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## Technical Proposal

To Provide a IVR / IWR Interactive Voice &

Web Response System Solution

WorkForce West Virginia

For RFP # WWV13002

### **Presented To:**

State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

### **By:**

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Signed: \_\_\_\_\_

*Dina M. Orpello*

Date: \_\_\_\_\_

8 MAY 2013



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

**Solicitation**

NUMBER
WWV13002

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
PAUL REYNOLDS 304-558-0468

V E N D O R
*523111805      302-656-6050 DIAMOND TECHNOLOGIES INC 221 W 9TH ST STE 200 WILMINGTON DE 19801

S H I P T O
WORKFORCE WEST VIRGINIA OFFICE OF ADMIN. SUPPORT-5302 112 CALIFORNIA AVENUE CHARLESTON, WV 25305-0112      304-558-2631

DATE PRINTED
03/28/2013

BID OPENING DATE: 05/09/2013      BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		YR		920-56		
IVR/IWR INTERACTIVE VOICE AND WEB RESPONSE SYSTEMS						
REQUEST FOR PROPOSAL (RFP)						
THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, WORKFORCE WEST VIRGINIA, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH AN INTERACTIVE VOICE RESPONSE (IVR) AND INTERACTIVE WEB RESPONSE (IWR) SYSTEM PER THE ATTACHED SPECIFICATIONS.						
***** THIS IS THE END OF RFQ WWV13002 ***** TOTAL: _____						

SIGNATURE <i>Dina M. Orpello</i> (DINA M. ORPELLO)	TELEPHONE 702-256-5054	DATE 7 May 2013
TITLE DIRECTOR OF SALES & MKTG	FEIN 51-0377847	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: WWV13002**

**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 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.

Diamond Technologies, Inc.

Company

Dina M. Cogan

Authorized Signature

7 MAY 2013

Date

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

**CERTIFICATION AND SIGNATURE PAGE**

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

DIAMOND TECHNOLOGIES, INC.

(Company)

Dina M. Orfello

(Authorized Signature)

DINA M. ORFELLO

(Representative Name, Title)

302.256.5054

(Phone Number)

302.656.6058

(Fax Number)

7 MAY 2013

(Date)

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**MANDATE:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: DIAMOND TECHNOLOGIES, INC.

Authorized Signature: *[Signature]* Date: 7 MAY 2013

State of DELAWARE

County of NEW CASTLE, to-wit:

Taken, subscribed, and sworn to before me this 7 day of May, 2013.

My Commission expires July 11, 2013.

AFFIX SEAL HERE

NOTARY PUBLIC *[Signature]*

Purchasing Affidavit (Revised 07/01/2012)

DANIEL WOODS  
NOTARY PUBLIC, STATE OF DELAWARE  
My Commission Expires July 11, 2014

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## 1.0 Background

WorkForce West Virginia is a network of work force development services designed to provide West Virginia's 1.8 million citizens and employers the opportunity to compete in a global economy. WorkForce West Virginia makes available education and training to ensure citizens have the skills needed to meet the needs of current and future employers.

In its discussions with Diamond Technologies, WorkForce West Virginia (WFWV) has expressed the desire to develop, configure and implement a new IVR/IWR system. With the State of West Virginia's 7% unemployment rate and the 1.1 million inquiries that come into the system yearly, a high functioning IVR/IWR is imperative. The current IVR/IWR system has some automated features; however, the majority of the effort is overly manual. Due to the manual nature of the current system WFWV has requested proposals to provide a fully automated, end to end solution.

The new IVR/IWR system will be implemented in three phases and over several months. The goal of WFWV is to replace the current IVR/IWR system with the purchase, implementation and maintenance of a hardware and software solution that will provide a complete turnkey, unified solution with an automated method for citizens to file for weekly unemployment benefits payments, file an interstate claim, inquire about the status of unemployment benefit claims, and obtain general unemployment information. Once the initial phase is complete, fact finding sessions will take place in order to expand on the functionality available in the IVR/IWR. The construction of a predictive dialer/auto dialer system will be implemented as the final phase of the project for the collection of overpayments and delinquent taxes built upon the IVR/IWR system. In addition, support will be provided to WFWV for ongoing support of the aforementioned.

The remaining sections of this document describe Diamond Technologies' proposal to WFWV to implement a new IVR/IWR system for the State of West Virginia. We are confident that our experience and commitment will result in a highly successful solution for WFWV. Diamond Technologies appreciates the opportunity to bid on this RFP and look forward to working with you on this important initiative.



## 2.0 Proposed Services

The Workforce West Virginia (WFWV) Interactive Voice and Web Response Systems (IVR/IWR) will consist of a multi-tiered architecture where common business and data layers are shared with multiple presentation technologies such as web sites, Voice XML browsers, reporting engines, and predictive dialers. This architecture allows for best-of-breed point solutions to be integrated into WFWV's back end processing as long as those solutions support common program interchanges (e.g. SOAP web services, REST services, etc.). The architecture supports loose coupling among the programming components to allow reuse of the common objects and lessen the impact of a change to any one part of the system.

### 2.1 Technology Architecture

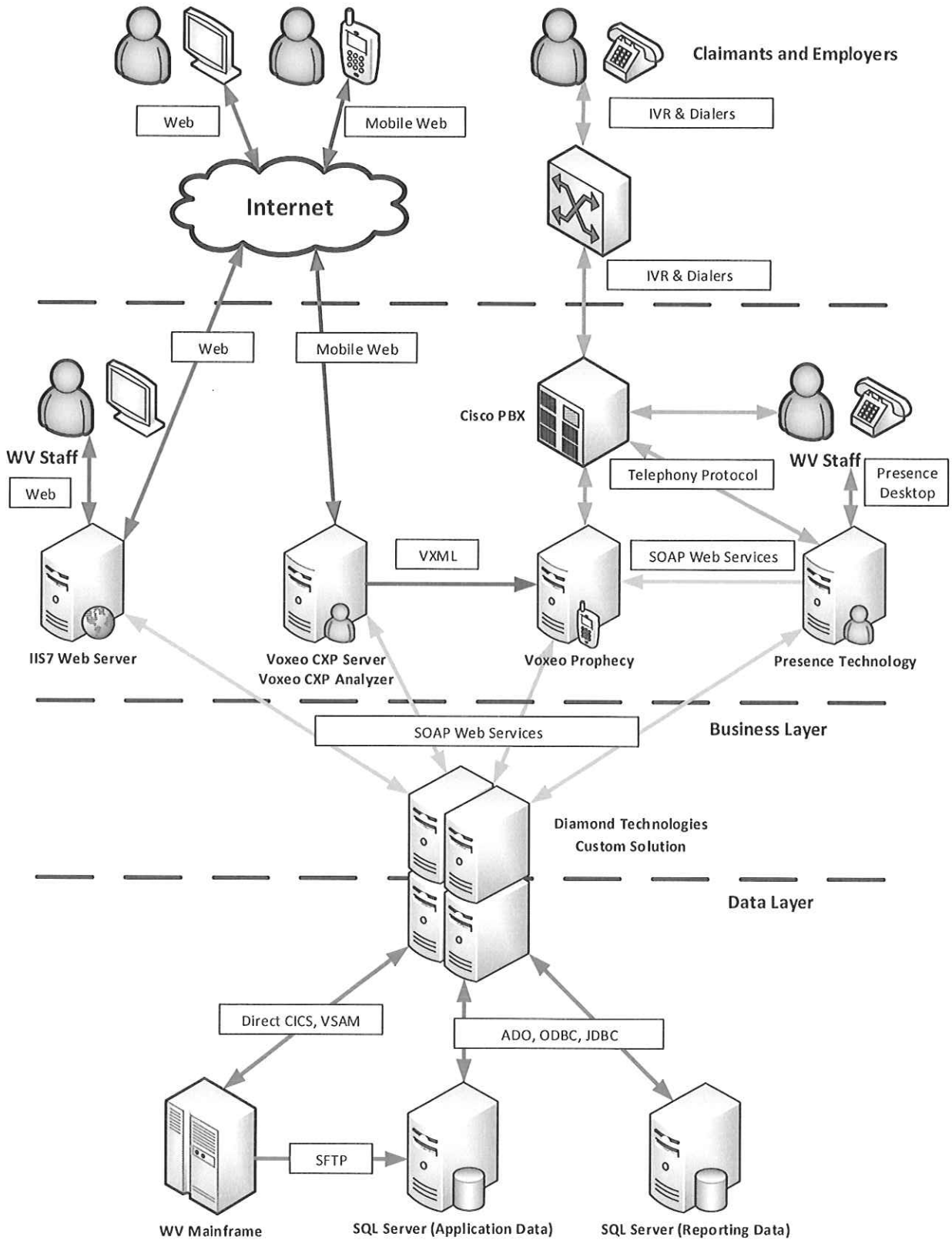
For the WFWV IVR/IWR solution ("the System"), Diamond will use technologies from Microsoft (IIS), Voxeo (CXP and Prophecy), and Presence Technologies to fulfill the requirements specified in the RFP. Please refer to Diagram 1. The system will comprise a combination of the Voxeo Prophecy voice platform, the Voxeo CXP application server and development environment, the Presence Technology customer service and dialer applications, and Diamond Technologies project management, application development and backend integration.

IVR applications will be developed using CXP modules that access WFWV backend systems for data and produce VoiceXML (VXML) and Call Control XML (CCXML) for the Prophecy voice platform (the IVR system). These applications are constructed of "dialogs". Dialogs encapsulate logic for different functions within the application (e.g. prompting a user for their PIN and validating it against the backend database). CXP will use the same dialogs to produce the content for IVR phone users, text messaging users, and smartphone browser users. The CXP server uses web services to communicate with the business layer.

The IWR web site will be developed in Microsoft's ASP.NET (version 4.5 of the .NET Framework) and utilize the same business-layer web services to access all backend data. The web pages will be developed to take advantage of current Internet technologies (jQuery, JSON, JavaScript, etc.) to minimize post backs and present the most efficient browsing experience for end users.







**Diagram 1 – System Architecture**



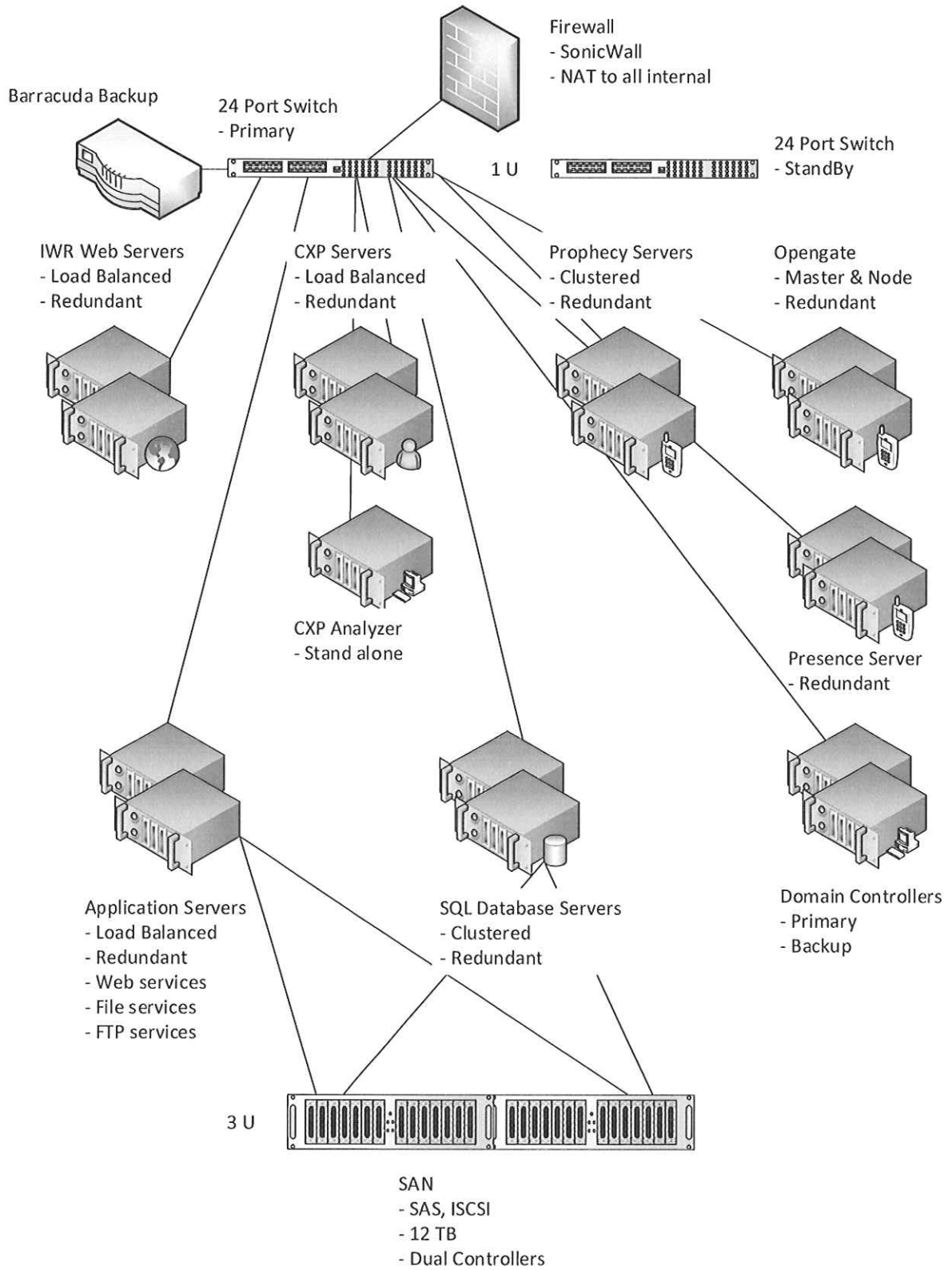
## 2.2 Server Topology

For servers and infrastructure to support the system requirements the solution must provide scalability, redundancy, and; most important, SPEED. Claimants and employers do not want long pauses in between phone menu options. The network cards on the servers must be configured to maximize speed and throughput. Due to this requirement, the voice-related vendors do not recommend virtualizing their servers. This speed requirement extends to the database servers as well; therefore, the SQL Server machines will not be virtualized. With over two thirds of the servers non-virtualized (stand alone), the entire system will not be virtualized.

To insure five-nines (99.999%) up time, all servers are redundant within the primary datacenter. A combination of network load balancing and software-based clustering allow each component within the system to be highly-available and to failover in the event of a hardware or operating system crash. This topology will insure the best balance of performance, price, redundancy, and scalability. Diagram 2 shows the server topology for the primary datacenter.

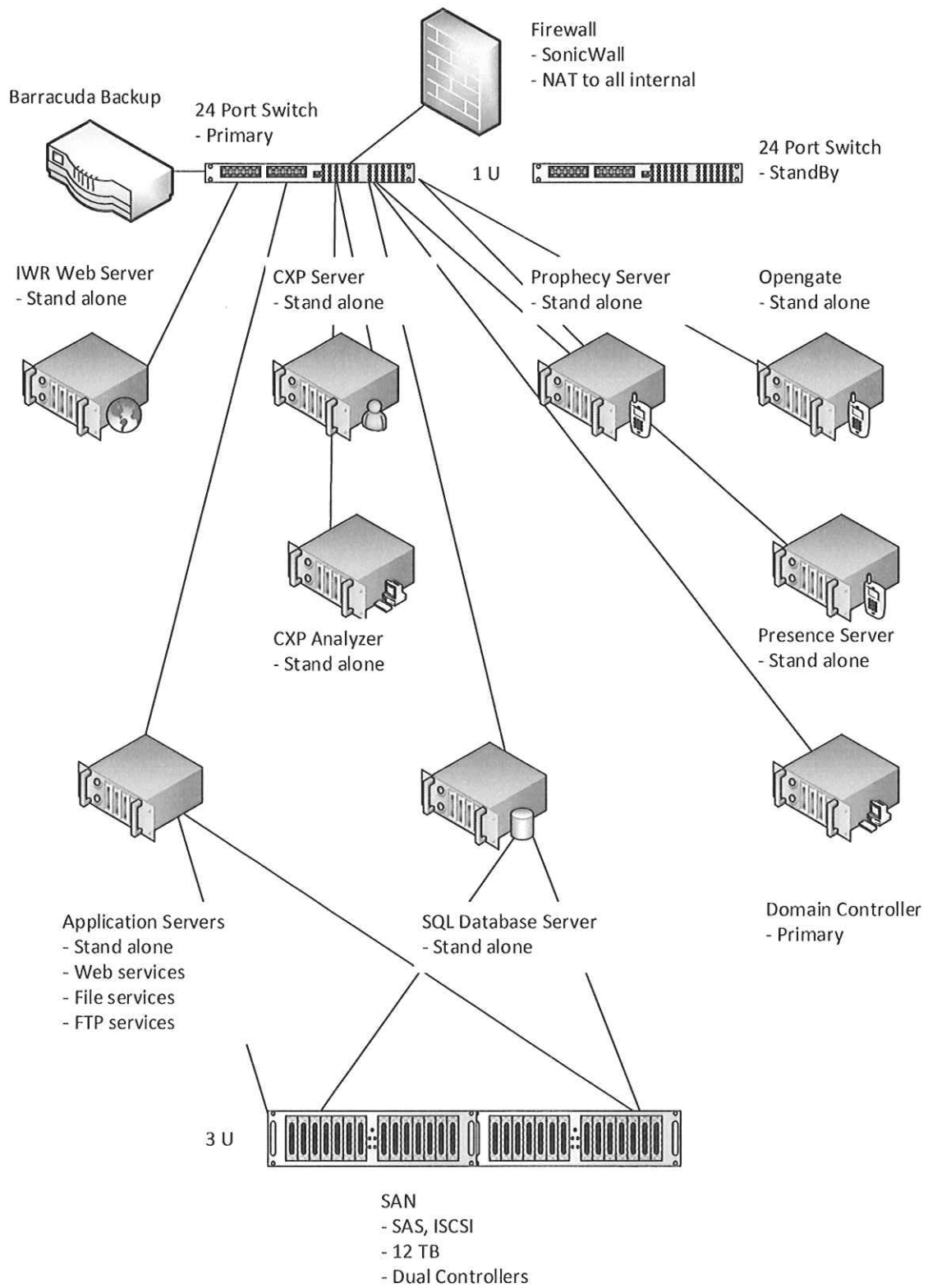
The secondary datacenter for the DR site will be co-located in Reading, PA within IPR International's facility. IPR's Business Continuity Center (BCC) is a Tier III+ full service Data Center with ample space, power, and cooling located two stories below ground in a high-security building with multi-path, carrier independent network access. Built with redundancy in all areas, this Data Center provides unparalleled security and reliability. The server topology at the secondary site is identical to the first except without the redundant servers. In the event of a long-term outage, all servers, operating systems, and software applications allow for scalable additions. See Diagram 3 for secondary datacenter server topology.





**Diagram 2 – Primary Datacenter**





**Diagram 3 – Secondary Datacenter**



## 2.3 Business Continuity

To support the RFP recovery time objective (RTO) of eight (8) hours, the business continuity plan for the system consists of the following:

- Active/Passive SQL Server clustering
- SQL Server Log Shipping
- SQL Full, Incremental, and Transaction backups
- Barracuda Backup Servers in both locations

A site-to-site VPN will be established between the primary and secondary datacenters. This VPN will facilitate Barracuda Backup and SQL Server Log Shipping traffic (as well as any management traffic that is required).

All production data is stored within SQL Server as well as the important logging items. SQL Server log shipping will be used to send transactions logs to the DR SQL server every few minutes. These transaction logs will automatically be applied to the DR SQL Server databases; thus providing a duplicate of the production databases. With proper management, the recover point objective (RPO) for the databases will be minutes. The applications using the databases will be written to ensure that transactions are not committed to the database until fully executed, covering the few minutes window.

Backups will be performed by a Barracuda Networks backup device. The device will have enough local storage to hold the latest version of all data that must be backed up. This includes file-level backups (such as configuration and language files) as well as SQL Server full, incremental, and transaction backups. If a restore is required within the primary datacenter, it can occur very quickly from the local backup. In addition to the local backup, the data will be backed up to the system's secondary (DR) facility in a private cloud arrangement, over the site-to-site VPN. The set of backups at the DR site will serve two (2) purposes. First, it serves as an offsite backup for the primary datacenter. Second, in the event of a disaster, the data can quickly be restored at the DR site in order to meet the RTO requirements within the RFP.



## 3.0 Project Approach

This section describes Diamond Technologies' proven project approach that will be applied to the development, implementation and ongoing support for WFWV's IVR/IWR solution proposed herein.

### 3.1 Project Requirements (Business & Technical)

Diamond Technologies was provided the following documents and/or links to relevant materials, which in turn, Diamond used to derive the scope of work provided here:

- WFWV IVR/IWR RFP # WWV13002
- Addendum #1 for WWV13002
- Agency related links found within RFP

This material provided all the necessary information for Diamond Technologies to provide a fixed price solution for WFWV.

### 3.2 Project Team

Diamond Technologies has pulled together a complete project team to implement IVR/IWR for WFWV. In order to deliver a truly "best of breed" solution, Diamond has partnered with industry powerhouses Voxeo Corporation for their state-of-the-art IVR platform, Presence Software for their CTI and call routing platform, and IPR International for hosting of the secondary data center. Diamond Technologies will be the prime contractor and integration lead throughout this engagement.

Diamond Technologies will fill the roles of project management, application development, software & backend integration, documentation, training, infrastructure setup and ongoing support.

Diamond's project manager will be responsible for understanding the details of the project's objectives, developing and managing the project plan, managing and coordinating all project resources and activities, and working closely with WFWV's project coordinator to ensure the timely and successful completion of the project.

#### ABOUT Voxeo

Voxeo was founded in 1999 with the mission to make phone applications easy to build and deploy. Today, the mission remains much the same as we focus on enabling the next generation of communication and customer service apps that tap into the power



of mobile, smart devices and social networks.

The company's common sense approach isn't rocket science: Offer a great platform. Make it exceptionally easy for people to try, buy and use. Provide amazing support. More than 250,000 developers and enterprise customers – including half of the Fortune 100 – use Voxeo's platforms and cloud hosting solutions to deliver innovative Interactive Voice Response (IVR), multi-channel customer self-service, outbound notifications, unified communications, state-of-the-art SIP VoIP call control and media applications, and more.

Voxeo customers range from the Fortune 50 to 50 of the most innovative small businesses around. We focus diligently on their success. When surveyed, our customers give us extremely high marks for technical versatility and customer service excellence. In fact we have the highest Net Promoter Score (NPS) in the industry.

We've also got a long list of "industry firsts" and awards. In 2012, analyst firm Gartner gave Voxeo the highest rating possible in its IVR Systems and Enterprise Voice Portals Market Scope (pdf). And, Ovum named Voxeo one of two companies to shortlist in their report, "Decision Matrix: Selecting a Provider of Cloud-based Speech Self-service Solutions in North America" (pdf).

Voxeo is headquartered in Orlando, Florida with offices in London, Beijing, and Cologne (Germany) and employees throughout the US, EU, Latin America and Asia. Refer to [www.voxeo.com](http://www.voxeo.com) for more details.

### **ABOUT Presence Software**

Presence Technology is a worldwide leading provider of Multi-Channel Contact Center software, deployable On Premise, Hybrid or Hosted. The complete Contact Center Suite was created and developed in a large Multi-Channel Call Center in Europe. Therefore, Presence's advantage relies on a deep understanding of the Contact Center daily operations. Presence Suite Solutions are recognized as the most flexible, the easiest to integrate with other systems, and the most user friendly solutions in the Contact Center industry.

The highly qualified professionals at Presence work with numerous world class partners throughout North America, Europe, Latin America and South Africa who stand behind and provide support for any project around the world.

Presence's Solutions allow Contact Centers to optimize their telephony platform resources and increase productivity between the business-client interfaces. Refer to



[www.presenceco.com](http://www.presenceco.com) for further details.

### **ABOUT IPR International**

IPR's Business Continuity Center (BCC) is a Tier III+ full service Data Center with ample space, power, and cooling located two stories below ground in a high-security building with multi-path, carrier independent network access. Built with redundancy in all areas, this Data Center provides our client's unparalleled security and reliability. The BCC is located in Reading, PA, away from major metropolitan cities but accessible to many.

The BCC, in conjunction with IPR's Continuous Computing Center (CCC) in Wilmington, DE, protects clients' data from 17 countries and the two Centers and their Services are interoperable. Refer to [www.iprintl.com](http://www.iprintl.com) for further details.

### **3.3 Project Methodology**

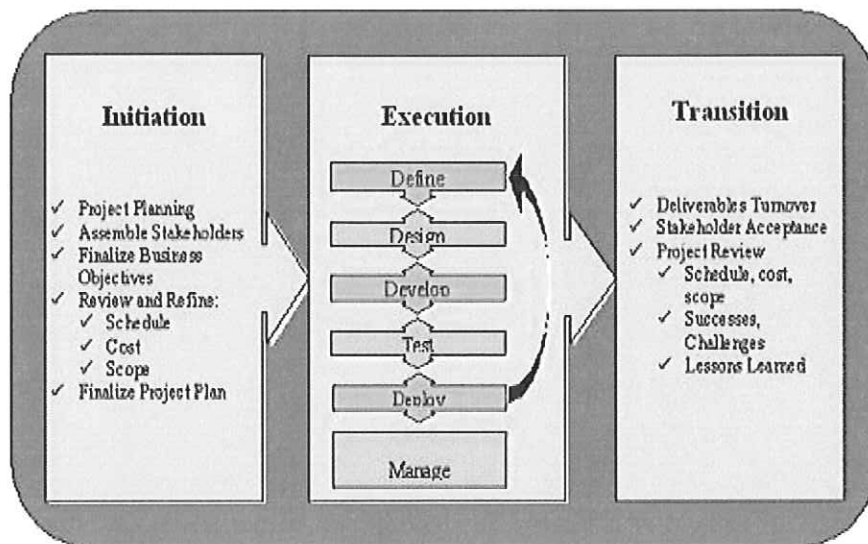
Diamond Technologies project management methodology consists of industry standard best practices, consistent with the Project Management Book of Knowledge (PMBOK). The Diamond Delivery Framework is a project delivery approach that takes best practices from both waterfall as well as Agile Development methodologies. Diamond prides itself on leveraging a very iterative development approach, with client feedback gathered early and often throughout the SDLC. Our approach consists of:

- Small, high-powered teams, with short, phased timeframes
- Simultaneous (rather than sequential) team assignments
- Building block orientation: incremental analysis, design, development, and implementation cycles Commitment to flexible, realistic, high quality solutions using a best practices approach
- Time definite deliveries
- Understanding and mastering an ever changing environment

The Diamond Delivery Framework reflects the new realities in business today: Speed, quality and value are combined to provide maximum competitive advantage from your IT solutions. The following graphically illustrates the Diamond Delivery Framework methodology.







Diamond Technologies is well equipped to manage this implementation for several reasons, including but not limited to:

- Significant Government Department of Labor (DOL) industry experience
- Successful IVR & IWR solutions for DOL
- Industry veteran Project Managers with extensive DOL experience

### 3.4 Project Plans (Phase I, II, & III)

Per the requirements defined in the RFP, the project has been organized into three phases. **Phase I** is focused on the replacing of the current IVR/IWR system with a turnkey, unified solution providing an automated method for citizens to file for weekly unemployment benefits payments, file an interstate initial claim, inquire about the status of unemployment benefits claims, and obtain general unemployment information.

**Phase II** will focus on adding significant enhancements to the IVR/IWR system, including taking fact finding statement concerning separation and eligibility claim issues; a claimant's checklist of their Benefit Rights; message to claimant's concerning their claim; ability to download selected claim information; history of recent benefit payments; provide claimant with confirmation of claim filed; allow for call forwarding for Fraud reporting; provide for claims filing in Spanish; allow claimants to file for either 1 or 2 weeks.

The final **Phase III** will include, constructing a predictive dialer/auto dialer system for the collection of benefit overpayments and delinquent taxes built upon the IVR/IWR



system.

System testing and User Acceptance Testing (UAT) are critical aspects of any software development project. Diamond understands the importance and criticality of implementing a mission critical platform for WFWV. Diamond intends to “iterate” through UAT cycles as development/unit/integration testing is completed on a module-by-module basis. This approach will not only ensure adequate time is allocated to testing, but will also ensure delivery by the required system based on target completion dates.

High level project schedule:

Project Phase I 6/3/2013 – 11/20/2013	Duration (Days)
<b>Initiation (Project Kickoff Meeting)</b> <ul style="list-style-type: none"> <li>• Identify stakeholders and responsibilities</li> <li>• Review project scope</li> <li>• Review schedule, milestones, critical success factors</li> <li>• Review status meeting and reporting schedule</li> </ul>	~ 1
<b>Analysis and System Design</b> <ul style="list-style-type: none"> <li>• Joint Application Design (JAD) Sessions with WFWV</li> <li>• Final Design review with VOXEO/Presence</li> <li>• System Design</li> <li>• Database Design</li> <li>• ETL Design</li> <li>• UI Design (CLF, Master Pages, Etc.)</li> <li>• Report Designs</li> </ul>	24 Days
<b>Hardware Install &amp; Configuration</b> <ul style="list-style-type: none"> <li>• Install servers, firewalls, and configuration</li> <li>• Configure/setup VOXEO/Presence</li> </ul>	15 Days
<b>Iterative Development / System / Integration Testing</b> <ul style="list-style-type: none"> <li>• Database Development</li> <li>• Inquiry by Employer</li> <li>• Inquiry by Claimant</li> <li>• Continued Claims</li> <li>• Initial Interstate Claims</li> <li>• Reporting</li> <li>• Notifications</li> <li>• Mainframe ETL</li> </ul>	~ 98 Days
<b>QA/UAT Testing</b> <ul style="list-style-type: none"> <li>• Comprehensive Integration Testing – All Features</li> <li>• Issue resolution</li> <li>• Regression testing and resolution</li> <li>• Iterative UAT throughout the development life cycle to shorten overall project schedule, including system performance testing</li> </ul>	~ 82 Days



<b>Help/Documentation/Training</b> <ul style="list-style-type: none"> <li>• Create documentation as proposed</li> <li>• Stakeholder review</li> <li>• Training</li> </ul>	<b>~ 15 Days</b>
<b>Production Readiness</b>	<b>~ 3 Days</b>
<b>Project Acceptance and Sign Off</b>	<b>0</b>
<b>Estimated Elapsed Time</b>	<b>~ 122 Days</b> (elapsed calendar time)

*Note: The QA/ UAT Testing will be done in conjunction with the iterative development/system testing phase of the project plan.*

*Note: The WFWV RFP requires a delivery date of 11/30/2013, or 120 days from contract acceptance. Diamond has put together an aggressive project development and implementation plan, which includes an iterative UAT approach, which is dependent upon starting the project no later than 6/3/2013. As of the writing of this proposal, Diamond's target delivery date of Phase I is 11/20/2013. Any delay in project start will impact our target delivery schedule.*

<b>Project Phase II 12/4/2013 – 2/20/2014</b>	<b>Duration (Days)</b>
<b>Initiation (Project Kickoff Meeting)</b> <ul style="list-style-type: none"> <li>• Identify stakeholders and responsibilities</li> <li>• Review project scope</li> <li>• Review schedule, milestones, critical success factors</li> <li>• Review status meeting and reporting schedule</li> </ul>	<b>~ 1 Day</b>
<b>Analysis and System Design</b> <ul style="list-style-type: none"> <li>• Refine functional requirements</li> <li>• Refine technical requirements</li> <li>• Preliminary database design</li> <li>• Stakeholder review</li> </ul>	<b>~ 7 Days</b>
<b>Development / System / Integration Testing</b> <ul style="list-style-type: none"> <li>• Database Development</li> <li>• Fact Finding - Separation</li> <li>• Fact Finding - Non-Separation</li> <li>• Benefits Rights Interview (BRI)</li> <li>• Additional Claims info for Claimant</li> <li>• Call Forward for Fraud</li> <li>• Spanish Implementation</li> <li>• File for 1 week</li> </ul>	<b>~ 24 Days</b>
<b>QA/UAT/Testing</b> <ul style="list-style-type: none"> <li>• Comprehensive Integration Testing – All Features</li> <li>• Issue resolution</li> <li>• Regression testing and resolution</li> </ul>	<b>~ 35 Days</b>



<ul style="list-style-type: none"> <li>• Iterative UAT throughout the development life cycle to shorten overall project schedule</li> </ul>	
<b>Help/Documentation/Training</b> <ul style="list-style-type: none"> <li>• Create documentation as proposed</li> <li>• Stakeholder review</li> <li>• Training</li> </ul>	~ 7 Days
<b>Production Readiness</b>	1 Day
<b>Project Acceptance and Sign Off</b>	0
<b>Estimated Elapsed Time</b>	~ 53 Days
<b>Project Phase III 3/7/2014 – 5/6/2014</b>	<b>Duration (Days)</b>
<b>Initiation (Project Kickoff Meeting)</b> <ul style="list-style-type: none"> <li>• Identify stakeholders and responsibilities</li> <li>• Review project scope</li> <li>• Review schedule, milestones, critical success factors</li> <li>• Review status meeting and reporting schedule</li> </ul>	~ 1 Day
<b>Analysis and System Design</b> <ul style="list-style-type: none"> <li>• Refine functional requirements</li> <li>• Refine technical requirements</li> <li>• Preliminary database design</li> <li>• Stakeholder review</li> </ul>	~ 5 Days
<b>Development / System / Integration Testing</b> <ul style="list-style-type: none"> <li>• Database Development</li> <li>• Predictive Dialer for Benefits Overpayments</li> <li>• Predictive Dialer for Delinquent Taxes</li> </ul>	~ 24 Days
<b>QA/UAT/Testing</b> <ul style="list-style-type: none"> <li>• Comprehensive Integration Testing – All Features</li> <li>• Issue resolution</li> <li>• Regression testing and resolution</li> <li>• Iterative UAT throughout the development life cycle to shorten overall project schedule</li> </ul>	~ 16 Days
<b>Help/Documentation/Training</b> <ul style="list-style-type: none"> <li>• Create documentation as proposed</li> <li>• Stakeholder review</li> <li>• Training</li> </ul>	~ 5 Days
<b>Production Readiness</b>	1 Day
<b>Project Acceptance and Sign Off</b>	0
<b>Estimated Elapsed Time</b>	~ 42 Days

### 3.5 Status Meetings / Reporting

Diamond Technologies believes in promoting and facilitating a high degree of communication with all concerned parties throughout the course of the project. Diamond



Technologies believes in an open style of communication, so that all stakeholders and project team members are equally informed and “on the same page” at all times throughout the project. Diamond Technologies recommends a weekly status meeting, or conference call between the appropriate stakeholders to ensure the success of this project. These status meetings will be a combination of remote (conference calls) and onsite meetings. The exact schedule will be created upon award.

Diamond Technologies will provide WFWV with a written status report on a weekly basis. The status report will identify the work completed in the prior period, work planned for the coming period, identify any and all outstanding issues, and coincide with status meetings (or conference calls). The purpose of the status report is to provide written documentation of activities, and is not meant to replace status meetings or verbal communications.

### **3.6 Training**

As part of this IVR/IWR turnkey solution, Diamond will provide the following training activities for each of the 3 phases of this project:

- Training will be provided onsite along with written training materials in electronic or on-line format.
- IVR/IWR user training for up to twenty (20) users.
- IVR/IWR system administration training for up to three (3) system administrators.
- IVR/Predictive Dialer/Auto dialer user training for up to twenty-five (25) agents.
- IVR/Predictive Dialer/Auto dialer System Administrator training for up to five (5).
- Training will be provided to WFWV administrative staff on how to change IVR voice message files, IWR web page headers/footers, and how to create/insert temporary IVR/IWR messages.
- All training materials will become the property of WFWV.
- For specific training needs Diamond may utilize our project partners.

### **3.7 System Documentation**

Diamond will provide the following materials in support of the IVR/IWR system:

- User, Administrator, and Agent manual(s)
- Systems Documentation & Diagrams
- Implementation Status Reports



- UAT Test Scripts

WFWV will have the right to reproduce all documentation and distribute as they deem needed.

### **3.8 Ongoing Support & Maintenance**

Diamond Technologies is extremely confident in the systems we develop and we are prepared to stand behind our work. In order to provide WFWV with a high degree of confidence in our abilities and our proposed solution, Diamond Technologies will provide WFWV with a two-tier support plan for its IVR/IWR Solution, consisting of a Warranty Period (at no cost) and a Maintenance Period. Each of these is described in the following sub-sections.

#### **3.8.1 IVR/IWR Solution - Warranty Period (1 year)**

Software warranty is provided in accordance with the following terms:

- The duration of the software warranty period is 1 year.
- The warranty period begins immediately after the system is in production and the final project completion milestone is signed off, as described in this proposal.
- WFWV agrees to sign a document acknowledging the Project Acceptance milestone and the beginning of the warranty period.
- The warranty shall apply to all software developed by Diamond Technologies as part of the proposed system, including system integration work. For purposes of this warranty, such software shall be referred to as "*custom software*".
- Diamond Technologies warrants that all custom software developed is free of defects or imperfections that *prevent a user from performing the intended function of the system*.
- Such defects and imperfections in custom software found during this period will be fixed at no cost.
- The warranty does not cover operating system, database, and other packaged software (i.e. Microsoft Windows, SQLServer, etc.). It is expected that the software package vendors will provide warranty for their products.



### **3.8.2 IVR/IWR Solution - Maintenance Period (2 years)**

Diamond Technologies will provide software maintenance in accordance with the following terms:

- The duration of the software maintenance period is 2 years.
- The maintenance period begins immediately upon conclusion of the warranty period.
- WFWV agrees to sign a document acknowledging the conclusion of the warranty period and the beginning of the maintenance period.
- Software maintenance will be provided for all software developed by Diamond Technologies as part of the proposed system, including system integration work. For purposes of this maintenance agreement, such software shall be referred to as “*custom software*”.
- Diamond Technologies will provide modifications to custom software as required to support software upgrades, revisions, new versions and patches to any packaged software that comprise the system.
- Software maintenance does not cover operating system, database, and other packaged software. It is expected that the software package vendors will provide maintenance for their products.

### **3.8.3 Standard / Enhanced Support**

As part of this “turnkey” solution, Diamond will provide on-going production support for the IVR/IWR solution for WFWV. Diamond will provide on-going 24/7/365 support and maintenance through its urSphere service and support offering. Refer to Attachment D – urSphere Support for a detailed description of our SLA's.

Diamond's urSphere IT Support Service is a high quality, 24x7x365 remote support operation, providing Level I and Level II technical support which includes hardware/infrastructure support, application support, and CIO Guidance. Our urSphere team of dedicated network engineers and application developers our proud to be part of a team that exceeds expectations and serves our customers in extraordinary ways every day.



## **4.0 Responsibilities of WFWV**

### **4.1 Assumption – Project Start**

In order to meet the requirement of IVR/IWR Phase I being in production no later than November 30, 2013, it is imperative that this engagement begin no later than June 3, 2013. Any delays to the beginning of the project, could impact Diamond's ability to deliver the system on time.

### **4.2 Project Coordinator (WFWV)**

It is important for WFWV to appoint a project coordinator to serve as the single point of contact for Diamond Technologies. The project coordinator is a key member of WFWV's steering committee and is responsible for acceptance of system scope, features and functionality. The project coordinator is responsible for providing timely response to requests for information from Diamond Technologies, or for any other item that could delay or impede progress toward meeting the project schedule. Additionally, the project coordinator is directly responsible for receiving the services of Diamond Technologies and is authorized to approve milestones & payments for these services as outlined in our Cost Proposal.

### **4.3 Project Steering Committee**

Diamond Technologies recommends that WFWV assembles a project steering committee to be comprised of key stakeholders from the business and technology units relevant to this project. The project steering committee will provide high-level project direction and coordination for the project.

### **4.4 User Community**

WFWV agrees to accept responsibility for assigning WFWV staff to work with Diamond Technologies as required for the successful completion of the proposed services. WFWV will assist Diamond Technologies in scheduling meetings, conferences, etc., with WFWF staff, as requested by Diamond Technologies.

### **4.5 System Testing and Acceptance**

WFWF is responsible for identifying individuals from the user community to test the systems developed by Diamond Technologies. WFWV acknowledges that timely testing and acceptance of the developed systems is critical to the successful completion of the project.

### **4.6 Facilities**





It is envisioned that the majority of the proposed services will take place remotely (off-site) at Diamond Technologies Wilmington, Delaware location. It is expected that some activities including (but not limited to), some requirements gathering, system reviews, testing, user training and the like will take place on-site at WFWV location. To the extent that services are provided on-site at WFWV's location, WFWV will provide the necessary facilities for Diamond Technologies team members, including office space (desks, telephones, standard office equipment, etc.).

#### **4.7 Production Hardware, Software and Networking**

The IVR/IWR solution will be residing within WVOT's Data center located in Capitol complex in Charleston, WV. Diamond Technologies will be providing infrastructure & application support as part of our proposed engagement, thus, will need 24x7 access to this facility. Diamond Technologies needs WFWV to assist in getting the necessary access to this facility and key contacts from WVOT's.



## 5.0 Price and Terms

All project costs are provided under separate document, "*Cost Proposal to Provide a IVR/IWR Voice and Web Response System Solution for WorkForce West Virginia*", for WFWV # 13002, dated May 8, 2013.



## 6.0 About Diamond Technologies, Inc.

Diamond Technologies is a high caliber technology consulting firm that assists organizations in achieving their business objectives through the implementation of leading information technologies. Our core competencies are technology integration and the development of customized information solutions, with a range of services that includes comprehensive management of the entire project life cycle to providing specialized resources to complement our client's teams. We provide a comprehensive range of services including project management, business process/requirements analysis, systems architecture design, software design & development, and systems implementation & support.

At the heart of the company is a dedicated staff of IT professionals committed to providing service excellence. Unlike many of our competitors, we employ our technical staff on a full time basis and provide them with a comprehensive benefits package that includes ongoing professional training. We believe that in the long run this approach results in higher quality products and solutions for our clients.

Diamond Technologies was named to the Inc. 500, Inc. Magazine's list of the 500 fastest growing privately held companies in America. In addition, Diamond Technologies was named to the Philadelphia 100 list of the regions fastest growing privately held companies. In 2001, the company was recognized as Delaware's Small Business of the Year by the United States Small Business Administration; and recognized by Delaware Today magazine as one of the Best Places to Work in Delaware.

Over its history Diamond Technologies has experienced a sea of technology changes and has continually adapted to meet the needs of our clients. Today, we are focused on assisting our clients with state-of-the-art technologies including Custom Microsoft Solutions, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services and Infrastructure Management.

For additional information about our company, services and culture, please visit [www.diamondtechnologies.com](http://www.diamondtechnologies.com).

### 6.1 IVR/IWR Solution Experience

The following is a list of IVR/IWR projects worked on by Diamond Technologies and its partners.

<b>Vendor:</b>	Diamond Technologies & Voxeo
<b>Project:</b>	Web Enabling of Continued Claims



**Project Manager:** Cyndie Romer – Fixed Price

**Type of Project:** The Delaware Department of Labor was running on a 10 year old IVR system that allowed claimants to renew their continued claims. DOL wanted to replace the IVR and add a web based IWR system to enhance the claims process. The solution integrated mainframe information with a common platform that allowed both the IVR & IWR system to utilize the same interfaces.

**Client:** Delaware Department of Labor

**Contacts:** **Heather Comstock** (IT Manager & primary contact)  
[heather.comstock@state.de.us](mailto:heather.comstock@state.de.us)  
(302) 761-8360

**Thomas MacPherson** (Director, Division of Unemployment Insurance)  
[tom.macpherson@state.de.us](mailto:tom.macpherson@state.de.us)  
(302) 761-8350

**Location:** Delaware (combination of remote and onsite)

**Goals & Objectives:** Automate the continued claims process & provide web and voice interfaces

**Development Time:** 3 months

**Status:** Implemented/In production 1 Year

**Vendor Opinion:** This project was very successful from the standpoint of both the client and Diamond Technologies as it has alleviated a labor intensive claims process and replaced an unscalable, aged IVR system. Due to the success of the project, Diamond is currently in the process of creating a mobile version of the website and continues to be a trusted application development supporter of the Delaware Department of Labor.

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**Vendor:** Diamond Technologies & Voxeo

**Project:** DMV Vehicle Registration Renewal Notification

**Project Manager:** Sherrie Cronshaw - Staffing

**Project Type:** This Java – based system reads data from the DMV



mainframe and formats voice xml to be passed to any standards compliant IVR system to notify Delaware drivers of pending renewals.

**Client:** Delaware Department of Transportation  
**Contacts:** **Phil Winder** (Applications Manager)  
phillip.winder@state.de.us  
(302) 760-2738  
**Location:** Delaware (combination of remote and onsite)  
**Goals & Objectives:** To proactively inform Delaware drivers of vehicle registration expirations/renewals  
**Development Time:** 4-6 months  
**Status:** Implemented/In production ~6 Years  
**Vendor Opinion:** The Delaware Department of Transportation - DMV and Diamond Technologies viewed this as a beneficial project/addition to the workflow as it allowed the client to cease sending registration expiration notifications via the USPS, thereby cutting costs and associated labor. Diamond Technologies continues to provide application support and development to the Delaware Department of Transportation.

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**Vendor:** Diamond Technologies & BeVocal  
**Project:** Internet Access Locator  
**Project Manager:** Charles Burns – Fixed Price  
**Project Type:** This Java – based system reads information from an Oracle database and formats voice XML for the B-Vocal IVR system that allows Delaware residents without internet access to find public places where access is provided.  
**Client:** Delaware Department of State  
**Contacts:** **John Carney** (Congressman)  
info@johncarney.org  
(202) 225-4165  
**Location:** Delaware (combination of remote and onsite)  
**Goals & Objectives:** To allow people without Internet access to find public



internet access locations

**Development Time:** 5 months

**Status:** Implemented/In production 12 Years

**Vendor Opinion:** The big push at that time was bridging the digital divide with respect to technology. This project was a rousing success and won the 2002 Technology Innovation Award.

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**Vendor:** Voxeo

**Client:** TIAA-CREF

**Contacts:** Ramesh Mucharla, Manager, Development / Individual Client Services, IT Delivery  
[rmucharla@tiaa-cref.org](mailto:rmucharla@tiaa-cref.org)  
(704) 988-1333

**Name & Version of Deployed Products:** VoiceObjects (now CXP) 11 (Premise)

**Brief Description of System:** TIAA-CREF utilizes Voxeo's VoiceObjects (now CXP) platform to automate millions of calls per year from a wide-range of individual retirement and after-tax annuities, mutual funds, and individual life insurance customers. TIAA-CREF differentiates their customer service through voice self-service personalization and real-time tracking and analysis of business task/transaction completion for ongoing application tuning, service evaluation and financial and government compliance.

**Years In Production:** 5+

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**Vendor:** Voxeo

**Client:** Voicenet Interactive

**Contacts:** Roger Twomey, President  
[rtwomey@vnet.on.ca](mailto:rtwomey@vnet.on.ca)  
(705) 872-8612

**Name & Version of Deployed Products:** Prophecy Pro Premise (Combination of Prophecy & VoiceObjects) – Version 11



**Brief Description of System:** Voicenet provides healthcare organizations with solutions that enable companies to extend their reach and ensure a high quality of care by utilizing a highly effective Information Management System through IVR, such as clinical trial management and patient data collection. The information collection and management system can be interfaced with other back office software for auto verification of visit via voice with a real-time data stream, electronic capture of client status, etc.

**Years In Production:** 4+

## 6.2 Other Client References

Contact	e-mail	Phone
James Sills, CIO State of Delaware, Dept of Technology	jim.sills@state.de.us	(302) 739-9629
Carol Jones, IRM State of Delaware, Dept of Insurance	Carol.jones@state.de.us	(302) 674-7329
Governor Jack Markell State of Delaware	jmarkell@state.de.us	(302) 744-4101
Lt Governor Matt Denn State of Delaware	matthew.denn@state.de.us	(302) 744-4333

## 6.3 Sampling of Other Project Experiences

The following table provides a sampling of our team's proven experience in delivering quality solutions similar in scope and nature to the SIDES Solution. For purposes of brevity, detailed descriptions have not been provided for the projects listed in the table. Upon request Diamond Technologies would be happy to provide WFWV with additional information on any of these projects or other projects descriptions.

Client	Solution	Summary
Delaware (DE) Department of Labor	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.
WorkForce West Virginia	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.
Vermont Department of Labor	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.



Delaware (DE) Department of Labor	Continued Claims Solution	Cloud-based (Azure) solution using VoiceXML; replaced old IVR Solution, web-based, ASP Solution
DE Department of Labor	Unemployment Benefits Overpayment Solution	Web-based Microsoft solution; Process & manage overpayment payments issues
DE Department of Education	DEEDS – Delaware Educator Data System	Internet-based educator certification system, Microsoft solution.
DE Department of Transportation	DelDOT Information Subscription System	Internet based electronic information subscription system.
DE Department of State	Access Delaware Project	Voice-enabled (VoiceXML) Internet content delivery project.
DE Department of Technology and Information	Middleware Technology Migration	Migration of the State's EDEE integration broker platform from BEA Weblogic to IBM WebSphere.
DE Department of Transportation	<a href="http://www.deldot.org">www.deldot.org</a>	Dynamic content, database driven Internet site.
Intracorp (Division of Cigna)	Integrated Case Management System	A web-based tool that allows nurses nationwide to manage cases and perform utilization review
Rockwood Programs (Solution developed for The Travelers Insurance)	Web-Based EPLI Rating Engine	Web-based rating tool that provides indications and quotes for Employment Practices Liability Insurance (EPLI)
J.P. Morgan Chase	Electronic Transaction Capture System (eTCAP)	Intranet-based application that JPMC Treasury uses to manage capture and bill for treasury charges both domestically and internationally.
County Bank	Web-Based Banking Applications	Developed and manage a series of applications to facilitate on-line corporate and trading-partner banking.
Trustar Retirement Services (A division of the Principal)	Internet Account System	Internet based application based on IBM WebSphere that Trustar uses to provide account information to brokers and investors worldwide
Bancorp	On-line Banking System	Designed a B2B online banking solution employed by Bancorp clients nationwide.
The Hay Group	Paynet System Enhancements	Internet based solution enabling Hay Group clients to upload HR survey data via the Internet.





## 7.0 Proposal Acceptance

By signing below, WFWV signifies its acceptance of the service proposal, assumptions, cost, and payment terms contained herein, and authorizes Diamond Technologies to begin work on the services selected above. Diamond Technologies will begin work on the proposed services at a date mutually agreed upon by Diamond Technologies and WFWV.

### Diamond Technologies, Inc.

By: \_\_\_\_\_

Name: Dina Orpello

Title: Director, Sales & Marketing

May 8, 2013  
Date

### State of West Virginia

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Date



# Attachment A – Vendor Response Sheet

Provide a response regarding the following:

Section 3.1 Describe how you will meet the requirement outlined in Section 3.1.

*Response - Please refer to Section 6 "About Diamond" for a detailed description of completed IVR/IWR project, contacts and references.*

Section 4.1 Describe how you plan to meet all of the specifications for Phase 1 regarding the creation of an IVR/IWR system that allows for the same functionality of WFWV's current system.

*Response - Please refer to Section 2, Proposed Services for a description for our IVR/IWR solution.*

Section 4.1.1 (a): Describe how you will meet the requirement outlined in Section 4.1.1 (a)

*Response - As part of normal Diamond Technologies project lifecycle practices, a requirements and analysis phase will begin each iteration of design and development. Diamond will utilize its vast experience in developing departments of labor applications (including Initial Claims, Continued Claims, and Separation) to help WFWV architect the best solution for its users and staff. Refer to Section 3, Our Approach for a description of our project methodology and schedule.*

Section 4.1.1 (b): Describe how you will meet the requirement outlined in Section 4.1.1 (b)

*Response – During the analysis phase of each Phase, Diamond will review with WFWV the menu layout and scripts. Changes to this design will be addressed at that time. Any changes that significantly alter the project scope will be handled through our change request process. Refer to Section 3, Our Approach for further details.*

Section 4.1.2: Describe how you will meet the requirement outlined in Section 4.1.2

*Response – Yes, the proposed solution will provide call processing capabilities through Voxeo's product software tools, CXP & Prophecy.*

- *Voxeo CXP (formerly VoiceObjects). The CXP customer experience platform and Application Lifecycle Management Suite, is the most comprehensive software in the world today for the creation, management, reporting and analytics of multi-channel self-service applications and Communication-Enabled Business Processes. Companies such as Vodafone, DHL, Adobe and Swisscom use CXP to streamline application development, deliver rich 1:1 personalization, and transform the cost equation for operating large-scale self-service systems. The solution is proven to cut application development costs by up to 50% and ongoing maintenance by 80%. In addition to generating applications that work with the Voxeo Prophecy IVR platform, CXP also enable one-click portability to over 30 other IVR platforms.*
- *Voxeo Prophecy is Voxeo's high performance voice portal platform for inbound and outbound IVR and SIP/VoIP applications. The platform seamlessly integrates into the next generation contact centers built on IP communications. Prophecy includes*



VoiceXML and CCXML browsers, call recording, conferencing, bundled English ASR and TTS, Voxeo Designer for basic graphical development, and support for third party ASR and TTS through MRCP.

**Section 4.1.2 (a): Describe how you will meet the requirement outlined in Section 4.1.2 (a)**

Response - The proposed solution will support 240 concurrent sessions in a recommended N+1 architecture.

*In general, Prophecy scales extremely well in both directions. Developers can run Prophecy on a basic Windows, Mac, or Linux notebook with the free two-port version of Prophecy. Small businesses can run a 4 or 8 port version of Prophecy on any low-end server. And larger customers can scale with Prophecy to thousands of ports. The Prophecy IVR Platform is the foundation of Voxeo's globally distributed hosting infrastructure – a 90,000-port example of Prophecy's scale and power. Voxeo's hosting environment is built on over 90,000 ports of the Voxeo Prophecy platform. We believe this is the largest XML IVR and call control deployment in the world today.*

**Section 4.1.2 (b): Describe how you will meet the requirement outlined in Section 4.1.2 (b)**

Response - Please refer to Section 2, Proposed Services, Diagram 1. The Voxeo CXP server will utilize "dialogs" that receive DTMF or voice input from the user and guide the user through the logic. Code within the dialogs will invoke business-layer web services to access all backend data. The IWR web site will utilize the same business-layer web services to access all backend data. This provides a common 3-tier architecture with re-usable business and data layer objects.

**Section 4.1.2 (c): Describe how you will meet the requirement outlined in Section 4.1.2 (c)**

Response - The Voxeo CXP dialogs have the ability to "hyperlink" to other applications (e.g. a live CSR) based on user input or events such the inability of a user to give a correct answer or user inactivity. The dialog logic can be dynamically altered to come back to the same spot within the script or branch somewhere else, including after talking with live personnel.

**Section 4.1.2 (d): Describe how you will meet the requirement outlined in Section 4.1.2 (d)**

Response - The Voxeo CXP platform supports 'Barge-In' that allows a user to enter a response before a prompt finishes playing. The behavior may be enabled or disabled per prompt by design or programmatically during a call as appropriate.

**Section 4.1.2 (e): Describe how you will meet the requirement outlined in Section 4.1.2 (e)**

Response – The system is a mission-critical application and will be accessible 24x7x365. The Voxeo Prophecy IVR server and the CXP server can be clustered to provide failover. The CXP dialogs can be coded to provide different options/paths based on many different variables such as date, TOD, language, etc.

**Section 4.1.2 (f): Describe how you will meet the requirement outlined in Section 4.1.2 (f)**

Response - Global variables can be set within the CXP application that defines the inactivity period. We will allow this value, and other pertinent global values to be set from the Administration website.



Section 4.1.2 (g): Describe how you will meet the requirement outlined in Section 4.1.2 (g)

Response – *The solution will support simultaneous inbound and outbound calls.*

Section 4.1.2 (h): Describe how you will meet the requirement outlined in Section 4.1.2 (h)

Response – *The solution will have the ability to integrate with the existing phone system permitting a transferred call to go to voice mail w/o disconnecting the claims taking process. Integration will be done natively via SIP or via appropriate SIP gateways such as AudioCodes.*

Section 4.1.2 (i): Describe how you will meet the requirement outlined in Section 4.1.2 (i)

Response - *Voxeo Prophecy is a SIP-based platform and integration to SIP trunks via appropriate network elements is encouraged.*

Section 4.1.3: Describe how you will meet the requirement outlined in Section 4.1.3

Response - *Please refer to Section 2, Proposed Services for a detailed description for our of IWR solution.*

Section 4.1.3 (a): Describe how you will meet the requirement outlined in Section 4.1.3 (a)

Response - *The IWR will closely mirror the IVR in logic, terminology, flow, and editing. Like the IVR prompts, all required website text will be generated dynamically from the database and modifiable by WV personnel.*

Section 4.1.3 (b): Describe how you will meet the requirement outlined in Section 4.1.3 (b)

Response - *The expectation of the IWR supporting 240 concurrent users w/o performance degradation is understood. The IWR will be architected to persist state data across multiple servers thus allowing Windows Network Load Balancing to balance traffic across multiple web servers if needed. The IWR system will be stressed tested before deployment into production.*

Section 4.1.3 (c): Describe how you will meet the requirement outlined in Section 4.1.3 (c)

Response - *Pages will be created with a broadcast "header" for such announcements. All pertinent text, including the messages will be dynamically generated from the data layer and configurable by WV personnel.*

Section 4.1.3 (d): Describe how you will meet the requirement outlined in Section 4.1.3 (d)

Response - *The Voxeo CXP server will use the same dialogs that produce the content for IVR phone users for text messaging users and smartphone browser users. The CXP server will dynamically create SMS text or HTML based on the type of device connecting. As all other platforms, it uses web services to communicate with the business and data layers.*

Section 4.1.4: Describe how you will meet the requirement outlined in Section 4.1.4

Response - *Voxeo CXP Analyzer currently provides over 60 pre-defined, customizable reports covering the areas of administration and maintenance, application development and tuning, as well as business and caller analysis.*



Using any of the supported BI environments, the following features are available:

- *Formatting* - Each report comes with a predefined formatting that may be adapted to accommodate the company's corporate style guides and to assure a consistent presentation of data.
- *Drilling* - Starting with a report that provides a high level overview, you can systematically drill down into the data to pinpoint sources of meaningful trends in caller behavior. For instance, you can start with a report that shows the number of calls per month. If a deviation in call frequency for a particular month is encountered, you could then drill down to see the calls per day in that month.
- *Slicing and Dicing* - CXP provides the flexibility to add or remove dimensional attributes and measures from reports to customize the amount of data that is presented.
- *Filtering* – When setting up a report you can choose filter conditions to adapt the scope of analysis to your needs.

In addition to the 60 plus standard reports CXP provides, Diamond can further customize WFWV reporting capabilities if so needed.

All pertinent IWR metrics will be captured within an IWR reporting database. The same BI tools will be used to present both the IVR and IWR in a combined web-based reporting portal.

Section 4.1.4 (a): Describe how you will meet the requirement outlined in Section 4.1.4 (a)

Response - Interaction with the IVR/text/smartphone platforms will be captured and logged by the Voxeo CXP Analyzer system into its database. All required metrics for the IWR will be built into the IWR processing code and logged into an SQL Server reporting database. All of the metrics and statistics will be rendered on WV staff administration pages using a common BI tool supported by WFWV.

Section 4.1.4 (b): Describe how you will meet the requirement outlined in Section 4.1.4 (b)

Response – These metrics will be included.

Section 4.1.4 (c): Describe how you will meet the requirement outlined in Section 4.1.4 (c)

Response – These metrics will be included.

Section 4.1.4 (d): Describe how you will meet the requirement outlined in Section 4.1.4 (d)

Response - Please refer to response above to question 4.1.4

Section 4.1.4 (e): Describe how you will meet the requirement outlined in Section 4.1.4 (e)

Response – The solution can record all utterances and responses as audio files. The system will be responsible for tagging and archiving the recordings by claimant, date or other identifiers. The interpreted utterance response, the DTMF response, and the IWR response will all be recorded to provide public-user-based audit trails and to aggregate into statistical reports.

Section 4.1.4 (f): Describe how you will meet the requirement outlined in Section 4.1.4 (f)



*Response - All systems will create audit logs for each function within the IVR and IWR. The audit logs will be viewable through web pages within the administration site.*

**Section 4.1.4 (g): Describe how you will meet the requirement outlined in Section 4.1.4 (g)**

*Response - Reporting will have no impact on the production system. The databases and database server will be properly tuned to provide the best performance possible.*

**Section 4.1.5: Describe how you will meet the requirement outlined in Section 4.1.5**

*Response - The security and privacy of customer information is a top priority. The Voxeo platform was designed from the beginning to support the deployment of applications that contain sensitive data and to allow management of the platform without compromising access to this data. Voxeo supports SSL encrypted IP sessions, encrypted call initiation.*

*All web-based sessions (IWR, smartphone, etc.) will occur over SSL. The IWR web pages will adhere to Internet best practices for security and prevent malicious practices such as SQL injection attacks and cross-site scripting. The 3-tier architecture of the solution allows us to place the data layer behind an internal firewall ensuring that the data and FTP access occurs within the internal network and is not accessible via the DMZ.*

**Section 4.1.5 (a): Describe how you will meet the requirement outlined in Section 4.1.5 (a)**

*Response - The management console allows customers to easily deploy, manage telephony applications, and IVR security settings on a single server, single-site cluster, or multi-site cluster of Prophecy servers. Global security parameters for the entire solution will be managed from the web-based Administration system. This system will allow management of staff users and roles, as well as management of PIN resets for public users.*

**Section 4.1.5 (b): Describe how you will meet the requirement outlined in Section 4.1.5 (b)**

*Response - Staff access to the Administration system will be managed using the ASP.NET Forms Based Authentication (FBA). Within FBA users can be assigned to roles and roles can be assigned to different functions within the system. CXP supports security/passwords/roles only for admin users.*

**Section 4.1.5 (c): Describe how you will meet the requirement outlined in Section 4.1.5 (c)**

*Response - Web pages within the Administration system will allow the system administrator to set password strength parameters. The password reset function will incorporate 2 factor authentication (e.g. password hints, email verification) and will check for password strength based on the global parameters. The reset function will be very intuitive to reduce calls to support.*

**Section 4.1.5 (d): Describe how you will meet the requirement outlined in Section 4.1.5 (d)**

*Response - As part of the security parameters, the administrator will have the ability to set lockout values and password expiration.*

**Section 4.1.5 (e): Describe how you will meet the requirement outlined in Section 4.1.5 (e)**

*Response - All security functions will be audited, and, in some circumstances, the administrator will be emailed (e.g. when someone's account is locked due to too many login attempts).*



Section 4.1.5 (f): Describe how you will meet the requirement outlined in Section 4.1.5 (f)

*Response - The audit information will be viewable via a web page within the security section of the Administration system.*

Section 4.1.5 (g): Describe how you will meet the requirement outlined in Section 4.1.5 (g)

*Response - Claimant PIN processing is and will be supported in both the IVR and IWR.*

Section 4.1.5 (h): Describe how you will meet the requirement outlined in Section 4.1.5 (h)

*Response - The solution will support SSL encrypted IP sessions, encrypted call initiation, and RADIUS authentication. All web traffic (web pages, web services, FTP, etc.) will occur over SSL.*

Section 4.1.6: Describe how you will meet the requirement outlined in Section 4.1.6

*Response - The solution will provide management, diagnostics and monitoring for the system, including, but not limited to:*

- Single Management interface for creating, deploying, and managing phone numbers (addresses), applications, and resources (ASR/TTS/VOIP gateways, etc.) across multiple servers, in a community.
- Logging, monitoring, and alerting. Log search will allow system operators a consolidated view for troubleshooting into calls, and enables monitoring, and alerting facilities with fine-grained ability.
- A real-time dashboard, active calls, calls per minute (rate of arrival), session level information on each call (number dialed, caller id, duration, direction i.e.: inbound vs. outbound, session GUID, time). This provides a system operator a snapshot view into what is actively occurring throughout an environment.
- A 3D view into all managed platform resources showing active calls, and health of the environment in a simple and creative view.
- Role management for system operators, admins, and support personnel. Ensuring that restrictions and access are made available on a per user basis.

The Prophecy (IVR) console and IWR administration will all be combined within a web-based Administration system allowing for one point of control, management, and monitoring.

Section 4.1.6 (a): Describe how you will meet the requirement outlined in Section 4.1.6 (a)

*Response - All pertinent text, including the messages will be dynamically generated from the data layer and configurable by WV personnel. Refer to Question 4.1.3(C).*

Section 4.1.6 (b): Describe how you will meet the requirement outlined in Section 4.1.6 (b)

*Response - Voxeo CXP has configurable error handling in the event a request to a backend system does not complete as expected: e.g. timeout or unexpected response. This will handle the IVR. The IWR will use a combination of .NET exception handling and coded logic checks to determine if any errors exist. Both systems will respond accordingly and present the user with a notification and appropriate actions to take.*

Section 4.1.6 (c): Describe how you will meet the requirement outlined in Section 4.1.6 (c)



*Response* - Voxeo embeds its Log Search, which allows system operators a consolidated view for troubleshooting into calls, and enables monitoring, and alerting facilities with fine-grained ability. A web-based Administration system console will display these log entries as well as log entries from the IWR. All systems will have regularly schedule service tasks which will "ping" communication channels, access "dummy" database records, etc. to make sure the system is working properly.

Section 4.1.6 (d): Describe how you will meet the requirement outlined in Section 4.1.6 (d)

*Response* - A notification service will continuously run with interfaces to email, text, and phone. System events will be coded into all other subsystems that will queue messages for the notification service.

Section 4.1.6 (e): Describe how you will meet the requirement outlined in Section 4.1.6 (e)

*Response* - Diamond will be providing turnkey support for the entire solution. It's ticketing system and internal processes will ensure that all escalation procedures are followed. The escalation "system" should be loosely coupled from the Workforce system to allow for different types of escalation and processing of errors. Refer to Section 3, "Our Approach" regarding our urSphere support solution.

Section 4.1.6 (f): Describe how you will meet the requirement outlined in Section 4.1.6 (f)

*Response* - Error codes and messages will be sent as notifications over the phone it will use the same Voxeo Prophecy system as the claimants; thus utilizing the same TTS engine.

Section 4.1.6 (g): Describe how you will meet the requirement outlined in Section 4.1.6 (g)

*Response* - Diamond will be providing turnkey support for the entire solution. We will have administrative remote access capabilities via a secure VPN connection. VPN access can be given to WV technical staff as needed.

Section 4.1.6 (h): Describe how you will meet the requirement outlined in Section 4.1.6 (h)

*Response* – Refer to question 4.1.6.

Section 4.1.6 (i): Describe how you will meet the requirement outlined in Section 4.1.6 (i)

*Response* – The system will have a web based admin interface. The IVR console and IWR administration will all be combined within a web-based Administration system allowing for one point of control, management, and monitoring.

Section 4.1.6 (j): Describe how you will meet the requirement outlined in Section 4.1.6 (j)

*Response* - The Administration system (both web-based and a subset that is phone-based) will support the management of voice files.

Section 4.1.6 (k): Describe how you will meet the requirement outlined in Section 4.1.6 (k)

*Response* – The system supports a config XML file that can be read at the start of each call allowing voice prompts and other attributes to be changed via the appropriate interface.





Section 4.1.6 (l): Describe how you will meet the requirement outlined in Section 4.1.6 (l)

Response – The system will provide this functionality. Refer to question 4.1.6(k).

Section 4.1.6 (m): Describe how you will meet the requirement outlined in Section 4.1.6 (m)

Response - The system will provide this functionality. Refer to question 4.1.6(k).

Section 4.1.7: Describe how you will meet the requirement outlined in Section 4.1.7

Response – Refer to questions 4.1.7 (a) – (g) on how we're meet these requirements.

Section 4.1.7 (a): Describe how you will meet the requirement outlined in Section 4.1.7 (a)

Response – The system will be fully compliant with all FCC standards and regulations for emissions and telephone connections.

Section 4.1.7 (b): Describe how you will meet the requirement outlined in Section 4.1.7 (b)

Response – The system will provide this functionality.

Section 4.1.7 (c): Describe how you will meet the requirement outlined in Section 4.1.7 (c)

Response –The Prophecy IVR platform, CXP server, and the VoiceXML standard support catching disconnect, no-response, and no-match events and allow the script to take action accordingly. Variables, such as timeout interval, can be adjusted by WFWV personnel.

Section 4.1.7 (d): Describe how you will meet the requirement outlined in Section 4.1.7 (d)

Response - Voxeo provides advanced Call Progress Analysis for outbound applications; offering the industry's highest accuracy on detecting answering machines, fax machines, and human beings when a call is answered. Voxeo CPA does not rely on third party telephony boards or systems, and is currently deployed and actively placing millions of calls per day with greater than 96% call classification accuracy.

Section 4.1.7 (e): Describe how you will meet the requirement outlined in Section 4.1.7 (e)

Response – The system will accept and recognize all DTMF bell-tone standard tones of appropriate amplitude.

Section 4.1.7 (f): Describe how you will meet the requirement outlined in Section 4.1.7 (f)

Response – The system will support standard signaling (e.g. ground start, loop start, E&M, etc.).

Section 4.1.7 (g): Describe how you will meet the requirement outlined in Section 4.1.7 (g)

Response – The system will provide this functionality.

Section 4.1.8: Describe how you will meet the requirement outlined in Section 4.1.8

Response – Refer to questions 4.1.8(a) and 4.1.8(b) for details.



Section 4.1.8 (a): Describe how you will meet the requirement outlined in Section 4.1.8 (a)

Response – *The system will meet these requirements. It will conform to Section 508 Standards.*

Section 4.1.8 (b): Describe how you will meet the requirement outlined in Section 4.1.8 (b)

Response – *Voxeo delivers industry leading call progress analysis (CPA) capabilities for Outbound IVR. Voxeo CPA offers advanced detection of humans versus answering machines, fax machines, and other special information tones (e.g., a busy signal or TTY and TDD devices for the hearing impaired). Voxeo also allows customers to define the business logic associated with the different tones for improved handling and a better customer experience.*

Section 4.2: Describe how you will meet the requirement outlined in Section 4.2

Response – *The solution will be created using a 3-tier architecture and a modular programming approach. This makes the solution highly scalable from both a hardware and software perspective. The project methodology outlined in Section 3 “Our Approach” outlines our approach and the significant role WFVW personnel will have on this system. The implementation of Phase II will have no impact on the running of Phase I in production.*

Section 4.2.1: Describe how you will meet the requirement outlined in Section 4.2.1

Response – *As with Phase 1, all pertinent text and images, including the messages will be dynamically generated from the data layer and configurable by WV personnel. See question 4.1.3 (C.).*

Section 4.2.2: Describe how you will meet the requirement outlined in Section 4.2.2

Response – *Dialogs will be developed to support the "submenu" processing. Like all branches within the IVR logic, these dialogs will be invoked by voice or DTMF responses. For the IWR, the "submenus" will be presented as dynamic DIV layers when the appropriate radio button/checkbox/button is clicked. These DIV layers will not be blocked by popup blockers; thus supporting all browser types.*

Section 4.2.3: Describe how you will meet the requirement outlined in Section 4.2.3

Response – *The system will provide this functionality. See question 4.2.2 for details.*

Section 4.2.4: Describe how you will meet the requirement outlined in Section 4.2.4

Response – *The system will provide this functionality. The BRI processing will be incorporated into both the IVR and IWR using the same methodologies and techniques as other functions within the system.*

Section 4.2.5: Describe how you will meet the requirement outlined in Section 4.2.5

Response – *The system will provide all the functionality. The solution is based on a 3-tier architecture. The Business Layer is responsible for encapsulating all "business logic" such as the examples provided in 4.2.5 (a) through 4.2.5 (e). The same Business Layer is used for both the IVR and IWR platforms thus insuring continuity of business logic independent of the platform. The Business Layer will conditionally operate on data pulled from the common Data Layer.*



Section 4.2.5 (a): Describe how you will meet the requirement outlined in Section 4.2.5 (a)

*Response – The system will provide this functionality, see question 4.2.5 for details.*

Section 4.2.5 (b): Describe how you will meet the requirement outlined in Section 4.2.5 (b)

*Response – The system will provide this functionality, see question 4.2.5 for details.*

Section 4.2.5 (c): Describe how you will meet the requirement outlined in Section 4.2.5 (c)

*Response – The system will provide this functionality, see question 4.2.5 for details.*

Section 4.2.5 (d): Describe how you will meet the requirement outlined in Section 4.2.5 (d)

*Response – The system will provide this functionality, see question 4.2.5 for details.*

Section 4.2.5 (e): Describe how you will meet the requirement outlined in Section 4.2.5 (e)

*Response – The system will provide this functionality, see question 4.2.5 for details.*

Section 4.2.6: Describe how you will meet the requirement outlined in Section 4.2.6

*Response – The system will provide this functionality. We will create PDF forms using Adobe Acrobat and post them to the IWR website. The IWR system will have "Download Form" buttons or links on the appropriate pages.*

Section 4.2.7: Describe how you will meet the requirement outlined in Section 4.2.7

*Response – The system will include Voxeo CXP dialogs and IWR web pages to support this function.*

Section 4.2.8: Describe how you will meet the requirement outlined in Section 4.2.8

*Response – A "completed" page will terminate all processing steps for any supported function (Initial Claims, Continued Claims, etc). The page text will be configurable by WV personnel and any dynamic values (e.g. confirmation number, etc.) will be displayed. The "completed" pages will have a Print button or link.*

Section 4.2.9: Describe how you will meet the requirement outlined in Section 4.2.9

*Response – The system will include Voxeo CXP dialogs and IWR web pages to support this function.*

Section 4.2.10: Describe how you will meet the requirement outlined in Section 4.2.10

*Response – The system will provide this functionality. The Voxeo Prophecy IVR ASR and TTS functions support the Spanish language. The CXP dialogs support multi-language prompts and responses. The IWR will be developed to dynamically read text from the Data Layer to present on the pages. This text can be in any language. Diamond will work with WFWV personnel to obtain the necessary Spanish text.*



Section 4.2.11: Describe how you will meet the requirement outlined in Section 4.2.11

*Response – The system will include Voxeo CXP dialogs and IWR web pages to support this function.*

Section 4.3: Describe how you will meet the requirement outlined in Section 4.3

*Response – Refer to questions 4.3.1 thru 4.3.16 for details on how this requirement will be met.*

Section 4.3.1: Describe how you will meet the requirement outlined in Section 4.3.1

*Response – The system includes a dialer suite of functions that provide capacity for over 500 concurrent inbound, outbound or blended inbound/outbound agents. The system will offer access to the administrative application via a concurrent license model and does not limit the number of concurrent administrators.*

*The system architecture permits the deployment of the software as a single physical contact center or spanning multiple physical contact centers allowing them to appear and function as a single contact center. Expanding upon the Multi site architecture model, a physical contact center is not limited by the number of agents. A remote “site” or user can be supported, appear and function as part of the contact. Home agents are supported as a “site” as well and can work with a VoIP phone or land line and high speed internet access.*

Section 4.3.2: Describe how you will meet the requirement outlined in Section 4.3.2

*Response – The system’s dialer suite is a true predictive dialer and supports all industry standard dialing modes. Predictive, Progressive, Preview and agentless dialing.*

*The system also has an area code management feature, but no sure it’s by time of day.*

*One of the functions of the predictive dialer is to eliminate the need for the agent to qualify “unproductive calls”. The dialer will automatically identify Busy, disconnected lines, no answers, answering machines, etc. and qualify these calls appropriately. Based on your rules these calls can be removed from the dialing list, rescheduled for callback at another time or leave a message at the beep.*

*The solution does provide an out of the box feature for agents to schedule citizen callbacks.*

*The solution offers an out of the box functionality for conference calls, Internal and external Transfers, PBX integration and remote agents.*

*Using vectoring tools within the solution, any customer provided audio file can be played as hold music until an agent answers the call.*

*The dialer will automatically move from predictive to progressive modes if attempts to deliver calls and agents are not available. This means that when dialing in predictive mode, (many calls to one agent) if the system determines there are not going to be enough agents to take the expected number of live party answers, the dialer will automatically drop to progressive mode (one call to one agent). The dialer will automatically move back to progressive as agents come available again.*

*The system will allow for a do not call list, system wide and by campaign functionality.*



*The system will leverage additional functionality through the software's API to access the same Business Layer functions as the other platforms.*

#### Section 4.3.3: Describe how you will meet the requirement outlined in Section 4.3.3

*Response – The system will provide this functionality, see question 4.2.5 for details. The solution allows agents to login and out of ACD. The agents can be part of both inbound and outbound campaigns, and can receive calls from both.*

*Agents phones can be configured with multiple extensions including a DID. Currently, voicemail is outside the software solution. As an alternative, call forwarding can be setup to park voice messages to existing voice mailboxes.*

*The solution is an all in one ACD software suite that incorporates rules for dynamic routing, and priority queuing for blended agents.*

*Skills based routing and business rules are designed and configured by system administrators. Modifications are immediate and do not require agents to logoff.*

#### Section 4.3.4: Describe how you will meet the requirement outlined in Section 4.3.4

*Response – Assuming your agents use a terminal emulator, the agent desktop can pass call information like account number or claim number to the terminal emulator at the time of call delivery to bring the terminal emulator with the callers record to focus on the agent desktop. This will allow the agent to work within the mainframe systems to complete the interaction. However the agent toolbar can be visible to the agent at all times so the agent has full call control without having to close the terminal emulator.*

*If the transaction is not based within a mainframe terminal application (e.g. CICS), we will use the Presence API to programmatically access the data from the mainframe and present it within the desktop.*

#### Section 4.3.5: Describe how you will meet the requirement outlined in Section 4.3.5

*Response – The solution provides campaign management and features to reuse existing campaigns as templates. Additionally the campaigns can be scheduled to adhere to specific parameters, time, date, number of agents available, etc... Multiple options are available to filter lists when loading. For example list can be loaded by name, last name, zip code, social security number, or essentially any value available on said lists. The loads can be assigned and will begin dialing automatically. Supervisors can assign, schedule and assign campaign, once the campaign is enabled the dialer will start dialing. The dialer will dial automatically as soon as the agent logs onto the system and become available. Dialing hours can be set per campaign, along with many other parameters for effective campaign management.*

#### Section 4.3.6: Describe how you will meet the requirement outlined in Section 4.3.6

*Response – The solution integrates with the IVR for inbound and outbound calling. The IVR is administered via a web based application. The ACD solution can be administered via remote desktop. Clients can be assigned by geographic region on campaigns when loading campaign list and selecting the proper variables on the list. Clients also can be assigned to a specific by*



geography multiple ways. For example by area code, database query, DNIS, etc... The system can also assign specific clients to specific agents a number of ways. Either by database query or allowing the agent to use the Call Capture feature. Call Capture can be used on both inbound and outbound calls.

Section 4.3.7: Describe how you will meet the requirement outlined in Section 4.3.7

Response – The system software has many open API's and interfaces available for integration.

Section 4.3.8: Describe how you will meet the requirement outlined in Section 4.3.8

Response – The software Supervisor tool provides this functionality.

Section 4.3.9: Describe how you will meet the requirement outlined in Section 4.3.9

Response – The solutions call recording functionality meets the 4 specified requirements.

Section 4.3.10: Describe how you will meet the requirement outlined in Section 4.3.10

Response - Currently, the solution does not provide voicemail for agents or for personal use... only for supervisors. As an alternative, a suggestion is to reuse existing voicemail, the system can forward call into existing voicemail platform.

Section 4.3.11: Describe how you will meet the requirement outlined in Section 4.3.11

Response – The solutions agent desktop software features include call transfer along with conference calling. The agent desktop software does notify the agent of incoming call then allows for after call work. The after call work time is a configurable parameter. The solution does not have an agent request feature today, but that item is on the roadmap as a feature enhancement. Queue statistics are available on the agent desktop.

Section 4.3.12: Describe how you will meet the requirement outlined in Section 4.3.12

Response – The solutions Administrator provides administrative control and system management capabilities. Options such as call handling for holidays are set through the Administrator interface. WFWV personnel can be assigned different levels of administrative access. Real-time monitoring and reporting are done via the Supervisor tool.

Section 4.3.13: Describe how you will meet the requirement outlined in Section 4.3.13

Response – The system meets this requirement for disposition/qualification codes. The system will force the agent to disposition each call while presenting many codes to finish the call.

Section 4.3.14: Describe how you will meet the requirement outlined in Section 4.3.14

Response – Alerts and Alarms can be set via the supervisor tool. Historical data is kept on a non-proprietary customer provided external database. The system assumes each customer will maintain the database according to its own IT policies and procedures.

Section 4.3.15: Describe how you will meet the requirement outlined in Section 4.3.15



*Response* – The solution provides tools to silently listen to connected agents calls. In addition recording policies can be set for quality assurance. The solution also allows monitoring for agents status, logged in, assigned agents, etc... As well as the ability to adjust call ratios.

**Section 4.3.16: Describe how you will meet the requirement outlined in Section 4.3.16**

*Response* – The solution provides historical and real-time reports, in addition to the ability to create custom reports. The time period for the listed reports can be adjusted to meet the stated requirements. Reports can be exported to many formats, excel, pdf, access, jpg, etc...

**Section 4.4.1: Describe how you will meet the requirement outlined in Section 4.4.1**

*Response* – The solution will include a complete turnkey system providing IVR, IWR and Predictive/Dialer/auto dialer functionality. The solution (IVR/IWR) will be created using a 3 tier architecture and a modular programming approach allowing for a highly scalable, adaptable solution. The solution will provide functionality to automatically collect benefit overpayments and delinquent employer taxes.

**Section 4.4.2: Describe how you will meet the requirement outlined in Section 4.4.2**

*Response* – The solution incorporates training for appropriate WV personnel after initial phased deployment and before production cutover. Refer to Section 3, Our Approach for further details on training.

Additionally, Voxeo University offers a wide range of courses at our training centers in Orlando and Cologne, as well as onsite training in customer's facilities upon request. Voxeo University provides FREE training for specific courses on a regular basis at our training centers in Orlando and Cologne. Training is offered on all products – from 1-day introductions to several-day or - week in-depth trainings for development, administration, operations, and reporting.

All the IVR dialogs and IWR pages will contain user help.

**Section 4.4.2 (a): Describe how you will meet the requirement outlined in Section 4.4.2 (a)**

*Response* – The solution will include a complete set of documentation. Refer to Section 3, Our Approach for further details.

Additionally, in Voxeo CXP, is the capability to create detailed project version documentation with graphical dialog flows, full object definitions, or both. The documentation is generated in PDF format.

**Section 4.4.2 (b): Describe how you will meet the requirement outlined in Section 4.4.2 (b)**

*Response* – As part of the ongoing support all documentation will be updated to reflect the current state of the solution.

**Section 4.4.2 (c): Describe how you will meet the requirement outlined in Section 4.4.2 (c)**

*Response* – The solution will include this type of training. Refer to Section 3.0, Our Approach for further details.

**Section 4.4.3: Describe how you will meet the requirement outlined in Section 4.4.3**



Response – The solution will include an ongoing support and maintenance component thru our urSphere service offering. Refer to Section 3.0, Our Approach for further details.

Section 4.4.3 (a): Describe how you will meet the requirement outlined in Section 4.4.3 (a)

Response – The solution will include an ongoing support and maintenance component thru our urSphere service offering. Refer to Section 3.0, Our Approach for further details.

Section 4.4.3 (b): Describe how you will meet the requirement outlined in Section 4.4.3 (b)

Response – Once Phase 3 is ready for production, Diamond and WFWV will finalize maintenance contracts and dates. All support, licensing, etc. agreements will be updated to meet any updated changes.

Section 4.4.3 (c): Describe how you will meet the requirement outlined in Section 4.4.3 (c)

Response – This requirement will be met, see urSphere SLA outlined in Attachment D.

Section 4.4.3 (d): Describe how you will meet the requirement outlined in Section 4.4.3 (d)

Response – This requirement will be met, see urSphere SLA outlined in Attachment D.

Section 4.4.3 (e): Describe how you will meet the requirement outlined in Section 4.4.3 (e)

Response – This requirement will be met. All support requirements will be established during the initial onboarding session for urSphere support. This onboarding process will take place prior to the deployment of Phase 1.

Section 4.4.3 (f): Describe how you will meet the requirement outlined in Section 4.4.3 (f)

Response – This functionality is provided in our urSphere ticketing system and will be discussed in detail during our onboarding process.

Section 4.4.3 (g): Describe how you will meet the requirement outlined in Section 4.4.3 (g)

Response – This functionality is provided as part of our urSphere offering and will be discussed in detail during our onboarding process.

Section 4.4.4: Describe how you will meet the requirement outlined in Section 4.4.4

Response – Diamond Technologies is the prime contract providing project management, application development, integration, testing, training, and documentation for all phases of this solution. Refer to Section 3, Our Approach for further details.

Section 4.4.4 (a): Describe how you will meet the requirement outlined in Section 4.4.4 (a)

Response – This functional requirement is part of our solution. Additionally, we have experience exchanging files with the WFWV mainframe as part of another WFWV project.

Section 4.4.4 (b): Describe how you will meet the requirement outlined in Section 4.4.4 (b)





Response – This functional requirement is part of our solution. Additionally, we have experience interfacing with the WFWV mainframe as part of another WFWV project.

Section 4.4.4 (c): Describe how you will meet the requirement outlined in Section 4.4.4 (c)

Response – The solution will have a scheduling component for the batch SFTP service. This will allow changes needed due to scheduling conflicts.

Section 4.4.4 (d): Describe how you will meet the requirement outlined in Section 4.4.4 (d)

Response – If SFTP batch processing cannot support some types of interaction with the mainframe, technologies such as web services, screen scraping, or HTTP Get/Post processing can be used to obtain information from the mainframe.

Section 4.4.4 (e): Describe how you will meet the requirement outlined in Section 4.4.4 (e)

Response – This functional requirement is part of our solution. Diamond will work with WFWV to establish the format/process/etc. for the import/export process. As outlined in the RFP, WFWV IT staff will be responsible for handling the data exchange process. Diamond will work with WFWV staff to work through any concerns.

Section 4.4.5: Describe how you will meet the requirement outlined in Section 4.4.5

Response – The solution includes a thorough testing approach. Unit and system testing are performed for each function within the software project. Once an "iteration" of a solution is completed, a non-developer QA staff person, working from a testing script, will test the functions to see if they perform as specified. Once an entire phase is completed, Diamond QA staff will test it. At that point, WFWV staff will be asked to perform a QA test using the scripts. Once this is completed, and all modifications made, User Acceptance Testing (UAT) may begin with the actual WFWV users and, perhaps, some public users.

Section 4.4.5 (a): Describe how you will meet the requirement outlined in Section 4.4.5 (a)

Response – This functionality will be provided. See question 4.4.5 above for approach.

Section 4.4.5 (b): Describe how you will meet the requirement outlined in Section 4.4.5 (b)

Response – This functionality will be provided. See question 4.4.5 above for approach.

Section 4.4.5 (c): Describe how you will meet the requirement outlined in Section 4.4.5 (c)

Response – Within this solution a stress testing platform and script for both the IVR and IWR systems will be performed. The results of these tests will be shared with WFWV personnel to ensure they meet performance specifications.

Section 4.4.5 (d): Describe how you will meet the requirement outlined in Section 4.4.5 (d)

Response – As part of our ongoing support, in conjunction with WFWV personnel a system failover test will occur every 6 months throughout the support agreement. Specifics will be worked out between FWV and Diamond during the urSphere onboarding process. FYI – A factor in the strategy will rely on WFWV's strategy for backing up and replicating the phone system.



**Section 4.4.5 (e): Describe how you will meet the requirement outlined in Section 4.4.5 (e)**

*Response – As part of our ongoing support, in conjunction with WFWV personnel a data backup and restoration testing strategy will be outlined. This process will occur every 6 months throughout the duration of the support agreement. File level backups can be redirected to non-production folders and databases can be restored to non-production database names. These can be restored at any time or interval.*

**Section 4.4.6: Describe how you will meet the requirement outlined in Section 4.4.6**

*Response – Refer to Section 2, “Proposed solution” for details on architecture diagrams and description for primary and secondary data centers. And refer to Attachment B, Mandatory Requirements Section 5.5.8 for list of hardware and software.*

**Section 4.4.6 (a): Describe how you will meet the requirement outlined in Section 4.4.6 (a)**

*Response – The production system will be implemented to provide high availability and failover in the event of a single server crash. The secondary system will provide all of the functions of the primary system but will not have the failover capabilities implemented. In the event of a long term outage of the primary system, failover capabilities will be implemented at the secondary site. If WFWV requires all failover and high availability features at the secondary site from the beginning, it will be implemented, but at an additional cost. Refer to Section 2, “Proposed solution” for architectural diagrams.*

**Section 4.4.6 (b): Describe how you will meet the requirement outlined in Section 4.4.6 (b)**

*Response – This requirement will be met as part of our solution. Additionally, we have experience successfully building, implementing, and supporting a primary datacenter at WFWV’s facilities. Performance reports will be reviewed on an on-going basis during the support phase of this solution.*

**Section 4.4.6 (c): Describe how you will meet the requirement outlined in Section 4.4.6 (c)**

*Response – This requirement will be met as part of our solution. For details on the Secondary datacenter, refer to Section 2, “Proposed Solution” section.*

**Section 4.4.6 (d): Describe how you will meet the requirement outlined in Section 4.4.6 (d)**

*Response – The costs (fixed and variable) for the secondary data center are outlined in our Cost Proposal.*

**Section 4.4.6 (e): Describe how you will meet the requirement outlined in Section 4.4.6 (e)**

*Response – The maintenance schedule will be presented, reviewed, and finalized as part of the urSphere onboarding process. Diamond will be responsible for maintenance on all systems including our software partner’s products.*

**Section 4.4.7: Describe how you will meet the requirement outlined in Section 4.4.7**



*Response – The maintenance process & schedule will be presented, reviewed, and finalized as part of the urSphere onboarding process. Diamond will be responsible for maintenance on all systems including our software partner’s products.*

**Section 4.4.8: Describe how you will meet the requirement outlined in Section 4.4.8**

*Response – The solution will include business continuity, data backup, and restoration capabilities. Specific details can be found under Question 4.4.9 and Section 2, “Proposed solution” section.*

**Section 4.4.9: Describe how you will meet the requirement outlined in Section 4.4.9**

*Response – Our solution has chosen a strategy of redundant operations for its Business Continuity Plan (BCP). This strategy offers the quickest recovery time and many advantages for a service provider environment over other designs such as warm site or stand-by scenarios, which work well in traditional enterprise IT environments. It ensures an integrated approach where all critical components are in active use in geographically diverse locations and all components within those locations contain redundant elements.*

*The BC plan:*

- *Provides the information and procedures necessary to respond to an occurrence, notify personnel, assemble recovery teams, recover data and resume processing at the current or alternate site as soon as possible after a disaster has been declared*
- *Creates a disaster recovery structure strong enough to provide guidance to all interrelated groups, yet flexible enough to allow Voxeo personnel to respond to whatever type of disaster may occur*
- *Provides specific action plans for each functional area -Identifies those activities necessary to resume full services at the reconstructed disaster site or new permanent facility*
- *Establishes a return to a business as usual environment. The BCP also details the communications structure, roles and responsibilities of the Voxeo Crisis Management Team (CMT). The CMT is responsible for managing the rapid and orderly resumption of Voxeo core processing; consequently, the members of the CMT have the appropriate authority and skills to accomplish their assigned tasks.*

*The BCP also details the communications structure, roles and responsibilities of the Voxeo Crisis Management Team (CMT). The CMT is responsible for managing the rapid and orderly resumption of Voxeo core processing; consequently, the members of the CMT have the appropriate authority and skills to accomplish their assigned tasks.*

*IT hardware and software problems, while they might in some instances be significant, will be resolved through normal problem resolution methods. The typical disaster involves an unscheduled event that causes a primary site (production site) to be inaccessible for an indefinite period of time. A disaster declaration begins the formal disaster recovery process.*

**Section 4.4.9 (a): Describe how you will meet the requirement outlined in Section 4.4.9 (a)**

*Response – The secondary datacenter will be located in Reading, PA, 334 miles from Charleston, WV. Refer to Section 2, “Proposed Services” for further details. For details about the hosting provider, go to <http://www.iprintl.com>.*



Section 4.4.9 (b): Describe how you will meet the requirement outlined in Section 4.4.9 (b)  
*Response* – Refer to Section 2, “Proposed Services” for further details. For details about the hosting provider, go to <http://www.iprintl.com>.

Section 4.4.9 (c): Describe how you will meet the requirement outlined in Section 4.4.9 (c)  
*Response* – This requirement is part of the solution. Diamond will need to work with WFWV and understand and how they plan to implement the secondary phone system (Toshiba) into the secondary site; including, phone numbers, etc.

Section 4.4.9 (d): Describe how you will meet the requirement outlined in Section 4.4.9 (d)  
*Response* – This requirement is part of the solution and has been architected to meet this requirement.

Section 4.4.10: Describe how you will meet the requirement outlined in Section 4.4.10

*Response* – The Data backup & recovery capabilities are critical aspects of this solution and we’re key considerations in the solution architecture. Refer to Section 2, “Proposed Solution” for architecture diagrams and further details.

Section 4.4.10 (a): Describe how you will meet the requirement outlined in Section 4.4.10 (a)

*Response* – The Barracuda backup device included in the architecture will be employed at both the primary and secondary datacenters. At the primary datacenter, all pertinent data will be backed up to the device which will hold a copy of the backups on its local drives. In addition, a copy of the backups will be sent, over the Internet to the secondary datacenter (a private cloud). In the event of a restore, the local copy will be restored, if it is the correct version; otherwise, the remote copy will be restored. If the need to restore the primary backups onto the secondary servers exists, the secondary Barracuda backup server will restore from the backups that are already there. All logging, statistics, metrics, and production data will be backed up as part of the nightly maintenance schedule via the Barracuda device. This data can be restored locally or at the secondary datacenter.

Section 4.4.10 (b): Describe how you will meet the requirement outlined in Section 4.4.10 (b)

*Response* – The Barracuda backup device will automatically store the backups locally and in the secondary datacenter. .

Section 4.4.10 (c): Describe how you will meet the requirement outlined in Section 4.4.10 (c)

*Response* – This functionality is part of the solution. This timeframe expectation is achievable at the primary and secondary datacenters.

Section 4.4.11: Describe how you will meet the requirement outlined in Section 4.4.11

*Response* – This requirement has been addressed in our solution. The project plan and resource requirements have been adjusted to meet this timeframe.

Section 4.4.12: Describe how you will meet the requirement outlined in Section 4.4.12

*Response* – This requirement has been addressed in our solution. The project plan and resource requirements have been adjusted to meet this timeframe.



## Attachment B – Mandatory Specification Checklist

- 5.5.1 The Vendor must comply with applicable West Virginia statutes, rules and policies concerning addressing personal data, including West Virginia's Breach Lay which requires notification within three (3) hours of a security breach incident.

*Response – Diamond Technologies agrees to and will be in compliance with this requirement throughout the duration of this project.*

- 5.5.2 The Vendor shall ensure that no data in its custody will be used for any purposes other than those agreed to in the contract.

*Response – Diamond Technologies agrees to and will be in compliance with this requirement throughout the duration of this project.*

- 5.5.3 The Vendor shall ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be released to the agency upon the completion of the project. It is further understood that the State will retain a perpetual license to the object code.

*Response – Diamond Technologies agrees that all custom code developed by Diamond as part of the project is the property of the WV. We will keep the source code and any pertinent items in source control for protection. Programming code that is part of the third party solutions is bound by the licensing agreement with that vendor.*

- 5.5.4 The Vendor must provide project management services and an implementation schedule for all phases of the proposed solution (A-d).

*Response – Diamond Technologies agrees and will meet all the PM and Implementation Schedule requirements outlined in the RFP. For details on our Project methodology and our Implementation plan refer to Section 3, "Our Approach".*

- 5.5.5 The Vendor must implement Phase I within 120 days or no later than November 30, 2103 or whichever comes first.

*Response – Diamond Technologies agrees to implement Phase 1 by no later than November 30, 2013.*

- 5.5.6 For the primary system, the vendor must identify all hardware and software necessary to implement their proposed solution for all phases in accordance with this RFP and provide a complete listing of same in the Mandatory Specification Checklist (attachment B of this RFP). This must include any and all network hardware and physical security (e.g. equipment racks, firewalls, switches, routers, etc.). The vendor supplied solution must be compatible and provide flawless integration and operate in a completely standalone manner from all other state systems and only require physical space/security, electrical power, adequate cooling, and an Internet connection.

*Response – Diamond Technologies agrees that our solution will be compatible and provide flawless integration with existing WFWV systems and operate in standalone manner for all other state systems. Our Solution will only require physical space/security, power, cooling, and an Internet connection from WFWV. Refer below (Section 5.5.8) for a complete list of all hardware and software necessary for our proposed solution.*

- 5.5.7 Because this system is mission critical, the vendor must provide a designated primary



contact for all calls concerning system support.

*Response – Diamond Technologies acknowledges this solution is a mission critical system and one that will require 24x7x365 support. As part of our turnkey solution, Diamond will provide on-going production support and maintenance through our support service desk, urSphere. Refer to Attachment D for a detailed description of our urSphere support desk SLA and contact information. Additionally, escalation procedures and manager contact information will be provided during the onboarding process.*

5.5.8 The vendor must provide all hardware and software required, the cost of which should be provided separately on the Cost Sheet, (Attachment C of this RFP). All servers and storage devices must be Hewlett-Packard Intel-based hardware or equivalent and be interoperable and compatible with existing Hewlett-Packard hardware. All networking equipment used in the proposed solution (firewalls, routers, switches, etc.) must be Cisco hardware or equivalent and interoperable and compatible with existing Cisco network hardware. All software (operating systems, relational databases, etc.) must be Microsoft software or equivalent and fully compatible and interoperable with the existing Microsoft software environment.

*Response – Diamond Technologies has outlined the necessary hardware/software for our solution. See below for a complete list.*

WV IVR/IWR Project – Hardware / Software List

**Server 1**

HP DL360p G8 (19 units)		
Processor:	Two (2) Intel Xeon E5-2609 @ 2.40 GHz	
Memory:	24 GB	
Storage:	Two 500GB drives – Raid 1 – 500 GB usable	
OS:	Microsoft Windows Server 2012 Standard	
Warranty:	3 years – 24x7x 4 hour on site support	

**Server 2**

HP DL360p G8 (4 units)		
Processor:	Two (2) Intel Xeon E5-2609 @ 2.40 GHz	
Memory:	24 GB	
Storage:	Two 500GB drives – Raid 1 – 500 GB usable	
OS:	Microsoft Windows Server 2012 Standard	
SAN interface:	Two (2) HP H221 Host bus adapter	
Warranty:	3 years – 24x7x 4 hour on site support	

**Server 3**

HP DL360e G8 (3 units)		
Processor:	One (1) Intel Xeon E5-2403 @ 1.80 GHz	



	Memory:	8 GB
	Storage:	Two 500GB drives – Raid 1 – 500 GB usable
	OS:	Microsoft Windows Server 2012 Standard
	Warranty:	3 years – 24x7x 4 hour on site support

### Storage

HP P2000 G3 (2 units)		
	Interface:	Dual 6GB/sec SAS host interface
	Storage:	Twelve 1 TB drives – Raid 5 – 11 TB usable
	Warranty:	3 years – 24x7x 4 hour on site support

### Cabling

	Cables to Go 5FT Blue Cat6	100 units
	HP Serial Attached SCSI external 6.6FT	8 units

### Backup

	Barracuda Backup Server 690	2 units
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### Networking

	Firewall – SonicWALL NSA220	2 units
	Remote access – SonicWALL SSL VPN 5 pack	2 units
	Switch – HP 1810-8G 8 Port Gigabit Switch	2 units
	Switch – HP 1810-24G 24 Port Gigabit Switch	4 units

### Software

	Microsoft Windows Server 2012 Standard	22 units
	Microsoft SQL Server 2012 Enterprise	6 units (per CPU)



Voxeo Software	Quantity	Description
Voxeo Pro Edition Software License - Full	240	Voxeo Pro consists of Prophecy Standard Edition Full plus Voxeo CXP Standard Edition. Voxeo Prophecy includes CallXML, CCXML, VoiceXML, Prophecy US English ASR and TTS, Conferencing, Call Recording, SIP connectivity, and Designer.
Voxeo Pro Edition Software License - High Availability	240	Voxeo CXP provides the server execution environment, service creation and OAM&P tools, developer and administration licenses, Web Service interfaces, multi-tenancy and SLA management, Infostore statistics database and data capture, all available phone channels, dialog personalization, and media drivers for all available platforms. High Availability (HA) provides licensing for mirrored, warm standby server software.

Presence Software	Quantity	Description
Presence 9.0 Server - Full	1	Includes Presence Server and Presence Dialer, workgroup and skills-based routing, CTI, Vector Editor, Service Management.
Presence 9.0 Server - High Availability	1	High Availability (HA) provides licensing for mirrored, warm standby server software.
OpenGate 9.0 - Full	2	Presence Telephony Switch ACD engine.
OpenGate 9.0 - High Availability	2	High Availability (HA) provides licensing for mirrored, warm standby server software.
Recorder Server 9.0	1	Recording Server license Automatic recording and archival of agent calls. Agents or seats to be recorded require a recording user license.
Intelligent Router Server 9.0	1	
Outbound Predictive - Full	25	Predictive License allows a single agent or seat to participate in an outbound Predictive dialing campaign. Includes Inbound, Preview and Progressive license.
Outbound Predictive - High Availability	25	High Availability (HA) provides licensing for mirrored, warm standby server software.
ROBO Dialing - Full	12	Robo-Dial License enables use of agentless outbound dialing for a single outbound strategy.
ROBO Dialing - High Availability	12	High Availability (HA) provides licensing for mirrored, warm standby server software.
IR Session - Full	1	Intelligent Router license allows a single caller to be evaluated with advanced routing logic outside of the vector. Licenses are concurrent.
IR Session - High Availability	1	High Availability (HA) provides licensing for mirrored, warm standby server software.
Administrator Licensing - Full	5	
Administrator Licensing - High Availability	5	Administrator & Supervisor Licensing includes historical reports, real time monitor, campaign controls and agent administration.
Supervisor Licensing - Full	8	
Supervisor Licensing - High Availability	8	High Availability (HA) provides licensing for mirrored, warm standby server software.

Support	Description
Voxeo Software - Annual Maintenance and Support	Maintenance and Support is required for the first year for all orders and paid annually in advance. This includes Voxeo's 24x7 support, product upgrades, fixes, new features, and new product generations for Voxeo software as well as hardware maintenance and support for all ordered components.
Presence Software - Annual Maintenance and Support	

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized by the bidder in a contractual relationship and that, to the best of my knowledge, the bidder has properly register with any State agency that may require registration.

Company: Diamond Technologies, Inc.

Representative Name, Title: *Greg Ballance*, Greg Ballance, President

Phone / Fax: ph: (302) 656-6050 x201 fax: (302) 656-6058

Date: May 7, 2013





## Attachment D - Diamond Support

### Support Coverage

Coverage Type	Hours of Coverage
Standard Coverage	8am to 5pm Monday through Friday
Expanded Coverage	5pm to 8am Monday through Friday, Saturday/Sunday (24 hrs/day)

### Contact Options

Method	Detail
Phone	(302) 656-6050 option #1
Email	support@diamonddtechnologies.com
Web	<a href="http://www.diamonddtechnologies.com">www.diamonddtechnologies.com</a> <support portal> link

### Support Contact Options

Option	Coverage Type	Expected Response Time	Details
Phone	Standard	15 minutes	Support line available during coverage windows defined above.
Phone	Expanded	30 minutes	Same as above
Email	Standard	15 minutes	Same as above
Email	Expanded	30 minutes	Same as above
Website	Standard	15 minutes	Same as above
Website	Expanded	30 minutes	Same as above

### Support Levels, Type & Status Updates

Incident Priority Level	Definition	Type	Operational Level Agreement
Low	Minor problem, not causing a disruption of business flow. Work around exists.	Incident	4 hours to 72 hours
Medium	Incident causing slight disruption to business process or individual workflow. Workaround exists but business needs the issue address quickly.	Incident	2 hours to 48 hours
High	Total system outage, or incident has otherwise halted business flow in some way. No workaround, need correction ASAP.	Incident	15 minutes to 8 hours
Service Request	Request for new configuration, new software install, new hardware, new device setup, and new user setup.	Service Request	30 minutes to 14 days
Maintenance	Required work tasks to sustain the computing environment at an operating level that results in continual uptime, availability and performance.	Maintenance	8 hours / month

