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.

Solicitation Response(SR) | Dept: 0802 | ID: ESR02132400000004048 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 02/14/2024

Header @ 5

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1324372

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000041103

Legal Name: aum tech inc

Alias/DBA: Aumtech

Total Bid: $1,559,196.00

Response Date: 02/13/2024

Response Time: 19:27

Responded By User ID: fredcook242

First Name: Fredrick

Last Name: Cook

Email: sales@aumtech.com

Phone: 7322541875

SO Doc Code: CRFQ

SO Dept: 0802

SO Doc ID: DMV2400000001

Published Date: 1/30/24

Close Date: 2/14/24

Close Time: 13:30

Status: Closed

Solicitation Description: DMV Cloud-based Contact Center Solution

Total of Header Attachments: 5

Total of All Attachments: 5

Proc Folder:	1324372
Solicitation Description:	DMV Cloud-based Contact Center Solution
Proc Type:	Central Contract - Fixed Amt

Solicitation Closes	**Solicitation Response**	**Version**
2024-02-14 13:30	SR 0802 ESR02132400000004048	1

VENDOR
VS0000041103
aum tech inc

Solicitation Number:	CRFQ 0802 DMV2400000001				
Total Bid:	1559196	**Response Date:**	2024-02-13	**Response Time:**	19:27:30
Comments:					

FOR INFORMATION CONTACT THE BUYER
David H Pauline
304-558-0067
david.h.pauline@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				491724.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments:

Extended Description:

DMV Cloud-based Contact Center Solution Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	DMV Cloud-based Contact Center Solution Year Two				355824.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments:

Extended Description:

DMV Cloud-based Contact Center Solution Year Two

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	DMV Cloud-based Contact Center Solution Year Three				355824.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments:

Extended Description:

DMV Cloud-based Contact Center Solution Year Three

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	DMV Cloud-based Contact Center Solution Year Four				355824.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments:

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

Proposal For:

The State of West Virginia DMV for a Cloud-based Contact Center Solution

Solicitation No: CRFQ DMV2400000001

February 14th, 2024

Aumtech, Inc.

242 Old New Brunswick Road

Piscataway, NJ 08854

(732) 254-1875

February 14, 2024

David H. Pauline
Bid Clerk
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Dear Mr. Pauline,

Thank you for the opportunity to respond to your requirements for a Cloud-based Contact Center Solution. We are uniquely qualified to deliver an outstanding solution and services to The State of West Virginia, Division of Motor Vehicles.

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

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

Regards,

Tom Porter
Chief Operating Officer

Table of Contents

Executive Summary

We are pleased to propose how Aumtech intends to address a new partnership with the State of West Virginia, Division of Motor Vehicles. We are confident that we can surpass your expectations in design, features, implementation, consultative expertise, and value. We believe the top 3 reasons why Aumtech is capable of being your preferred CCaaS solution partner are:

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

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

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

Aumtech understands your requirements, scope, desired deliverables, and results. Aumtech has delivered dozens of CCaaS solutions and applications to all facets of government and industry, cross-pollinating the best practices from each of our various client types, to deliver best-in-class practices, on a world-class, Communications and CCaaS platform supported by GeneAI and other leading self-service solutions. You can expect us to provide a system which meets your expectations and mandatory requirements as stated in your RFP and:

- An outstanding and personalized experience to your citizens
- Reduce inbound calls to agents by utilizing GenAI self-service applications
- Reduce overall wait time for your constituency
- Provide a fully integrated and secure solution with key 3rd party software and systems
- Provide best in class communications via your customers preferred channel of choice
- Provide industry-standard contact completion efficiencies, with comprehensive analytics and reporting;
- With training, maintenance, and support to ensure your full utilization of the capabilities of your solution.

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

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

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

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

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

I. Company Overview

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

Who is Aumtech

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

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

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

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

Working with Aumtech

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

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

Customer Engagement Solutions

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

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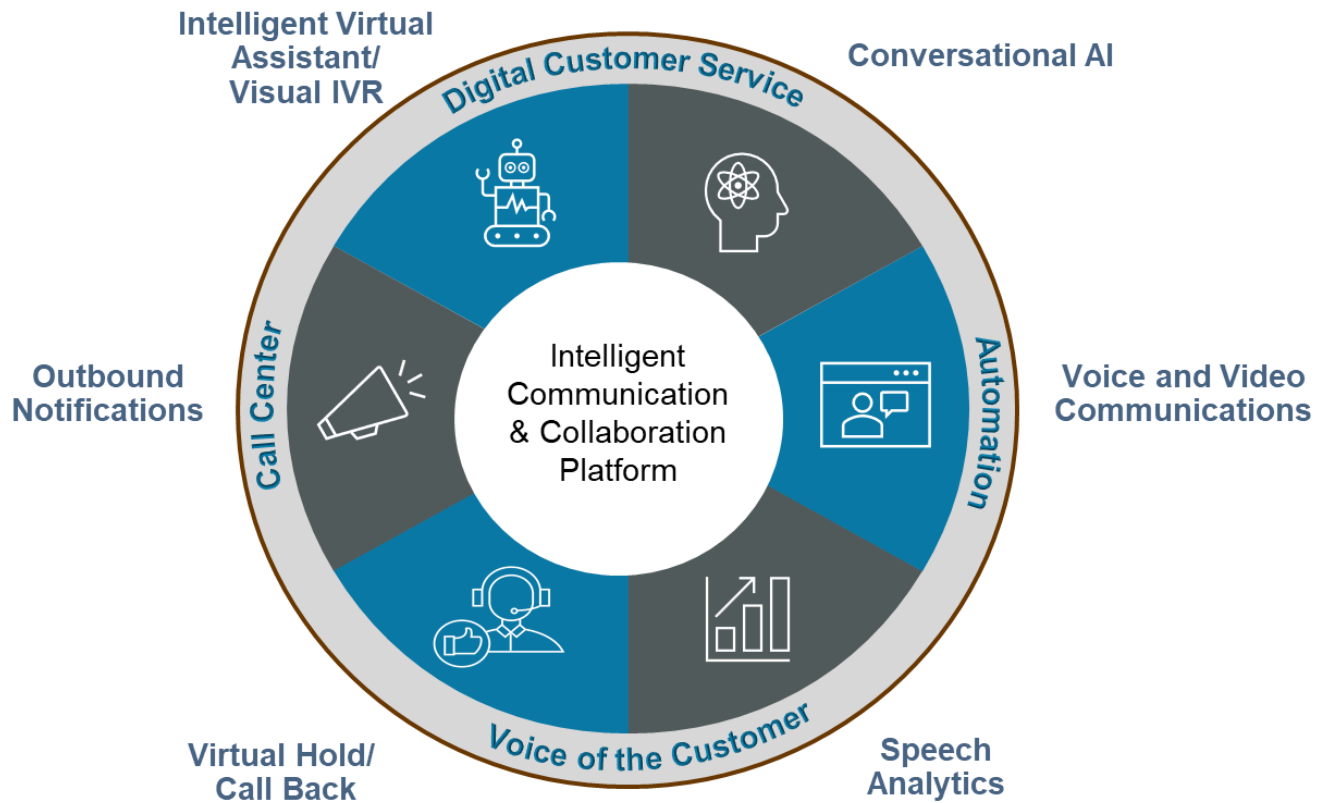
Our solutions and applications include the following:

- Conversational AI using GenAI technologies
- Intelligent Virtual Assistant
- Visual IVR
- Voice, Video and Screen Sharing Solution (AVVA)
- Speech Analytics
- Outbound Notifications
- Virtual Hold/Call Back
- Voice of the Customer Surveys

Our Mission

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

The Aumtech team recognizes the diverse backgrounds of its members and strives to create a safe environment for all to express their ideas, promote individual growth, and unite the company in the pursuit of cultural

excellence. To foster this environment, everything we do is built around the values of teamwork, transparency, innovation and perseverance.

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

Our Core Values

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

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

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

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

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

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

Aumtech has clients in the public sector including the following:

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

All the above mentioned clients utilize our Intelligent Communications and Collaboration platform. They also utilize multiple product offerings from Aumtech that include Intelligent Virtual Assistants (IVA), conversational AI, speech analytics and inbound/outbound IVR services.

II. Solution Overview

Aumtech will provide WV DMV with a cloud-based contact center solution with the following key components and features:

- Communications platform for voice, chat, SMS and email channels to support the existing contact center for upwards of 20 contact center agents; flexibility to grow and scale as WV DMV grows

- Contact Center Solution inclusive of Workforce Management capabilities
- AVVA - Aumtechs voice, video, screen sharing and file sharing solution
- Voice bot using Natural Language Processing and Generative AI technologies to increase self-service for customers
- Intelligent Virtual Agent/Conversational AI applications utilizing GenAI technologies
- Call recording capabilities inclusive of call recording storage
- Call search capability for sentiment analysis
- Auto call back function for dropped calls
- Virtual Hold/schedule a call back from an agent
- Visual IVR
- Analytics and reporting

Below is our proposed solution and network architecture design:

WV DMV Proposed CCaaS UCaaS Network Diagram
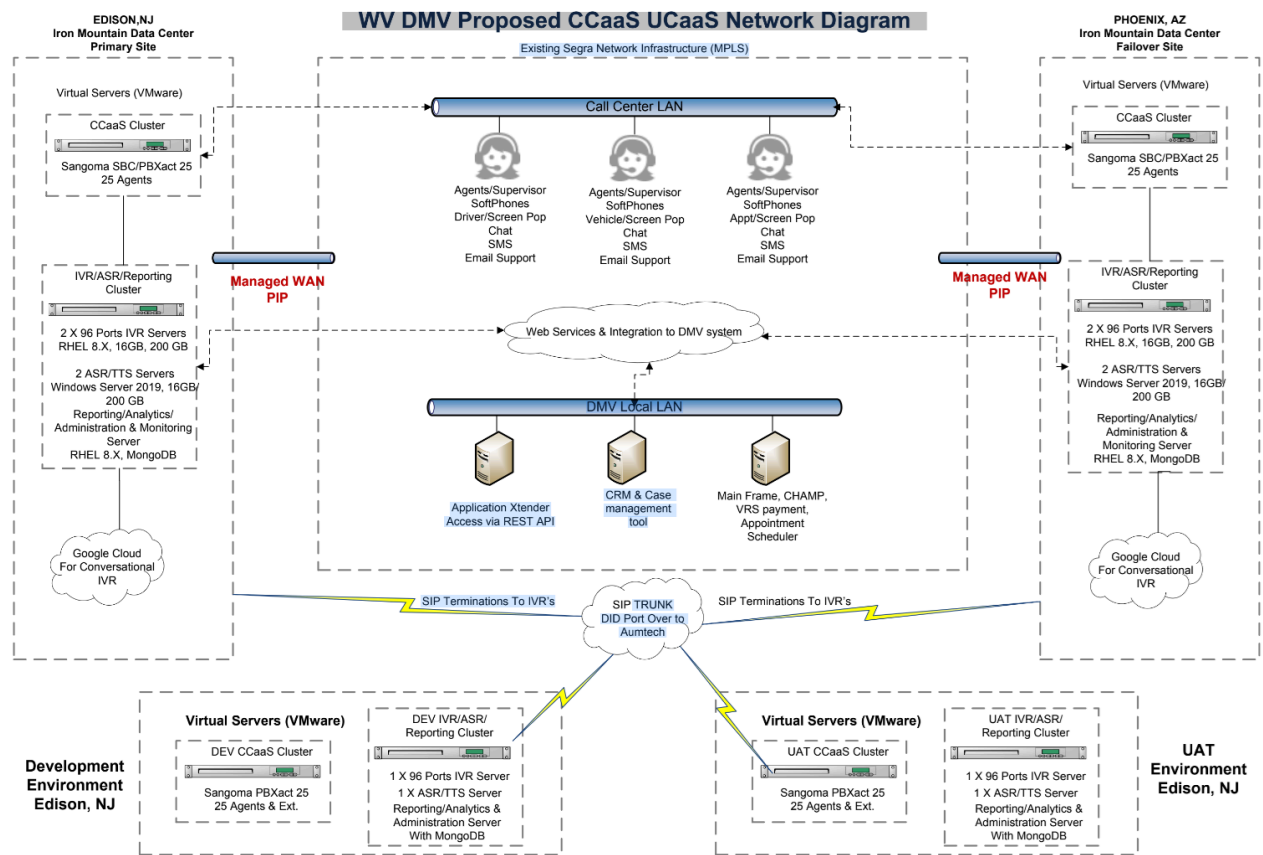
III. General and Mandatory Requirements
GENERAL REQUIREMENTS:

3.1 Mandatory Contract Item Requirements: Contract Item must meet or exceed the mandatory requirements listed below.

3.1.1 Contact Center Solution

Answer: Yes, Aumtech provides a CCaaS solution utilizing our Intelligent Communications and Collaboration platform

3.1.1.1 The Contact Center Solution must provide a unified and multi-channel experience.

Answer: Yes.

3.1.1.2 The Contact Center Solution must provide data unification, management, and analytics to provide a source of truth for DMV decision making.

Answer: Aumtech will work with WV DMV personnel to configure and customize our analytics dashboard portal which provides data in graphical format. WV DMV data can be integrated with this tool.

3.1.1.3 The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender).

Answer: Yes. Refer to answers A36, A150, A166, A196

3.1.1.4 The Contact Center Solution must provide a method to authenticate the citizen's identity.

Answer: Yes. Passcode will be used for mobile application and account number for a Conversational AI and IVR application.

3.1.1.5 The Contact Center Solution must provide a citizen case management process.

Answer: Yes.

3.1.1.6 The Contact Center Solution must provide an intelligent virtual agent with natural language processing that is able to handle multiple languages including: Spanish, German, Chinese, and French.

Answer: Yes.

3.1.1.6.1 The Contact Center Solution must provide an unlimited number of seamless transfers from virtual agent to human agent and back.

Answer: Yes. Aumtech will utilize and deploy its AVVA solution to assist with seamless transfers, screen sharing, file sharing and video streaming.

3.1.1.6.2 The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.

Answer: Yes, we will work with DMV personnel to build these modules.

3.1.1.7 The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication.

Answer: Yes.

3.1.1.7.1 The Contact Center Solution must allow mobile device App integration.

Answer: Yes.

3.1.1.8 The Contact Center Solution must provide natural language processing to help contact center managers by identifying call drivers, sentiment, popular questions, and other information about customer interactions.

Answer: Yes.

3.1.1.9 The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.

Answer: Yes

3.1.1.10 The Contact Center Solution must provide call search capability including the ability to search for sentiment.

Answer: Yes

3.1.1.11 The Contact Center Solution must provide AI-based omni-channel routing.

Answer: Yes.

3.1.1.12 The Contact Center Solution must maintain 99.9% uptime.

Answer: Yes.

3.1.1.13 Disaster Recovery must be included in the Contact Center Solution.

Answer: Yes. Aumtech solution will have a primary site in NJ and backup site in CO.

3.1.1.14 The Contact Center Solution must include an automatic call back function for dropped calls.

Answer: Yes. This feature will be added in the IVR application that will be custom developed for DMV.

3.1.1.15 The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications.

Answer: Yes.

3.1.1.16 The Contact Center Solution must allow users to make voice calls using data instead of minutes.

Answer: Yes. Refer to answers A39, A141, A153, A167.

3.1.1.17 The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fallback to a PSTN call while still sending the important customer data packet to the CRM record.

Answer: Yes. Refer to answers A33, A54, A142

3.1.1.18 The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.

Answer: Yes

3.1.1.19The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.

Answer: Yes

3.1.1.20 The Contact Center Solution must allow users to schedule a time to talk with the support team; AI powered algorithms predict and provide fifteen-minute time slots based on agent availability, ensuring that constituents do not have to wait on hold.

Answer: Yes, this feature will require additional customization for DMV.

3.1.1.21 The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.

Answer: Yes. Passcode will be used for mobile users and account number for IVR users. Refer to answers A128, A154,A204.

3.1.1.22 The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.

Answer: Yes, Aumtech will utilize its AVVA solution.

3.1.1.23The Contact Center Solution must be able to send SMS.

Answer: Yes

3.1.1.24 The Contact Center Solution must allow call deflections based on volume and business needs by; allowing the caller to schedule a call for a later time, providing an email address for response, forwarding the call to another number directly, or forwarding the call to voicemail.

Answer: Yes. Refer to answer A130.

3.1.1.25 The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message.

Answer: Yes. Refer to answers A34, A55.

3.1.1.26 The Contact Center Solution must provide administrative functionality for WVDMV to create users, assign roles, and create reports.

Answer: Aumtech reporting portal will provide this functionality.

3.1.1.27 The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call.

Answer: Yes. Aumtech provides a Visual IVR solution for this requirement. Please refer to answers A35, A40, A56, A131, A144, A168, A205.

3.1.1.28 The Contact Center Solution must determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App.

Answer: Yes. Refer to answers A35, A41 and A57.

3.1.1.29 The Contact Center Solution must provide GenAI capabilities.

Answer: Yes

3.1.1.29.1 GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.

Answer: Yes

3.1.1.29.2 GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.

Answer: Yes

3.1.1.29.3 GenAI must get insights from CRM data and understand call drivers and call topics.

Answer: Yes

3.1.1.29.4 GenAI must provide contact deflection, predictive routing, and turn by turn guidance on the conversation flow based on the customer intent.

Answer: Yes. We will work with the DMV personnel to customize this requirement to best fit DMVs desired caller experience.

3.1.1.30 The Contact Center Solution must provide a multimodal, omnichannel customer experience using web and mobile SDKs (iOs and Android) to embed the support experience across all channels (VoIP) via WebRTC and PSTN, chat, and SMS for consistent customer experience across all devices.

Answer: Yes, the application will be customized in collaboration with DMV personnel.

3.1.1.31 The Contact Center Solution must provide visual IVR to provide customers with self service via web or mobile interfaces. The visual IVR must function just like an IVR or virtual agent using a visual interface.

Answer: Yes.

3.1.1.32 The Contact Center Solution must provide inbound and outbound voice, SMS, and chat that can handle multiple channels simultaneously and pivot between channels during a customer interaction.

Answer: Yes

3.1.1.33 The Contact Center Solution shall be hosted in a state owned public or private cloud environment. Vendor(s) must present as part of their proposal a RACI model, a proposed cloud architecture design plan, software licensing list, and projected total cost of ownership (yearly) for both the solution and cloud infrastructure including consideration for network inbound and outbound traffic.
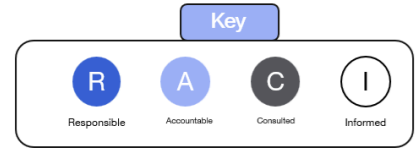
Answer: Contact center will be hosted in Aumtechs cloud environment at Iron Mountain site in NJ and back up site in CO.

Below is our proposed RACI model. We can provide additional details/changes once an award has been made.

RACI Matrix

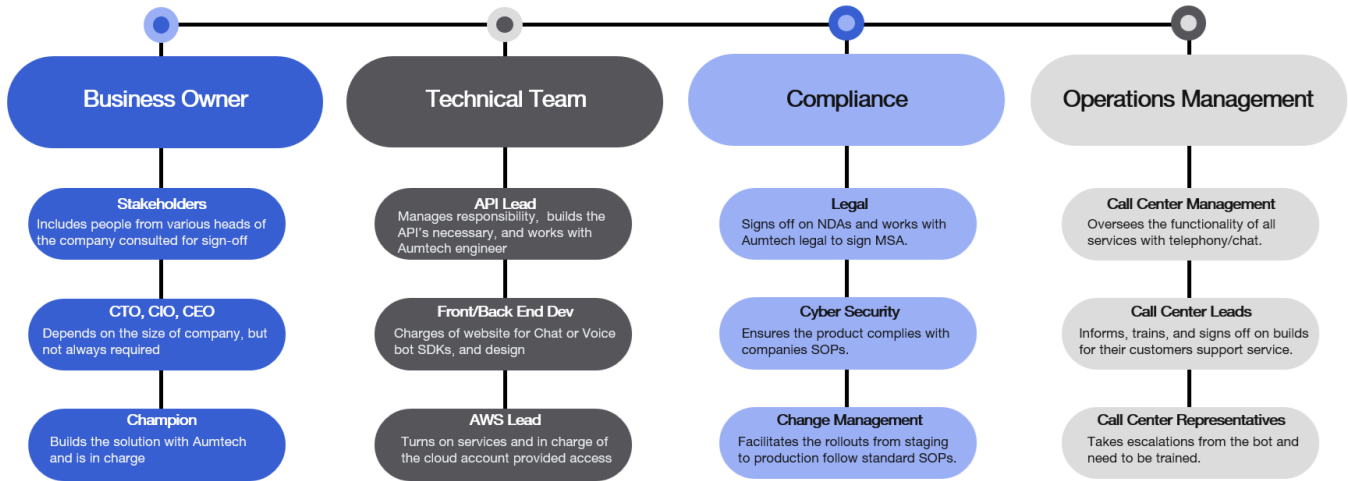Identify the role a team member will play in each phase of the project.

Key

R	A	C	I
Responsible	Accountable	Consulted	Informed

Phase: 8 stages of the project	Aumtech				Client			
	Solutions	CSM	Engineer	Conversation Designer	Business Owner	Technical Team	Compliance	Operations Management
Discovery	R	A		R	C			
Identify Team	R	A	I	A	C	I	I	I
Config CCaaS/Building Bots	C	A	C	I	C	C		
API Integrations	I		A	C	C	A		
User Acceptance Testing (UAT)	I	A	C	R	A	I		R
Stakeholder Sign Offs	C		C	A	C		R	R
Production Implementation	C		C	A	R		C	R
Ongoing Support	I		C	I	C	I		R

Responsibility Matrix
Specific responsibilities of each team member.

Business Owner	Technical Team	Compliance	Operations Management
Stakeholders Includes people from various heads of the company consulted for sign-off	**API Lead** Manages responsibility, builds the API's necessary, and works with Aumtech engineer	**Legal** Signs off on NDAs and works with Aumtech legal to sign MSA.	**Call Center Management** Oversees the functionality of all services with telephony/chat.
CTO, CIO, CEO Depends on the size of company, but not always required	**Front/Back End Dev** Charges of website for Chat or Voice bot SDKs, and design	**Cyber Security** Ensures the product complies with companies SOPs.	**Call Center Leads** Informs, trains, and signs off on builds for their customers support service.
Champion Builds the solution with Aumtech and is in charge	**AWS Lead** Turns on services and in charge of the cloud account provided access	**Change Management** Facilitates the rollouts from staging to production follow standard SOPs.	**Call Center Representatives** Takes escalations from the bot and need to be trained.

3.1.1.34 The Contact Center Solution must include WV DMV customer support Monday through Friday 7:30am-6:00pm EST.

Answer: Yes, Aumtech will provide support as stated above.

IV. Technical

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

A. Full Cloud Solution

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

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

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

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

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

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

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

Management of, and communication related to, Planned Outages. As standard operating procedure, Aumtech automatically notifies customers of any planned outages. In the event of an unplanned outage, Aumtech initially contacts customers via email and phone, and continues delivering updates at regular intervals until the incident is resolved. The customer system status portal also allows a customer to configure automatic text and email notifications of system disruptions.

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

> **Priority 1**: Production system is down which precludes Customer from successful operation of the total system or a component critical to operation and requires immediate attention. Initial Response: 0 to 15

minutes; Escalation to Tier 3: 0-15 minutes; Escalation to Engineering: 0-15 minutes; Status Update: every hour.

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

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

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

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

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

As referenced above, in its 34-year history, Aumtech has never been in a position where a customer requested a Service – Related Credit. While Aumtech's Clients are highly complementary of Aumtech's responsiveness and support effectiveness, we do not typically commit to Average Times to Repair nor to Times to Correct Reported Issues. However, we willingly commit to our **responsiveness**, and we commit to the **dedication of resources to resolve your reported issues.** See the Priority Levels and Response Times, above, for those commitment levels.

Upon being notified of your interest in continuing this discussion, and during our next stage of presentation, discussion, and explanation of Aumtech's proposed solution, we would be pleased to discuss this topic (or any other issue requiring clarity) in greater detail; then, if you still believe that you require Commitment of Repair Times and SLAs, we will work with you to arrive at a mutually agreeable arrangement.

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

length and severity of the service outage, calculated as a percentage of monthly charges (excluding any telecom charges which may be included) for a given calendar month.

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

B. Cybersecurity overview

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

Please see our Information Security Policy submitted with our response.

C. Data security and privacy overview

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

Please see our Data Privacy Policy submitted with our response.

V. System Installation and Implementation

A. Installation Process

Below highlights a typical installation and implementation process for Aumtechs clients.

Implementation Management

As the engagement begins, our design and product experts can create an experience that is the right one for your valued employees and customers. In conversational design, experts can build a dialog the way humans naturally speak to one another. Implementation and configuration experts can customize the experience and ensure all data elements are fully integrated into the customer interaction for any needed channel. All of this is orchestrated using Agile methodologies, which delivers a quick initial deployment with incremental improvements along the way.

Project Implementation Methodology

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

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

Typical Implementation Timeline:

1. T0 = Kickoff Meeting:

    a. Introduction of ImplementationTeams,

    b. Presentation of Work Plan, and

    c. Signoff of Statement of Work (SOW)

2. T0+1: Implementation, Configuration and if needed, any customizations begins.

3. T0+10 Days: Propose installation documentation, parameters setups, definition of required reports, and provide the testing plan for all inputs/outputs. Comprehensive list of technical requirements to support implementation.

4. T0+20 Days: Present proposed quality assurance program, and training plan

5. T0+30 Days: System Test and User Acceptance Testing:

6. T0+ 40 Days: Deployment/cutover/training scheduled at client convenience

7. T0+45: Expected Cutover

8. T0+46: System support and Maintenance begins. The Project Manager:

    a. will work with the Client collaboratively to develop the Work Plan, and

    b. will define and refine the Milestones and Deliverables, according to the Aumtech Project Methodology. (Please see Project Implementation and Methodology)

B. Services, Support, Maintenance

Maintenance and Support

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

Basic Support Services

These services include a Technical Support Specialist assigned to your account. For WV DMV and in response to the RFP for CCaaS solution, Aumtech will provide support services from Monday-Friday (except holidays) from 7:30am-6:00pm EST with 24×7 Electronic Access.

Extended Support Services

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

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

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

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

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

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

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

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

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

C. Customer Responsibilities

Aumtech requests the following key customer responsibilities.

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

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

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

- Commit to a mutually agreed upon meeting cadence (weekly or if needed, daily)
- Has the resources and expertise needed and available for a rapid project execution
- Has test data available to do UAT within a Staging and/or Production account
- Has the right support from all stakeholders to move rapidly from sign-off to production
- Has access to engineering resources to guide Aumtech on API integrations

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

D. Training Services

We understand that potentially switching to a new system or platform can be time-consuming and stressful for many users. Sometimes change can be difficult, however, Aumtech takes training services seriously. We do everything in our power to minimize the frustration any user might endure. That said, Aumtech proposes that we provide you with your choice (or combination) of the following training options for your contact center team, systems administrators, and management, on the setup, administration, maintenance, use, dashboard access, and configuration of the proposed CCaaS platform and application(s):

1. **on-site live training,**
2. **live virtual (remote) training, and**
3. **on-demand, recorded (Video) training**
4. **A quick-reference FAQ database**

Aumtech will record all such training, and make it all available to you, for the duration of this contract term.

At the start of the Aumtech engagement, if you elect to have live training, Aumtech recommends that we identify and schedule at least 5 and up to 15 of your key employees in each area of expertise, to schedule each to attend the appropriate training provided by Aumtech.

Training for the System Administration function is typically delivered directly to the customer resources who will be performing these roles on an ongoing basis. These sessions are 'hands on', and intended to provide real experience in performing actual administrative tasks and understanding the implementation needs required for ongoing administration.

The documents provided and the content used in your training materials will be customized to your specific environment; every customer is trained on their specific configuration and requirements during the training

sessions. The Aumtech Platform was developed to deliver performance, flexibility, and intuitive operability, so most will find it easy to quickly learn and master its use.

VI. Pricing Methodology
A. Price

Subscription-Based Pricing

Aumtech uses the best of several pricing models, at various times in the engagement process. Our overarching relationship with the West Virginia, Division of Motor Vehicles will be based on an ongoing fixed price Subscription-Based Model, which we use for our Software as a Service (SaaS) clients; this model offers a "subscription plan" where customers pay a recurring fee for continuous access to the software. It ensures that you will always have the latest updates and support.

Even though the bulk of the ongoing engagement is subject to the Base Subscription and Usage-based Models, we estimate the initial startup costs separately. During the initial phase, we break out the one-time costs of installation, configuration, testing, and deploying the solution. We estimate the time and materials needed for this phase of one-time, startup activities, so they are aligned with the non-recurring nature of the activities and resources used.

By using the different Pricing Methodologies at the various stages of the project, we are able to align our costs more effectively with our charges to you, while providing an easily understood way for us to apply discounts at higher volumes for clients such as the WV DMV.

Fixed Price-Cover Cost Pricing

In certain instances and in an effort to provide the most cost-effective solution, Aumtech will provide alternative pricing to its clients. Our approach is to assess the requirements for outbound alerting at first (e.g. WV DMV needs to deliver 50K messages at once, deliver 500K messages to its constituency over the course of one hour, etc.). Once we have these requirements, our systems engineering team will configure the appropriate number of servers, main memory and storage needed to meet the volume requirements, as well as the necessary personnel to support the systems configuration over the course of the contract. Once the configuration is complete, Aumtech will provide a firm fixed price offer to its client and pass through any telephony, SMS and email carrier costs at cost (with no mark-up), to the client. In several instances using this pricing approach, we have offered unlimited voice, SMS and email messages as part of this pricing methodology, which is a substantial cost savings to our clients.

B. Pricing

CRFQ DMV24*01 - Exhibit A - Contact Center Pricing Page

CRFQ DMV24*01 - Exhibit A - Contact Center Pricing Page

Total Installation & Delivery Cost

Location - DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304

Item No	Qty	Description	Year 1	Year 2	Year 3	Year 4	Grand Total
Setup fee	1	Setup, configuration, customization, training	$39,900	$0	$0	$0	**$39,900**
3.1.1	1	Contact Center Solution for 20 agents	$28,800	$28,800	$28,800	$28,800	**$115,200**
3.1.1.6	1	Intelligent Virtual Agent/Conversational AI	$294,152	$243,152	$243,152	$243,152	**$1,023,608**
3.1.1.9	1	Call recording capabilities	$10,000	$10,000	$10,000	$10,000	**$40,000**
3.1.1.10	1	Call search capability and sentiment analysis	$61,200	$18,200	$18,200	$18,200	**$115,800**
3.1.1.14	1	Auto call back function for dropped calls @ NC	$0	$0	$0	$0	**$0**
3.1.1.16	1	Voice, video, screen share - AVVA	$22,000	$20,000	$20,000	$20,000	**$82,000**
3.1.1.20	1	Virtual Hold/schedule a call back from an agent	$6,552	$6,552	$6,552	$6,552	**$26,208**
3.1.1.31	1	Visual IVR	$29,120	$29,120	$29,120	$29,120	**$116,480**
		TOTALS	**$491,724**	**$355,824**	**$355,824**	**$355,824**	**$1,559,196**

VII. Minority and Women Owned Business (M/WBE/SDVOB)

Aumtech has been a Certified MBE since 2009. Certification numbers below:

- National Minority Supplier Development Council (NMSDC): #NY03792
- NYC SMALL BUSINESS SERVICES: #MWCERT2019-3618
- Emerging Business Enterprise (EBE) - City of Columbus: #EBE-045743

In fact, we are the only MBE with our own Communications and Collaboration Platform. This allows us to meet your priorities and set our development roadmap to address your most urgent needs.

MBE CREDENTIALS With Diversity and Inclusivity Plan:

a.   CERTIFIED MBE. Aumtech is a Nationally Certified Minority Business Enterprise, with Certification #NY03792 from the National Minority Supplier Diversity Council (NMSDC).

The NYC Department of Small Business Services has also determined that Aumtech Inc. meets the eligibility requirements for Minority and Woman-owned Business Enterprise (M/WBE) Certification: MSCERT 2019-3618

b.   Aumtech is the only Certified Tier I Diverse Solution provider of Mass Distribution Solutions that OWNS its own platform, AND is a Certified Minority Business Enterprise (MBE). Other MBEs deliver platforms which they merely mark up in price and resell, because they do not own the platforms. Doing business with the Platform Owner such as Aumtech has two advantages: (1) Better Pricing, and (2) Faster Response times. Your costs are not marked up by middlemen, and we can control the delivery and priority of your platform requests, changes, bug fixes, and enhancements.

INCLUSIVITY GUIDELINES:

As a Minority-Owned Business Enterprise (MBE), Aumtech has continued to employ over 30% of its workforce from diverse and minority backgrounds. Aumtech offers educational benefits, for college level courses of study, as well as Continuing Education Credits, for all full time employees, with the goal of unleashing the potential of all employees.

Aumtech has adopted the Workforce inclusivity Guidelines promoted by the US Securities and Exchange Commission (SEC). Aumtech's version is focused on the goals and strategies for continuing to build a workforce that will deliver on our mission, while fulfilling our obligations to our employees, their families, and the general public. We recognize that diversity, inclusion, and opportunity should be reflected in the outward-facing aspects of our work, so we have set measurable goals upon which we can evaluate our progress.

We aim to continue making progress toward promoting workforce diversity, inclusion, and opportunity, as well as supplier diversity, in light of the dynamic and ever-changing nature of the markets in which we participate. However, we also recognize the differences between DIVERSITY and INCLUSION:

Aumtech's Diversity Plan is to:

1: Demonstrate executive leadership commitment and accountability through policies, messaging, and behavior that advances diversity and inclusion goals and objectives. MEASUREMENT: Annual discussion and executive signoff of Plan.

2: Foster a connected culture, cultivating a supportive, welcoming, inclusive, and fair work environment which allows employees to feel connected to our mission, and to contribute to their full potential. MEASUREMENT: Minimum annual attendance at one (1) culturally diverse company-sponsored event, typically coinciding with a holiday or company milestone.

3: Build a diverse talent pipeline to maintain a high-performing workforce drawn from all segments of our society. MEASUREMENT: Maintain >30% diverse employee base at all levels of the company.

4: Leverage diversity and inclusion for mission effectiveness. MEASUREMENT: Continue to pursue business based upon National Minority Supplier Development Council annual certification and attendance at a minimum of one (1) NMSDC sponsored event annually.

5: Promote and expect business diversity with outside stakeholders including vendors, clients, and employee family members. MEASUREMENT: Minimum annual attendance at one (1) culturally diverse company-sponsored event, typically coinciding with a holiday or company milestone.

As a result of our commitment to diversity and inclusion, as early as 2018, Aumtech began participation in the NMSDC Circle of Excellence Program, where deserving employees receive supplemental job training - with the objectives of improving the company's success, as well as encouraging participation, personal growth, and extending growth opportunities for all employees.

Appendix A - Designated Vendor Contract Administer

Appendix B - Addendum Acknowledgement Form

Appendix C - Information Security Policy

Appendix D - Data Privacy Policy

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) THOMAS PORTER, CHIEF OPERATING OFFICER

(Address) AUMTECH, INC., 242 OLD NEW BRUNSWICK ROAD, SUITE 411, PISCATAWAY, NJ 08854

(Phone Number) / (Fax Number) 732.254.1875 X4109

(email address) TPORTER@AUMTECH.COM

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

AUM Tech, Inc
_____
(Company)

_____
(Signature of Authorized Representative)
THomas Porter, Chief Operating Officer
_____
(Printed Name and Title of Authorized Representative) (Date)
732.522.4866
_____
(Phone Number) (Fax Number)
tporter@aumtech.com
_____
(Email Address)

Revised 8/24/2023

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV2400000001

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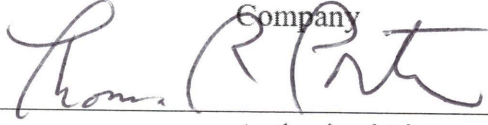
Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

☒	Addendum No. 1		☐	Addendum No. 6
☒	Addendum No. 2		☐	Addendum No. 7
☐	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 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.

AUM TECH, Inc
_____
Company

_____
Authorized Signature
THOMAS PORTER, COO
2-12-2024
_____
Date

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

CRFQ DMV24*01 - Exhibit A - Contact Center Pricing Page

Total Installation & Delivery Cost

Location - DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304

Item No	Qty	Description	Year 1	Year 2	Year 3	Year 4	Grand Total
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3.1.1.6	1	Intelligent Virtual Agent/Conversational AI	$294,152	$243,152	$243,152	$243,152	**$1,023,608**
3.1.1.9	1	Call recording capabilities	$10,000	$10,000	$10,000	$10,000	**$40,000**
3.1.1.10	1	Call search capability and sentiment analysis	$61,200	$18,200	$18,200	$18,200	**$115,800**
3.1.1.14	1	Auto call back function for dropped calls @ NC	$0	$0	$0	$0	**$0**
3.1.1.16	1	Voice, video, screen share - AVVA	$22,000	$20,000	$20,000	$20,000	**$82,000**
3.1.1.20	1	Virtual Hold/schedule a call back from an agent	$6,552	$6,552	$6,552	$6,552	**$26,208**
3.1.1.31	1	Visual IVR	$29,120	$29,120	$29,120	$29,120	**$116,480**
		TOTALS	**$491,724**	**$355,824**	**$355,824**	**$355,824**	**$1,559,196**

Setup and Configuration

Description	Year One
Setup 20 agents in Sangoma CCaaS	$6,400
Training - agents sys admins 2 days	$2,900
Project implementation and management - 60 days	$28,800
Reporting and analytics - customization for WV DMV	$1,800
TOTALS	**$39,900**

CCaaS Solution Costs

Vendor:	Sangoma
Cost/agent/Mo	120
# of Agents	20
	$2,400
CCaas software per year	**$28,800**

Includes WFM software

Conversational AI/IVA

Cost description	Year 1	Year 2	Year 3	Year 4
One time deveopment cost	$33,500			
IVR Cost/minute	$0.060			
AHT IVR	3			
AHT Non-IVR	5			
IVR/min	$0.065			
Non-IVR/min	$0.025			
Total IVR Cost/year	$232,960	$232,960	$232,960	$232,960
Build Large Language Model OTC	$17,500			
No of Calls/year	728000			
Google intent recognition	0.007			
Intents per transaction	2			
Google costs/year	$10,192	$10,192	$10,192	$10,192
Convo AI Cost/year	**$294,152**	**$243,152**	**$243,152**	**$243,152**

* Assuming WV DMV uses their 800#

Call Recording

Cost description	Year 1	Year 2	Year 3	Year 4
One time setup cost	$0.00			
Cost for call recording interface	**$10,000**	$10,000	$10,000	$10,000

Sentiment Analysis

Cost description	Year 1	Year 2	Year 3	Year 4
One time development/setup cost	$3,000			
Per minute fee	$0.005			
Hardware costs	40,000			
Annual call volume	728,000			
Agent talk time in mins	5			
Transcription and sentiment analysis	$18,200	$18,200	$18,200	$18,200
Annual cost	**$61,200**	**$18,200**	**$18,200**	**$18,200**

Assumed 100% of calls for sentiment analysis

Auto Call Back

Cost description	Year 1
One time setup cost	inc in IVR dev fee

All costs included in IVR costs

AVVA

Voice, Video Comm, screen sharing, file sharing

Cost description	Yr 1	Yr 2	Yr 3	Yr 4
One time setup fee	$2,000			
Per transaction fee	$0.20			
Annual website/mobile app traffic estimated	2,000,000			
% usage estimate for AVVA	0.05			
Total annual AVVA interactions estimated	100,000			
Total annual AVVA cost	**$20,000**			
	$22,000	**$20,000**	**$20,000**	**$20,000**

Virtual Hold

Cost description	Year 1	Year 2	Year 3	Year 4
One time development cost	inc in IVR dev fee			
Per transaction fee	$0.18			
Annual Call Volume	728,000			
% usage estimate for VH	0.05			
Total annual VH interactions est.	36,400			
Total annual VH cost	$6,552			
Total 1st year cost	**$6,552**	**$6,552**	**$6,552**	**$6,552**

Visual IVR

Cost description	Year 1	Year 2	Year 3	Year 4
One time devleopment cost	$7,500			
Per transaction fee	$0.20			
Annual Call Volume	728,000			
% usage estimate for VIVR	0.20			
Total annual VIVR interactions est.	145,600			
Total annual VIVR cost	$29,120			
Cost for text is included in VIVR cost				
Total 1st year cost	**$36,620**	**$29,120**	**$29,120**	**$29,120**

THIS CERTIFIES THAT

Aum Tech, Inc.

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **NEW YORK & NEW JERSEY MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 511210; 541511; 541512; 541519; 611420

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

07/06/2023

Issued Date

NY03792

Certificate Number

Ying McGuire
NMSDC CEO and President

07/30/2024

Expiration Date

Terrence Clark, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®