cocofax

Sender Name:

Sender Number: +12183968998

Sender Email: sunil.lohan@online24x7.net

Recipient Name:

Recipient Number: +13045583970

Recipient Email:

Date: Mar 10,2022(Thu) 04:56:39 PM(UTCZ)

Page(s):   22

Message:

Online24x7

PROPOSAL DOCUMENT

Fraud Case Management System

DATE: 10th March 2022

Online24x7

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Response to Request for Proposal (RFP)
for
Fraud Case Management System

Attn: Toby L Welch

Cover Letter for RFP Proposal

Mar 10, 2022

We are pleased to present our proposal against RFP - CRFP 0323 WWV2200000001 Web Based Fraud Case Management System and Implementation Services Published on 02/02/2022 and due on 03/10/2022.

I speak on behalf of the entire **Online24x7 Inc** team in saying how thrilled we are to respond to this RFP.

Trusted by more than 2,00,000 companies, Online24x7 has continuously innovated and offered its vast customer base the latest software solutions backed by reliability, trust and competency. With experts and experienced personnel working round the clock, you can expect high quality services while keeping pace with evolving technology.

Online24x7, with a rich experience of eleven years in the industry, has been a popular choice of business owners seeking the best IT solutions at a favourable price. We have delivered 300+ projects and assisted more than 250,000 users with cloud computing solutions.

We have studied the tender and now have a better understanding of the requirements. The solution we are proposing here as per the requirement provided by **State Of West Virginia** is "**Microsoft Dynamics 365 Customer Service**". This will be an **On-Premise solution**.

We believe that Online24x7 is uniquely positioned to help you successfully deliver against your stated objectives based on our deep experience in helping clients implement transformational digital initiatives, our significant experience in technology strategy & architecture, and our expertise in delivering world-class platform solutions built on the Microsoft ecosystem.

There will be no Subcontractors included in this proposal. Everything will be taken care by Online24x7 Inc only.

Please find the attachments for Proposed Solution, Pricing, Implementation Approach etc). The proposal will be valid for 6 months (180 days) from the submission date.

Further I would like to confirm that there is no litigation against the us and also want to confirm that there are no proceedings of Bankruptcy and Insolvency in last Ten (11) Years.

As we are already entitled vendor for West Virginia so we will provide you with all the insurance documents prior to the contract award.

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Lastly, I would like to declare that there is no Conflict of Interest.

We highly value the opportunity do the business again with **State Of West Virginia** and to this end, we have carefully selected a team of experienced and experienced professionals to be part of this journey. We are committed to deliver success and look forward to the next steps.

Name of the Organization: Online24x7 Inc
Corp Type: S Corp
Address: # 400, 10000 N US
75-Central Expy, Dallas,
Texas – 75231, United States
Website: https://online24x7.net/
Contact: +1 (682) 350 9767

Contact Name: Gaurav Gautam
Title: Business Development Manager
Date: 03/10/2022
Email ID: sales@online24x7.net
Signatures:

DocuSigned by:
Gaurav Gautam
286E37B6E917467...

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Contents

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Company Information

About Online24x7

Online24x7, with a rich experience of eleven years in the industry, has been a popular choice of business owners seeking the best IT solutions at a favourable price. We have delivered 300+ projects and assisted more than 250,000 users with cloud computing solutions. We build, deploy and manage an array of custom software solutions in cloud-based products/ SaaS products. We are certified by International standard organization on three parameters- ISO9001: 2008 (Quality), ISO27001: 2005 (Security) and ISO20000: 2011 (Customer Satisfaction). Online24x7 is a Gold Certified partner in Cloud services. Our forte is developing and managing customer IT Applications as well as IT Infrastructure as Managed Services. We have Offices in :
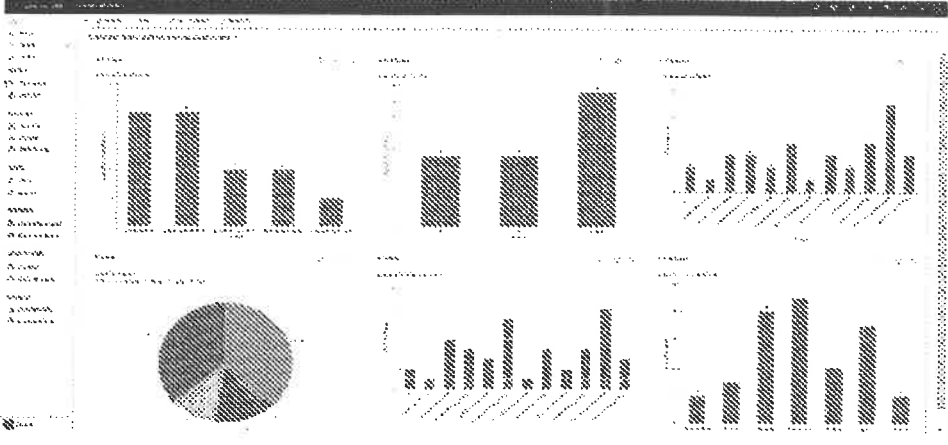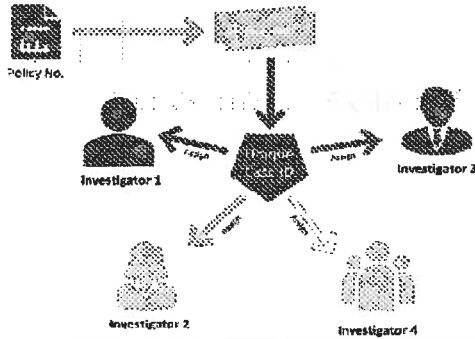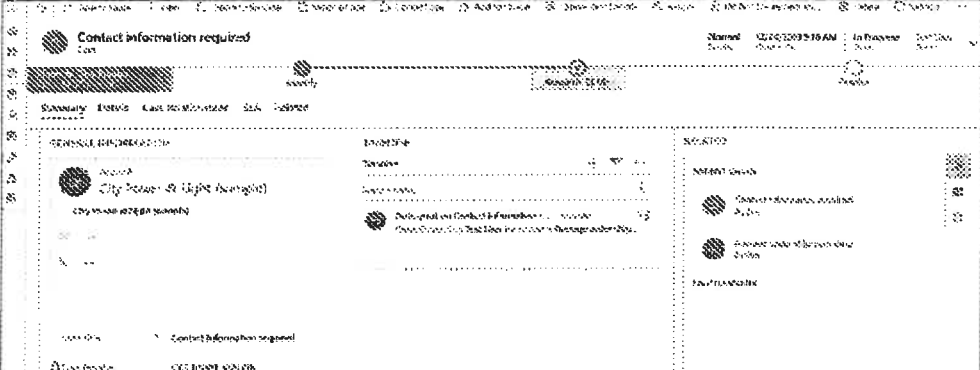
- Texas, USA
- London, UK
- Gurgaon, India (HQ)

Online24x7 is a certified Microsoft Gold partner with 11 years of experience in the industry. We have been assisting small- and large-scale businesses to leverage their business and optimally utilize the extended capabilities of Microsoft Dynamics 365. From manufacturing firms to advertising agencies with portfolios as diverse as chalk and cheese, we have successfully delivered Microsoft Dynamics 365 and helped them increase their growth rate. Online24x7 offers the Microsoft Dynamics 365 Solution Implementation and Consultation services.

Online24x7 is providing services in the following areas –

- Enterprise Resource Planning (ERP – D365 F&O and D365 BC)
- Customer Relationship Management (D365 CE, Sales, Marketing)
- Human Resource Management (D365 Talent)
- Emailing Solution (Office 365)
- Data Analytics (Microsoft Power BI)
- Microsoft Azure
- SharePoint
- Resources for Various Technology Stack
- Development in Microsoft technologies (Microsoft Development Stack)
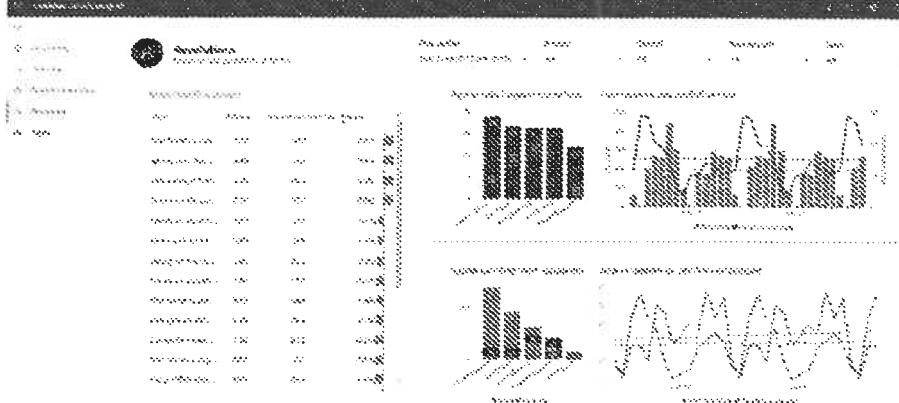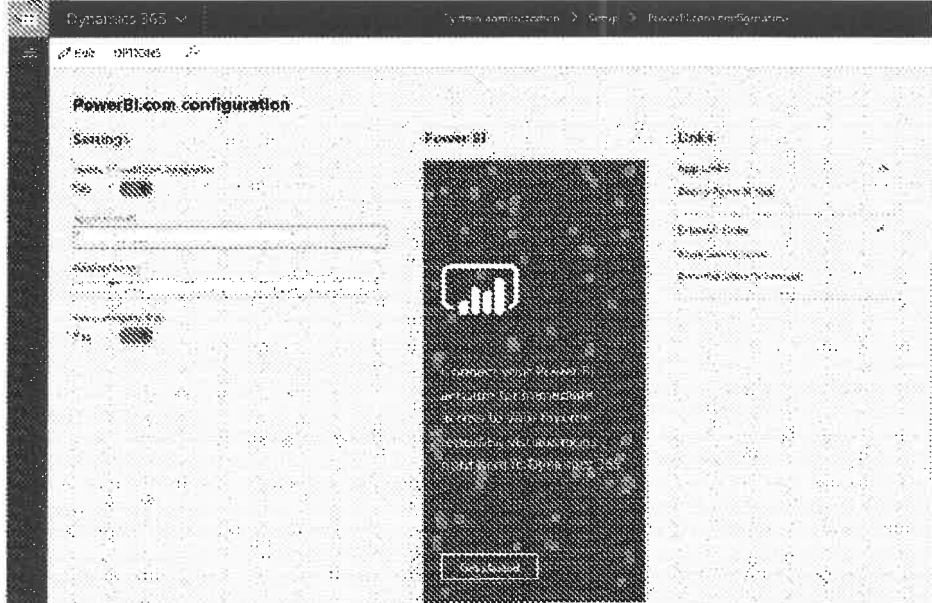- Business Process Management

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Response to requirements:

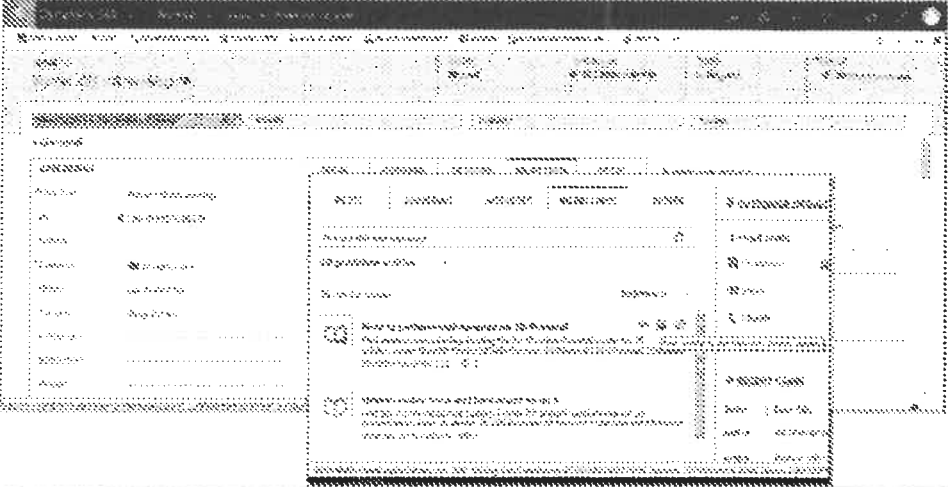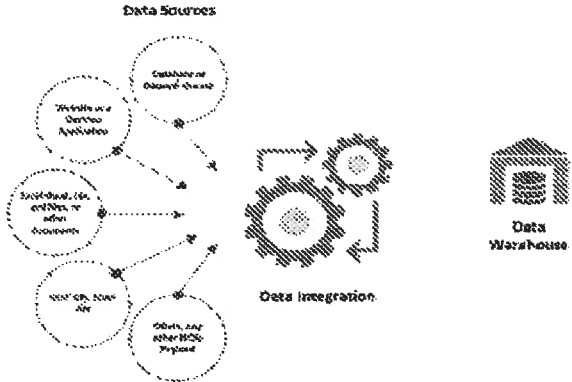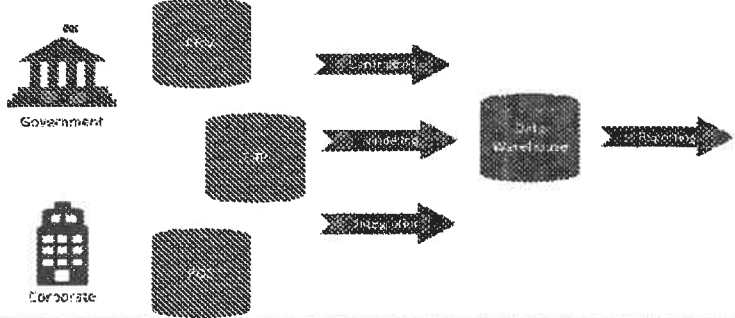|	
A	Provides the ability to view, research, identify, and prioritize valid and fraudulent Unemployment Insurance claims in a single interface.
→	Yes, we can achieve it with CRM service module, like the below Screenshot. This is how dashboard looks like but it can be customized as per the requirement and desired parameters will come-in.
B	Has ability to process cases by assigning identified cases to investigators using dynamic and flexible workflow.
→	CRM Service module allows you to assign basis on skill set of the investigators and real-time workflow. (Below is the figure for reference:)
C	Begins a case workflow with single click and close a case when task-specific word has been completed.
→	CRM module allows you to use Business Process Flow to perform case completion process which is simple and user friendly.

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

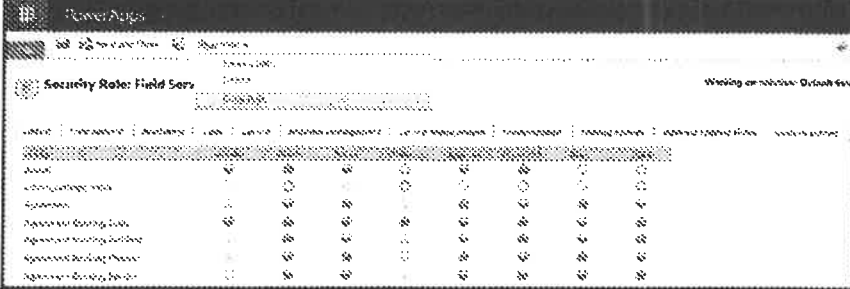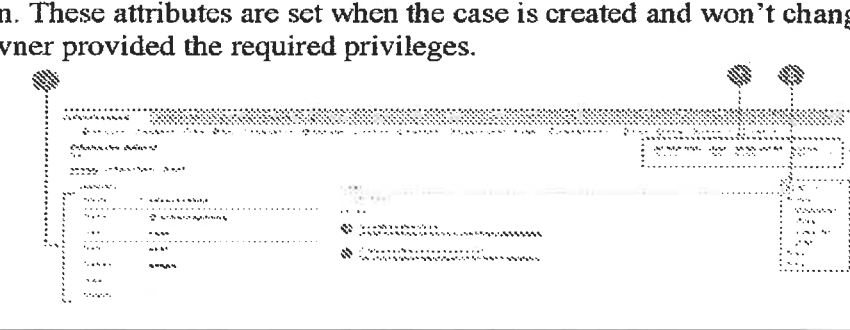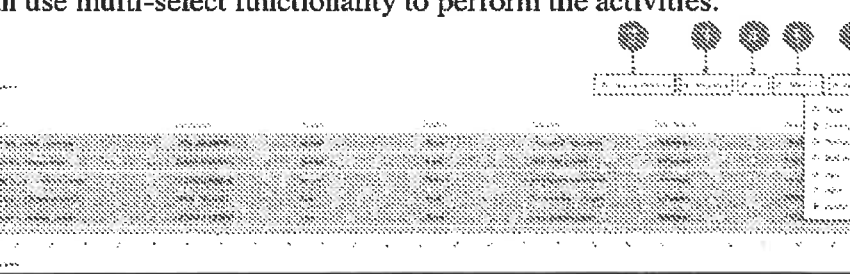| D	Allows users to notate unemployment cases as well as to add relevant attachment to cases with the workflow process.
→	Customer Service Insight enabled by AI and natural language understanding to identify similar customer issues and group them into related topics. It can also display OOTB graphical views of case-related data to understand business impact of case resolution timeline.
E	Uses a single repository of data, allowing important case details to be viewed while resolving the cases.
→	Yes, we have the option to get data from SharePoint, Azure AD (Active Directory), we can choose one based on the requirement.
F	Provides seamless, Real-time integration with existing fraud Data Science and Business Intelligence reporting tools.
→	Microsoft 365 subscription plan that can be integrated through with any third-party APIs, plug-ins, SQL-to-SQL, etc.

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G	Combines and organizes all relevant unemployment claim information in one application.
→	By creating a customized form, we can have all the relevant and well-organized case information in a single page.
H	Integrates/retrieves data from multiple data sources.
→	We can use several data sources wither by using APIs or plug-ins.
I	Integrates with third-party services for complete lifecycle management (ID verification, management, scoring, or completing internal workflow processes)
→	Integration with third-party services is very much do-able for ID verification, management, scoring, or completing workflow processes.
J	Is designed specifically for UI Fraud Case Management (Theft, Overpayment, Fraudulent scoring, etc.)
→	CRM System is customizable for your fraud management needs through Power BI by analytics of data.

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K	Quickly searches and identifies fraudulent patterns and assign to investigators.
→	With the use Power BI and CRM integration we can have advance analytics of the fraudulent patterns and can be assigned to the concerned investigators.
L	Allow for edit fields in-place using access control roles.
→	In CRM it's an out-of-the-box facility which can be triggered as per requirement.
M	Provides for Single-click actions for commonly used features (viewing/assigning cases, workflow, notes, etc.)
→	In case, details you can update the Case Title, Customer, Subject, Priority, Case Status, Service and Description. These attributes are set when the case is created and won't change but you can change the case owner provided the required privileges.
N	Contains multi-select functionality to identify, assign, promote, or close cases individually or in bulk.
→	Yes, we can use multi-select functionality to perform the activities.
O	Includes role-based access controls with advanced logging and audit capabilities.
→	We can manage user roles and give access to the team members.
P	Permits a centralized database to securely manage data.
→	We can provide the application with the datasets embedded on either Dataverse (Common Data Service), SharePoint, etc.
Q	Include manager, investigator, administrator, PII access roles and more.
→	Roles can be assigned on the privileges based and their different entity accesses.
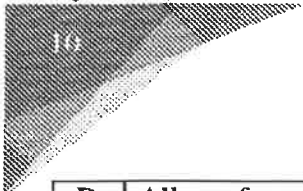
Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

R	Allows for an audit trail of case views & field updates with detailed user and PII flag information available within the application.
→	We can use CRM admin centre Power Platform for audit related settings which will allow to view the case history and all the updates.

S	Is a scalable solution.
→	Dynamics CRM is designed to allow scaling to the desired capacity. It is built upon a framework known as XRM. Simply put, XRM is a strategic approach to building a unified system that connects all aspects of a business together. This framework makes Dynamics CRM extremely flexible and allows the software to be customizable to meet your dynamic business needs.
T	Is optimizes to require minimal hardware; low overhead and space requirement.
→	Microsoft Dynamics require very minimal hardware; Low overhead and space requirement. Below are mentioned the recommended hardware requirements :

Production instance environment

Components	Recommended
Processor	4 x Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	32 GB RAM or more
Hard disk	400 GB of available hard disk space or more

Development instance environment

Components	Recommended
Processor	2 x Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	16 GB RAM or more
Hard disk	400 GB of available hard disk space or more

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Testing instance environment

Components	Recommended
Processor	2 x Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	16 GB RAM or more
Hard disk	400 GB of available hard disk space or more

Database instance environment
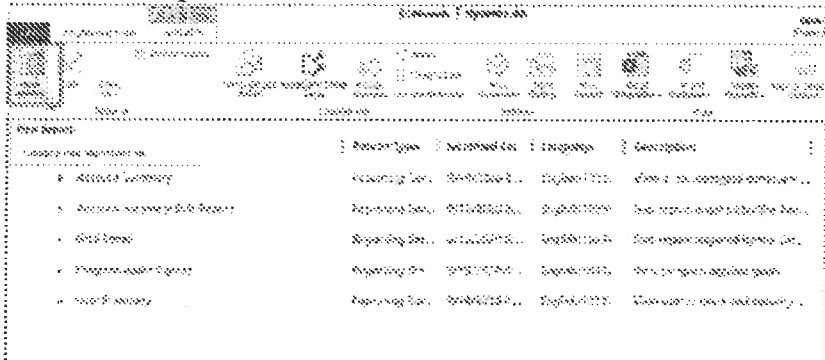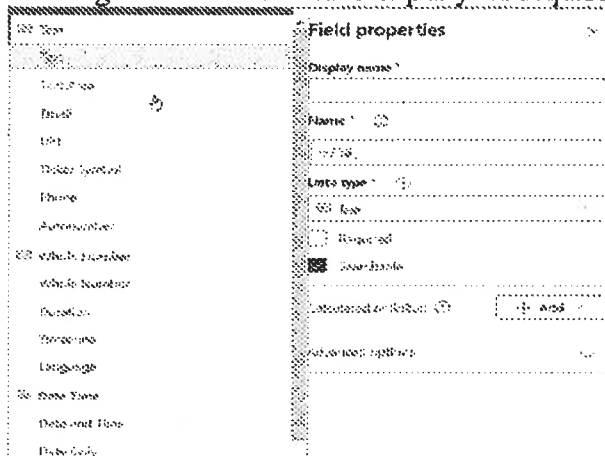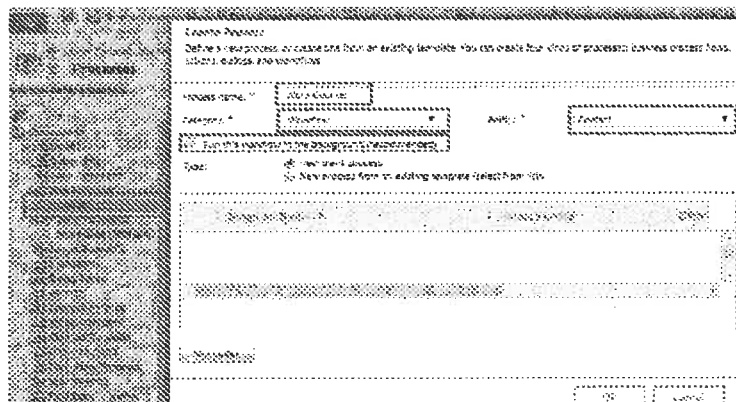
Components	Recommended
Processor	2 x Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	16 GB RAM or more
Hard disk	400 GB of available hard disk space or more

The above-mentioned minimum and recommended requirements are based on 320-user load simulation tests.

U	Support a variety of ID Theft and Overpayment Cases.
→	Yes, depending on the data stored, the system can analyse both ID Theft and any calculation-based errors.
V	Provides a real-time dashboard reporting that highlights important Case Management metrics.
→	This feature is in-built in Power BI through which all the reports in the form of charts, graphs, etc. are available on the dashboard itself and can be customized as per your reporting requirement.
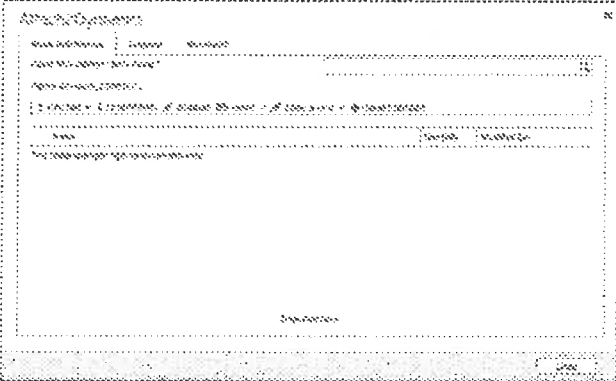
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+12183968998

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Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

W	Provides a template/ability for investigation summary/report editable and printable by assigned investigators and staff.
→	Microsoft CRM provides us with ability to customize the needs for fitting in this case we can have templates for most of the reports as well as to edit and convert into different formats.
X	Support flexible/configurable fields.
→	There are possibility of creating n number of fields as per your requirements.
Y	Permit custom/Ad-hoc workflow per case.
→	We can use several tools to meet our needs for workflow such as creating custom APIs or by XRM Tool kit.

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Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Z	Includes built-in support for attachment, notes, claimant, victim, person of interest, and more.
→	Microsoft CRM has OOTB functionality along with customization which supports for adding Attachments, Notes and related information within the CaseID itself.
AA	Allows for drag-and-drop attachments with no restrictions on filetype (image, audio, Office documents, etc.)
→	Microsoft CRM supports various filetypes to be uploaded just by adding a custom control to the field's properties.

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4.1.3.1	
A	Vendor should describe the degree to which its software solution can be customizable and describe the customizations that have been made for other customers.
→	Dynamics 365 Customer Engagement (on-premises) gives you powerful customization and app making capabilities that don't require you to write a single line of code. With a comprehensive set of WYSIWYG designer and editor tools, most anyone can fully customize Dynamics 365 Customer Engagement (on-premises) or create their own custom app. We expect that you can do most of your customization with the tools in the application. Everything you do by using those tools is supported by Microsoft because they apply changes to the metadata or data that depends on the metadata. If the customization tools don't meet your needs, you can install a solution provided by a third party or hire a developer to code your customizations. Either way, it's good for you to understand supported customizations. If you need to invest in a solution that requires code, you should make sure that the code is written using only supported APIs. This helps you protect your investment in both Customer Engagement apps and any solutions you get.
4.2.2.1	Vendor's solution must be an on-premise installation and not cloud based software supporting the following components in the West Virginia Office of Technology data center.
→	Yes the proposed solution will be an on-premise installation.
4.2.2.1.1	Windows server environment, server 2019 or later.
→	Yes the application will be compatible with your required Application server & Database server.
4.2.2.1.2	SQL server enterprise, 2015 or later
→	Yes the application will be compatible with your required server.
4.3.1.1	Must have experience in both data science and fraud case management specific to unemployment compensation.
→	Yes we have experience in this.

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References

REFERENCE NO. 1 : WV-PEIA
ADDRESS: 601 57th St SE Ste 2, Charleston, WV 25304, United States
CONTACT PERSON: Jessica Virtz
E-MAIL: Jessica.l.vertz@wv.gov
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION: This is an ongoing Project, and we Just have started with the project. This project is for Customer Relationship Management (CRM) Upgrade Services.

REFERENCE NO. 2 : PHDMC (Public Health Dayton & Montgomery County)
ADDRESS: Reibold Building 117 S Main Street Dayton, Ohio 45422
CONTACT PERSON: Dana Fernandez
E-MAIL: Dana@phdmc.org
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION: We have upgraded their Kronos to Dynamics365 latest cloud version overall it was implemented for 300 employees of Public Health department

REFERENCE NO. 3 : Medineers Incorporated.
ADDRESS : PO Box 4745, Oak Brook, IL 60522 USA
CONTACT PERSON : James Mondschean
EMAIL : Jm@medineers.com
SOLUTION PROVIDED : Microsoft Dynamics 365
SERVICE DESCRIPTION : Medineers, from long term were looking for someone who can help them with a solution to manage all the sales contacts, to manage the leads and we helped them in the same. We met the deadline, provided the team the consultation they needed and helped them choosing the right solution.

REFERENCE NO. 4 : The Chlorine Institute
ADDRESS : 1300 Wilson Blvd #525, Arlington, VA 22209, United States
CONTACT PERSON : Michelle Jurgens
EMAIL : michelle.jurgens@cl2.com
SOLUTION PROVIDED : SSO integration with SharePoint & Sales Force
SERVICE DESCRIPTION : CL2 was looking for a partner to perform the integration between SharePoint & Sales Force for Single Sign-on & linking their fonteva database.

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP WWV22-1

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)

[X] Addendum No. 1	[ ] Addendum No. 6	
[X] Addendum No. 2	[ ] Addendum No. 7	
[X] Addendum No. 3	[ ] Addendum No. 8	
[ ] Addendum No. 4	[ ] Addendum No. 9	
[ ] Addendum No. 5	[ ] Addendum No. 10	

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

online24x7 Inc.

DocuSigned by:

Gaurav Gautam

286E67B6E917487...

3/10/2022

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Gaurav Gautam   Business Development Manager

(Name, Title)   Gaurav Gautam   Business Development Manager

(Printed Name and Title) Suite # 400, 10000 N US 75-Central Expy, Dallas, Texas - 75231, United States

(Address)   +1 (682) 350 9767

(Phone Number) / (Fax Number)   sales@online24x7.net

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Online24x7 Inc.

(Company) ┌───DocuSigned by:
Gaurav Gautam   Gaurav Gautam   Business Development Manager
└───286E87B6E947487...
(Authorized Signature) (Representative Name, Title)

Gaurav Gautam   Business Development Manager

(Printed Name and Title of Authorized Representative)

3/10/2022

(Date)

+1 (682) 350 9767   +1 218 396 8998

(Phone Number) (Fax Number)

Revised 01/18/2022

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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 exceed 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

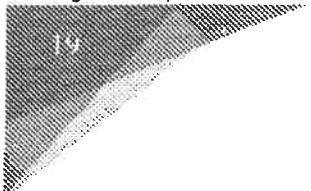Taken, subscribed, and sworn to before me this ____ day of _____, 20___.

My Commission expires _____, 20___.

AFFIX SEAL HERE   NOTARY PUBLIC _____

Purchasing Affidavit (Revised 01/19/2018)

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

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 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.

Online24x7 Inc.
_____
(Company)

Gaurav Gautam   Business Development Manager
_____
(Representative Name, Title)

+1 (682) 350 9767
_____
(Contact Phone/Fax Number)

3/10/2022
_____
(Date)

Online24x7 Inc. Response-CRFP 0323 WWV2200000001 Web Based Fraud Case Management System

Online24x7 – Resources Proposed and Responsibilities in reference to section 4.3.2.1

S.No.	Role	Owner	Experience	Responsibilities
1.	Architect	Online24x7	10 Years	• Build overall solutioning for TSTC requirements with maximum focus to leverage platform capabilities. • Advising, guidance and oversight of the Online 24x7 team during the course of the engagement. • Interact with Executive connects at TSTC to understand vision & map exercise with the same. • Interact with client leaders/leads to explain best practices and align on 'ask'.
2.	Business Analyst	Online24x7	8 Years	• Activity Planning & Execution. • Develop deliverables thru its evolution and own the client interactions. • Lead the Online 24x7 project team and Interact & involve Online 24x7 Support functions as and when needed.
3.	Sr. Functional Consultant	Online24x7	8 Years	• Eliciting Requirements from TSTC Subject Matter Expert. • Capture interview outputs and prepare all documents for deliverables and work products. • Analyzing & Bucketing Tactical Requirements into Strategy / Roadmap. • Use the work products to capture the needs and content to prepare the deliverables. • Identify and get information needs from client and work with client teams. • Conduct the application training as part of "Train the Trainer" program.
4.	Project Manager	Online24x7	8 Years	• Connect with TSTC team to create the UX journey based on different persona. • Create screen mockup for the Application. • Review Artifacts created with TSTC team and provide inputs and suggest changes.
5.	Developer	Online 24x7	5 Years	• Provide overall project timelines. • Coordinate with onshore/offshore personnel. • Activity Planning & Execution. • Provide visibility on the state of the project. • Conduct scrum meeting.
6.	Quality Assurance	Online24x7	6 Years	• Work on the product to make sure implementation is carried out based on the defined user stories. • Unit test for the unit of work that they are responsible. • Test classes are written to make sure positive and negative test scenarios are covered and bulk testing. • Create Test Plan for all the user stories. • Create Test Cases for each user story as part of the Sprint. • Execute Test Cases, defects and retest application. • Test application for managed and unmanaged package.
7.	Integration Expert	Online24x7		• Project management (all phases of the SDLC). • Develop and maintain services used in application integrations. • Design integration solutions and document the design in accordance with best practices. • Build reports and/or data extracts to support business analysis. • Write PL-SQL code to retrieve appropriate data as derived from requirements. • Provide technical assistance to troubleshoot and resolve integration errors.