



## West Virginia Department of Motor Vehicles

DMV Cloud-based Contact Center Solution  
CRFQ 0802 DMV24000000001

Prepared for:  
West Virginia  
Department of Motor Vehicles

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WV PURCHASING  
DIVISION



**Mike Stockman**  
 Founder and CEO  
 Charleston, WV



**Diana Lewis**  
 VP Strategic Initiatives  
 Charleston, WV

## Cover Letter

Dear Evaluation Team Members,

Upon review of your Request for Quote (CRFQ), BizSolutions.Tech is excited about the opportunity to partner with the West Virginia Department of Motor Vehicles to provide a cloud-based Contact Center solution. We understand your need for an effective solution for employees to answer and support calls, emails, and inquiries from constituents across the state.

At BizSolutions.Tech, we strive to:

- Do good work for our customers
- Maintain ongoing relationships with our customers and partners
- Build solutions that evolve and grow with business needs
- Provide a positive, constructive teaching approach to ensure success and build trust
- Be good people

Our company is based in [Charleston, WV](#). We were founded in 2017, as a small and veteran-owned business. From inception, we have delivered successful technology implementations in a variety of industries and with companies of all sizes. I believe our IT and implementation expertise will result in a successful solution that meets your needs.

We are enthusiastic about the opportunity to partner with you to accomplish your goals and to make West Virginia stronger. I look forward to continued conversation and thank you for your time and consideration of our response.

Sincerely,

Mike Stockman  
 Founder and CEO  
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## About BizSolutions.Tech

Business Solutions and Technologies LLC, dba BizSolutions.Tech is a West Virginia based company that brings over 40 years of IT implementation, support, and training experience, for customers ranging from local to global. We also have 14 years of experience with the ServiceNow platform. We are seasoned IT professionals, who focus on providing thoughtful, well designed, value-driven solutions for our customers.

We have made a commitment to growing the technical competency of West Virginia students by providing ServiceNow technical training and providing jobs in West Virginia. Our mission is to build the West Virginia economy by bringing technical jobs and revenue to the state.

## About ServiceNow

ServiceNow makes work, work better for people. The ServiceNow cloud-based platform and products deliver digital experiences that help people do their best work. The Now Platform enables you to:

- **Connect your enterprise** – Create seamless experiences for employees and citizens.
- **Transform operations** – Empower employees to address citizen needs quickly and proactively. Solve issues by connecting the entire organization. Make it easy to find information, make requests, and track services.
- **Unleash the power of IT** - Modernize your operations to optimize productivity, cost, and resilience with a single platform for IT.
- **Drive workforce productivity** - Make it easier for employees to get what they need, when they need it. Embed intelligence into every interaction to deliver experiences that break down silos and unlock productivity. Empower service delivery teams with targeted, purpose-built solutions.
- **Reduce citizen effort** – Make government service more available through assisted and self-service. Promote engagement and advocacy.
- **Drive customer satisfaction** – Create easy-to-use interfaces that enhance the customer experience. Keep everyone engaged, productive, and informed.
- **Build apps fast** - Create intuitive experiences users love. Quickly build digital workflow apps to automate any process in an easy-to-use, no-code environment.
- **Adopt a trusted solution** - Thousands of customers use ServiceNow, including over 85% of the Fortune 500, over half of the Fortune 100, and many small- and medium-size organizations worldwide. Our customers span almost every industry and vertical from finance, energy, and education to state and federal, and managed service providers—in 50 countries.
- **Start with us, Stay with Us** - Once customers adopt the ServiceNow platform, they stay with it. ServiceNow had an approximate 98% customer retention rate in 2022.

ServiceNow was founded in 2004. Since that time, ServiceNow has grown from a small private company with a few employees in San Diego, California to a public company (NOW on the NYSE) with over 20,500 employees in over 70 offices worldwide, with headquarters in Santa Clara, California.

## Proposal

This section summarizes the proposed solution for a cloud-based contact center solution. For easy reference, each section in this document is aligned with the related section from the CRFQ.

<b>1 PURPOSE AND SCOPE</b>
<p><b>From CRFQ:</b>          The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Motor Vehicles (WVDMV), to establish a Contract for DMV Cloud-based Contact Center Solution.</p>
<p><b>DESIRED FUTURE STATE</b>          WVDMV is seeking a Contact Center as a Service (CCaaS) solution that is tightly coupled with a Document Management solution that leverages GenAI capabilities. The new CCaaS should be able to assist WV DMV personnel with the following:</p> <ol style="list-style-type: none"> <li>1. Reduce inbound call volumes by leveraging GenAI technologies to address routine citizen questions.</li> <li>2. Address constituent FAQs by deploying GenAI technologies.</li> <li>3. Reduce call waiting time.</li> <li>4. Provide real time citizen communication leading to improved citizen satisfaction by facilitating a more personalized and efficient service.</li> <li>5. Provide a platform that offers a Single Source of Truth for WV DMV staff.</li> <li>6. Provide flexibility to integrate with other business tools such as CRM systems, email, and chat to create a unified citizen experience across various communication channels.</li> <li>7. The analytics and reporting capabilities gain insights into citizen interactions, agent performance, and overall contact center operations. These insights can inform decision- making and improve citizen management strategies.</li> <li>8. By providing a variety of means of communication, including voice, chat, email, etc. constituents are able to interact with the contact center using their preferred method.</li> </ol>



## Solution Overview

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BizSolutions.Tech's proposed system design harnesses the capabilities of the ServiceNow platform to deliver a robust cloud-based Contact Center solution. The design focuses on addressing your key objectives:

1. **Reducing Inbound Call Volumes:** ServiceNow facilitates the implementation of self-service options through its portal, empowering users to find answers to common questions and perform routine tasks independently. This helps reduce the reliance on inbound calls.
2. **Addressing FAQs using GenAI:** The integration of GenAI within ServiceNow enables the system to handle frequently asked questions efficiently. By training GenAI on specific domain-related FAQs, the platform automates responses, providing quick and accurate solutions to users.
3. **Reducing Call Waiting Time:** The proposed system employs real-time analytics to monitor call volumes, peak times, and agent performance. By optimizing staffing levels and implementing skills-based routing, the solution aims to significantly reduce call waiting times and improve overall responsiveness.
4. **Real-Time Communication:** ServiceNow offers real-time collaboration tools, including chat features and collaborative spaces, enhancing communication between team-members and improving real-time interactions with customers.
5. **Single Source of Truth:** ServiceNow is a powerful platform that offers a wide range of capabilities for IT service management (ITSM), IT operations management (ITOM), customer service management (CSM), and more. This allows DMV the ability to use the Now Platform for more than just this CRFQ. It can be a valuable tool in your enterprise.
6. **Integration with Other Business Tools:** ServiceNow's flexibility allows seamless integration with various business tools. The proposed design ensures that the Contact Center solution is well-connected with external systems, enhancing the overall efficiency of business processes.
7. **Analytics and Reporting Capabilities:** Leveraging ServiceNow's analytics features, the system provides robust reporting capabilities. It tracks key performance indicators, analyzes data, and generates insights to facilitate informed decision-making and continuous improvement.
8. **Variety of Communication Methods:** ServiceNow supports a variety of communication methods, including voice, chat, email, and more. The proposed solution ensures a unified and multichannel experience for users, allowing them to engage with the Contact Center through their preferred communication channels.

In summary, BizSolutions.Tech's proposed system design harnesses the versatility of the ServiceNow platform to create a Contact Center solution that not only streamlines operations but also enhances user experience, responsiveness, and the overall efficiency of communication and support processes.

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## Future State 1: Reduced Inbound Call Volumes

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These are the actions we will take to meet the objective of reducing inbound call volumes:

- **Implement Self-Service Portals:**
  - Develop an intuitive and user-friendly WV DMV self-service portal within ServiceNow. This portal will allow users to find information, submit requests, and answer common questions without the need for a phone call.
- **Knowledge Base and FAQs:**
  - Populate a comprehensive knowledge base with FAQs, instructions, and answers to common questions. Integrate this knowledge base into the WV DMV Portal and encourage users to search for answers before contacting support.
- **Virtual Agent or Chatbot:**
  - Implement a virtual agent or chatbot using GenAI within ServiceNow. Configure it to understand and respond to common queries. This can provide instant assistance, reducing the need for users to make phone calls for routine issues.
- **Now Assist for Customer Service Management:**
  - With the Now Assist for Customer Service Management (CSM) application, your agents can summarize the customer chat conversations and case details to quickly get up to speed on the history on an incoming case. They can also create common case resolution notes to share with other agents, and enable them to document cases faster.
  - The Now Assist also features suggested articles or similar cases, to deliver results to the customer more quickly.
- **Automated Ticketing System:**
  - Set up an automated ticketing system in ServiceNow to capture and prioritize incoming requests. This ensures the issues are routed to the appropriate teams for resolution, reducing the need for users to call in for every problem.
- **Service Catalog for Requests:**
  - Service Catalog feature in ServiceNow, DMV users can easily submit service requests online for various services provided by WV DMV. This streamlined online request system minimizes the need for users to call for some requests, reducing wait time and enhancing efficiency in WV DMV operations.
- **Proactive Communication:**
  - Use ServiceNow to implement proactive communication methods such as email notifications, announcements, or alerts to inform users about known issues, process updates, or changes. This can reduce the number of calls from users seeking information.



- **Mobile Access:**
  - Ensure that self-service options and support portals are accessible through mobile devices. Many users prefer using mobile apps or responsive websites for issue resolution, and providing this option can decrease the reliance on phone calls.
- **Analytics and Reporting:**
  - Leverage ServiceNow's analytics and reporting capabilities to analyze call trends, identify common issues, and optimize self-service content. Use this data to continuously improve the self-service experience and address recurring problems.
- **Training and Awareness:**
  - Conduct training sessions and awareness campaigns to educate users on available self-service options. Encourage employees to use the self-service portals and provide resources that guide them through the process.
- **Feedback Mechanism:**
  - Implement a feedback mechanism to gather insights from users about their experiences with self-service options. Use this feedback to make iterative improvements and address any pain points.

## Future State 2: FAQs addressed using GenAI

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To meet your future state objective of providing FAQs to customers, using GenAI, we will deliver the following:

- **Integration with GenAI:**
  - Ensure that you have integrated GenAI into the ServiceNow platform. This may involve setting up APIs or connectors to enable communication between the two systems.
- **Training GenAI:**
  - Train GenAI on the specific FAQs related to your domain. This involves providing relevant datasets or documents containing questions and answers. The model learns from these examples to generate responses.
- **Create a Virtual Agent:**
  - Within ServiceNow, create a virtual agent or chatbot. This can often be done through the Virtual Agent Designer or a similar tool, depending on your ServiceNow version.
- **Define Triggers:**
  - Define triggers for the virtual agent to identify when a user is asking a frequently asked question. This may involve setting up keywords or patterns that indicate a question falls into the FAQ category.

- **Integrate GenAI Responses:**
  - Configure the virtual agent to use GenAI for responding to FAQs. When a trigger is activated, the virtual agent can call GenAI to generate a response based on the learned patterns.
- **Fallback Mechanism:**
  - Implement a fallback mechanism in case GenAI is unable to provide a satisfactory answer. This could involve providing a default response or escalating the query to a human agent.
- **Continuous Improvement:**
  - Regularly update and retrain GenAI to ensure that it stays current with any changes in FAQs. This is important for maintaining the accuracy and relevance of responses.
- **User Feedback and Analytics:**
  - Implement mechanisms for collecting user feedback on the responses generated by GenAI. Use analytics to track the performance of the virtual agent and identify areas for improvement.
- **Compliance and Security:**
  - Ensure that the use of GenAI complies with privacy and security standards. Protect sensitive information and adhere to any legal or regulatory requirements related to data handling.
- **Documentation and Communication:**
  - Document the processes involved in using GenAI for FAQs. Provide clear communication to users about the presence and capabilities of the virtual agent, and offer assistance for more complex queries.

### Future State 3: Reduced Call Waiting time

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To meet your objective of reducing call wait times, we will deliver the following:

- **Implement Self-Service Options:**
  - Enable self-service capabilities through the ServiceNow portal. Allow users to find answers to common questions, access knowledge base articles, and perform routine tasks without needing to make a call.
- **Integrate Virtual Agent or Chatbot:**
  - Implement a virtual agent or chatbot on the ServiceNow platform to handle routine queries. This can significantly reduce the volume of calls by providing instant responses to common questions.

- **Automate Workflows:**
    - Automate repetitive and time-consuming processes using workflows in ServiceNow. This can include automating ticket creation, resolution, and updates. By minimizing manual intervention, you can reduce the overall handling time for each request.
  - **Knowledge Base Management:**
    - Ensure that your knowledge base is well-maintained and up-to-date. Frequently asked questions and common issues should be documented with clear solutions. This empowers agents to quickly address queries without having to search for information.
  - **Prioritize and Categorize Tickets:**
    - Implement a ticket categorization system to prioritize and route incoming requests effectively. Ensure that urgent or critical issues are addressed promptly, while routine matters are handled efficiently.
  - **Skills-Based Routing:**
    - Implement skills-based routing for calls. Direct calls to agents with the relevant expertise to handle specific types of inquiries. This reduces the need for transferring calls between agents and improves first-call resolution rates.
  - **Real-Time Analytics:**
    - Use ServiceNow's analytics features to monitor call volumes, peak times, and agent performance in real-time. This data can help in optimizing staffing levels, identifying bottlenecks, and making informed decisions to improve efficiency.
  - **Agent Training and Knowledge Sharing:**
    - Invest in ongoing training for support agents to enhance their skills and knowledge. Encourage knowledge sharing within the team to ensure that all agents are well-equipped to handle a variety of inquiries.
  - **Customer Feedback and Continuous Improvement:**
    - Collect customer feedback on the support experience, including call waiting times. Use this feedback to identify areas for improvement and make continuous enhancements to your support processes.
  - **Implement Callback Options:**
    - Provide customers with the option to receive a callback instead of waiting on hold. Implementing a callback system allows customers to continue with their activities while waiting for a support agent to return their call.
  - **Integrate Telephony Systems:**
    - Integrate ServiceNow with your telephony system to enable features such as automatic call distribution (ACD) and call queuing. This ensures that calls are efficiently routed to available agents.
  - **Performance Metrics and KPIs:**
    - Define and monitor key performance indicators (KPIs) related to call waiting times, resolution times, and customer satisfaction. Regularly review these metrics to assess the effectiveness of your strategies and make data-driven improvements.
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## Future State 4: Real-Time Communication Available

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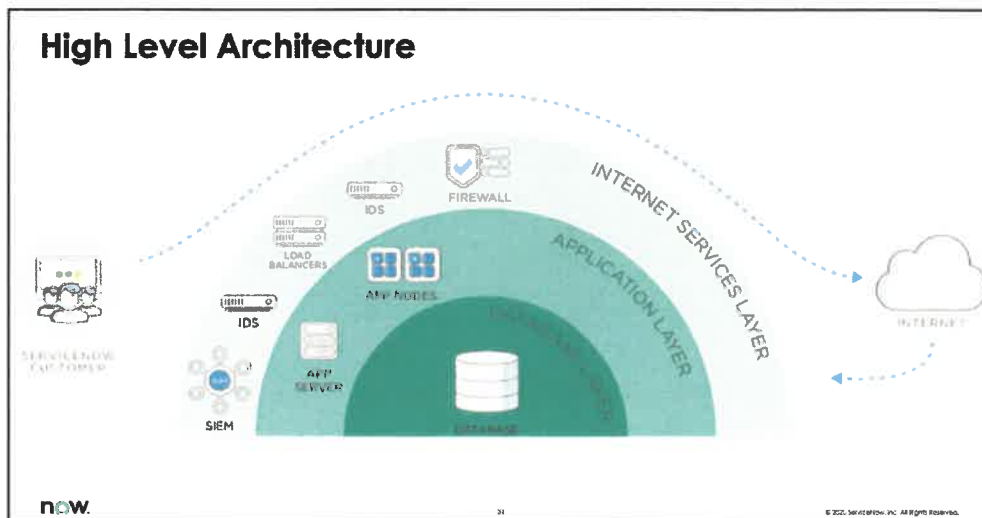
To achieve your future state objective of real-time communication, we will deliver the following:

- **ServiceNow Chat:**
  - ServiceNow includes a chat feature that allows users to communicate with each other in real-time. Ensure that the Chat module is configured and activated in your ServiceNow instance.
- **Live Feed and Collaboration:**
  - Use the Live Feed and Collaboration features in ServiceNow to enable real-time discussions and collaboration. This can be particularly useful for teams working on the same records or tasks.
- **Notifications:**
  - Configure notifications within ServiceNow to alert users in real-time about important events or updates. This ensures that users are promptly informed about changes and can take immediate action.
- **Integration with Collaboration Tools:**
  - Integrate ServiceNow with popular collaboration tools such as Slack or Microsoft Teams. This allows for seamless communication between ServiceNow and external collaboration platforms.
- **Service Portal Chat Widgets:**
  - If you have a Service Portal, consider adding chat widgets to enable real-time communication between end-users and support agents. This can enhance the user experience and provide quick assistance.
- **Mobile App Configuration:**
  - Configure the ServiceNow mobile app to enable real-time communication on mobile devices. Users can stay connected and receive updates even when they are on the go.
- **Virtual Agent for Chatbot Interaction:**
  - Implement ServiceNow Virtual Agent to create chatbots that can interact with users in real-time. This can be useful for handling common queries and automating responses.
- **Dashboards and Reports:**
  - Use real-time dashboards and reports to monitor key metrics and performance indicators. This enables teams to make data-driven decisions promptly.
- **Integration with Telephony Systems:**
  - Integrate ServiceNow with telephony systems to enable real-time communication through phone calls. This is particularly useful for IT Service Management (ITSM) processes.

### Future State 5: Single Source of Truth for WV DMV staff

ServiceNow is a platform as a service (PaaS) that serves as a single source of truth for organizations, offering a centralized repository for data, processes, and workflows. With ServiceNow, organizations can consolidate disparate systems and siloed data sources into a unified platform, ensuring consistency, accuracy, and reliability of information across the enterprise. By leveraging ServiceNow as an SSOT, organizations gain real-time visibility into their operations, enabling informed decision-making and driving efficiency and productivity. With its robust data governance capabilities, ServiceNow helps organizations define and enforce data standards, policies, and access controls, ensuring data integrity and security. Additionally, ServiceNow's powerful workflow automation capabilities streamline business processes, accelerating service delivery and improving customer satisfaction. Overall, ServiceNow empowers organizations to transform their operations by providing a comprehensive platform that serves as the authoritative source of truth for all aspects of your business.

ServiceNow's architecture provides the template for the ServiceNow private cloud on which the Now Platform is deployed as a subscription service. The cloud is deployed on a highly standardized, redundant, and managed environment. From pre-built racks through to supporting services, such as networking and other logical infrastructure supporting an in-depth model, ServiceNow's cloud exclusively hosts instances of the Now Platform. Each instance is dedicated to a single customer and accessible only by that customer.



**ServiceNow Capabilities**

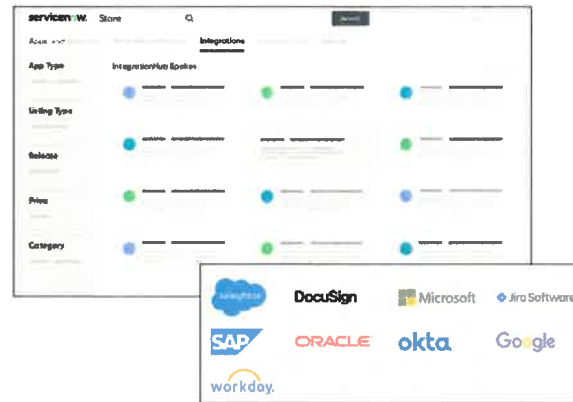
Platform Interfaces	Conversational	Mobile	Service Portal	Workspaces	Web Services (API)	Multi-tenant
<b>Item</b> Change Mgmt. Incident Mgmt. Problem Mgmt. Request Mgmt.	<b>ITAM</b> Check Spend (Contract) Hardware Asset Mgmt. Software License Mgmt. Discovery	<b>Security Operations</b> Compliance Incident Response Threat Intelligence	<b>Integrated Risk Mgmt.</b> Audit Mgmt. Business Continuity Mgmt. Risk Mgmt.	<b>HR Service Delivery</b> Employee Mgmt. Employee Self-Service Recruitment	<b>Customer Service Mgmt.</b> Customer Self-Service Industry Data Mgmt. Product Mgmt.	<b>Integration Hub</b> App Engine API Designer Mobile Tools Webhooks
<b>ITAM</b> Agent Chat (Contract) Cloud Insight DevOps Governance Discovery	<b>ITAM</b> Application Demand Mgmt. Inventory Mgmt. Implementation Mgmt. Project & Portfolio Mgmt. Resource Mgmt. Service Mgmt. Time & Billing Auto-remediation Trendcast	<b>Security Operations</b> Configuration Compliance Security Incident Response Threat Intelligence	<b>Integrated Risk Mgmt.</b> Audit Mgmt. Business Continuity Mgmt. Risk Mgmt. Policy and Compliance Mgmt. Risk Mgmt. Vulnerability Scan Mgmt.	<b>HR Service Delivery</b> Employee Mgmt. Employee Self-Service Recruitment	<b>Customer Service Mgmt.</b> Customer Self-Service Industry Data Mgmt. Product Mgmt.	<b>Integration Hub</b> App Engine API Designer Mobile Tools Webhooks
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<b>ITAM</b> Check Spend (Contract) Hardware Asset Mgmt. Software License Mgmt. Discovery	<b>ITAM</b> Application Demand Mgmt. Inventory Mgmt. Implementation Mgmt. Project & Portfolio Mgmt. Resource Mgmt. Service Mgmt. Time & Billing Auto-remediation Trendcast	<b>Security Operations</b> Configuration Compliance Security Incident Response Threat Intelligence	<b>Integrated Risk Mgmt.</b> Audit Mgmt. Business Continuity Mgmt. Risk Mgmt. Policy and Compliance Mgmt. Risk Mgmt. Vulnerability Scan Mgmt.	<b>HR Service Delivery</b> Employee Mgmt. Employee Self-Service Recruitment	<b>Customer Service Mgmt.</b> Customer Self-Service Industry Data Mgmt. Product Mgmt.	<b>Integration Hub</b> App Engine API Designer Mobile Tools Webhooks
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\*Only available in part of cloud systems



## Future State 6: Integrated with Other Business Tools

Customer Service Management easily integrates with other cloud and on premises systems you already use. ServiceNow, through Integration Hub provides certain third-party spokes, to speed up integrations.



For integrations, we will provide the following:

- **Assessment of Integration Requirements:**
  - Identify the specific business tools that need to be integrated with ServiceNow. Understand the data and processes that need to be exchanged between ServiceNow and these tools.
- **Explore ServiceNow Connectors and APIs:**
  - ServiceNow provides connectors and APIs (Application Programming Interfaces) that facilitate integration with third-party applications. Explore the available options and documentation to understand how to connect ServiceNow with other tools.
- **Use ServiceNow Integration Hub:**
  - Leverage ServiceNow Integration Hub, a feature designed to simplify and accelerate the integration process. It offers pre-built connectors and workflows for popular applications, reducing development effort.
- **Create Integration Workflows:**
  - Use the Integration Hub or ServiceNow Studio to create integration workflows. Define the steps involved in data exchange and automate the flow of information between ServiceNow and the other business tools.
- **Authentication and Security:**
  - Implement secure authentication mechanisms, such as OAuth or API keys, to ensure that only authorized users and systems can access and exchange data. Consider encryption for sensitive information during transit.

- **Data Mapping and Transformation:**
  - Understand the data structures of both ServiceNow and the external tools. Implement data mapping and transformation processes to ensure compatibility and consistency in data exchange.
- **Error Handling and Monitoring:**
  - Implement robust error handling mechanisms to address any issues that may arise during integration. Set up monitoring and logging tools to track the performance of integration workflows and identify any issues proactively.
- **Testing:**
  - Thoroughly test the integration in a controlled environment before deploying it in a production setting. Ensure that data is accurately exchanged, and workflows operate as expected.
- **Documentation:**
  - Document the integration processes, including configuration settings, workflows, and any custom scripts or code. This documentation is valuable for troubleshooting, maintenance, and future enhancements.
- **Compliance and Governance:**
  - Ensure that the integration adheres to compliance standards and governance policies. Address any regulatory requirements related to data handling and privacy.
- **Continuous Improvement:**
  - Regularly review and update the integration as business processes evolve. Stay informed about updates and changes in both ServiceNow and the integrated tools to maintain compatibility.

Future State 7: Analytics and Reporting Capability in place

Dashboards and reports are available for Contact Center team members and managers to monitor overall case progress and the distribution of the department’s work. Both reports and dashboards allow users to drill down into case details as needed.

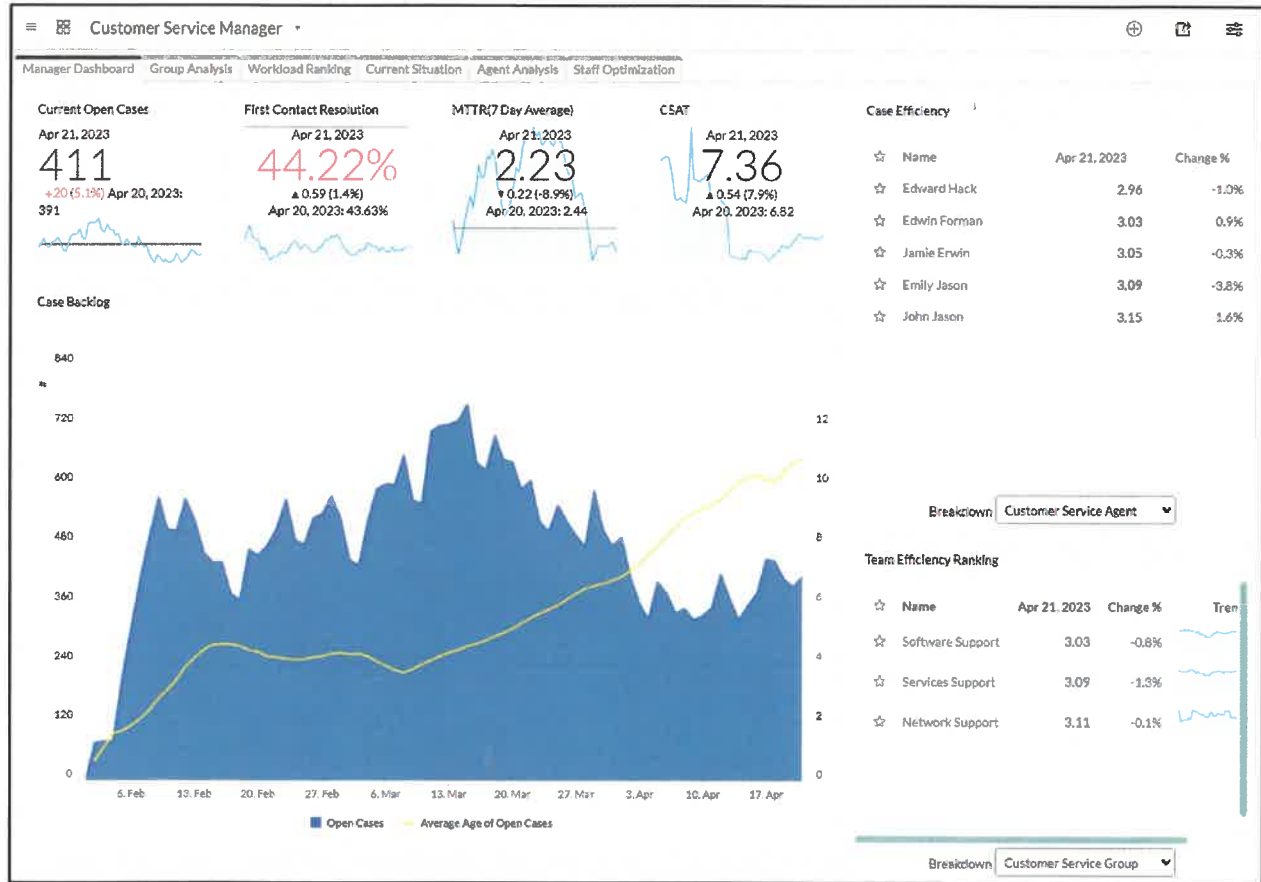


Figure 1 - Customer Service Overview Dashboard

An initial set of dashboards will be configured as part of the proposed system design. The Contact Center team members will be trained on how to create additional reports and dashboards, as needed.

The Now Platform reporting capability is easy to use, has a variety of visualization options, and will include a base set of reports created specifically for contact center tracking. For example, a report could show how many people are communicating via the different methods such as

email, phone, and more. Most important, you will not need to export information to spreadsheets or other BI tools to get the information you need. Reports may be scheduled and published, but often live reports and dashboards are preferred, since they show up-to-the-minute information.

The reporting module includes out-of-the-box key performance indicator reports for Call Center team members, including those on the list below.

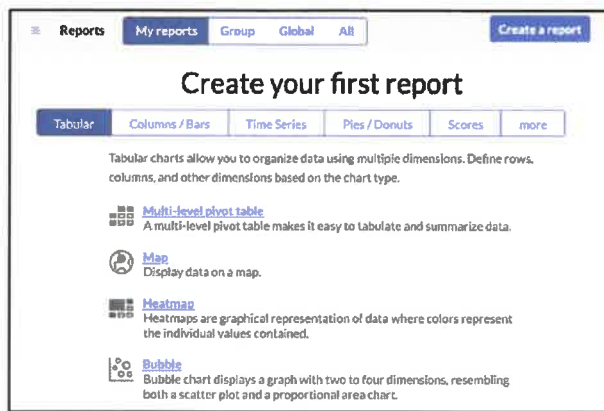


Figure 2-Reporting Landing Page

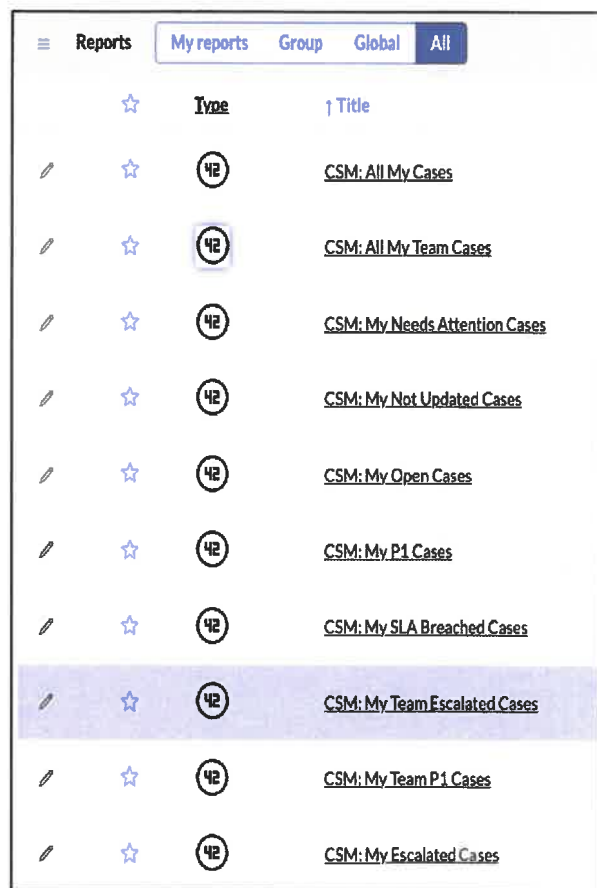


Figure 3-Out-of-the-box CSM Reports

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## Future State 8: Variety of Communication Methods Available

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To achieve your future state objective of providing a variety of communication methods, we will deliver the following:

- **Configure ServiceNow Connectors:**
  - ServiceNow supports integration with various communication channels. Configure connectors for different channels such as voice, chat, and email. Utilize APIs or built-in connectors to establish communication with external systems.
- **Virtual Agent Configuration:**
  - Set up a virtual agent within ServiceNow to handle chat-based interactions. Configure it to recognize and respond to user queries through chat interfaces. The Virtual Agent Designer can help design conversation flows.
- **Voice Integration:**
  - For voice interactions, consider integrating ServiceNow with a voice-enabled platform or virtual assistant. This might involve integrating with voice recognition services and configuring workflows to handle voice-based requests.
- **Email Integration:**
  - ServiceNow has built-in capabilities for email integration. Configure email listeners to automatically create incidents, requests, or tasks based on emails received. This allows users to communicate with the platform via email.
- **Multi-Channel Dashboard:**
  - Create a centralized dashboard within ServiceNow that consolidates interactions from various channels. This can provide a unified view for agents to manage and respond to requests coming from different communication methods.
- **Automation and Workflows:**
  - Define workflows that automate the handling of requests from different channels. This includes automatically categorizing and assigning incidents, tasks, or requests based on the communication method.
- **Knowledge Base Integration:**
  - Integrate the knowledge base with the communication channels to ensure consistent and accurate responses. When handling user queries, the system can leverage the knowledge base to provide relevant information.
- **Real-time Collaboration:**
  - Enable real-time collaboration tools within ServiceNow to facilitate communication between team members. This can include features like chat, comments, or collaborative spaces to discuss and resolve issues.

- **User Self-Service:**
  - Empower users to utilize self-service options through the ServiceNow portal. Provide knowledge articles, FAQs, and automated workflows that users can access independently, reducing the need for direct communication.
- **Integration with Communication Platforms:**
  - Integrate ServiceNow with popular communication platforms such as Microsoft Teams or Slack. This allows users and teams to interact with the ServiceNow platform directly from their preferred collaboration tools.
- **Monitor and Analyze:**
  - Implement monitoring and analytics tools to track the performance of different communication channels. Analyze data to identify trends, areas for improvement, and optimize workflows.

### User Licenses

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User license for Customer Service Management is based on fulfiller users such as agents in the platform to assist customers calling in to the Contact Center. User licenses for 30 users are included in the quote, along with AI Search, and Integration Hub used for integrations with third party systems.

User license for each Contact Center Agent is based on number of agents answering phone, which is currently a minimum of twenty. This tool will be integrated into the platform to handle all conversations between the agents and customers.

### User training

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On-site training will be provided for go-live, for contact center agents, superusers, and system administrators. The agent training will be custom built to show the features of a case lifecycle. In addition, a training video will be provided as an online learning aid for agents after go-live. d See the details under Deliverables: Training Materials, Video, and Class Sessions, on page 37.

### Go-Live Support Services

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During the go-live transition, Hypercare is a standard service, which ensures that any identified questions, issues, or defects are addressed immediately.

Hypercare is a time-limited, enhanced level of assistance to ensure appropriate levels of support are provided immediately following an implementation go-live or a release upgrade. The objective of the plan is to establish specific activities that will occur and that are above and beyond the standard production support plan. This is a standard service and is included in the quote.

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## Upgrades/enhancements

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The ServiceNow platform has two major upgrades throughout the year. Between those upgrades are patches that can enhance functionality and resolve any issues identified in the platform. These software updates are included with the licensing, but the support to test and apply the updates will need to be included in a Maintenance Agreement negotiated outside of this CRFQ. Our typical Maintenance Agreements include the following support:

*BizSolutions.Tech will coordinate, test, and apply upgrades and patches, as needed throughout the contract. Based on experience, customers typically require only one major release per year. As necessary, we can jump a release to stay in sync with ServiceNow's current release version.*

*BizSolutions.Tech excels at ongoing engagement with customers, throughout their ServiceNow journey. Once the Maintenance Agreement is established, the support budget may be used for support and enhancements. After the initial go-live, customers typically issue additional purchase orders to support special projects and ongoing enhancements.*

## CRFQ Specifications and Responses

<b>Contract Items and Mandatory Requirements:</b> Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.			
Status key: <input checked="" type="checkbox"/> Meets or Exceeds <input checked="" type="checkbox"/> Not available <input checked="" type="checkbox"/> ? Some questions			
#	Requirement	Status	Comments
3.1.1.1	The Contact Center Solution must provide a unified and multichannel Experience.	<input checked="" type="checkbox"/>	ServiceNow's Customer Service Management (CSM) application provides a unified and multichannel experience, allowing organizations to seamlessly manage customer interactions across various channels and enhance overall customer satisfaction.
3.1.1.2	The Contact Center Solution must provide data unification, management, and analytics to provide a source of truth for DMV decision making.	<input checked="" type="checkbox"/>	ServiceNow's Performance Analytics and Reporting application provides a comprehensive solution for data unification, management, and analytics, establishing a reliable source of truth for organizations to make informed and strategic decisions.
3.1.1.3	The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender).	<input checked="" type="checkbox"/>	ServiceNow's IntegrationHub application seamlessly interfaces with third-party document management solutions, facilitating efficient collaboration and ensuring smooth integration for streamlined document handling.
3.1.1.4	The Contact Center Solution must provide a method to authenticate the citizen's identity.	<input checked="" type="checkbox"/>	ServiceNow's User administration provides a robust method to authenticate a user's identity, ensuring secure access to the platform and maintaining the integrity of user credentials.

3.1.1.5	The Contact Center Solution must provide a citizen case management process.	<input checked="" type="checkbox"/>	ServiceNow's Customer Service Management application streamlines and centralizes the handling of service requests, incidents, and inquiries, enhancing efficiency and ensuring a structured approach to resolving issues within the platform.
3.1.1.6	The Contact Center Solution must provide an intelligent virtual agent with natural language processing that is able to handle multiple languages including: Spanish, German, Chinese, and French.	<input checked="" type="checkbox"/>	ServiceNow's Virtual Agent application, equipped with advanced natural language processing capabilities, supports interactions in multiple languages, ensuring a seamless and multilingual conversational experience for users across diverse linguistic backgrounds.
3.1.1.6.1	The Contact Center Solution must provide an unlimited number of seamless transfers from virtual agent to human and back.	<input checked="" type="checkbox"/>	ServiceNow's Customer Service Management application offers an automatic call-back function for dropped calls, enhancing customer satisfaction by ensuring prompt follow-up and resolution of interrupted communication.
3.1.1.6.2	The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.	<input checked="" type="checkbox"/>	ServiceNow's Virtual Agent application incorporates large language model capabilities, making conversation transcripts searchable, enhancing efficiency, and facilitating quick retrieval of valuable information from interactions with users.
3.1.1.7	The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication.	<input checked="" type="checkbox"/>	ServiceNow's Mobile Agent application enhances smart device interactions by supporting features such as photo and video uploads, channel blending for seamless communication, and convenient on-device authentication, providing a

			comprehensive and user-friendly experience.
3.1.1.7.1	The Contact Center Solution must allow mobile device App integration.	<input checked="" type="checkbox"/>	The ServiceNow® mobile SDK allows users to develop native iOS and Android mobile apps using an integrated development environment and give mobile apps access to existing ServiceNow data and workflows.
3.1.1.8	The Contact Center Solution must provide natural language processing to help contact center managers by identifying call drivers, sentiment, popular questions, and other information about customer interactions.	<input checked="" type="checkbox"/>	ServiceNow® Natural Language Understanding (NLU) provides an NLU Workbench and an NLU inference service that you can use to enable the system to learn and respond to human-expressed intent..
3.1.1.9	The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.	<input checked="" type="checkbox"/>	ServiceNow Voice Provides the framework that supports the integration with third-party phone systems.
3.1.1.10	The Contact Center Solution must provide call search capability including the ability to search for sentiment.	<input checked="" type="checkbox"/>	ServiceNow's semantic search can improve search accuracy by understanding user intent and context. Using sentiment analysis, it detects and understands sentiment in human messages and determines the appropriate response to ensure the best service.
3.1.1.11	The Contact Center Solution must provide AI-based omnichannel routing.	<input checked="" type="checkbox"/>	ServiceNow's Intelligent Automation for Customer Service provides AI-based omnichannel routing, ensuring efficient and personalized customer interactions by intelligently directing inquiries to the most appropriate channels and agents.
3.1.1.12	The Contact Center Solution must maintain 99.9% uptime	<input checked="" type="checkbox"/>	ServiceNow instances are deployed on an advanced, multi-instance architecture that provides 24/7/365

			global technical support and an average uptime of 99.9994%.
3.1.1.13	Disaster Recovery must be included in the contact center solutions.	<input checked="" type="checkbox"/>	Disaster recovery features includes options for data backup, redundancy, failover systems, and contingency plans to ensure business continuity in the event of unexpected events or disasters
3.1.1.14	The Contact Center Solution must include an automatic call back function for dropped calls.	<input checked="" type="checkbox"/>	ServiceNow's Customer Service Management application offers an automatic call-back function for dropped calls, enhancing customer satisfaction by ensuring prompt follow-up and resolution of interrupted communication.
3.1.1.15	The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications.	<input checked="" type="checkbox"/>	ServiceNow's Mobile Agent application enhances smart device interactions by supporting features such as photo and video uploads, channel blending for seamless communication, and convenient on-device authentication, providing a comprehensive and user-friendly experience.
3.1.1.16	The Contact Center Solution must allow users to make voice calls using data instead of minutes	<input checked="" type="checkbox"/>	This solution offers Voice over Internet Protocol (VoIP) technology, which allows users to make voice calls using data instead of traditional phone minutes. With the cloud-based contact center solution, users can make and receive calls over the internet using their computer, smartphone, or other internet-enabled devices.
3.1.1.17	The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fallback to a PSTN call while still sending the	<input checked="" type="checkbox"/>	This solution offers features that enable fallback options in case of poor internet connectivity or VoIP issues. The solution can provide options for fallback to traditional Public Switched Telephone Network

	important customer data packet to the CRM record.		(PSTN) calls or other alternative methods to ensure uninterrupted communication with customers.
3.1.1.18	The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.	<input checked="" type="checkbox"/>	ServiceNow's Customer Service Management application offers an automatic call-back function for dropped calls, enhancing customer satisfaction by ensuring prompt follow-up and resolution of interrupted communication.
3.1.1.19	The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.	<input checked="" type="checkbox"/>	While specific performance metrics such as maximum packet loss can vary depending on factors like network conditions and configurations, the solution does prioritize maintaining a high level of audio quality.
3.1.1.20	The Contact Center Solution must allow users to schedule a time to talk with the support team; AI powered algorithms predict and provide fifteen-minute time slots based on agent availability, ensuring that constituents do not have to wait on hold.	<input checked="" type="checkbox"/>	As a customer or consumer, schedule an appointment from the Virtual Agent chat window on the service portal.
3.1.1.21	The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.	<input checked="" type="checkbox"/>	There are multiple ways to configure authentication on ServiceNow. Users can set up an Authenticator application before configuring a biometric authenticator, an authenticator application, or hardware security keys.
3.1.1.22	The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.	<input checked="" type="checkbox"/>	ServiceNow allows users to attach various types of files to tickets, including documents, images, spreadsheets, and other common file formats. This flexibility in attachment types enables users to provide comprehensive information and documentation related to the ticket in the ServiceNow platform.



3.1.1.23	The Contact Center Solution must be able to send SMS.	<input checked="" type="checkbox"/>	ServiceNow supports standard Email, SMS, and Push notifications. SMS notifications can be sent via either <i>Notify</i> or <i>Email Notification</i> .
3.1.1.24	The Contact Center Solution must allow call deflections based on volume and business needs by; allowing the caller to schedule a call for a later time, providing an email address for response, forwarding the call to another number directly, or forwarding the call to voice mail.	<input checked="" type="checkbox"/>	The Contact Center solution offers several features that allow for call deflection and redirection based on various factors, including caller volume and business needs. These features can help manage call volume effectively and provide callers with alternative options for communication. Here are some common call deflection capabilities: Call Scheduling, Providing Email Address for Response, Call forwarding, and voicemail integration.
3.1.1.25	The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message.	<input checked="" type="checkbox"/>	The Contact Center solution offers various customization options, including queue configuration settings, to tailor the call routing experience for different scenarios. While specific features may evolve over time, here's how we typically enable customization of visual queues: Customized Queue Routing, Integration Capabilities, Interactive Voice Response (IVR) Systems, Queue Monitoring and Reporting, API and Custom Development
3.1.1.26	The Contact Center Solution must provide administrative functionality for WVDMV to create users, assign roles, and create reports.	<input checked="" type="checkbox"/>	The Contact Center solution provides administrative functionality that allows organizations to manage users, assign roles, and create reports.
3.1.1.27	The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call.	<input checked="" type="checkbox"/>	The solution allows for integration with mobile devices, enabling users to make and receive calls through their Dialpad app installed on their smartphones. However, whether a call placed to the main support number

			from a device's dialer can be automatically converted to a mobile call through Dialpad's app requires specific configuration and capabilities of the system.
3.1.1.28	The Contact Center Solution must determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App.	☑	The solution provides the functionality to determine the appropriate queue, language, and channel for a constituent when the SDK (Software Development Kit) is invoked. Here's how this process generally works: SDK Integration, Predefined Routing Rules, Language Selection, Queue Assignment, Channel Selection.
3.1.1.29	The Contact Center Solution must provide GenAI capabilities.	☑	The Now Platform includes generative AI, machine learning frameworks, natural language understanding, search and automation, and analytics and process mining that work together to enhance employee abilities and customer experience.
3.1.1.29.1	GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.	☑	ServiceNow uses historical data to automatically apply the correct labels-category, assignment group, and priority – to incoming requests.
3.1.1.29.2	GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.	☑	The Now Platform analyzes text to find connections to help detect and recommend relevant content, and suggest actions the agent should take.
3.1.1.29.3	GenAI must get insights from CRM data and understand call drivers and call topics.	☑	It works behind the scenes to continuously group and describe records so the user can focus on next steps – using those concepts to fill knowledge gaps, or train teams with new skills.
3.1.1.29.4	GenAI must provide contact deflection, predictive routing, and turn by turn guidance on the conversation flow based on the customer intent.	☑	Automation discovery increases deflection and lower MTTR by enabling users to identify opportunities that can be automated by ServiceNow applications.

3.1.1.30	The Contact Center Solution must provide a multimodal, omnichannel customer experience using web and mobile SDKs (iOS and Android) to embed the support experience across all channels (VoIP) via WebRTC and PSTN, chat, and SMS for consistent customer experience across all devices.	<input checked="" type="checkbox"/>	The ServiceNow® mobile SDK allows users to develop native iOS and Android mobile apps using an integrated development environment and give mobile apps access to existing ServiceNow data and workflows.
3.1.1.31	The Contact Center Solution must provide visual IVR to provide customers with self service via web or mobile interfaces. The visual IVR must function just like an IVR or virtual agent using a visual interface.	<input checked="" type="checkbox"/>	Voice interactions with customers typically begin with the integration of CCaaS Interactive Voice Response (IVR) systems, through either self-service applications or a direct route to a live agent. The logic to offer self-service or assisted service can be developed from data elements in ServiceNow. Some examples are contact data for contact verification or customer priority, and Case data for open Cases.
+3.1.1.32	The Contact Center Solution must provide inbound and outbound voice, SMS, and chat that can handle multiple channels simultaneously and pivot between channels during a customer interaction.	<input checked="" type="checkbox"/>	A workspace is a suite of tools that provides customer service agents with the tools they need to help answer customer questions and resolve customer issues. It includes tools that a user can employ to quickly and easily assist customers and resolve questions and issues. A workspace also includes features that enable a user to be more efficient, including a multi-tab interface for managing multiple cases and a contextual display that provides quick orientation to the current task.
3.1.1.33	The Contact Center Solution shall be hosted in a state owned public or private cloud environment. Vendor(s) must present as part of their proposal a RACI model, a proposed cloud architecture	<input checked="" type="checkbox"/>	ServiceNow data centers and cloud-based infrastructure is designed to be highly available, with redundant components and multiple network paths to avoid single points of failure. At the heart of this architecture, each

<p>design plan, software licensing list, and projected total cost of ownership (yearly) for both the solution and cloud infrastructure including consideration for network inbound and outbound traffic.</p>	<p>customer instance is supported by a multi-homed network configuration, with multiple connections from different providers and redundant power sources.</p>
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## Experience and Success Stories

### ServiceNow Customer Service Management Implementations

The following implementations have been built on the ServiceNow Customer Service Management Platform. Their successes are a testament to efficiencies DMV can achieve.

City of Santa Monica, California  
 Employees: 1,900

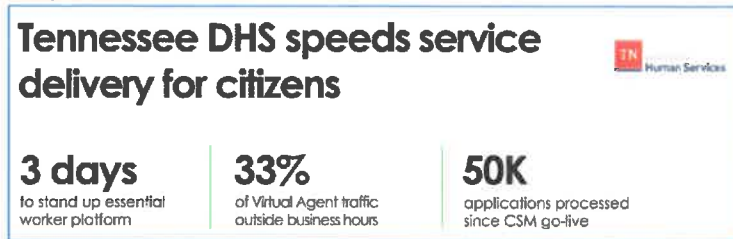
Implemented:  
 HR Service Delivery,  
 Customer Service Management,  
 and IT Service Management



Tennessee Department of Human Services, Tennessee

Business challenge: Providing essential services to some of Tennessee’s most vulnerable citizens, the DHS wanted to ensure constituents had access to services and support whenever and wherever they were needed.

Implemented:  
 Customer Service Management,  
 customer service portal,  
 supported by Virtual Agent



“  
 We can now provide our customers access, via self-service, to anything they may have previously needed to visit a local office or place a phone call to find out.

**Pamela Fusting**, Director of Operations, Customer Experience, Tennessee Department of Human Services

Helena, Montana  
 Employees: ~100

Industry: Government

Implemented:  
 Customer Service  
 Management, Reports and  
 dashboards, and  
 Governance, Risk, and  
 Compliance

MONTANA.GOV

### Montana leverages technology to ensure safe housing

<p><b>40</b></p> <p style="font-size: x-small;">Days from project kick-off to go-live</p>	<p><b>7k+</b></p> <p style="font-size: x-small;">Number of Montanans assisted, exceeding initial projections</p>	<p></p> <p style="font-size: x-small;">Increased response accuracy to common customer concerns</p>
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“

**In using CSM...providing visibility to customers really reduces a lot of the back-and-forth questions that we receive so they know where they are at every stage of the process.**

Cheryl Cohen, Executive Director, Montana Housing

South Dakota, USA

The challenge: The State sought to digitize and streamline access to citizen services and reduce manual processes.

Employees: 13,000+

Industry: Government

Implemented:  
 Customer Service Management, portal, phone, live chat, and AI chatbot, and IT Service Management

### South Dakota modernizes citizen services

<p><b>9K</b></p> <p style="font-size: x-small;">daily visits to the SD.gov citizen portal reduces MTTR</p>	<p><b>99%</b></p> <p style="font-size: x-small;">less time spent procuring competitive bids</p>	<p><b>≈88</b></p> <p style="font-size: x-small;">re-employment claims processed in &lt;30 days</p>
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“  
 State employees care deeply about their work and want to help people. Employees are excited about how much faster and smarter we can work with the help of ServiceNow.”  
Heather Perry, Deputy Commissioner, Bureau of Municipal & Government Services, State of South Dakota

“

**SD.gov features an advanced search engine and virtual live chat that puts everything our citizens need right at their fingertips.**

Pat Snow, Chief Technology Officer, State of South Dakota



**BizSolutions.Tech Certifications and Implementation Experience**

The following summarizes BizSolutions.Tech’s extensive certifications, teaching credentials, and implementation experience. Those items specifically related to the capabilities and components of this DMV Cloud-based Contact Center solution, are highlighted with the green check mark.

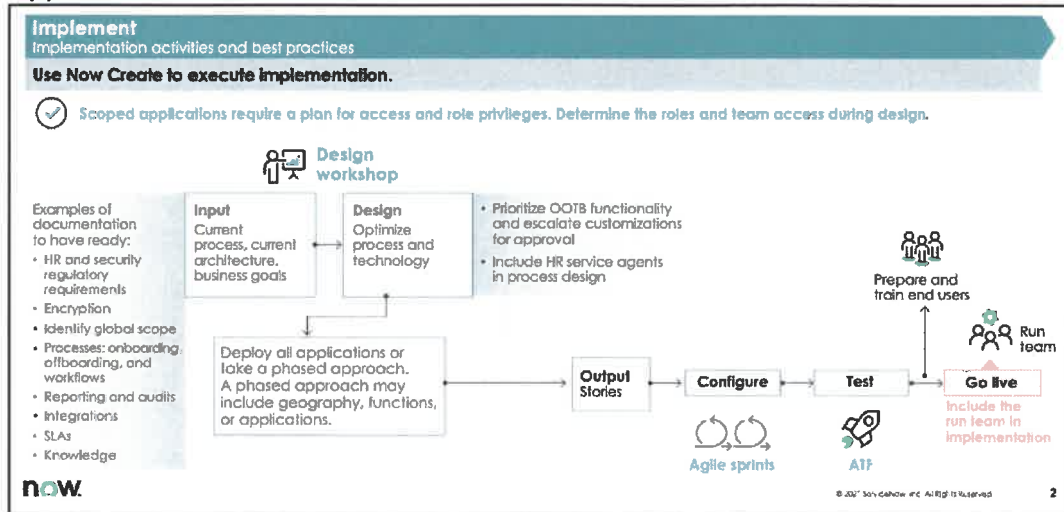
Education and Teaching Credentials	Implementation Experience
Accreditation - HR Service Delivery Accreditation - Public Sector Digital Services Certified Implementation Specialist (CIS) Customer Service Management Pro IT Service Management Pro Certified System Administrators (CSA) Certified Application Developers Certified to teach ServiceNow courses:	Customers: Sport Vehicle Manufacturers, Financial Institutions, Toy Manufacturers, Data Centers, Aerospace, Satellite Manufacturers, Restaurants, Banks, Retailers, Point of Sale Manufacturers
	>80 Implementations <input checked="" type="checkbox"/>
	10 Upgrade cycles, since 2017 <input checked="" type="checkbox"/>
	Customer/Citizen Portal <input checked="" type="checkbox"/>
	Employee Portal <input checked="" type="checkbox"/>
	Mobile Development <input checked="" type="checkbox"/>
	Service Catalog <input checked="" type="checkbox"/>
	Catalog items > 500 <input checked="" type="checkbox"/>
	Entitlements, Costing, Time Tracking and Billing <input checked="" type="checkbox"/>
	Workspace <input checked="" type="checkbox"/>
	Workflow <input checked="" type="checkbox"/>
	Dashboards and Reporting <input checked="" type="checkbox"/>
	Integrations – Zoom, Teams, Jira, Salesforce, Slack, Custom, CTI products, Custom integrations <input checked="" type="checkbox"/>
	Performance Analytics <input checked="" type="checkbox"/>
	Multiple Languages (English, German, Dutch, Spanish) <input checked="" type="checkbox"/>



## Program Management Methodology

BizSolutions.Tech uses the ServiceNow methodology, Now Create, for managing the development releases. Why use Now Create?

- **Faster time to value:** The Now Platform is deployed quickly so that customers can start benefitting from their investment.
- **Scalability and adaptability:** Now Create provides the best delivery approach to meet the demands of even the largest and most complex customers.
- **Collaboration is central to our approach.**



### BizSolutions.Tech Provided Resources

Engagement Manager	Project Manager/ Scrum Master	Business Analyst	Developers/ Administrators	Testers	Training Developers	Instructors
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Detailed Roles and responsibilities will be provided during project kickoff.

### DMV Required Resources

Resources – DMV				
Executive Decision Maker	Executive Stakeholders	One Subject Matter Expert for each Contact Center use case	Representative for each user persona: Employee/Requester, Approver	User Acceptance Testers

- Executive Decision Maker – Makes funding decisions.
- Executive Stakeholders – Identifies objectives to be met.
- Subject Matter Experts (SME) – Defines process definition for a given Contact Center use case and its lifecycle, in collaboration with BizSolutions.Tech team. Responsible for making decision when multiple DMV Contact Center opinions are presented. Responsible for providing input to the development stories (requirements) and approving the documentation prior to development starts. If procedures are desired for the case tasks, the SME would be responsible for providing the text for the task instructions.
- Representatives for each persona – Provides feedback on solutions built, within the scope of the project (employee/requester, approver).
- User acceptance test participants – Ensures functionality is working as defined in the stories (contact center agent).

Please see attached files for RACI requirements: Rapid MVP – Project RACI Template

Teamwork is key to our success!



## Growth Potential

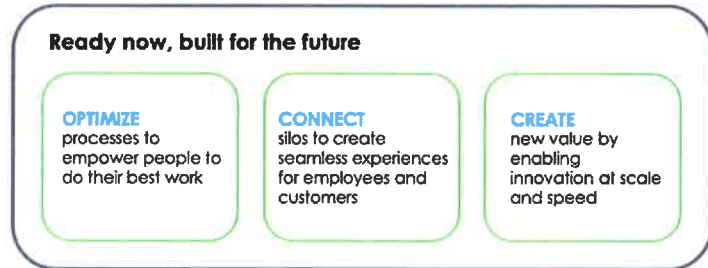
We recognize this initial phase focuses on managing attendance. However, West Virginia can utilize the Customer Service Management application and single architecture on the Now Platform to take advantage of pre-built and no-code capabilities for all customer needs. By taking the full magnitude of the ServiceNow Platform into consideration up front, new services can be added, tailored to the agency's requirements, and quickly implemented. This brings accelerated and increased value for the agency's investment.

Sample of apps and capabilities included with the CSM Professional package:

- Proactive Customer Service Operations
- Task Intelligence
- Performance Analytics
- Virtual Agent
- Outsourced Customer Service
- Continual Improvement Management
- Vendor Management Workspace
- DevOps
- Agent Workspace
- Case Management
- Omnichannel
- Self-Service
- Knowledge Management
- Walk-Up Experience for Customer Service
- Service Management for Issue Resolution
- Engagement Messenger
- Digital Portfolio Management

## The Continuous Improvement Journey

It all begins with ServiceNow's single, unified platform that can weave together the way your business works.



As you start to map more processes and workflows across the organization, the organization becomes more and more connected. Eventually, you get to the point where everything is connected, where you've digitized your mission critical services, and you've built a service mesh or fabric that's linking everything together.

The value of flexibility is unique to each customer. It is not uncommon for use cases to evolve and for realization of additional uses and business opportunities to occur. There is no limit to the ways you can reinvent new ways to work across the enterprise more efficiently.

The Now Platform creates the **foundation for opportunity and continuous improvement.**

- Lay the foundation for a shared services center of excellence that facilitates more self-service among employees.
- Improve agility for CSM to adapt to customer and agent needs — specifically, a scalable solution that can layer in a unified service experience.
- Provide integrations for third-party employee service portals.

Technology is vital to creating new possibilities. The Now Platform will enable you to imagine a more holistic vision for employee experience, now and into the future.



There's so much more to this journey, let's have a discussion!

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## Deliverables

### On-site Workshop

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During the Workshop, team members from BizSolutions.Tech and DMV will meet to discuss and align on the process, data, and reporting requirements. The output from the workshop will be the requirements, in the form of stories. Travel expenses will not be required, as the key team members are in **Charleston, WV**.

### User Management

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User management will be facilitated via integration with the mainframe and / or appropriate systems that track customers. These user records will be for all employees/customers who are using the portals, kiosks, workspaces, mobile interfaces and all the agents who will be responding to requests from the portal, workspace, or mobile devices.

### Portal

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The portal will provide the following for DMV's employees and customers: announcements, knowledge articles, service catalogs, order forms for each type of case, ability to check status and communicate with agents, ability to receive automated work tasks and complete, and ability to look up information, policies, and procedures.

### Cases and Workflows

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Cases, and flows will be provided for the defined case types.

### Workspace

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Agent Workspace with landing page summarizing incoming unassigned work, assigned work, and service timer alerts will be provided with additional pages for work lists. Purpose-built case forms, showing procedures, and playbook to guide the agent through automated and manual process steps.

### Integrations

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Integrations to include: CHAMPS, VRS, IDEAMIA/Back Office, and Mainframe. A separate workshop will be required to discuss and document integration requirements, including direction, priority, and amount of data being sent between ServiceNow and third-party systems.

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## Foundational Data

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The standard Data Module includes structures for employees, consumers, emergency contacts, assignment groups, users, roles, etc. These structures will be configured per the requirements. Data that are available in spreadsheets will be uploaded. Data entry training will be provided if needed.

## Reports and Dashboards

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The following reports and dashboards will be included in the proposed solution:

- Contact Center Dashboard – metrics for overall organization
- Contact Center Supervisor Dashboard – metrics for overall department

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## Training Materials, Video, and Class Sessions

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### *DMV Contact Center User Training Development*

User training materials will cover the lifecycle of one type of case, to demonstrate the common features of the different record lifecycles. Materials to include:

- Overview Slides
- Hands-on practice exercise
- Quick reference cards
- Training video for new hires, after go-live
- 'How to' video for customers accessing from portal, mobile, and virtual agent



### *DMV On-Site Class Sessions*

Room Requirements – If students can bring their own computers, a training room will be provided at our offices at the Northgate Office Park. Otherwise, a room needs to be provided with computers that have supported browsers and internet access.



### Training Session Content and Audiences

Course	Audience	Location	Days	Students
<b>Case Management and Navigation</b>	Contact Center Agents	On-site, Charleston, WV	1 Day	20
<b>Reporting and Dashboards – Creating</b>	Superusers	On-site, Charleston, WV	1 Day	5
<b>Templates – Managing</b>				
<b>Knowledge Management – Creating</b>				
<b>ServiceNow Administration</b>	Administrators	On-site, Charleston, WV	3 Days	5
<b>Open House – Q&amp;A, Marketing</b>	Contact Center Staff	On-site, Charleston, WV	½ Day	Unlimited

### Testing and Warranty

Prior to deployment into production, each Requirement/Deliverable will be tested internally by the BizSolutions.Tech team, then tested and approved by the DMV acceptance test resource. If, despite this due diligence, a defect is found after it is implemented, in the first 30 days, BizSolutions.Tech will perform the correction under warranty at no cost. After 30 days, the remedy will be corrected and billed against the sustaining support budget. See section, Sustaining Support below for more information.

### Sustaining Support

Sustaining Support will be included in a Maintenance Contract, negotiated separately.

Our general approach to sustaining support is as follows:

*Sustaining support will be provided, with a budget set for the calendar year. This includes time required for upgrades. The hours are only charged if used and may be used for enhancements, provided the upgrade hours are reserved and used first before using on enhancements.*

Hours of support will be Monday through Friday 7:30am-6:00pm, Eastern Time

## Signatures

**IN WITNESS WHEREOF**, the parties by their duly authorized representatives have agreed to this Proposal. The effective date of this exhibit shall be the earliest date of signature below.

ServiceNow

By: Larry Coune

Name: Larry Coune

Title: Account Executive – State and Local

Date: February 12, 2024

Business Solutions and Technologies, LLC:

By: Michael R. Stockman

Name: Michael R Stockman

Title: Founder / CEO

Date: February 12, 2024

**CRFQ DMV24\*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE**

TOTAL INSTALLATION & DELIVERY COST							
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304							
Item Number	QTY	Description	YEAR ONE	YEAR TWO	YEAR THREE	YEAR FOUR	Grand Total
3.1.1	1	Contact Center Solution - Implementation and Training	\$ 584,100.00	\$	\$	\$	\$ 584,100.00
3.1.2	1	Contact Center Solution - Maintenance and Support		\$ 150,000.00	\$ 150,000.00	\$ 150,000.00	\$ 450,000.00
3.1.3	1	Contact Center Solution - ServiceNow Licensing	\$ 82,170.24	\$ 82,170.24	\$ 82,170.24	\$ 82,170.24	\$ 328,680.96
3.1.4	1	Contact Center Solution - Dialpad Licensing	\$ 27,600.00	\$ 27,600.00	\$ 27,600.00	\$ 27,600.00	\$ 110,400.00
			\$ 693,870.24	\$ 259,770.24	\$ 259,770.24	\$ 259,770.24	\$ 1,473,180.96

**Addendum A – RACI Diagram**

Refer to the Project Organization Chart, Project Resource Plan and Project Charter, as well as other supporting documents such as the Business Case and Supplier Statement of Work. Identify all the tasks involved in delivering the project and list them in the Project RACI Template, in the order they will be completed.

Identify all stakeholders in the project and list them along the top of the matrix. Work through the RACI identifying who has Responsibility, Accountability and who will be Consulted and Informed for each task.

Leading practice is that each task has at least one person who is responsible for completing it and that no tasks should have more than one accountable resource.

RACI Definitions	Primary responsibilities	How to assign
<b>R = Responsible</b>	<b>Executes</b> the <b>activities</b> identified to <b>complete</b> the work package as <b>defined by the A</b> . <b>Drives</b> the execution <b>activities</b> to success within the agreed upon <b>timelines</b> .	<b>Depending</b> on the scope of work may be one person or multiple. These individuals must provide <b>timely completion</b> of defined activities.
<b>A = Accountable</b>	<b>Understands</b> and <b>defines</b> the activities needed to be <b>executed to complete</b> the work package <b>successfully</b> . Provides <b>clear direction</b> on <b>scope</b> and <b>timelines</b> to <b>complete</b> the <b>activities</b> .	<b>Only One</b> , at a <b>senior level</b> to <b>own the activities</b> to be executed and ensure <b>all team members</b> are <b>meeting the needs of the work package</b> to be successful.
<b>C = Consulted</b>	<b>Provides insight</b> and is a <b>Subject Matter Expert</b> who provides <b>expertise</b> and <b>knowledge</b> to drive the activities to <b>completion</b> . <b>Required</b> to be an <b>active participant</b> in <b>all</b> impacted work package activities.	<b>As many</b> as needed to ensure full coverage of the work package.
<b>I = Informed</b>	<b>Requires knowledge</b> of the <b>activities</b> being <b>executed</b> but is <b>not an active participant</b> in the <b>completion</b> of the activities. <b>Output</b> of the work package may have a <b>downstream impact</b> where the I requires <b>knowledge for their role</b> .	Only <b>inform the individuals</b> who are <b>impacted</b> by the <b>Output</b> of the work package or who need to be <b>made aware</b> of any changes.

Project Reference Number:  
 Project Name:  
 Project Manager:  
 Business/Project Sponsor:  
 RACI Key:

**R = Responsible; A = Accountable; C = Consulted; I = Informed**

Phase	Workstream	L1 Activity	L2 Activity	Program Manager	Project Manager	Business Sponsor	Business Process Lead	Business Process Analyst	Product Owner	Process Owner	System Admin	Platform Owner	Platform Architect	Security Architect	Developer	Test Manager	Tester	Change Enablement Lead	Training Lead	Communications Lead
Initiate	Project and Program Management	Project Planning	Establish Project Structure		R	I	C	I	C	C		A	C	C		C		C	C	C
Initiate	Project and Program Management	Project Planning	Get your resources ready for the workshops		R	I	C	C	C	R	I	A	C	C		C		C	C	C
Initiate	Project and Program Management	Project Kick-Off	Project Kick-Off		R	R	C	C	C	C	C	A	C	C	C	C	I	C	C	C
Initiate	Project and Program Management	Exit Initiate Phase Gate	Manage 'Exit Initiate Phase Gate' Meeting		R	I	C	I	C	C	C	A	R	R	C	I	I	I	I	C
Initiate	Organization Change Management	Define Change Strategy	Conduct Change Enablement Kick-Off		A	R	C	C	C	C		C						R	C	C
Initiate	Organization Change Management	Define Change Strategy	Prepare a change enablement project plan		A	C	C	C	C	C		C						R	C	C
Initiate	Organization Change Management	Define Change Strategy	Conduct Stakeholder Impact Analysis		A	C	C	C	C	C		C						R	C	C
Initiate	Organization Change Management	Train Project Team	Train Project Team		A		C	C	C	C	C	R	C	C	C	C	I	C	R	R
Initiate	Value Management and Analytics	Business Case Alignment	Align Business Case		R	A	C	C	C	C	I	C	C		C			C	C	
Initiate	Architecture and Technical Governance	Understand Existing Architecture	Review and Update Existing Architecture		C				I	I	C	A	R	C	C	I				
Plan	Project and Program Management	Project Monitoring & Controlling	Manage and Report on a Project		R	I	C	I	C	C	I	A	C	C	I	C	I	I	C	C
Plan	Project and Program Management	Sprint Planning	Sprint Scoping		R	I	C	C	R	C	I	A			C	C	I	I	I	I
Plan	Project and Program Management	Go-Live Transition Planning	Go-Live Transition Planning		R	C	I	I	C	C	C	A	R	C	C	C	I	R	C	C
Plan	Organization Change Management	Assess and Plan for Change	Create Communication Plan		A	C	C	C	C	C		C						R	C	R
Plan	Organization Change Management	Assess and Plan for Change	Execute Project Announcement Communication		A	C	C	C	C	C		C						R	C	R
Plan	Organization Change Management	Assess and Plan for Change	Create Training Delivery Plan		A	I	C	C	C	C		C						R	R	C



Plan	Value Management and Analytics	Create Value Measurement Plan	Plan Benefits Realization		C	A	C	R	C	C	I	R	C		C	C	I	R	C	I
Plan	Design, Build and Unit Test	Conduct Process Workshops	Prepare and Conduct Process Workshop(s)		R	I	A	R	C	C	R	C	C	C	R	C	I	I		
Plan	Design, Build and Unit Test	Story Refinement and Estimation	Approve Stories & Acceptance Criteria		C		C	R	A	R	I	C	C	C	C	I				
Plan	Architecture and Technical Governance	Data Strategy	Data Approach and Loading Strategy		C					I	C	A	R	C	C	I				
Plan	Architecture and Technical Governance	Define Solution Architecture	Create/Update Solution Architecture		C		C	C	C	C	C	A	R	C	C	I				
Plan	Architecture and Technical Governance	Define Solution Architecture	Define/Adhere to Platform Operating Model		C	I	C	I	C	C	C	A	R	C	I	I	I	I	I	I
Plan	Architecture and Technical Governance	Set-Up Environment	Set-Up Environment		R	I			I	I	R	A	C	C	R	C				
Plan	Testing	Test Strategy	Document Test Strategy		A	C	C	C	C	C	C	C	C	C	C	R	C	C	C	C
Plan	Support	Operations Planning	Define Deployment Process		C				C		C	A	R	C	R	C				
Plan	Project and Program Management	Exit Plan Phase Gate	Manage 'Exit Plan Phase Gate' Meeting		R	I	C	I	C	C	C	A	C	C	C	C		I	I	C
Execute	Project and Program Management	Project Monitoring & Controlling	Manage and Report on a Project		R	I	C	I	C	C	I	A	C	C	I	C		C	C	C
Execute	Project and Program Management	Sprint Planning/Retropective	Conduct Sprint Planning Meetings		R		C	I	R	I	I	A	C	C	C	I		I	I	I
Execute	Project and Program Management	Sprint Planning/Retropective	Create/Update Burndown Chart		A/R	I	I	I	I	I	I	I	I		I	I				
Execute	Project and Program Management	Sprint Planning/Retropective	Conduct Sprint Review Meetings		R	I	C	C	R	R	C	A	C	C	R	C		C	C	C
Execute	Project and Program Management	Sprint Planning/Retropective	Conduct Sprint Retrospective Meeting		R	I	C	C	C	C	C	A	C	C	C	C				
Execute	Project and Program Management	Sprint Planning/Retropective	Create New Stories as Needed		C		I	R	A	R	C	C	C	C	C	I				
Execute	Project and Program Management	Go-Live Transition Planning	Create Go-Live Transition Plan		R	C	C	C	R	C	R	A	C	C	R	C	I	C	C	C
Execute	Organization Change Management	Execute Communications Plan	Execute Communications According to Plan		A	I	C	C	C	C		C						R	R	R
Execute	Organization Change Management	Execute Communications Plan	Engage Change Champions		A	C	C	I	C	C		C						R	C	C
Execute	Architecture and Technical Governance	Architecture Security	Security Testing		C	I			I		C	A	C	R	C	C				
Execute	Design, Build and Unit Test	Execute Sprints	Sprints Execution		A		I	C	R	R	R	C	C	C	R	R	I			

Execute	Testing	Plan System Testing	Create System Test Scenarios & Scripts		A		R	C	C	C	C	C	C		R	R	R			
Execute	Testing	Plan System Testing	Build System Test Plan		A		C	C	C	C	C	C	C		C	R	C			
Execute	Testing	Plan User Acceptance Testing	Create User Acceptance Test Scenarios & Scripts		A		C	C	C	C	C	C	C		C	R	C			
Execute	Testing	Plan User Acceptance Testing	Build User Acceptance Test Plan		A		C	C	R	C	C	C	C		C	R	C	C		
Execute	Testing	Plan User Acceptance Testing	Draft and Issue UAT Training Materials		A	I	C	C	R	C	C	C	C		C	C	C	R	R	R
Execute	Support	Design Support Model	Update Existing Support Model		C				I		R	A	I	I	C				I	
Execute	Project and Program Management	Exit Execute Phase Gate	Manage 'Exit Execute Phase Gate' Meeting		R	I	C	I	C	C	C	A	C	C	C	C	I	I	I	C
Deliver	Project and Program Management	Project Monitoring & Controlling	Manage and Report on a Project		R	I	C	I	C	C	I	A	C	C	I	C		C	C	C
Deliver	Project and Program Management	Go-Live Transition Planning	Go-Live Transition Planning Meetings		R	C	C	C	C	C	C	A	C	C	C	C	I	C	C	C
Deliver	Project and Program Management	Exit Deliver Phase Gate	Manage 'Exit Deliver Phase Gate' Meeting		R	I	C	I	C	C	C	A	C	C	C	C	I	C	C	C
Deliver	Organization Change Management	Deliver Training and Enablement	Execute Training Plan		A	I	C	C	C	C		C						R	R	C
Deliver	Design, Build and Unit Test	Deploy Build to Test Environments	Deploy Build to System Test Environment		C				I	I	R	A	I		R	C	I			
Deliver	Design, Build and Unit Test	Deploy Build to Test Environments	Deploy Build to UAT Environment		C		I	I	I	I	R	A	I		R	C	I			
Deliver	Design, Build and Unit Test	Go-Live Transition	Execute Go-Live		R	I	C	C	R	R	R	A	C	C	R	R	R	I	I	I
Deliver	Architecture and Technical Governance	Prepare Test Data	Prepare for Data Load		C		I	R	C	C	C	I	C	I	C	A	C			
Deliver	Architecture and Technical Governance	Test Phases Data Set-Up	System Instance Preparation		C		R		C	R	R	C	C		C	A	I			
Deliver	Architecture and Technical Governance	Test Phases Data Set-Up	UAT Instance Preparation		C		R		C	R	R	C	C		C	A	I			
Deliver	Testing	Conduct System Testing	Prepare and Conduct System Testing		A		C	C	C	C	C	C	C		R	R	R			
Deliver	Testing	Conduct User Acceptance Testing	UAT Training for Testers		A	I	C	C	R	C	C	C	C		C	C	I	R	R	R
Deliver	Testing	Conduct User Acceptance Testing	Prepare and Conduct UAT		A	I	C	C	R	C	R	C	C		R	R	R			
Deliver	Support	Confirm Operational Readiness	Operational Readiness Confirmation		R	I			C	C	R	A	C	C	C					
Close	Project and Program Management	Project Monitoring & Controlling	Manage and Report on a Project		R	C	C	I	C	C	I	A	C	C	I	C		C	C	C

Close	Project and Program Management	Project Closedown	Project Closedown		R	C	C	C	C	C	C	A	C	C	C	C	I	C	C	C
Close	Value Management and Analytics	Measure Value	Realize Benefits & Protect Value		C	A	C		R	C	I	R	C		C			C	C	C
Close	Organization Change Management	Measure Adoption	Conduct Training Evaluation		A	I	C	C	C	C		C						R	R	C
Close	Support	Hypercare	Hypercare Support		R	I	I	I	C	I	R	A	C	C	R					
Close	Support	Transition to Support Organization	Handover Operations		R	I			I		C	A	C	C	C					I
Close	Project and Program Management	Exit Close Phase Gate	Manage 'Exit Close Phase Gate' Meeting		R	I	C	I	C	C	C	A	C	C	C	C	I	C	C	C

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: DMV240000001**

**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 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 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.

BizSolutions.Tech  
Company  
Michael R. Hochman  
Authorized Signature  
Feb 14, 2024  
Date

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