



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

List View

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Procurement Folder: 1388009

Procurement Type: Central Master Agreement

Vendor ID: 000000118062 

Legal Name: 22ND CENTURY TECHNOLOGIES INC

Alias/DBA:

Total Bid: \$1,478,400.00

Response Date: 04/02/2024 

Response Time: 9:37

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Status: Closed

Solicitation Description: Virtual Call Center

Total of Header Attachments: 2

Total of All Attachments: 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	AWS Services				1423200.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

AWS Services
 These are estimates, actual costs will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Cloud Assured Managed Services				40200.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Transfer and Setup Costs	1.00000	LS	15000.000000	15000.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

Transfer and Setup Cost
 One-Time Fee

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Service Hours (PM)	0.00000	HOUR	124.540000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Professional Service Hours (Junior Developer)	0.00000	HOUR	65.540000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

Professional Service Hours (Junior Developer)

These are estimates, actual cost will be based on consumption

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Professional Service Hours (Senior Developer)	0.00000	HOUR	87.340000	0.00

Comm Code	Manufacturer	Specification	Model #
81112006			

Commodity Line Comments: TSCTI has uploaded its complete costs under the "Exhibit A Virtual Call Center Pricing Page" in the attachment.

Extended Description:

Professional Service Hours (Senior Developer)

These are estimates, actual cost will be based on consumption



22nd Century Technologies, Inc.

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001



**Response to
Centralized Request for Quote (CRFQ)
CRFQ #WWV2400000007
Virtual Call Center
Due Date and Time
April 2, 2024 at 1:30pm ET**

**Submitted to:
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305**

Submitted by:
22nd Century Technologies, Inc.
Headquarter: 8251 Greensboro Drive, Suite 900, McLean, VA 22102
Phone: 866-537-9191 Ext 2 | **Fax:** 732-537-0888
Email: sledproposals@tscti.com

TSCTI claims that information contained in our proposal is confidential and proprietary. We believe that the data contained in the proposal like contact information of proposed staff, technical and management approach, proposed subcontractor and price quote. Disclosure of these information can be used by our competitors to under-price us on future bids, reverse-engineer aspects of TSCTI's approach, lure away subcontractors or key employees. Thereby we request the government to provide us the opportunity to provide a redacted copy of our response for FOIA and protecting the undue advantage of FIOA disclosure.



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Cover Letter

Date: April 02, 2024

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

2019 Washington Street, East,
Charleston, WV 25305

Attn.: Brandon L Barr,

22nd Century Technologies, Inc. (TSCTI) is pleased to respond to the State of West Virginia, Department of Administration, Purchasing Division (State), Solicitation #WWV240000007, titled “Virtual Call Center”.

TSCTI is a Certified National Minority Business Enterprise with 10,000+ people supporting our customers in all 50 states. Incorporated in 1997 as S-Corporation, TSCTI is headquartered in VA, and locally present at 501 Wilson Lane Elkins, WV 26241. We have opened a 60,000 Sq. Ft. with the siting capacity of 1,000 Virtual Call Center offices in Elkins West Virginia to offer jobs to local community people thereby helping them not to relocate to other big cities to find jobs. Our contact center office was inaugurated by Governor Jim Justice & Cabinet Secretary Mitch Carmichael - WV Department of Economic Development to support our initiative of giving back to the community by giving jobs to WV residents. This office serves the Center of Excellence (COE) and Innovation Hub to handle call center services.

With a strong focus on the public sector, TSCTI currently holds government contracts with 14 out of 15 Federal Cabinet Executive agencies including DoD, 37 other Federal agencies, 39 states, and 115+ local agencies. As part of our unrelenting focus on quality and compliance, TSCTI’s delivery is based on a process-oriented organization with ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013, CMMI for Development (CMMI-DEV) Level 3 (L3), and CMMI for Services (CMMI-SVC) L3 certifications. Our commitment to quality is evident in the D&B Customer satisfaction rating of 95. TSCTI has the resources, processes, and expertise to successfully support the State contract. Recognized as a “Best Company to Work For” by Forbes, TSCTI consistently exceeds client expectations by focusing on their absolute satisfaction with jobs while keeping our employees motivated.

Some of our clients where we are providing Call Center Services are as follows.

- University of Central Florida
- Michigan Department of Health and Human Services
- Wayne County, MI
- State of New Jersey
- The United States Patent and Trademark Office
- Minnesota Department of Health
- Department of Registrar, CA
- Vermont Department of Motor Vehicles, Agency of Transportation
- Virginia Department of Motor Vehicles
- Wilmington Housing Authority, DE
- State of Wisconsin - Racine County
- Pima County, AZ
- Kansas Department of Administration
- Commonwealth of Virginia - Virginia Department of Health
- Michigan Department of Health and Human Services
- The Metropolitan Government of Nashville and Davidson County
- Cincinnati Metropolitan Housing Authority, OH
- Defense Language Institute Foreign Language Center
- Consumer Product Safety Commission

TSCTI highlights

- **Call Center Tools** – TSCTI has its proven “Calls.Care” a state-of-the-art, cloud-based, secure technology solution that allows us to rapidly configure integrations with the State while supporting an unlimited number of additional agents with minimal ramp time. Our call center platform is highly flexible and feature-rich, enabling integrated multi-channel communications. Agents can have direct access to online help tools and guides, as well as immediate access to Managers and specialists to assist in call handling.
- **Amazon Certified Partner:** TSCTI is an Amazon Certified Partner that leverages us to access AWS technologies, programs, expertise, and tools to build call center solutions and services. It allows us to design and deploy customized contact center solutions tailored to client needs. Being a Certified Partner, we receive early access to new technologies as well as preferred access to training and technical support.
- **Outbound calling:** TSCTI Outbound calling services initiate calls for various purposes while ensuring compliance with regulations. Configurable settings allow precise control over calling parameters, including hours and pacing. Integration with workflows, dynamic contact routing, and robust analytics enhance campaign effectiveness. The feature provides valuable insights into call performance and agent productivity, enabling businesses to optimize strategies and deliver a personalized and efficient customer experience.



- **SMS Support:** TSCTI offers efficient customer assistance via text messaging. Agents handle inquiries, resolve issues, and provide support through SMS channels. This service integrates seamlessly with TSCTI's call center solution, enabling businesses to meet customer needs effectively while optimizing agent productivity.
- **Certified Best Practices** – ISO, CMMI, ITIL, and HDI-based industry standardized support that brings optimized service delivery and advanced call center support through innovation, automation, increased transparency, quality reporting, and change management support.
 - **CMMI Level 3 & ISO certified Organization:** Being a CMMI Level 3 and ISO 9001, ISO 20000 & ISO 27001 certified company, we have consistent management and delivery processes.
 - **ISO 9001:2015 compliant recruitment process:** We have an ISO-compliant recruitment process, which makes us capable of providing requested services.
- **Transparent Technical Performance** – Continually track KPIs and baselines using metrics-based management to identify improvements to services/baselines, increase customer satisfaction, reduce costs, and continually measure progress.
- **HDI Membership** – TSCTI has been an active Help Desk Institute (HDI) member since 2018 - HDI is the leading events and services organization empowering the technical support and service management industry and its people. TSCTI has access to HDIConnect, Industry Best Practices and trend reports, and Toolkits. Through HDIConnect, we provide our clients with unprecedented access to the best minds and resources in the technical support and service management world.
- **Relevant Technical Experiences for Reduced Risk** – Invaluable lessons learned with 25 years of experience across 150+ contracts providing similar services to public sector clients.
- **Highly skilled Resources** – TSCTI brings a team of skilled and experienced professionals for all tasks led by our experienced Project Manager who has transitioned and managed more than 15 similar programs for TSCTI. Our proposed personnel bring an average of **5+ years** of experience that delineates the breadth and depth of expertise we can bring to the State support contract.
- **Seamless Transition** – TSCTI will provide a seamless migration and continuity of service delivery of the State processes, procedures, tools, and technologies thus ensuring 100% knowledge retention along with an already in-process efficient incumbent capture strategy.
- **Certified Best Practices** – ISO, CMMI, ITIL, and HDI-based industry standardized support that brings optimized service delivery and advanced call center support through innovation, automation, increased transparency, quality reporting, and change management support.
- **Transparent Technical Performance** – Continually track KPIs and baselines using metrics-based management to identify improvements to services/baselines, increase customer satisfaction, reduce costs, and continually measure progress.
- **Certified Staffing Center** – We bring ISO 9001:2015 certified staffing center (SC) consisting of 270+ recruiting professionals to ensure continuity of services, personnel retention, and supply of qualified staff from day 1.
- **Internal Staff** – We have access to over 400 internal staff including many who align with the State's requirements. This Reduces delays in acquiring outside staff and augments rapid surge or vacancy capabilities.
- **Live Staffing Forecast and Matrix for Surge and/or Turnout** – Our management fills staffing gaps before they become critical with pre-defined activities such as a living staffing matrix with a rolling three-month forecast of potential vacancies and surge requirements. Our team will collaborate with State leadership to forecast potential vacancies track resource needs and develop a rolling forecast with projections of staff for the next 30 to 90 days. This look-ahead staffing strategy will benefit the State with sustained resource levels, continuity of personnel, continuous improvement of staffing, and lower risk of disruption throughout the contract.

TSCTI acknowledges that we have received an addendum #1, #2, and #3 released by the State. We agree to all the rules, procedures, terms, and conditions specified in this solicitation without any exception. We have limited our response to the specific items described in the solicitation and strongly believe that our response meets the requirements of the State, if the State determines that TSCTI's response is deficient in any way, we respectfully request to be promptly notified and be allowed to correct any such deficiency. Should you need additional information on these or any other services, please contact us at the below-mentioned information. We look forward to a mutually rewarding partnership.

Authorized Signatory,

Isha Sharma, Contracts Manager
8251 Greensboro Drive, Suite 900, McLean, VA 22102
Phone: 866-537-9191 Ext 2 | **Fax:** 732-537-0888
Email: sledproposals@tscti.com



TSCTI Solution

Based on our extensive experience in providing Virtual Call Center Services from our 60,000 Sq. Ft. office located in West Virginia, we understand that the West Virginia Purchasing Division has issued this solicitation on behalf of WorkForce West Virginia to find a qualified firm that can provide a Virtual Call Center and outbound mass calling managed services. We understand that the State required Project Managers, Senior and Junior Developers to enhance their system includes SMS messaging capabilities similar to the outbound calling process. We hold expertise in deploying Project Managers, Senior and Junior Developers to our clients. We have more than 200 Project Managers and Developers in our resume database who are local to the State of West Virginia. As one of the leading Call Center service providers, we understand that it is vital to cultivate and maintain positive relationships with customers. TSCTI will utilize its AWS-based system called "Calls.Care" which we employed in multiple existing small-scale and large-scale call centers. The operational infrastructure, both hardware and software are proactively always monitored to be certain hardware and software are healthy and operating as expected. As it is our in-house system, we regularly patch with security and software updates, and release regular maintenance including enhancements to current features as well as new features and functionality. Calls.Care also offers a rich set of views, workflows, reports, and dashboards to track plans, resources, and schedules. It has endless capabilities such as content collaboration, dashboards, integrations, projects, and resource management. It offers security, privacy, and reliability and is compliant with FedRAMP, HIPPA, DOD, and IL4.

Using the enhanced Calls.Care, the TSCTI solution accepts Inbound/Outbound calls from members and other stakeholders, routing calls to an appropriate Call Center Staff or selection prompt placed at the beginning of the call tree. Calls.Care is extremely flexible and supports easy queue manipulation. For example, Calls.Care allows the assignment of agents according to the volume within a specific queue. In times of high call volume, the TSCTI supervisor adjusts the assigned level of a particular agent so he or she receives more calls from within a specific queue. The supervisor also adds agents to a specific queue to handle the increased call volume. In call volume hierarchy, the solution routes call to the agents designated as "highest" within that hierarchy first. Each Call Center Staff is assigned to multiple split/skill sets, or call types, in descending order. Assignment by split/skill set allows the most experienced agents to answer the most difficult call types. Additionally, support from the Workforce Management tool provides supervisors insight into the peaks and valleys of the project, so we proactively allocate sufficient resources as required for call responsiveness for misdirected calls and prevent any member from receiving a busy signal.

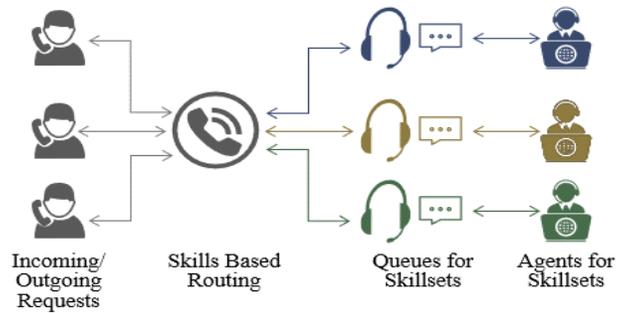
Automated Call Distribution: TSCTI builds our telephony environment using multichannel Automatic Call Distributor (ACD) technology that includes a suite of call routing and resource selection capabilities. This design helps Call Center Agents handle calls effectively and boosts overall productivity. For example, information passed by the Interactive Voice Response (IVR) to the ACD supports "screen pops" of captured caller information. Instead of spending time asking for the same information again, the Call Center Agent focuses on understanding the caller's needs and providing the right information.

The Calls.Care acts as a single point of control and intelligence for defined contact types. The open standards-based architecture simplifies design, deployment, and maintenance, so the Calls.Care can be easily integrated with data, applications, and switching systems. The ACD works with the Calls.Care to route calls and other interactions to Call Center Agents based on defined routing and distribution rules. This serves as the base of the State's infrastructure. A centralized multi-channel processing tool, the ACD/Calls.Care facilitates inbound/outbound call blending in addition to administration and reporting for the State. The ACD assigns incoming calls to available staff efficiently and equitably, with consideration to specialized tasks, language proficiency, or other skills using "queues." We also incorporate an interface between the ACD and our data analytic environment to integrate ACD data into reporting and analysis at least daily.

The TSCTI solution provides triage capabilities to redirect callers to other agencies as appropriate without callers having to hang up and call another number. Pre-defined telephony thresholds (such as wait times) determine if a caller would benefit from being offered the option of a callback, as discussed earlier, when State's wait times are lower or when Call Center Agents are available.

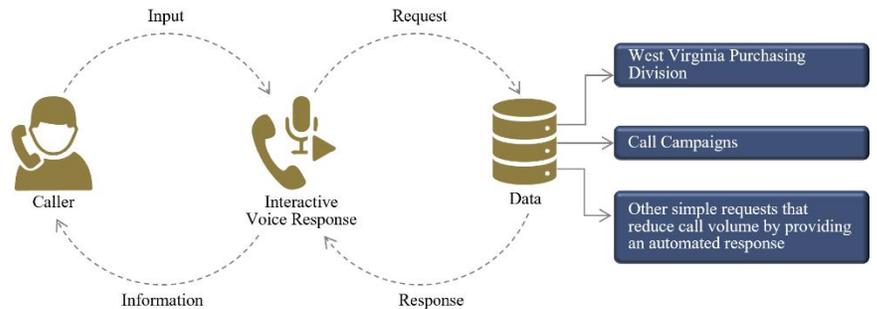


Call Routing: TSCTI call centers offer a suite of call routing capabilities strategically designed to deliver superior flexibility, scalability, uptime, and outage prevention, as illustrated in the figure. Not only do we design our solution to get the caller to the next Call Center Agent quickly, but we also want to make sure the caller gets to the right person. Our ACD structure reflects updated Call Center Agent skill information maintained in the system; the first available, trained agent with the appropriate skillset receives the call and is an appropriate match to the caller’s specific search for information. Pre-recorded scripts welcome the caller, validate the caller’s identity, prompt the caller to determine the nature of the call, direct the caller to select menu choices matching their area of interest, and collect the necessary information to route the call to the TSCTI agent best able to help. The ACD routes the call to an available agent via an appropriate queue. Navigation paths can route calls to specific individuals or groups based on severity, priority, escalation criteria, and caller information needs.



IVR Platform and Functionality

Our solution incorporates a robust, scalable, highly secure and fully redundant IVR component provided by AWS. Our implementation plan leverages our expertise with state, federal, and commercial solutions, to provide a low-risk and highly functional IVR. The IVR provides a flexible, scalable platform to effectively triage calls, directing members to the information and/or the Call Center Agent who can best assist them. Working with the State during implementation, we develop IVR flows and scripts that welcome applicants/members and provide a seamless experience with the State. Our IVR solution:



- Improves caller satisfaction by simplifying IVR flows and caller interactions, giving the caller the information and/or the person they need quickly
- Automates basic information and tasks, such as providing address information, phone numbers for State offices, or online access to address
- Reports on activities for IVR interactions

TSCTI manages all aspects of the IVR process. The IVR provides call transfers to Call Center Agents for callers opting out in search of support. When the caller’s IVR selection requires speaking with a Call Center Agent, call transfer to the appropriate queue occurs through integration with the ACD skills-based routing business rules. Transfers from the IVR to external offices use hidden toll-free numbers and messaging to help the caller understand where and why they are being transferred.

Full IVR reporting includes real-time and summary caller activity and performance information. By reviewing caller activity within the IVR (for example, the options the caller chose, or where they transferred out of the IVR or dropped the call), TSCTI and SCDHSS can continuously improve the IVR, and reduce call volume and the member’s experience.

Call Back Option

Our approach to the State’s project emphasizes service responsiveness, and TSCTI has built into our solution automation services that support the callback capability. The IVR, in coordination with the ACD/PBX, manages virtual hold and call back functionality for wait time estimates and a caller’s ability to elect to “hold” their place in the call queue and receive an automated callback when a Call Center Agent is available.



The call-back option provides a busy caller the option of moving on to other things in their lives, rather than remaining on hold during longer wait times. We provide the caller with the estimated wait time for when they'll receive the callback, which is typically accurate to within 2 minutes. In addition to providing the wait time estimation, our IVR solution includes the capability of playing back State informational notices, reminders, or other options based on activities in the process.

When outbound contact services perform a callback, the system notifies the member that this call is at their election. If the call connects to the originator, the system transfers the caller to a Call Center Agent. If the system detects an answering service, generic scripting conveys the reason for the call without divulging personal information. Typically, no more than three attempts are made to contact a caller and the solution logs those attempts. Daily reports describe notification delivery status (for example, statistics on successful/unsuccessful live connections, live answer versus voice messaging system, and number of retries).

To provide the State with the best possible service, TSCTI can turn the callback feature on and off, depending on agent availability and incoming call volumes. This makes sure the callers are connected to a Call Center Agent quickly and efficiently when volumes are lower. We work with the State during implementation to determine the policies and procedures for callbacks.

The integrated dialer similarly manages outbound call campaigns, for example, when an outbound call may deflect multiple future inbound calls. If a person or voicemail answers a professionally recorded announcement play. These calls can also be routed to a Call Center Agent (i.e., to reschedule a call) or to an IVR menu item when the applicant/member presses an assigned phone key. As your program continues to evolve, we work with the State to recommend opportunities for outbound calls including conditions and requirements.

Web Chat

Our chat solution enhances Call Center Agent productivity by seamlessly integrating with the Automated Call Distributor (ACD) for automated chat session routing as well as integrated call and chat routing based on Call Center Agent skill sets. We hire Call Center Agents for the chat skill set who demonstrate strong writing abilities, including proper grammar and accuracy in spelling. These Call Center Agent candidates also must have the same skills for phone interactions. Chat Call Center Agents will acquire the skills needed for efficient chat communication in English, including the use of pre-approved or pre-populated responses for frequently asked questions to promote consistent and suitably brief responses. Our chat Call Center Agents will then be cross-trained in phone-based assistance, allowing them to switch from chat seamlessly and quickly to phone if necessary and with the customer's consent. If chat traffic declines, the chat Call Center Agents can immediately receive phone calls until they are again needed to provide chat services. The combination of seamless switching between chat and phone during a chat session and maintaining high utilization by taking phone calls when chat traffic is low will increase Call Center Agent productivity dramatically.

Web chat is supplemented by automation in the initial stages of the assistance. When individuals initiate dialogue, they are asked about the nature and purpose of the interaction. An automatic conversational feature intelligently recognizes common requests and can often answer basic questions from customers without bringing a live Call Center Agent into the communication. Web chat uses advanced natural language processing to automate answers when appropriate and provide suggestions to Call Center Agents, leading to more efficient and productive interactions.

The industry standard is three concurrent chat sessions per Call Center Agent, and our solution can accommodate up to five concurrent chat sessions per Call Center Agent. Supervisors control the number of concurrent sessions each Call Center Agent can maintain at any given time. Supervisors will also have the ability to conference into chat sessions between a Call Center Agent and customer in the same way as phone assistance to provide intervention or additional support. TCSTI will work with the State to define specific integration requirements that will enhance the customer experience and increase Call Center Agent productivity.

SMS Support: TSCTI's Calls.Care offers comprehensive SMS support, seamlessly integrated into its robust communication platform. Leveraging the power of infrastructure, our SMS functionality provides a reliable and scalable solution for businesses to engage with their customers through text messaging. Our platform supports two-way communication, allowing us to engage in interactive conversations with customers, receive feedback, and address inquiries



promptly. Our Calls.Care's SMS support is highly configurable, enabling us to personalize messages, automate responses, and schedule campaigns for optimal engagement.

Customer Surveys

Customer feedback is an integral part of how we improve the quality of member interactions. State and callers have the option to take a post-contact survey after a call. Call Center Agents aren't aware of who elects to participate in a post-call survey, so they can't influence the results beyond providing consistent, high-quality service.

During the survey, the enhanced IVR system guides callers through a series of questions which they respond to by using their telephone keypad. The results of these surveys go back to our QA, training, and TSCTI leadership. Supervisors provide coaching and mentoring to the Call Center Agents, and train staff to refine materials and procedures as needed. Call Center Agents receive feedback on their survey service scores. Our QA staff will work with the State to design, develop, and implement the automated survey and any other survey tools. The IVR survey tool offers year-round availability, exceeding the requirement for quarterly surveys. For the purposes of privacy, objectivity, and quality, the Call Center Agents don't know which callers agree to take the survey or the outcome.

4. Mandatory Requirements

4.1 Mandatory Contract Services Requirements and Deliverables

TSCTI Calls.Care is employed in multiple existing small-scale and large-scale call centers. Our Calls.Care solutions and suites can provide strategically designed superior flexibility, scalability, uptime, and outage prevention. By this, we can support the State on a variable number of call center users, up to 500 simultaneous inbound and outbound callers. Calls.Care can customize call queue settings as per the need. It allows us to create multiple tiers for call triage and handling. Simple options to transfer call center personnel. It has the ability to customize a list of holidays for call center closure, editable by agency staff.

4.2 Outbound, Automated Call Campaigns

TSCTI Outbound calling services initiate outbound calls for various purposes while ensuring compliance with regulations. Configurable settings allow precise control over calling parameters, including hours and pacing. Integration with workflows, dynamic contact routing, and robust analytics enhance campaign effectiveness. The feature provides valuable insights into call performance and agent productivity, enabling businesses to optimize strategies and deliver a personalized and efficient customer experience.

TSCTI Calls.Care systems are highly scalable, allowing us to handle large volumes of calls concurrently without sacrificing performance. We conduct outbound calls at a high rate, ensuring that at least 4 calls per second can be handled simultaneously. TSCTI offers a comprehensive solution to meet the requirements outlined for ad hoc outbound calling campaigns. Leveraging its advanced technology and features, Calls.Care efficiently handle same-day calling, ensuring prompt outreach to designated contacts. With its robust system, Calls.Care supports secure file transfer methods for receiving lists of contacts, thereby ensuring data confidentiality and integrity throughout the process. Additionally, Calls.Care provides a seamless workflow by allowing users to confirm scheduled calls via email notifications sent to designated email addresses, ensuring accountability and transparency in the scheduling process. Moreover, TSCTI's Calls.Care offers support for multiple users, enabling teams to collaborate and manage outbound calling campaigns effectively. Its user-friendly interface provides manual call management capabilities, allowing designated users to control and customize their calling activities as needed. This empowers users to adapt their strategies in real time, optimizing campaign performance and maximizing results.

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

TSCTI will integrate a secure file transfer method with our Calls.Care system, agreed upon with the client, to receive the daily list of calls to be scheduled. Once the calls are scheduled, our platform generates automated confirmation emails to the designated email addresses, providing assurance to stakeholders that the appointments are set.

Calls.Care's robust reporting system provides real-time updates on the status of each call made or attempted. Allows transparent tracking of progress and enables timely intervention if any issues arise. Our platform supports multiple users, facilitating collaboration and ensuring that all team members have access to relevant information and functionalities.



4.4 SMS Support

TSCTI ensures comprehensive SMS support to meet the specified requirements through a robust and adaptable system. Our Calls.Care platform is designed to seamlessly integrate SMS messaging capabilities, allowing for future expansion and scalability. Our system can effortlessly accommodate increased SMS volume without compromising performance or security. Our file transfer mechanism for contact lists is fortified with state-of-the-art security measures, ensuring that sensitive information remains protected during transmission. We adhere to industry best practices to safeguard data integrity and confidentiality, guaranteeing compliance with regulatory standards. Scheduling SMS messaging is seamlessly integrated into our outbound calling system, providing a unified approach to managing communication workflows. It ensures consistency and efficiency in coordinating both outbound calls and SMS messages, enabling smoother operations and enhanced customer engagement. Calls.Care supports both ad hoc and daily scheduled SMS messaging, offering flexibility to adapt to varying communication needs. Whether it's sending one-time messages on-demand or automating daily campaigns, our system empowers users to execute their strategies with precision and ease.

TSCTI brings extensive expertise to implementing SMS support within existing AWS infrastructures. Leveraging our deep understanding of AWS services and cloud architecture, TSCTI excels in seamlessly integrating SMS functionality into the State's existing AWS environments. Our comprehensive approach involves meticulous planning, precise execution, and thorough testing to ensure smooth deployment and optimal performance capabilities extend beyond technical implementation, encompassing strategic guidance, customization, and ongoing support to maximize the value of SMS solutions for the State.

4.5 Managed Services

TSCTI offers comprehensive Managed Services to meet the diverse needs of the State, ensuring seamless operations and reliable technical support. Our approach revolves around proactive monitoring, efficient communication, and swift problem resolution. TSCTI help desk ticketing system serves as a central hub for agencies to report technical issues. Our dedicated technical staff promptly addresses these tickets, providing expert support and guidance to resolve issues efficiently. We prioritize timely responses and resolutions to minimize disruption to agency operations.

Additionally, we understand the critical importance of upstream service provider outages on agency operations. Through our advanced monitoring systems, we continuously track the performance of upstream service providers. In the event of an outage or potential disruption, we swiftly alert agency staff, enabling them to take proactive measures to mitigate any impact on operations. By utilizing our ticketing system, agencies can easily request user provisioning tasks, such as account setup or access permissions. Our streamlined process ensures that user provisioning tasks are completed accurately and promptly, enhancing agency productivity and security.

4.6 Initial setup or transfer costs

TSCTI has provided the required cost in the "Exhibit A Virtual Call Center Pricing Page".

4.7 Professional service hours

TSCTI understands that the state-defined professional service hours for system enhancements include SMS messaging capabilities similar to the outbound calling process, broken into charges for project managers, senior and junior developers.



Forms

Designated Contact

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.

(Printed Name and Title) Isha Sharma, Contracts Manager

(Address) 8251 Greensboro Drive, Suite 900, McLean, VA 22102

(Phone Number) / (Fax Number) 866-537-9191 Ext 2 / 732-537-0888

(email address) sledproposals@tscti.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

22nd Century Technologies, Inc.

(Company) _____

(Signature of Authorized Representative)

Isha Sharma, Contracts Manager 3/15/2024

(Printed Name and Title of Authorized Representative) (Date)

866-537-9191 Ext 2/ 732-537-0888

(Phone Number) (Fax Number)

sledproposals@tscti.com

(Email Address)

Revised 8/24/2023



Miscellaneous:

REQUEST FOR QUOTATION
Virtual Call Center

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to the Agency upon default.

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Isha Sharma
Telephone Number: 866-537-9191 Ext 2
Fax Number: 732-537-0888
Email Address: sledproposals@tscti.com

Revised 12/12/2017



Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV24*07

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

22nd Century Technologies, Inc.

Company

Authorized Signature

03/29/2024

Date

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



Exhibit A - Pricing Page for Workforce West Virginia

“Exhibit A Virtual Call Center Pricing Page” has been attached separately.