



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 @ 2

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 1388009


Procurement Type: Central Master Agreement

Vendor ID: VS0000041103 

Legal Name: aum tech inc

Alias/DBA: Aumtech

Total Bid: \$1,375,000.00

Response Date: 04/02/2024 

Response Time: 11:27

Responded By User ID: fredcook242 

First Name: Fredrick

Last Name: Cook

Email: sales@aumtech.com

Phone: 7322541875

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV240000007

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: 2

Total of All Attachments: 2



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 ESR04022400000005688	1

**VENDOR**  
 VS0000041103  
 aum tech inc

**Solicitation Number:** CRFQ 0323 WWV2400000007

**Total Bid:** 1375000

**Response Date:** 2024-04-02

**Response Time:** 11:27:24

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

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

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	AWS Services				1353000.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:** Includes:  
 AWS Services per 2,000,000 minutes connect charge  
 AWS Services per 1,000,000 minutes inbound  
 AWS Services per 1,000,000 minutes outbound  
 AWS Services per 500,000 chat messages  
 AWS Services Contact Lens per 1,000,000 voice minutes  
 AWS Services Contact Lens per 500,000 chat messages  
 AWS Services Storage

**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				12000.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:**  
**Extended Description:**  
 Cloud Assured Managed Services  
 These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Transfer and Setup Costs	1.00000	LS	10000.000000	10000.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:**  
**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	90.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:** \$90/hour for 20 hours  
**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	60.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:** \$60/hour for 80 hours

**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	90.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

**Commodity Line Comments:** \$90/hour for 40 hours

**Extended Description:**

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

Proposal For:



**The State of West Virginia**  
**Department of Administration**  
**Purchasing Division**

*Solicitation No: WWV2400000007*

**Vendor Code:VS0000041103**

*March 19, 2024*

**Aumtech, Inc.**

242 Old New Brunswick Road

Piscataway, NJ 08854

(732) 254-1875

March 19, 2024

Brandon L. Barr  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305

Dear Mr. Barr:

Thank you for the opportunity to respond to your requirements for the Virtual Call Center and Outbound Mass Calling Managed Services. We are uniquely qualified to deliver an outstanding solution and services to The State of West Virginia, Purchasing Division.

Enclosed is our proposal for your review. We have included a basic overview of our services and certain differentiators that make us unique in our marketplace. Additionally, please note that Aumtech is a Minority Business Enterprise certified with the NMSDC of NY/NJ, Certification # NY03792.

Please feel free to reach out to me with any questions that you have. I look forward to working together in partnership to help deliver outstanding services to your valued clientele and employees!

Regards,

A handwritten signature in blue ink that reads "Tom Porter". The signature is written in a cursive style and is positioned above the printed name and title.

Tom Porter  
Chief Operating Officer

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## Executive Summary

We are pleased to propose how Aumtech intends to address a new partnership with the State of West Virginia. We are confident that we can surpass your expectations in design, features, implementation, consultative expertise, and value. We believe the top 3 reasons why Aumtech is capable of being your preferred Virtual Call Center and Outbound Mass Calling Managed Services partner are:

- Experience - Over 35 years of delivering Call Center related solutions to clients through our Intelligent Communications and Collaboration platform that are value-driven, performance based, secure, and cost-effective;
- Flexibility - Our solution allows for easy integration into your existing systems and 3rd party software, and can be customized to meet any future needs;
- Secure by Design - our platform enables privacy and security by design: end-to-end encryption, PII protection, PCI compliance, and comprehensive enterprise features and controls.

Aumtech provides Customer Engagement Solutions through its Intelligent Communications and Collaboration Platform for the public sector, government, major airlines, financial services, healthcare entities and telephone companies. We have specific experience providing a best-value alternative, used by telcos worldwide as well as major companies and government agencies. We have expertise deploying similar services to your requirements with JetBlue Airways, Foundever BPO (Formerly Sykes and Sitel), as well as public sector organizations such as the Delaware Department of Labor, and the San Bernardino Courts System.

We are offering a flexible, hosted platform solution, with different upfront and ongoing costs. At the onset of the project, we will establish success criteria so that all stakeholders agree on the goals and objectives of the solution. Once the project is approved, Aumtech Project Managers will work with your team to ensure communication and implementation of your success criteria, with the highest professional standards. Upon testing completion and mutual approvals, the system will be placed into production.

Aumtech understands your requirements, scope, desired deliverables, and results. Aumtech has delivered dozens of Call Center solutions and applications and outbound mass calling solutions to all facets of government and industry, cross-pollinating the best practices from each of our various client types, to deliver best-in-class practices, on a world-class, notification platform. You can expect us to provide a system which meets your expectations and mandatory requirements:

- Virtual Call Center with support of up to 500 simultaneous inbound and outbound callers;
- Both Ad hoc and daily scheduled calls;
- Future SMS support;
- Provide industry-standard contact completion efficiencies, with comprehensive analytics and reporting;
- With training, maintenance, and support to ensure your full utilization of the capabilities of your solution.

We also understand that the ability to interface with various 3rd party systems and secure file transfer is crucial, and we can assure you that our experience in this realm will lead to a smooth, timely and cost-effective implementation.

We believe that the use of technology is the only way to achieve the trifecta of customer service: 1) value, 2) constituent satisfaction, and 3) maximum performance. In the case of the Virtual Call Center and Outbound Mass Calling Managed Services requirements, we will achieve your goals by providing the best fit for the requirements provided with the focus on providing the best CX possible ensuring the highest citizen satisfaction. Aumtech balances its innovation for optimum CSAT, performance, and cost.

Aumtech is a **Nationally Certified Minority Business Enterprise** (with Certification #NY03792 from the National Minority Supplier Diversity Council). Aumtech is the only Certified Tier I Diverse Solution provider of telephony and SMS communications, Visual IVR and Speech Recognition platforms which **owns its own technology**. Aumtech is also the only Minority Supplier which can deliver your desired Outbound Mass Calling Managed Service, using its own self-service platform, which includes an Interactive, 2-Way communications and notification capability. So, as your requirements evolve, you can depend on Aumtech to have the expertise, the responsiveness, and the flexibility to enhance your solution for optimal value, constituent satisfaction, and performance. Having an MBE as your Primary Supplier also means that 100% of your contract with Aumtech can be counted toward your Tier One Diversity Spending Goals.

Aumtech's experience in client communications, notifications, and digital self-service telephony dates back to the start of this technology, which explains Aumtech's collaboration and **patent awards** during the infancy of this industry. We focus on one objective: **Providing the technology tools** to a) improve ease of communication, b) reduce customer frustration, and c) lower your cost for the services delivered to your clients.

The primary reasons for considering Aumtech are because of the unparalleled support, expertise, and the value which we will deliver. We look forward to further discussions and demonstrations of our capabilities to work with West Virginia in partnership, toward your continued success.

# I. Company Overview

Below is a brief description of Aumtech, its products and solutions, its mission and areas of expertise.

## **Who is Aumtech**

Aumtech has been an industry leading provider of intelligent customer engagement solutions for over 35 years. We are an incredibly dedicated team of hard-working, talented individuals with a passion for helping organizations succeed in a demanding customer support and digital-first world.

Customer service technology is our passion, but customer service is in our DNA. Our customer support organization is invested in sharing best practices and ensuring goals are met throughout the entire customer relationship.

We know that great technology means little without great people to support it. We are proud of our diverse, growing teams in the US and Europe, with their dedication and passion for designing, producing, selling, and supporting our mission.

We work hard, play hard, communicate openly, and support each other and our clients passionately. We hold ourselves to high standards and strong values.

## **Working with Aumtech**

Working with Aumtech means working with an innovative company which has a proud history and longevity. It means working with a company which understands the value of customer relationships and business partnerships. How Aumtech works is as important as what we do.

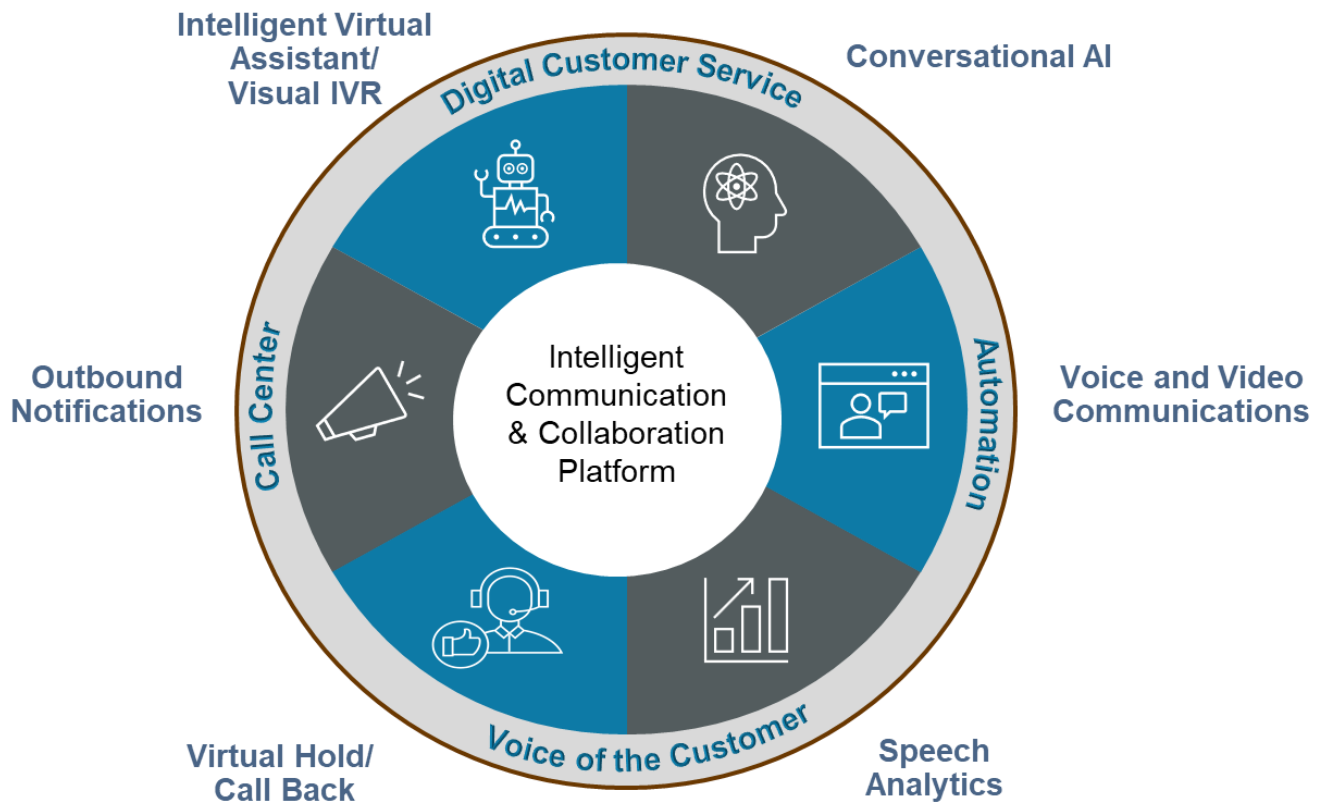
And, working with Aumtech means working with a minority-owned company rich in history in helping to grow enterprise companies and provide exceptional experiences to their customers and employees! Aumtech is NMSDC/MBE Certified.

## **Customer Engagement Solutions**

Aumtech is a provider of Customer Engagement Solutions. We provide our solutions through our Intelligent Communications and Collaboration Platform which uses natural language processing (NLP), and generative AI technologies to automate interactions with customers, employees, and suppliers. Our platform provides the foundation to deploy, manage and measure conversational text and voice-based self-service for digital customer service and can be deployed for any sized contact center.

Our IVA technology delivers fast, easy, personalized service through industry-leading voice recognition and digital messaging capabilities, creating positive interactions that drive improved customer satisfaction. Its voice, video and messaging capabilities can enrich the service experience by adding live video and screen sharing to your customer interactions, building brand loyalty. In this competitive landscape, Aumtech is able to deliver solutions that are affordable, reliable, and secure.





Aumtech’s Virtual Call Center and Outbound Mass Calling Managed Services solution revolutionizes outbound engagement by empowering teams to deliver faster, improved, and highly profitable conversational experiences. Our innovative and feature-rich platform combines automation and multi-touch capabilities across various channels such as voice, SMS, mobile, e-mail and click-to-call-back. Aumtech’s Solution is quick to deploy, easy to manage via our management dashboard, and provides customers with tools for success for a fast ROI.

**Key Features:**

- Communication channels for voice, and future integration for SMS
- Easy to set up contact rules
- Apply scrubbing rules for compliance
- Easy to set up contact/dialing schedule for any time or day of the week
- Quick campaign startup
- Insightful reporting and analytics

**Our Mission**

Our mission is to make it easier for companies and people to communicate. Our goal is to elevate the customer. Your customers are most important, and so are ours. We keep the end-user in mind to help our clients achieve the best automated and intelligent customer self-service experience.

The Aumtech team recognizes the diverse backgrounds of its members and strives to create a safe environment for all to express their ideas, promote individual growth, and unite the company in the pursuit of cultural excellence. To foster this environment, everything we do is built around the values of teamwork, transparency, innovation and perseverance.

The goal is an all-inclusive gathering, regardless of titles, to cultivate ideas, bring suggestions of improvement to the team, and to empower every employee through motivation and recognition. This culture of excellence then feeds the success of our clients.

### **Our Core Values**

**CX** - Be passionate about delivering the best customer experience in the world!

**Collaborate** - We are stronger together – We’re a collaborative team and view interdepartmental teamwork as our core competitive advantage. Every win is a team win.

**Innovate** - Innovation happens today – preparing for tomorrow, today. Aumtech has had a history of innovation for over 35 years.

**Persevere** - Difficult situations do not deter us; they unite us. Challenge fuels our innovation internally, and inspires us to persevere through adversity and to deliver innovative, exceptional solutions for our clients.

Those values are exemplified in every aspect of Aumtech – from our technology to our people. We’re proud of the company and the culture we’ve built—one that truly values our employees, clients and partners.

Aumtech has over 100 clients across multiple industries including public sector, financial services, banking, healthcare, telcos, retail, airlines and BPOs. These clients range in size from small businesses to very large enterprise accounts and Fortune 1,000 companies.

Aumtech has clients in the public sector including the following:

- Homeland Security, Executive Office of the President – 6 years
- San Bernardino County Court System - 5 years
- State of Delaware, Department of Labor – Division of Unemployment – 6 years
- Galveston County, TX – 4 years
- Essex County, NJ – 1 year
- Multiple implementations via our reseller partnerships

All the above-mentioned clients utilize our Outbound Mass Calling Managed Services. They also utilize multiple product offerings from Aumtech that include Virtual Call Center, Intelligent Virtual Assistants (IVA), conversational AI, and speech analytics.

## **II. Solution Overview**

Aumtech will provide The State of West Virginia with a Virtual Call Center solution with the following key components and features:



- Migration of existing AWS Connect Instance to Aumtech’s AWS Connect Instance
- Outbound Mass Calling Managed Service
- Future SMS Support
- Analytics and reporting

### III. Qualifications

3. QUALIFICATIONS: Vendor, or Vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1 Have supported virtual call center operations and related systems in cloud computing environments for at least 5 years.

Answer: Aumtech has over 5 years of delivering virtual call center operations and related systems in cloud computing environments

3.2 Be an authorized vendor or service provider for the chosen cloud computing environment system will be hosted on.

Answer: The Virtual Call Center will be migrated to Aumtech’s Amazon Connect Instance

### IV. Mandatory Requirements

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

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

Answer: Yes, Aumtech can support variable number of call center users and up to 500 simultaneous inbound and outbound callers.

4.1.2 Customizable call queue settings

Answer: Yes, the call queues can be customizable and controlled by West Virginia Admins.

4.1.3 Allow for multiple tiers for call triage and handling.

Answer: Yes, multiple tiers can be used for call triage and handling based on business decisions from West Virginia.

4.1.4 Simple transfer options for call center personnel.

Answer: Yes, call center personnel can transfer between agents

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

Answer: Yes. Agency staff can set a list of holidays for call center closure. Additionally, emergency closures and flex messaging can be editable by agency staff if required.

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

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

Answer: Yes, Aumtech's outbound mass calling platform can handle up to 10 calls per second.

4.2.2 Ad hoc outbound calling campaigns.

Answer: Yes, Aumtech's outbound mass calling platform can handle ad hoc outbound calling campaigns.

4.2.2.1 Same day calling the day of scheduling.

Answer: Yes

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

Answer: Yes

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

Answer: Yes

4.2.2.4 Support multiple users.

Answer: Yes

4.2.2.5 Provide manual call management capabilities for designated system users.

Answer: Yes, designated system users can create ad hoc outbound calling campaigns.

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

4.3.1 Schedule calls based on a list provided daily delivered via secure file transfer method to be agreed upon.

Answer: Yes, Aumtech's outbound mass calling platform can handle daily scheduled outbound calling campaigns.

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

Answer: Yes

4.3.3 Provide reporting status of each call made or attempted.

Answer: Yes

4.3.4 Multiple user support as in 4.2.1.2

Answer: Yes

4.4 SMS Support

4.4.1 Must be able to support SMS messages for future expansion.

Answer: Yes. Aumtech's Outbound Platform has SMS capability. This can be added for future expansion.

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

Aumtech: Yes

4.4.3 Scheduling of SMS messaging consistent with outbound calling system in 4.2

Answer: Yes

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

Answer: Yes

#### 4.5 Managed Services

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

Answer: Yes, Aumtech utilizes JIRA to track any technical issues that agency staff can

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

Answer: Yes, Aumtech account manager will alert agency staff to possible impact of operations

4.5.3 Secondary responsibility for user provisioning, via ticketing system.

Answer: Yes, agency staff can use the ticketing system for user provisioning.

#### 4.6 Initial setup or transfer costs

4.6.1 Flat fee one time setup or transfer costs

Answer: Please see Exhibit A: Pricing Page for WorkForce West Virginia

#### 4.7 Professional service hours

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

Answer: Please see Exhibit A: Pricing Page for WorkForce West Virginia

## V. Functionality, Features and Capabilities

### A. Amazon Connect Virtual Call Center

Aumtech will work with the current incumbent to migrate to Aumtech's instance of Amazon Connect. This will allow for minimal disruption and reduced training costs for WorkForce West Virginia staff.

### B. Outbound Voice, SMS, and Email

To reduce costs, increase value and provide enhanced features, Aumtech will provide WorkForce West Virginia staff access to Aumtech's Outbound Notification solution that will be hosted at a FEDRAMP compliant data center in New Jersey with a backup site in Colorado.

Aumtech's Outbound Notification solution revolutionizes outbound engagement by empowering teams to deliver faster, improved, secure and highly profitable conversational experiences. Our innovative and feature-rich platform combines automation and multi-touch capabilities across various channels such as voice, SMS, e-mail and click-to-call-back. Our outbound solution is quick to deploy, easy to manage via our management dashboard, and provides customers with tools for success for a fast ROI.

#### **Key Features:**

- Communication channels for voice, SMS, and email
- Easy to set up contact rules
- Apply scrubbing rules for compliance
- Easy to setup contact/dialing schedule for any time or day of the week



- Quick campaign startup
- Insightful reporting and analytics

**The Aumtech Outbound Notification and Emergency Messaging System features:**

- A mass messaging web-based platform that can send outbound voice, SMS and emails to all available contact information maintained by the system
- Web-based and accessible by laptops, tablets or telephone without any software downloads or add-on features.
- Ability to upload files or send files using SFTP with the proper security features that prevent compromise of personal information.
- Ability for users to create custom messages with an ability to tailor campaign messages specifically to individual groups or contact lists.
- Reporting and analytics to include activity logs on conversations that show who was contacted, responses, total number of contact attempts, and analytics to aid in positive outreach of recruits.
- Ability to send alerts and reminders to the users if someone responds to their text.
- Capacity to handle a large number of messages annually.
- Provide the ability to control the area codes and phone numbers for outgoing messages.
- Provide initial training to users and administrators on how to operate the program.
- Provide the authorized personnel notifications of system maintenance, and maintain a minimum of 99% uptime, including planned outages.
- Provide a help desk and administrator support to authorized personnel.

Additionally, Aumtech provides differentiating technology, service and support that make us one of the leading outbound notification providers in our market. Following are our key and differentiating features:

- Easy-to-use, flexible, scalable, and secure outbound communications platform.
- Web-based portal with mobile compatibility that facilitates easy campaign setup, configuration, and scheduling.
- Built-in reports backed by high availability replication MongoDB.
- Role-based access mechanism to permit use of the Outbound Portal in the most optimal way for the WorkForce West Virginia
- Highly customizable based on the requirements, and able to add new features as required.
- Aumtech Outbound Platform is backed by foolproof mechanisms to monitor that all campaigns are delivered in a timely and efficient manner.
- Email functionality integrated into Aumtech Outbound Platform to keep the agency staff updated about scheduled reports and alerts.
- Instant Campaign Creation and scheduling via Portal, Features include ability to subscribe and unsubscribe from dialing list.
- Highly scalable, distributed and very advanced Outbound Portal.
- Maintains database for all outbound messages and calls
- Updates CMS about the state of each outbound call and sends an alert notification to users when a return message is received.
- Ability to add/change/delete Scrubbing Rules

- Ability to upload prospect list in CSV format or via SFTP with Campaign Upload Verification

### Easy to Config Alerting Rules

**Crystal Rock : Dialing Rules**

Enter the phone number you wish to be displayed on the **Default Caller ID**.

8665794486

Select the type of **Answering Machine Detection** you would like applied to each call.

Detect and delay until answering machine message complete.

When connected to answering machine, how would you like to handle each call?

Leave a message on the first connect, discontinue dialing

When providing **more than one contact numbers**, how would you like to distribute the calls?

Only dial primary number

If the call length is less than  hrs  mins  secs  
label the call as **Undeliverable**, and continue future attempts

Discontinue dialing after  attempts

How long will the **delay between attempts** be?

hrs  mins  secs

Discontinue dialing each record after **remaining in queue** for

hrs  mins  secs

### Easy to Config Scrubbing Rules

**Crystal Rock : Scrub Rules**

Scrub Duplication Phone Numbers (File & Queue):

Scrub Federal DNC Numbers

Scrub Cellular Numbers

Scrub Wireless Portability Numbers

**States to Scrub:**

Non-selected Showing all 53

Selected Empty list

Filter

→ → →

← ← ←

Alabama (AL)  
Alaska (AK)  
Arizona (AZ)  
Arkansas (AR)  
California (CA)  
Colorado (CO)  
Connecticut (CT)

States is defined by:

Area Code  Import Field

Area Code Suppression

ZIP Code Suppression

### Easy to Config Alerting Schedule

Crystal Rock : Dialing Schedule

SYKES' Safe Hours of Operation are enabled for this program. This provides a secondary level of verification to ensure records are only dialed between the hours of 8am and 9pm. If you wish to disable this feature please [click here](#)

Activated	Description	Day	Hours
✓	<a href="#">Daily Schedule (MON-FRI)</a>	Every Monday, Tuesday, Wednesday, Thursday, Friday	1 PM to 4 PM

**Edit Dialing Schedule**

**Dialing Schedule**

Description :

Activated : Yes  No

Schedule Defined By :

Specifying 'Date of Year' will supersede any rules defined by 'Day of Week'

Day Of Week :

**Weekend**

Saturday

Sunday

**Weekday**

Monday

Tuesday

Wednesday

Thursday

Friday

Dialing Windows :

**AM Hours**

08:00-08:59 AM

09:00-09:59 AM

10:00-10:59 AM

11:00-11:59 AM

**PM Hours**

12:00-12:59 PM

01:00-01:59 PM

02:00-02:59 PM

03:00-03:59 PM

04:00-04:59 PM

05:00-05:59 PM

06:00-06:59 PM

07:00-07:59 PM

## C. Reporting/Analytics

### 1. Report and dashboard capabilities

Aumtech provides an easy to use and customizable reporting and analytics dashboard. We provide conversation-first analytics that are built directly into each customer interaction for deeper-dive analysis and trending across all channels (i.e. voice, SMS, email, etc.).

**Delaware Interactive Portal**

Welcome, superadmin | Tuesday, July 25, 2023 2:50:13 PM

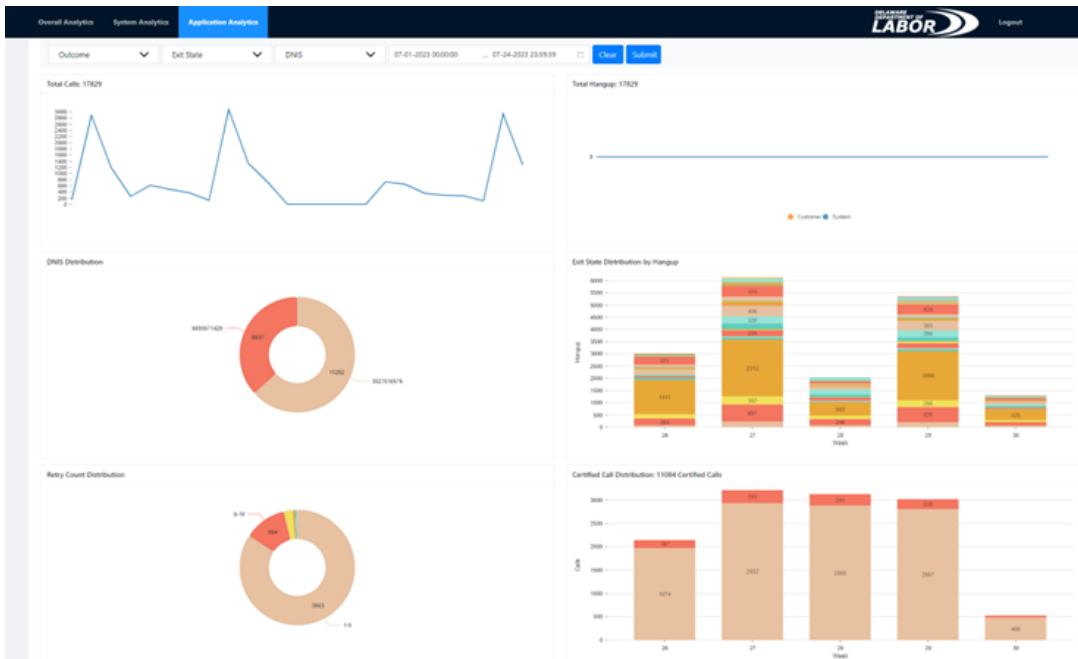
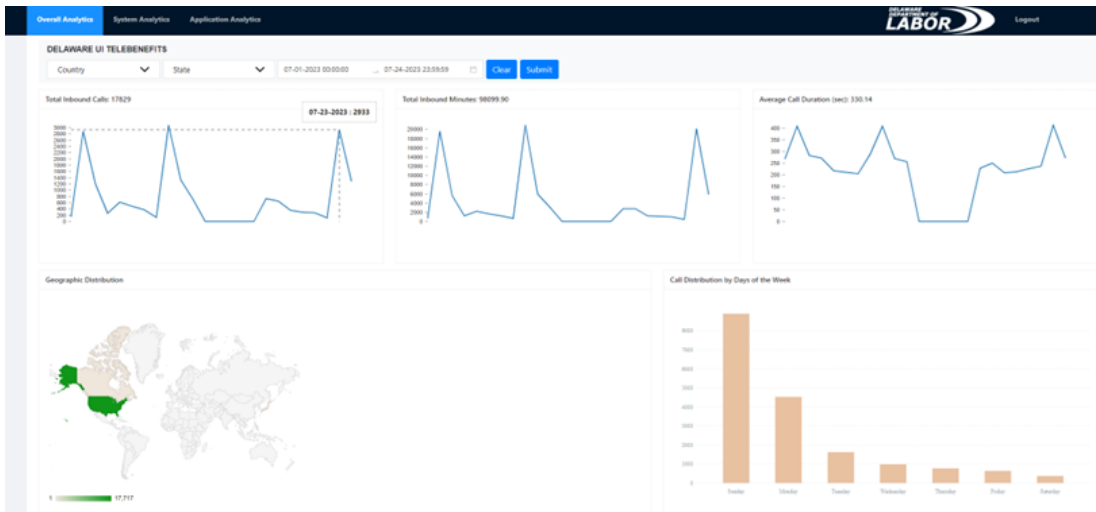
Reporting/Analytics | User Administration

**Delaware FAQ : CDR Report**

Filters

From Date: 07-01-2023 | To Date: 07-25-2023 | View data in batches of: 1000 records | Batch #: 1 | Load Report

Unique Call ID (CDR)	Calling Party	Called Party	Call Start Time	Call End Time	Call Duration (Seconds)	System ID	Outcome
USNDELIVR01-PORT135-0701202308025645	4843877069	3027618367	2023-07-01 08:02:56:487	2023-07-01 08:03:57:124	60.64	USNDELIVR01	Hangup
USNDELIVR01-PORT135-0701202308040326	4843877069	3027618367	2023-07-01 08:04:03:322	2023-07-01 08:05:32:117	88.80	USNDELIVR01	Transfer to CSR
USNDELIVR01-PORT73-0701202308100233	3028410484	3027618367	2023-07-01 08:10:02:390	2023-07-01 08:11:29:739	87.35	USNDELIVR01	Transfer to CSR
USNDELIVR01-PORT73-0701202308105320	3028996500	3027618367	2023-07-01 08:10:53:242	2023-07-01 08:12:28:262	95.02	USNDELIVR01	Transfer to CSR
USNDELIVR01-PORT168-0701202308105447	8049303334	3027618367	2023-07-01 08:10:54:507	2023-07-01 08:12:25:081	90.57	USNDELIVR01	Transfer to CSR
USNDELIVR01-PORT168-0701202308132677	3028973339	3027618367	2023-07-01 08:13:26:810	2023-07-01 08:14:28:610	61.80	USNDELIVR01	Transfer to CSR
USNDELIVR01-PORT135-0701202308450626	3023310726	3027618367	2023-07-01 08:49:26:328	2023-07-01 08:50:28:423	62.10	USNDELIVR01	Transfer to CSR



## VI. Technical

Uptime, dependability, performance, redundancy/hot fail-over, disaster recovery for:

### A. Full Cloud Solution

Aumtech provides disaster recovery and business resumption plan and process for cloud-based implementations.

It is very important that we all plan for the worst-case scenarios, but we wanted to set expectations properly and so we start this section by noting that, **in its 35-year history, Aumtech has never been in a position where a customer has requested a Service – Related Credit.**

The Aumtech Business Continuity Plan (“the Plan”) is intended to ensure that we can identify and properly respond to business disruptions, with minimal impact to our, and your, business operations. The Plan is intended to serve as the centralized repository for the information, tasks, and procedures that would be necessary to facilitate Aumtech management’s decision-making process and its timely response to any significant interruption of normal business operations and services.

The Plan is reviewed and updated annually; where warranted, it is tested, and, at the Client’s request, it may be reviewed at any time by an independent auditor.

Disruptions to business operations can range from the small, minor annoyance, to events which threaten your entire business operation, credibility, and reputation. An effective business continuity plan provides Aumtech with a measure of control over the effects of a significant business disruption, whether it was caused by humans or nature, whether intentional or accidental. The results of a disruption can cause property damage, interruption of service, loss of profits, or even have an impact upon a company’s competitive advantage. The Business Continuity Plan is intended to mitigate such damage by providing methods for communication during the disruption, by presenting alternate methods and locations for business resumption, and by prescribing ways to manage and monitor the recovery process.

**Geographic Redundancy.** As part of its comprehensive planning for Disaster Recovery and Business Continuity, Aumtech provides Geographic Redundancy, which is designed to mitigate major service disruptions caused by natural disaster, network outages, extended power outages, fire or water damage, and other events that might result in extended downtime for the platform. Geographic Redundancy is a required feature for all enterprise-size customers, and is therefore tested by Aumtech, at minimum, on a weekly basis, in addition to the preemptive, continuous monitoring and other testing at both the system and the application levels. Aumtech maintains independent hosting sites in New Jersey and Colorado, and, when requested, may also deploy redundant hosting services inside of a client’s infrastructure, as well.

**Failover.** A domain is pre-configured with information about its replicated domain in the backup data center. This information is used by the Agent, the application(s), and by the failover features of the platform, to re-route calls to backup systems when failover is executed. Inbound DNIS numbers (TFN and DID) will be manually redirected by instructing the Aumtech inbound carriers to utilize an alternate destination (SIP Proxy) in the backup data center. The current database replication status will be monitored, and when there are no replication delays, the backup servers required for the geographically-redundant domains will be started. This Geographic Redundancy acts as a primary/primary architecture, and replicates data via VPN in real time between Aumtech’s co-location facilities.

**Management of, and communication related to, Planned Outages.** As standard operating procedure, Aumtech automatically notifies customers of any planned outages. In the event of an unplanned outage, Aumtech initially

contacts customers via email and phone, and continues delivering updates at regular intervals until the incident is resolved. The customer system status portal also allows a customer to configure automatic text and email notifications of system disruptions.

**PROCESS FOR IMPLEMENTATIONS:**

**Priority Levels and Response Times:** Aumtech provides responsive service to all of our clients, and uses the following priority ranking to ensure the fastest responses to your most critical issues:

**Priority 1:** Production system is down which precludes Customer from successful operation of the total system or a component critical to operation and requires immediate attention. Initial Response: 0 to 15 minutes; Escalation to Tier 3: 0-15 minutes; Escalation to Engineering: 0-15 minutes; Status Update: every hour.

**Priority 2:** Critical component of production environment has significant failures precluding its successful operation. Initial Response: 30 minutes; Escalation to Tier 3: 0-2 hours; Escalation to Engineering: 3 hours; Status updates: every 4 hours.

**Priority 3:** A problem exists with a major feature within the product, but the majority of the functions are still usable and some circumvention may be required to provide service. Initial Response: 4 hours; Escalation to Tier 3: 2 business days; Escalation to Engineering: 3 business days; Status Updates: every 2 business days.

**Priority 4:** A minor problem exists or the user has a question that does not significantly affect the application's function. Initial Response: 1 Business day; Escalation to Tier 3: 3 business days; Escalation to Engineering: 5 business days; Status Updates: as required.

**Experience level of Aumtech customer care staff:** All Aumtech employees are highly trained, with years of experience in contact centers, and with the full support of Aumtech's Professional Services and Design, and Systems teams. Our people will work with you every step of the way to ensure your success.

**Time-to-Fix Expectations and Commitments.** Aumtech's Defect Resolution and Escalation Process reflect a company-wide commitment to the timely and complete resolution of customer issues. Aumtech's Support Engineers will work with you to isolate, identify, reproduce, and resolve reported problems.

As referenced above, in its 35-year history, Aumtech has never been in a position where a customer requested a Service – Related Credit. While Aumtech's Clients are highly complementary of Aumtech's responsiveness and support effectiveness, we do not typically commit to Average Times to Repair nor to Times to Correct Reported Issues. However, we willingly commit to our **responsiveness**, and we commit to the **dedication of resources to resolve your reported issues**. See the Priority Levels and Response Times, above, for those commitment levels.

Upon being notified of your interest in continuing this discussion, and during our next stage of presentation, discussion, and explanation of Aumtech's proposed solution, we would be pleased to discuss this topic (or any

other issue requiring clarity) in greater detail; then, if you still believe that you require Commitment of Repair Times and SLAs, we will work with you to arrive at a mutually agreeable arrangement.

SLAs and penalties, if any, are a function of the contract terms and conditions, which are subject to your specific and more detailed environment, and mutual agreement. The Aumtech solution combines several telco carriers, layers of server redundancy, with Network and Geographic Redundancy of data centers, to deliver 99.99% or greater availability. However, due to the multiple and diverse components including software, hardware, and various network components and configurations, **Aumtech will contract for SLAs**, with associated penalties, **only for outages caused by Aumtech components**. In the event that Aumtech does not meet contracted SLAs, you may be eligible to receive a service credit for the affected month. The amount of service credit will depend upon length and severity of the service outage, calculated as a percentage of monthly charges (excluding any telecom charges which may be included) for a given calendar month.

We provide additional information regarding our support and maintenance services, below, and the key components to our historically impressive uptime and support services.

## B. Cybersecurity overview

Cyber risk continues to relentlessly rise. Cloud assets and web apps remain unassessed, enabling potentially dangerous vulnerabilities to remain undetected. The Aumtech Security Architecture is based on Tenable plugins. As information about new vulnerabilities are discovered and released into the general public domain, Tenable Research designs programs to detect them. These programs are named plugins. The plugins contain vulnerability information, a simplified set of remediation actions, and the algorithm to test for the presence of the security issue. Tenable Research has published over 165,000 plugins.

*Please see our Information Security Policy submitted with our response.*

## C. Data security and privacy overview

Aumtech's Privacy Policy describes the privacy practices of Aumtech Inc. and how we handle personal information that we collect as a controller (such as when we collect personal information through our website at [www.aumtech.com](http://www.aumtech.com), as well as through social media, our business activities, our marketing activities, our events and other activities). It also describes our practices regarding personal information that we collect on our business customers' behalf as a processor (such as when we collect personal information from end users through our business customers' implementation of our products and services).

# VII. System Installation and Implementation

Below highlights a typical installation and implementation process for Aumtech's clients.

## A. Installation Process

Aumtech provides disaster recovery and business resumption plan and process for cloud-based implementations.

### Implementation Management

As the engagement begins, our design and product experts can create an experience that is the right one for your valued employees and customers. All of this is orchestrated using Agile methodologies, which delivers a quick initial deployment with incremental improvements along the way.

### **Project Implementation Methodology**

Aumtech's delivery methodology follows a phased approach, where each phase builds upon the previous activity, to complete the clear, measurable goals, which result in the delivery of a solution which is aligned to your requirements and objectives.

- **Initiation.** The Initiation Phase of the Engagement will be focused on activating the necessary resources to implement the Aumtech's Virtual Call Center AWS Connect Migration and Outbound Mass Calling Managed Services solution and any other modules of the platform required.
- **Definition.** The Definition Phase of the Engagement produces a Project "Statement of Work" (S.O.W.) Document, which will govern the direction of the implementation engagement.
- **Configuration.** The Configuration Phase of the Engagement is focused on the setup, building, and testing activities, which aligns with the Customer's requirements as documented and approved during the Definition Phase.
- **Deployment.** The Deployment Phase of the Engagement marks the activation of the managed service solution in Aumtech's or the Customer's production environment (based on client requirements).
- **Adoption.** The Adoption Phase of the Engagement provides regular checkpoints to review and monitor solution performance in the production environment, and reviewing all accompanying solution set features and functionality.
- **Project Closing.** The Closing Phase of the Engagement establishes formal Customer acceptance of the Aumtech agreed upon Solution; however, when the Customer uses the Solution in a full Production setting, except as mutually agreed upon, the Solution may automatically be deemed "accepted".

### **Typical Implementation Timeline:**

1. T0 = Kickoff Meeting:
  - a. Introduction of Implementation Teams,
  - b. Presentation of Work Plan, and
  - c. Signoff of Statement of Work (SOW)
2. T0+1: Implementation, Configuration and if needed, any customizations begins.
3. T0+10 Days: Propose installation documentation, parameters setups, definition of required reports, and provide the testing plan for all inputs/outputs. Comprehensive list of technical requirements to support implementation.
4. T0+15 Days: Present proposed quality assurance program, and training plan
5. T0+20 Days: System Test and User Acceptance Testing:



6. T0+ 30 Days: Deployment/cutover/training scheduled at client convenience
7. T0+35: Expected Cutover
8. T0+36: System support and Maintenance begins. The Project Manager:
  - a. will work with the Client collaboratively to develop the Work Plan, and
  - b. will define and refine the Milestones and Deliverables, according to the Aumtech Project Methodology. (Please see Project Implementation and Methodology)

## B. Services, Support, Maintenance

### Maintenance and Support

Aumtech understands today's need for immediate access to information and technical support. We provide industry-leading support plans that let customers choose from multiple options of service that best fit their environment.

#### Basic Support Services

These services include a Technical Support Specialist assigned to your account. Aumtech will provide support services from Monday-Friday (except holidays) from 7:30am-6:00pm EST with 24x7 Electronic Access.

#### Extended Support Services

These services can offer up to 24x7x365 support as well as after hours support on a per incident basis. SLAs and response time commitments can be customized to meet each of our valued customers' requirements.

**Support period (i.e. 7/24/365) or specific hours of support:** Since Aumtech can be deployed either on-site or as a 100% cloud solution, 24x7x365 support is provided; there is no additional monthly or annual charge for this support with Aumtech's cloud-based solutions.

Our customers can access our 24x7x365 phone and online support, which includes product documentation, case management, and a comprehensive knowledge base with many solutions to common issues. **Aumtech frequently identifies issues before they impact customer service.**

In addition, all of our customers have dedicated Customer Success Managers to assist with routine actions such as ordering toll-free numbers, adding licenses, or scoping new integrations. A Technical Account Manager will function as an extension of your business to offer highly strategic consulting and to provide suggestions on how you can better operate your business. The first role of the Technical Account Manager includes Providing a Support and Maintenance Plan document, describing ongoing maintenance and support procedures, service levels and service call initiation process before the system is put into production mode. Other responsibilities include regular account reviews, project management and coordination, personalized new release previews and training, consulting services, and a defined escalation path for feedback, questions, and issues. Our co-location providers (e.g. Iron Mountain, etc.) conduct 7x24x365 monitoring of our physical systems.

**Support cases can be logged, tracked, and communicated.** To provide the best possible responsiveness to our clients, and for the convenience for our customers, Aumtech provides three ways to open support cases:

- The Aumtech Support Portal: Receive expedited technical assistance by opening a case, as well as updating and viewing cases online. The Support Portal can be used to search the Aumtech knowledgebase, monitor system status, access training modules, and access documentation.
- Email: Cases are automatically created by the receipt of an email to [cases@Aumtech.com](mailto:cases@Aumtech.com), which includes the problem description.
- Telephone: Provides tier 2 and tier 3 support for all support-related phone calls

An Important Part of Support is Aumtech's Product Roadmap: the process by which opportunities for outbound notification application enhancements are identified, screened, programmed, field-tested and released to customers. Aumtech's responsiveness to its clients is a major factor in Aumtech's success, and is one of the major reasons why Aumtech's new clients typically migrate from Aumtech's largest competitors. There are a few ways that customers can influence the roadmap of the Aumtech products. We offer customer business reviews (Quarterly Business Reviews, or QBRs), where customers provide feedback directly to Aumtech's Technical and Business management team, which will then prioritize requests to incorporate into the product road map. You can also request a product enhancement or feature directly to your technical support engineer at any time. In addition to customer requests, our support engineers may submit a request **on your behalf**, when they identify either a pattern of issues which could be eliminated with an enhancement, or when they recognize opportunities to improve your business process, reduce costs, or improve your Customer's Satisfaction (improved CSAT).

Most requests for new features or enhancements are screened by the product team, and are then either planned into the next release, placed into a backlog (where ETA may or may not be determined), or they may be rejected. In every case, you will have a direct and personalized process to identify and request enhancements to the Aumtech Platform.

**Beta Releases.** Once a feature is in the development process, most large changes have beta releases to make sure that they meet expectations before being rolled out to Aumtech's customer base.

### C. Customer Responsibility

Aumtech requests the following key customer responsibilities.

1. Commitment to provide access to stakeholders during the implementation time period and during the Statement of Work (SOW) design and approval process.
2. Commitment to provide an escalation path for either technical or operational/business issues.
3. Commitment to resources and timely decisions during the Customer Acceptance Process.
4. Commitment to direct access to 3rd party software providers for integration purposes.

These Client Responsibilities are established, as preventative processes, to ensure that your project goals and timeframes are accomplished.

Aumtech can get answers to WV quickly and efficiently, based on the following assumptions:

- Commit to a mutually agreed upon meeting cadence (weekly or if needed, daily)
- Has the resources and expertise needed and available for a rapid project execution

- Has test data available to do UAT within a Staging and/or Production account
- Has the right support from all stakeholders to move rapidly from sign-off to production
- Has access to engineering resources to guide Aumtech on API integrations

Aumtech has the complete expertise, experience, and in-house technology to perform and deliver all aspects of the Virtual Call Center and Outbound Mass Calling managed services solution implementation yet, we recognize that one of the greatest challenges encountered in implementing these types of projects is the time involved in the customer acceptance process. Even though the clients are involved in defining the Customer Acceptance Criteria, they invariably rethink their project details as they test and evaluate their assumptions.

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	\$40,000.00	\$480,000.00	
AWS Services per 1,000,000 minutes inbound	4.1-4.4	\$25,000.00	\$300,000.00	
AWS Services per 1,000,000 minutes outbound	4.1-4.4	\$25,000.00	\$300,000.00	
AWS Services per 500,000 chat messages	4.1-4.4	\$2,500.00	\$30,000.00	
AWS Services Contact Lens per 1,000,000 voice minutes	4.1-4.4	\$18,000.00	\$216,000.00	
AWS Services Contact Lens per 500,000 chat messages	4.1-4.4	\$1,000.00	\$12,000.00	
AWS Services Storage	4.1-4.4	\$1,250.00	\$15,000.00	
<b>TOTAL AWS SERVICES ESTIMATED COSTS</b>			\$1,353,000.00	
Description	Specification	Estimated Monthly Cost	Total	
Cloud Assured Managed Services (monthly)	4.5	\$1,000.00	\$12,000.00	
Description	Specification	One Time Fee	Total	
Transfer or setup costs (one-time)	4.6	\$10,000.00	\$10,000.00	
Description	Specification	Estimated Hours	Hourly Cost	Total
Professional Service Hours (PM)	4.7	20	\$90.00	\$1,800.00
Professional Service Hours (Junior Developer)	4.7	80	\$60.00	\$4,800.00
Professional Service Hours (Senior Developer)	4.7	40	\$90.00	\$3,600.00

**GRAND TOTAL**

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: AUMTECH**

**VENDOR'S REPRESENTATIVE: TOM PORTER**

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