approach, how should we address the specific role-based requirements and pricing information as outlined in section 4.7 within our proposal? Would an explanation of our business model and how it aligns with the project's needs be considered a responsive submission, or is it imperative to adhere strictly to the role and cost structure specified?

A9. On-going costs related to the managed services model belong in Section 4.5. Section 4.7 is specifically for additional enhancements. Enhancements should not influence the monthly costs of managed services.

Q10. What type of dialer do you need? (Predictive, progressive, agentless, or preview)

A10. It's a robocalling auto-dialer that reads a generated message from prepared text.

Q11. How many agents/users will be handling the call generated by the outbound dialer campaign?

A11. Agents/users will not be handling the call generated by the outbound dialer campaign.

Q12. What is the purpose of having the call rate be four calls a second? Please explain the use case.

A12. WorkForce WV occasionally has the demand to make ad hoc campaigns in excess of 30,000 recipients.

Q13. In sub-section 4.2.2.5 Explain your manual management needs for your users?. How many users will need administrative rights to set up campaigns?

A13. Manual management is assigning agents to the proper queues and whether they can monitor live calls and listen to recordings. Currently 3 users have the roles of assigning staff to their various roles and queues and the number should remain the same.

Q14. Is the email a confirmation needed for campaign completion?

A14. Yes

Q15. What email service do you use today? (outlook o365, exchange, google, etc.)

A15. The email service that is currently used by the State of West Virginia is Google Workspaces. However, delivering an email response for completing the call campaign will come from an external SMTP system, agnostic the state's current mail system.

Q16. Do you currently have a do not call list vendor or process? If yes, please explain.

A16. No, by law, the people we contact are required to receive these calls related to finding a job.

Q17. Will you need to integrate the dialer into any existing back office applications? If yes, please list them.

A17. The integration happens via the reports the system generates identifying whether the call was answered.

Q18. Will your voice outbound campaigns be used to connect the caller to an agent or just provide a recorded informational message?

A18. No connection to the agent will happen, it delivers the message.

Q19. Will your SMS outbound campaigns be used to connect the caller to an agent or just provide a text informational message?

A19. No connection to the agent will happen, SMS will simply deliver the message.

Q20. Please specify the average call handling time.

A20. WFWV will staff the virtual call center and the answer to these operational questions are not material to supplying the virtual call center infrastructure, which is what is being bid.

Q21. What is the current average wait time for phone calls?

A21. See response to question 20

Q22. What is the current Average Speed to Answer?

A22. Please see response to question 20.

Q23. What is the current Average Time to Abandon?

A23. Please see response to question 20.

Q24. Please specify the average annual/monthly/weekly call volume.

A24. Average monthly inbound calls are about 14,000.

Q25. What time of day, days of the week, or times of the year do calls typically peak?

A25. Peak hours are typically 8am-1pm Monday through Wednesday, but this is related to staffing and not the capability of the virtual call center solution to handle scalable volume.

Q26. How many agents are currently working under this contract

A26. Please see response to question 20.

Q27. Is the Agency facing any issues under the current contract? If so, please specify.

A27. No

Q28. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?

A28. Yes, but only in the United States per the stipulation mentioned in A1.

Q29. Is this a new initiative or does the Agency have an incumbent on this? If there is an incumbent, please disclose their names and if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing.

A29. The current incumbent is Smartronix, LLC, WorkForce WV wishes to not provide the incumbent's cost proposal, however, this information can be obtained via a FOIA request.

Q30. Is it possible for the Agency to extend the proposal's due date?

A30. The bid opening date will be extended via addenda.

Q31. Please specify whether the "Exhibit A – Pricing Page" will be evaluated or the "Response to Lines" on the portal will be evaluated as both have some different fields to fill.

A31. Per section 5.2 Pricing Page: Vendor should complete the Pricing Page (Exhibit A) in full and attach to their bid response, as failure to complete the pricing page in its entirety may result in Vendor's bid being disqualified.

Q32. Is it mandatory for the vendor to fill the "Response to Lines" on the portal apart from the "Exhibit A – Pricing Page" or only the Exhibit A – Pricing Page will be acceptable?

A32. Per section 5.2 Pricing Page: Vendor should complete the Pricing Page (Exhibit A) in full as failure to complete the pricing page in its entirety may result in Vendor's bid being disqualified. Vendor should type or electronically enter the information into the Pricing Pages through wvOasis.

Q33. Referring to the portal – Respond to Lines, 1. AWS Services is asking for a Contract Amount whereas the Exhibit A – Pricing Page asks for multiple rates for different services. Please confirm whether the vendor needs to fill a total of AWS Services on the portal or not.

A33. The agency cannot advise on how to enter pricing in WvOasis, vendors are encouraged to complete the Excel document Exhibit A Virtual Call Center Pricing Page.

Q34. Referring to the portal – Respond to Lines, 3. Transfer or setup costs (one-time), it asks for delivery days whereas on the Exhibit A – Pricing Page, it only asks for a one-time fee. Please clarify.

A34. The agency cannot advise on how to enter pricing in WvOasis, vendors are encouraged to complete the Excel document Exhibit A Virtual Call Center Pricing Page.

Q35. Referring to the portal – Respond to Lines, 4, 5 and 6. Professional Service Hours (PM, Junior Developer and Senior Developer), it asks for delivery days whereas on the Exhibit A – Pricing Page, it only asks for Hourly Cost and total. Please specify.

A35. The agency cannot advise on how to enter pricing in WvOasis, vendors are encouraged to complete the Excel document Exhibit A Virtual Call Center Pricing Page.

Q36. Does the Agency require a technical proposal as well as Exhibit A – Pricing Page from the vendor to be eligible for an award or only required Exhibit A – Pricing Page, Designated Contact, Addendum Acknowledgement Form?

A36. No, the solicitation evaluation is based on the lowest responsible bidder meeting all mandatory requirements. Vendors will be required to submit evidence of qualifications upon request and are not mandated to be submitted with bid response.

Q37. Could you provide details about the expected peak hours for the call center?

A37. Continuous operations from 8:30 AM to 5:00PM. Peak hours are typically 8am-1pm Monday through Wednesday, but this is related to staffing and not the capability of the virtual call center solution to handle scalable volume.

Q38. From CRFQ WWV24-07 Solicitation Documents.pdf - on page 26, point number 3.2. of section 3, it is mentioned in the qualification section that the "authorized vendor or service provider for the chosen cloud computing environment system will be hosted on." Please clarify how this process will work in more detail? Do bidders have to take any steps in advance?

A38. Vendor should provide documentation with their bid response that they are an authorized vendor or service provider for the cloud computing environment. Documentation to show evidence must be provided upon request.

Q39. From CRFQ WWV24-07 Solicitation Documents.pdf -On page 6, it is mentioned that if it is an RFP document, bidders can submit technical and cost proposals. Since this is an RFP, are bidders not required to submit a technical document?

A39 The bid opening date will be extended via addenda.

Q40. Could you provide an example of one (or more) of your inbound call use cases? As well as an example of a high-volume outbound dialing use case? This will help us tailor our response to the Amazon Connect upgrades/enhancements we would like to highlight in our response.

A40. No specific inbound use case. Call center activity is to assist claimants and jobseekers related to claims and finding a job. For employers, to assist in finding employees. We also have a small support part in assisting DHHR for getting their clients registered for job search requirements related to their benefits. Lastly, our fraud team uses the system for manual outbound calling to more easily access and share the recordings. For the outbound calling system, we have daily scheduled calls of 100-2000 calls per day, and then ad hoc calls reaching a broad swath of potential jobseekers and employers that has been as many as 35,000 calls. We currently do at least one monthly job fair notice for a virtual job fair that goes to at least 25,000 recipients. We have also been called upon by the Governor's office to conduct ad hoc campaigns related to employment.

Q41. The due date for the submission is 3/20, is there a possibility of a submission date extension beyond the deadline? This will give us more time to draft the appropriate response.

A41. Bid opening will be extended via addenda.

Q42. Are you just asking for the AWS pricing as shown in the price page? Or are you asking for a competitive Virtual Call Center from other cloud and integration providers other than Smartronix? The term "or equal" and sole source was not used.

A42. The term sole source is not appropriate here, as AWS is a commodity with many managed service providers in space. Transitioning to another Virtual Call Center solution likely entails significant transfer costs and should be reflected in the transfer costs section of the pricing page.

Q43. What are the Storage requirements? Is archive cold storage acceptable for older files?

A43. Archive cold storage is acceptable.

Q44. Does the State have data retention policies for these recorded interactions?

A44. Data retention policies are generally 7 years for claimant data.

Q45. "Multiple user support as in 4.2.1.2". We cannot locate 4.2.1.2 in the RFP documents. Would the State please provide information for Section 4.2.1.2?

A45. Should be 4.2, formatting changes weren't captured in the numbering later.

Q46. What are the required SLAs for response & resolution for Cloud Assured Managed Services?

A46. SLAs were not contractually included in the RFQ. Some response within an hour is expected to acknowledge receipt of the issue or request. It's expected that the service provider could answer questions about service availability almost immediately.

Q47. What is the required notification timeframe for alerts to agency staff?

A47. As soon as the MSP is aware those alerts should be shared via email to the WFWV mail recipient/distribution list that will be provided to the MSP.

Q48. What are the hours of operation/coverage for the Virtual Call Center?

A48. Hours of operation are currently 8am-5pm. Outbound call campaigns begin at 8 am and can see campaigns happen between 6pm and 8pm.

Q49. What ticketing system does the agency currently use?

A49. The current system is provided by the current vendor.

Q50. Is the vendor required to provide a ticketing system?

A50. Ticketing system is to be provided by the MSP.

Q51. Are the Initial Setup or Transfer Costs only for AWS accounts? Does the State have an existing AWS account?

A51. The transfer costs are for any estimate costs the successful bidder might incur in transferring services to either a new system or taking over AWS operations from an existing MSP.

Q52. Does the State have data to be migrated to the new AWS accounts/environment?

A52. A new AWS environment should not be necessary, but if it is, yes, there will be data migration required.

Q53. What is the agency's timeline for designing and implementing the Virtual Call Center?

A53. It is WorkForce WV's expectation that the successful vendor has the Virtual Call Center fully operational within thirty (30) days of award for any Contract which results from this RFQ.

Q54. How many agents does Workforce currently have during peak and off-peak times?

A54. Daily agents are around 45 per day. However, during pandemic operations, we scaled up to as many as 300 agents per day.

Q55. Are there any plans to increase/decrease the number of agents?

A55. Agents are added based on demand, which is driven by economic conditions.

Q56. What is the State's award evaluation criteria?

A56. RFQs are awarded at the lowest price meeting the mandatory requirements.

Q57. Is West Virginia currently seeking proposals from AWS billing partners who possess Cloud FinOps expertise?

A57. Vendor should provide documentation with their bid response that they are an authorized vendor or service provider for the cloud computing environment. Documentation to show evidence must be provided upon request.

Q58. And can we get a copy of the Smartronix current billing to the State? Or would I need to do a FOIA?

A58. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question -and-answer process

included in the solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

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TTEC Government Solutions, LLC

DocuSigned by:

Company

Steve Pollema

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Authorized Signature

3-27-24

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

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Steve Pollema
 steven.pollema@ttecdigital.com
 COO
 TTEC Digital, LLC
 Security Level: Email, Account Authentication (None)

Signature

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 Signed: 3/27/2024 2:29:18 PM

Electronic Record and Signature Disclosure:
 Accepted: 3/27/2024 2:28:55 PM
 ID: d7769d82-f632-4c89-b4e9-180db1077987
 Company Name: TTEC Digital

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Signature

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Editor Delivery Events

Status

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Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Scott Hartman
 scott.hartman@ttecdigital.com
 Security Level: Email, Account Authentication (None)

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 ID: f0c23408-2b29-4716-b106-f1eabf744f06
 Company Name: TTEC Digital

Witness Events

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Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	3/27/2024 2:15:21 PM
Certified Delivered	Security Checked	3/27/2024 2:28:55 PM
Signing Complete	Security Checked	3/27/2024 2:29:18 PM
Completed	Security Checked	3/27/2024 2:29:18 PM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

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Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact TTEC Digital:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: privacy@avtex.com

To advise TTEC Digital of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at privacy@avtex.com and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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State of West Virginia Work Force RFP
WWV2400000007
Due 4-2-24
Submitted by: TTEC Government Solutions
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Executive Summary

Whenever customers interact with the Workforce of West Virginia, without even knowing it, they are comparing the current experience to the last great experience they had. This experience measurement coupled with an ever-changing economic climate creates unforeseen business and customer challenges. The companies that continue to design with the customer experience in mind will financially outperform and gain a loyal following.

Every organization wants to provide amazing customer experiences at a lower total cost, but often feel like these are competing priorities. At TTEC Government Solutions, we make excellent customer service and cost-competitiveness complementary by providing insight-driven customer experience and technology services that improve customer satisfaction and reduce costs to serve. We stake our reputation on it.

Setting the stage for success

TTGS is pleased to provide the Workforce of West Virginia with this response for CRFQ 0323 WWV2400000007, Virtual Call Center. We believe the Amazon Connect Cloud platform is the foundation of a core telephony and CX strategy that provides the benchmark others try and imitate. It not only satisfies the technical requirements of the Workforce of West Virginia RFP today, but future proof for the unforeseen needs of tomorrow.

Things like AI and Machine Learning are nearly impossible to create in the Workforce own data centers; but in Amazon Connect Cloud, they are readily accessible. Better yet, under the covers Workforce can leverage the elastic application layers to seamlessly extend critical omnichannel functionality to agents, business users and customers upon a whim.

TTGS is uniquely positioned to provide contact center solutions and services to exceed the needs of the WorkForce of West Virginia and your constituents, based not only on your current requirements, but also on our ability to support your long-term initiatives. We have been implementing hosted and cloud solutions since 2010 and saw a significant acceleration in cloud adoption by 2015. We have completed more than 200 implementations of Amazon Connect Cloud, including being the firm that implemented Amazon Connect for AWS, themselves, and are excited to use our expertise to benefit the Workforce. Also, collectively,

Why TTEC Digital?

Because we have designed and deployed thousands of CX technology solutions across hundreds of technology vendors, we know how to optimize CX delivery solutions for the last mile of customer engagement.

we already support statewide, enterprise contact center contracts for the State of Minnesota, the State of Indiana and have been awarded for the State of Utah and about to start implementation, so we are uniquely qualified and experienced in full end to end support of statewide deployments with so many different needs out of the different agencies.

TTEC is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact center technologies that support them, are inseparable.

We bring decades of innovation experience across the world's leading contact center technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organizations maximize their technology investments and create truly exceptional customer experiences.

At TTEC, our history reflects our obsession with creating deeper relationships with customers at the point of conversation. Throughout our 40-year history, we've continually acquired specialized technical and strategic expertise to ensure we have the breadth of capabilities our clients need to maximize complex technology ecosystems and create exceptional customer experiences.

Fueling Exceptional Customer Experiences

TTEC Government Solutions will strive to be the Workforce of West Virginia strategic partner and trusted advisor rather than just your technology vendor and we appreciate the opportunity to demonstrate our solutions and capabilities.

Our proposal clearly communicates the strength of the proposed software, our experience, and our ability to affect the changes you want for today, the future and the experiences the Workforce of West Virginia customers expect. We look forward to the opportunity to



demonstrate that our proposed solution has the functionality and ease of use needed to satisfy and exceed the Workforce of West Virginia communication needs and expectations.

We look forward to collaborating with you in the very near future.

Respectfully submitted,

Scott Hartman

Scott Hartman

Vice President of Digital Sales – Public Sector: Northeast Region

Scott.hartman@ttecdigital.com



TTEC Government Solutions Proposal

MANDATORY REQUIREMENTS:

Support a variable number of call center users, up to 500 simultaneous inbound and outbound callers.

TTEC Response::

Our solution, leveraging Amazon Connect Cloud Contact Center, offers a highly scalable and consumption-based service model designed to meet any call volume requirement. Unlike traditional systems with fixed capacity, Amazon Connect dynamically scales to support not just 500, but any number of simultaneous inbound and outbound calls, ensuring your organization can handle peak periods and unexpected surges with ease. This scalability is provided without the need for pre-provisioning, enabling you to pay only for the resources you use. This flexible approach ensures cost efficiency and eliminates the constraints of capacity planning, providing a robust solution that evolves with your organizational needs.

Customizable call queue settings

TTEC Response::

Amazon Connect Cloud Contact Center features highly customizable call queue settings, enabling organizations to tailor the caller experience to meet specific operational needs and customer service goals. With our solution, you can define call flow logic, including wait times, call distribution methods, and prioritization of calls based on your unique business rules and requirements. Additionally, Amazon Connect allows for the integration of interactive voice response (IVR) systems and the use of AI-powered services to further enhance caller interactions. This level of customization ensures that your call center operations can adapt dynamically to changing demands, improve caller satisfaction, and optimize resource allocation for increased efficiency.

Allow for multiple tiers for call triage and handling.

TTEC Response::

Amazon Connect Cloud Contact Center is designed to support multi-tiered call triage and handling, enabling the creation of sophisticated call routing strategies that reflect your organization's unique operational requirements. This feature allows for calls to be prioritized and routed through various tiers based on criteria such as caller intent, urgency, and the specific skills of available agents. By employing a layered approach to call handling, Amazon Connect ensures that calls are efficiently directed to the most appropriate resources, enhancing first contact resolution rates and overall customer satisfaction. Furthermore, this tiered system facilitates seamless escalation paths, ensuring that complex inquiries are escalated to specialized agents or departments, thus optimizing call resolution efficiency and improving the customer experience.



Virtual Call Center

Simple transfer options for call center personnel.

TTEC Response::

Amazon Connect Cloud Contact Center offers straightforward and intuitive transfer options for call center personnel, ensuring agents can easily redirect calls as needed to best address caller inquiries. This capability includes both warm and cold transfer options, allowing agents to transfer calls directly to other agents, departments, or external numbers with or without prior consultation. The simplicity of the transfer process within Amazon Connect enhances operational efficiency by reducing call handling times and improving the overall customer experience. Additionally, it empowers agents with the flexibility to ensure that callers receive the most appropriate support, directly contributing to higher satisfaction rates and more effective call resolution.

Customizable list of holidays for call center closure, editable by agency staff

TTEC Response::

Amazon Connect Cloud Contact Center enables the customization of holiday schedules for call center closures, providing agency staff with the flexibility to define and edit a list of holidays according to their specific operational policies and regional observances. This feature allows for the automatic adjustment of call routing and handling procedures during designated holidays, ensuring that calls are managed appropriately during periods of reduced staffing or closure. Through an intuitive interface, staff members can easily add, remove, or modify holidays, making real-time adjustments to the call center's operational calendar as needed. This customization ensures that your organization can maintain continuity of service while respecting cultural and institutional observances, thereby enhancing workforce management and operational planning.

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

Simultaneous outbound calls at a high rate must be able to conduct at least 4 calls per second.

TTEC Response::

Amazon Pinpoint is a flexible and scalable outbound and inbound marketing communications service. You can connect with customers over channels like email, SMS, push, or voice. Amazon Pinpoint is easy to set up, easy to use, and is flexible for all marketing communication scenarios. Segment your campaign audience for the right customer and personalize your messages with the right content.

Whether you are a marketer or a developer, Amazon Pinpoint is flexible for marketing, bulk, or transactional communications use cases. Marketers can design, orchestrate, and run campaigns visually through the console. Developers can leverage the Amazon Pinpoint APIs for message



sending, scheduling campaigns, or tracking web and mobile activities. Send across channels like email, SMS, or push notifications.

Number of voice messages that can be sent from a single originating phone number per second: 1 message per second.

Ad hoc outbound calling campaigns.

TTEC Response::

Amazon Connect provides several types of dialing campaigns. The following sections describe each type so that you can implement the campaign that best meets your needs.

Predictive campaigns

When agent productivity, cost per calls, or contact center efficiency are critical metrics, use predictive dialers. Predictive dialers anticipate that many calls won't be answered. They counterbalance that by dialing as many phone numbers in a list as possible during an agent's shift and making predictions about agent availability.

The predictive algorithm calls ahead based on certain performance metrics. This means that calls can be connected before an agent becomes available, and a customer is connected to the next available agent. The predictive algorithm constantly analyzes, evaluates, and makes agent availability predictions in real time so that agent productivity and efficiency can improve.

Progressive campaigns

When you need to reduce answer speeds, use progressive dialers. A progressive dialer dials the next phone number in a list after an agent completes the previous call. The dialer only makes as many outbound calls as there are agents available.

You can use integrated answering machine detection to help identify a live customer pickup or a voicemail and customize your contact strategy accordingly. For example, if a person answers a call, you can present options for them to select. If a call goes to voicemail, you can leave a message.

You can also manage pacing by specifying dial capacity for each campaign. For example, you can send more voice notifications faster by setting a higher dial capacity for a given agentless campaign compared to other dialer campaigns.



Agentless campaigns

You use agentless campaigns to send high-volume personalized voice notifications and appointment reminders or to enable self-service using the Interactive Voice Response (IVR) without agents.

For more information on Amazon Outbound Options, go to the following link:

<https://docs.aws.amazon.com/connect/latest/adminguide/campaign-best-practices.html#right-campaign-for-cc>

Same day calling the day of scheduling.

TTEC Response::

After you set up your import, Amazon Pinpoint with Connect allows you to specify when the campaign should be sent. You can send the campaign immediately, at a scheduled date and time, on a recurring basis, or when certain events occur.

Sending the campaign immediately

If you want to send the campaign as soon as you finish creating it, you can choose to send the campaign immediately. You can't pause a campaign that is set to run immediately.

To send the campaign immediately

- Under **When should the campaign be sent**, choose **At a specific time**.
- Under **How often should the campaign be sent**, choose **Immediately**.
- Choose **Next** to continue to the final step.

Sending the campaign at a specific date and time

If you want to send a campaign only once, you can schedule it to be sent at a specific date and time.

To send the campaign at a specific date and time

- Under **When should the campaign be sent**, choose **At a specific time**.
- Under **How often should the campaign be sent**, choose **Once**.
- For **Start date and time**, choose the date and time when Amazon Pinpoint should send the message.



- Under **Time zone**, choose the time zone that you want to use to schedule the campaign. Optionally, choose **Use recipient's local time** to base the delivery time on each recipient's local time zone.
- Choose **Next** to continue to the final step.

Sending the campaign on a recurring basis

You can also schedule the campaign to be sent on a recurring basis. You can specify the frequency and the start and end dates for the campaign.

To send the campaign on a recurring basis

- Under **When should the campaign be sent**, choose **At a specific time**.
- Under **How often should the campaign be sent**, choose how often Amazon Pinpoint should send the recurring campaign. For example, to send the campaign once per week, choose **Weekly**.
- For **Start date and time**, choose the date and time when Amazon Pinpoint should send the first message in the recurring series.
- For **End date and time**, choose the date and time when Amazon Pinpoint should stop sending recurring messages.
- Under **Time zone**, choose a time zone to base the start and end times on. Optionally, choose **Use recipient's local time** to base the delivery time on each recipient's local time zone.
- Choose **Next** to continue to the final step.

Sending the campaign when events occur

If you want to send the campaign when customers take certain actions, you can configure the campaign to be sent when a specific event occurs. For example, campaigns can be sent when a customer registers a new account, or when a customer adds an item to their shopping cart but doesn't purchase it.



List provided via secure file transfer method to be agreed upon.

TTEC Response::

AWS Transfer for SFTP provides Secure File Transfer Protocol (SFTP) access to a customer's S3 resources. Customers are presented with a virtual server, which is accessed using the standard SFTP protocol at a regional service endpoint. From the point of view of the AWS customer and the SFTP client, the SFTP gateway looks like a standard, highly available SFTP server. Although the service itself does not store, process, or transmit PHI, the resources that the customer is accessing on Amazon S3 should be configured in a manner that is consistent with the Guidance. Customers can also use AWS CloudTrail to log API calls made to AWS Transfer for SFTP.

When you create a campaign, you choose a *segment* to send that campaign to. A segment is a group of your customers that share specific attributes. For example, a segment might contain all of your customers who use version 2.0 of your app on an Android device or all customers who live in the City of Los Angeles. You can send multiple campaigns to a single segment, and you can send a single campaign to multiple segments.

There are two types of segments that you can create in Amazon Pinpoint:

Dynamic segments are segments based on attributes that you define. They can change over time. For example, if you add new endpoints to Amazon Pinpoint or modify or delete existing endpoints, the number of endpoints in that segment may increase or decrease.

You create one or more segment groups when you create a dynamic segment. A segment group comprises these components:

Base segments – The segments that define the initial user population. You can specify a single base segment, several base segments, or all of the segments in your Amazon Pinpoint project.

Criteria – Categories of audience information that you apply on top of the base segments. You can add multiple criteria groups and then create relationships between those criteria.

Filters: reduce the number of audience members who belong to the segment. You can add as many filters as you want to tailor the segment to your needs.

Imported segments—Segments created outside of Amazon Pinpoint and saved in CSV or JSON format. When you create an imported segment, you upload your files to Amazon Simple Storage Service (Amazon S3). Amazon Pinpoint retrieves the files from Amazon S3 and creates new endpoints based on the contents of those files. Imported segments are static—they never change. To make changes, you have to re-import the segment with those changes. When you create a new segment, you can use an imported segment as a base segment and refine it by adding filters.



Confirmation that calls are scheduled via email to designated email address.

TTEC Response::

In Amazon CloudWatch, you can create an alarm that notifies you when the value of a particular metric is within or outside a threshold you define. This can be done through email or a report provided by the service.

Support multiple users.

TTEC Response::

An endpoint can include attributes that define a *user*, which represent a person in your audience. For example, a user might represent someone who installed your mobile app, or someone who has an account on your website.

You define a user by specifying a unique user ID and, optionally, custom user attributes. If someone uses your app on multiple devices, or if that person can be messaged at multiple addresses, you can assign the same user ID to multiple endpoints. In this case, Amazon Pinpoint synchronizes user attributes across the endpoints. So, if you add a user attribute to one endpoint, Amazon Pinpoint adds that attribute to each endpoint that includes the same user ID.

Provide manual call management capabilities for designated system users.

TTEC Response::

Amazon Connect provides several security features to consider as you develop and implement your security policies.

AWS Identity and Access Management (IAM) is an AWS service that helps administrators securely control access to AWS resources. IAM administrators control who can be *authenticated* (signed in) and *authorized* (have permissions) to use Amazon Connect resources. IAM is an AWS service that you can use at no additional charge.

Refer to the following link for further information on Amazon, connect security, and user access best practices. <https://docs.aws.amazon.com/connect/latest/adminguide/security-iam.html>



4.3 Daily scheduled calls, must support each of the following:

Provide confirmation that calls are scheduled via email to the designated email address.

TTEC Response::

In Amazon CloudWatch, you can create an alarm that sends a notification when the value of a certain metric is within or outside a threshold that you define. For example, you can create an alarm that notifies you if more than a certain number of campaign messages weren't sent due to a temporary issue. In this example, the alarm sends a notification if the value of the **CampaignSendMessageTemporaryFailure** metric is greater than the value you specify. This topic explains how to create an alarm for an Amazon Pinpoint metric by using the CloudWatch console.

Provide reporting status of each call made or attempted.

TTEC Response::

As usual with AWS services, I can analyze contact events sent via [Amazon EventBridge](#). EventBridge is a serverless event bus that makes it easier to build event-driven applications at scale using events generated from your applications, integrated software-as-a-service (SaaS) applications, and AWS service. When filtering or analyzing events posted to EventBridge, I can create metrics such as time to connect to an agent, duration of the contract, and call abandonment rate.

These metrics help you understand the status of my campaign and ensure compliance with applicable regulations, such as maximum call abandonment rates. I can also use historical reports of these metrics to understand the effectiveness of all my communications campaigns over time.

Multiple user support as in 4.2.1.2

TTEC Response::

Yes, we do provide multiple user support.



4.4 SMS Support

Must be able to support SMS messages for future expansion.

TTEC Response::

Amazon Connect outbound campaigns are a set of high-volume outbound communication capabilities that allow you to proactively reach more of your customers across voice, **SMS**, and email. This capability provides a scalable way for proactive outreach for hundreds to millions of customers, increases your agents' productivity, and lowers operational costs. Amazon Pinpoint is a flexible and scalable outbound and inbound marketing communications service. It allows you to define customer segments, define the customer journey, define the contact strategy, and more. Amazon Pinpoint is the system handling high-volume **SMS** and email campaigns.

Secure file transfer of contact list, consistent with the outbound calling system in 4.2

TTEC Response::

To securely transfer contact lists for SMS messaging within the Amazon environment, you can leverage AWS services like Amazon S3 and AWS Transfer Family. Here's how you can set up a secure file transfer process:

Amazon S3 for secure storage:

Store the contact list files in an Amazon S3 bucket, which provides secure, durable, and scalable object storage.

Configure appropriate bucket policies and access controls to ensure that only authorized users or services can access the contact list files.

Enable server-side encryption (SSE) or client-side encryption (CSE) to protect the data at rest.

AWS Transfer Family for secure file transfer:

Use AWS Transfer Family to enable secure file transfer protocols like SFTP (SSH File Transfer Protocol), FTPS (File Transfer Protocol over SSL), or FTP (File Transfer Protocol) over SSL.

Create an AWS Transfer Family server and associate it with your Amazon S3 bucket that stores the contact list files.

Configure user authentication and access controls using AWS Identity and Access Management (IAM) to ensure that only authorized users can access and transfer the files.

Clients can use SFTP, FTPS, or FTP clients to securely upload or download the contact list files to/from the designated Amazon S3 bucket.

Integration with Amazon Pinpoint:

Once the contact list files are securely uploaded to Amazon S3, you can use AWS SDK or AWS CLI to retrieve the files and import them into Amazon Pinpoint.

Amazon Pinpoint provides APIs and SDKs to programmatically import contact lists and segment them for targeted SMS messaging.



You can automate the process of importing contact lists from Amazon S3 into Amazon Pinpoint using AWS Lambda functions or other AWS services.

Security and compliance:

Ensure that all data in transit is encrypted using secure protocols like SFTP, FTPS, or FTP over SSL.

Use IAM roles and policies to control access to Amazon S3 and AWS Transfer Family resources, following the principle of least privilege.

Regularly monitor and audit access logs to detect any unauthorized access attempts or suspicious activities.

Comply with relevant data protection regulations and standards, such as GDPR, CCPA, or HIPAA, depending on your industry and jurisdiction.

By combining Amazon S3 for secure storage, AWS Transfer Family for secure file transfer, and Amazon Pinpoint for SMS messaging, you can establish a secure and compliant process for transferring and managing contact lists within the Amazon environment. This setup ensures that sensitive contact information is protected throughout the entire workflow, from file transfer to SMS message delivery.

Scheduling of SMS messaging consistent with outbound calling system in 4.2

TTEC Response::

Yes, you can definitely schedule SMS messages using Amazon Pinpoint. Pinpoint provides a feature called "Campaigns" that allows you to create and schedule targeted SMS messaging campaigns.

Here's how you can schedule SMS messages with Amazon Pinpoint:

Create a campaign:

In the Amazon Pinpoint console, navigate to the "Campaigns" section and click on "Create a campaign."

Choose "Standard campaign" and select "SMS" as the channel.

Provide a name and description for your campaign.

Define the campaign schedule:

In the campaign creation workflow, you'll come across the "Schedule" step.

Here, you can choose whether to send the campaign immediately or schedule it for a specific date and time.

Select "Schedule for later" and specify the desired date and time for your SMS campaign to be sent.

Configure the SMS message:

In the "Message" step of the campaign creation workflow, compose your SMS message.

You can personalize the message using Pinpoint's message variables and attributes.

Specify the message type (promotional or transactional) and the origination number or sender ID.

Select the target audience:



In the "Segment" step, choose the target audience for your SMS campaign.

You can select an existing segment or create a new one based on attributes like demographics, behavior, or custom attributes.

Review and launch:

Review your campaign settings, message content, and target audience.

If everything looks good, click on "Launch campaign" to schedule your SMS campaign.

Monitor and track:

Once your scheduled campaign is sent, you can monitor its performance in the Amazon Pinpoint console.

Pinpoint provides metrics like delivery rates, open rates, and click-through rates to help you track the effectiveness of your SMS campaigns.

In addition to the manual scheduling process through the Pinpoint console, you can also use the Amazon Pinpoint API or AWS SDKs to programmatically create and schedule SMS campaigns.

This allows you to automate the scheduling process and integrate it with your existing systems or workflows.

By leveraging Amazon Pinpoint's campaign scheduling feature, you can plan and execute SMS messaging campaigns at specific dates and times, ensuring that your messages reach your audience at the most optimal moments.

Support for ad hoc and daily scheduled as indicated in 4.2 and 4.3.

TTEC Response::

To handle support for both ad hoc and daily scheduled SMS messages with Amazon Pinpoint, you can utilize a combination of Pinpoint's campaign scheduling feature and AWS services like AWS Lambda and Amazon CloudWatch Events. Here's an explanation of how you could set this up:

Ad Hoc SMS Messages:

For ad hoc SMS messages, you can use the Amazon Pinpoint API or AWS SDKs to send messages programmatically.

Create a function or API endpoint in your application that accepts the necessary parameters for sending an SMS message, such as the recipient's phone number, message content, and any other relevant details.

When your application needs to send an ad hoc SMS message, it can invoke the Amazon Pinpoint API or SDK method with the appropriate parameters to instantly send the message.

Daily Scheduled SMS Messages:

For daily scheduled SMS messages, you can leverage Amazon Pinpoint's campaign scheduling feature along with AWS Lambda and Amazon CloudWatch Events.

Create an AWS Lambda function that contains the logic for creating and scheduling the daily SMS campaign using the Amazon Pinpoint API or SDK.

In the Lambda function, specify the desired time for the daily SMS campaign to be sent (e.g.,



every day at 9:00 AM).

Use Amazon CloudWatch Events to create a scheduled event that triggers the Lambda function on a daily basis at the specified time.

The Lambda function will be invoked by the CloudWatch Events schedule, and it will create and schedule the daily SMS campaign in Amazon Pinpoint.

Workflow for Daily Scheduled SMS Messages:

CloudWatch Events triggers the Lambda function daily at the scheduled time.

The Lambda function executes and uses the Amazon Pinpoint API or SDK to create a new SMS campaign.

It sets the campaign's schedule to send immediately (since the scheduling is handled by CloudWatch Events) and configures the SMS message content and target audience.

The Lambda function then launches the campaign, and Amazon Pinpoint sends the SMS messages to the specified audience.

Monitoring and Tracking:

For both ad hoc and daily scheduled SMS messages, you can monitor the delivery and engagement metrics in the Amazon Pinpoint console.

Pinpoint provides real-time and historical data on message deliveries, opens, clicks, and other metrics.

You can also set up event streaming to send Pinpoint events to other AWS services like Amazon Kinesis or Amazon S3 for further analysis or integration with your existing analytics tools.

By using Amazon Pinpoint's API or SDK for ad hoc messages and combining it with AWS Lambda and CloudWatch Events for daily scheduled messages, you can create a flexible and automated system for handling both types of SMS messaging requirements. This approach allows you to send messages on-demand while also ensuring that daily messages are sent consistently at the scheduled time.

Remember to properly configure IAM roles and permissions for the Lambda function to access the necessary Pinpoint resources and ensure that your application has the appropriate authentication and authorization mechanisms in place for sending ad hoc messages.

4.5 Managed Services

Provide support to agency technical staff for technical issues via a help desk ticketing system.

TTEC Response::

Managed Services

Introduction to Standard Support

Within the broad spectrum of Managed Services offered by TTEC Digital, the support package identified in this response represents a critical service designed to deliver comprehensive, round-the-clock assistance tailored to the operational rhythm and requirements of public sector



contact centers. This level of support is engineered to seamlessly integrate with your existing Amazon Connect infrastructure, providing a solid foundation for your contact center operations.

Core Features of the Managed Services Program

24x7x365 Support Desk: Our dedicated support team is available around the clock, every day of the year, ensuring immediate response and resolution to any issues that may arise. This continuous availability is crucial for maintaining the high service levels expected by public sector entities.

Business Hours Support Desk: During business hours, our clients have access to a specialized support desk, staffed by experts familiar with the intricacies of Amazon Connect and the unique challenges faced by public sector contact centers.

Incident Management: We employ a systematic approach to incident management, ensuring that any issues are identified, categorized, prioritized, and resolved promptly, minimizing any potential impact on your operations.

Application Support Plus: Beyond traditional application support, our standard support package includes additional layers of assistance designed to optimize your use of Amazon Connect and enhance your contact center's functionality and efficiency.

Benefits of Standard Support

This level of support within TTEC Digital's Managed Services is designed with the understanding that public sector contact centers require reliable, efficient, and responsive support structures to operate effectively. By choosing our standard support, your organization will benefit from:

Enhanced Operational Efficiency: With access to our 24x7x365 support desk and business hours support, your contact center can maintain peak operational efficiency, with minimal downtime and disruption.

Proactive Issue Resolution: Our proactive approach to incident management ensures that potential issues are identified and resolved before they can impact your operations, maintaining the continuity and reliability of your services.

Optimized Contact Center Performance: The additional application support included in our standard package goes beyond mere troubleshooting, focusing on optimizing your Amazon Connect environment to enhance performance and customer satisfaction.

Cost-Effective Solution: Standard support offers a balanced and cost-effective solution for public sector entities looking for comprehensive support without the need for extensive customization or additional premium services.

Conclusion and Invitation

Our Managed Services Program is more than just a service level; it's a commitment to ensuring the success and efficiency of your contact center operations. At TTEC Digital, we understand the challenges and pressures faced by public sector contact centers and are dedicated to



providing solutions that not only address these challenges but also position your organization for future growth and success.

Alert agency staff to possible impact of operations due to upstream service provider outages

TTEC Response::

Amazon CloudWatch Integration

Amazon CloudWatch is a comprehensive, cloud-native monitoring service that provides real-time data and actionable insights into AWS resources and applications. It plays a foundational role in monitoring the health and performance of Amazon Connect, along with other AWS services that may impact the contact center operations. CloudWatch enables the detection of unusual behavior in the environment, sets alarms, visualizes logs and metrics, and takes automated actions based on predefined rules. When integrated within the Managed Services framework, CloudWatch serves as the first line of defense against potential disruptions, including those arising from upstream service provider outages.

Managed Services Monitoring

The monitoring capabilities offered by the Managed Services program extend beyond the functionalities of Amazon CloudWatch, providing a layer of specialized, contact-center-specific oversight. This includes:

Dedicated Monitoring Tools: Utilizing a suite of advanced monitoring tools designed specifically for contact center environments, the Managed Services program can track the performance and availability of all integrated services and applications, including those not directly monitored by CloudWatch.

Expert Analysis: Our team of experts continuously analyzes monitoring data to identify patterns or anomalies that may indicate a potential service disruption, including those stemming from upstream providers. This expertise allows for a deeper understanding of the implications of such disruptions on contact center operations.

Proactive Alerting: The Managed Services program incorporates a proactive alerting system designed to notify agency staff of potential impacts on operations before they occur. This system is tailored to the specific needs and thresholds of the agency, ensuring that alerts are both relevant and actionable.

Coordination with Upstream Providers: In the event of an identified potential outage or disruption from an upstream service provider, the Managed Services team acts as a liaison between the agency and the provider. This includes communicating the potential impact, coordinating response efforts, and implementing contingency plans to minimize disruption.

Combined Approach for Enhanced Alerting



By leveraging both Amazon CloudWatch and the monitoring capabilities of the Managed Services program, agencies gain a comprehensive monitoring solution that is both broad in scope and specific in focus. This dual-layered approach ensures that not only are the technical aspects of the AWS environment under surveillance, but there is also a dedicated team ready to interpret and act on the data specific to contact center operations. Here's how this approach addresses the requirement:

Immediate Detection: CloudWatch provides immediate detection of issues within the AWS environment, including metrics and alarms related to performance and health that could indicate an upstream service disruption.

Specialized Focus: The Managed Services program adds a layer of contact center-specific monitoring, ensuring that any potential impact on operations is quickly identified and assessed for severity.

Rapid Alerting: Upon detection of a potential upstream service provider outage, the combined system ensures rapid alerting mechanisms are in place, notifying agency staff with specific details and recommended actions.

Continuity and Recovery: With advanced preparation and coordination, the Managed Services team can implement predefined continuity and recovery strategies, reducing downtime and maintaining service levels even in the face of upstream disruptions.

The integration of Amazon CloudWatch with the Managed Services program's monitoring provides a robust, comprehensive solution to alert agency staff to possible operational impacts due to upstream service provider outages, ensuring continuity and reliability of contact center operations.

Secondary responsibility for user provisioning, via ticketing system.

TTEC Response::

The Managed Services program is designed to provide comprehensive support for various operational aspects of contact center solutions, including the critical function of user provisioning. Secondary responsibility for user provisioning via a ticketing system is a specific requirement that underscores the need for an efficient, secure, and responsive process to manage user access and permissions within the system. Here's how the Managed Services program can support this requirement effectively:

Integration with Ticketing Systems

The Managed Services program leverages advanced ticketing systems to streamline the user provisioning process. These systems serve as the central hub for all provisioning requests, ensuring a structured, traceable, and efficient handling of user access management. The integration of ticketing systems allows for:



Centralized Request Management: All user provisioning requests are centralized within the ticketing system, providing a single point of management and oversight. This centralization ensures that requests are not lost, overlooked, or delayed.

Automated Workflow and Escalation: The ticketing system is configured with automated workflows that route requests to the appropriate team members for action. Escalation paths are also defined to ensure timely attention to urgent or high-priority requests.

Audit Trails and Compliance: Every action taken on a provisioning request is logged within the ticketing system, creating an audit trail that supports compliance with organizational policies and regulatory requirements. This is crucial for maintaining security and accountability in user access management.

Role of Managed Services in User Provisioning

Under the Managed Services program, the role of secondary responsibility for user provisioning involves several key functions:

Validation and Authorization: The Managed Services team acts as a secondary line of review and authorization for provisioning requests. This includes validating the necessity and appropriateness of access levels requested, ensuring compliance with security policies and best practices.

Provisioning and Configuration: Upon authorization, the Managed Services team executes the provisioning or configuration changes required. This may involve creating new user accounts, modifying existing permissions, or deprovisioning access as needed.

Continuous Monitoring and Review: The team also monitors for any anomalies or issues related to user provisioning, such as excessive permissions or inactive accounts, and conducts periodic reviews to ensure ongoing compliance and security.

Benefits of Managed Services Support for User Provisioning

By entrusting secondary responsibility for user provisioning to the Managed Services program, agencies can realize several benefits:

Enhanced Security and Compliance: The layered approach to validation and authorization helps prevent unauthorized access and ensures that user provisioning aligns with security policies and compliance requirements.

Operational Efficiency: The use of automated ticketing systems and workflows streamlines the provisioning process, reducing manual effort and speeding up response times. This efficiency allows internal IT teams to focus on other strategic initiatives.

Scalability and Flexibility: The Managed Services program can scale its support according to the agency's needs, handling peaks in provisioning requests without compromising service quality or security.

Expertise and Best Practices: Agencies benefit from the Managed Services team's expertise in user provisioning and access management, ensuring that best practices are followed throughout the process.



The Managed Services program provides robust support for secondary responsibility in user provisioning via a ticketing system. This support encompasses the integration and optimization of ticketing systems, expert validation and execution of provisioning requests, and a commitment to security, compliance, and efficiency in managing user access within the contact center environment.

4.6 Initial setup or transfer costs

4.6.1 Flat fee one time setup or transfer costs

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See pricing sheet

4.7 Professional service hours

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.

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See pricing sheet.

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	\$12,000.00	\$144,000.00	
AWS Services per 1,000,000 minutes outbound	4.1-4.4	\$4,800.00	\$57,600.00	
AWS Services per 500,000 chat messages	4.1-4.4	\$2,905.00	\$34,860.00	
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	4.1-4.4	\$134.77	\$1,617.24	
TOTAL AWS SERVICES ESTIMATED COSTS			\$859,077.24	
Description	Specification	Estimated Monthly Cost	Total	
Cloud Assured Managed Services (monthly)	4.5	\$4,176.90	\$50,122.80	
Description	Specification	One Time Fee	Total	
Transfer or setup costs (one-time)	4.6	\$276,510.00	\$276,510.00	
Description	Specification	Estimated Hours	Hourly Cost	Total
Professional Service Hours (PM)	4.7	100	\$325.00	\$32,500.00
Professional Service Hours (Junior Developer)	4.7	100	\$325.00	\$32,500.00
Professional Service Hours (Senior Developer)	4.7	100	\$325.00	\$32,500.00

GRAND TOTAL \$1,283,210.04

Notes: See Assumptions below:
Section 4.1-4.44

The pricing provided in the AWS Services section is directly in line with Amazon's standard published rates for Amazon Connect and Contact Lens, which can be reviewed at <https://aws.amazon.com/connect/pricing/>. No modifications or additions have been made to Amazon's pricing. The estimated monthly and annual costs are based on the anticipated usage volumes provided in the RFP. However, actual costs will be based on real consumption at Amazon's published rates. Whether the solution is deployed directly into the customer's AWS account or hosted in our partner account, the consumption costs for AWS Services will be the same and will be passed through to the customer at Amazon's published rates. Hosting the solution in our account will not result in any price differences for AWS Services compared to the customer hosting it themselves. This transparent pricing approach ensures the customer benefits from Amazon's consistent and predictable pricing for AWS Services, while still having the option for us to handle the setup and management of the solution on their behalf if desired. The customer will be billed for actual consumption of AWS Services at the published Amazon rates in either deployment model.

Section 4.7

Our professional services pricing is based on a blended hourly rate that encompasses the diverse expertise and experience of our entire team. This rate is carefully calculated to account for the contributions of various roles, including Program Directors, Junior and Senior Developers, Junior and Senior Project Managers, Junior and Senior Business Analysts, and Trainers. By utilizing a blended rate, we aim to provide simplicity, predictability, and cost-effectiveness for our clients.

The blended rate approach offers several key benefits. First, it simplifies the financial planning and budgeting process by providing a consistent and predictable cost structure. Clients can avoid the complexity of managing varying rates for individual roles, allowing for more streamlined budgeting. Second, the blended rate allows for flexibility in resource allocation. We can efficiently assign the most suitable resources to the project based on evolving requirements, ensuring that the right expertise is available when needed. Whether it's senior technical staff for complex issues or project management oversight to maintain project timelines and quality, the blended rate enables us to adapt to the project's demands.

As the first signed Amazon Connect partner, we bring unparalleled experience and expertise to the table. Our extensive track record in implementing and managing Amazon Connect solutions has allowed us to develop a deep understanding of best practices, potential challenges, and effective strategies. This accumulated knowledge enables us to deliver projects more efficiently and effectively compared to other partners. By leveraging our experience, we can streamline the implementation process, anticipate and mitigate risks, and optimize the solution to meet the client's specific requirements. As a result, we are often able to complete work more quickly and potentially reduce the overall number of professional service hours required, ultimately providing cost savings for our clients.

Furthermore, the blended rate promotes cost-effectiveness over the entire project lifecycle. By leveraging a single rate, clients can benefit from the utilization of high-level expertise without incurring excessive costs associated with role-specific rates. While the blended hourly rate may initially appear higher when viewed in isolation, it is crucial to consider the comprehensive value it represents. The rate reflects the collective knowledge, skills, and experience of our entire professional services team, ensuring that a wide range of expertise is readily available to support the project's success.

We prioritize transparency and open communication regarding our pricing structure. If there are any questions or concerns about the blended rate approach, we welcome the opportunity to provide further clarification. Our goal is to foster a clear understanding of how the blended rate can benefit the project in

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: TTEC Government Solutions

VENDOR'S REPRESENTATIVE: Steven Pollema CO

VENDOR'S PHONE & EMAIL: (800)835-3832 steven.pollema@ttedigital.com

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