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Header 4

List View

- General Information**
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Procurement Folder: 1324372

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000195808

Legal Name: CARAHSOFT TECHNOLOGY CORP

Alias/DBA:

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Solicitation Description: DMV Cloud-based Contact Center Solution

Total of Header Attachments: 4

Total of All Attachments: 4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				277374.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: One Time Implementation Cost (Professional Services) - \$107,250
Recurring AWS Utilities - \$170,124

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				170124.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Recurring AWS Utilities - \$170,124

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				170124.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Recurring AWS Utilities - \$170,124

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				170124.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Recurring AWS Utilities - \$170,124

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

Requirement Number	Requirement Text	Fully Comply ("FC") Partially Comply ("PC") Not Comply ("NC")	Comments
3.1.1.1	The Contact Center Solution must provide a unified and multichannel experience.	FC	<p>Carahsoft, partnering with Concentrix, is proposing Amazon Web Services' ("AWS") Amazon Connect ("Amazon Connect") for the Contact Center Solution. Any references to the Contact Center Solution throughout the comments indicate Amazon Connect. –</p> <p>Amazon Connect provides unified communications via the Contact Control Panel ("CCP"), basic telephony features for answering inbound calls and making outbound calls (number pad, hold, mute, end call), Quick Connects for frequently dialed numbers, close contact, and agent status (available, offline, after call work). In addition, there are tabs for agents to process digital channels (e.g., chat, WhatsApp, Twitter, Telegram, etc.) as well as Connect Tasks. The CCP can then be further customized to display WV DMV-specific information. For example, if the call started with a bot, the intent plus authentication information and other client information can be displayed in the CCP.</p> <p>Connect allows you to redirect softphone audio to an existing phone (desk, mobile) that has a DID number.</p>
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.	FC	<p>The proposed Contact Center Solution provides Contact Lens ("Contact Lens"), which enables you to analyze conversations between customers and agents using speech and chat transcriptions. It performs sentiment analysis, detects issues, and enables automatic categorization of contacts. Contact Lens also offers natural language processing and intelligent search capabilities. It analyzes conversations, detects sentiment, and categorizes contacts. This valuable data can inform customer-centric decisions.</p>
3.1.1.3	The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender).	FC	<p>Amazon Connect is a powerful cloud contact center service offering a comprehensive interface for managing customer interactions. While it provides robust features for contact centers, including integration with various services, direct integration with Amazon Connect Application Xtender ("Application Xtender") is not natively supported out of the box. However, you can achieve</p>

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			integration either by leveraging the Amazon Connect API Reference to programmatically set up and manage Amazon Connect or create Lambda functions that interact with Application Xtender APIs.
3.1.1.4	The Contact Center Solution must provide a method to authenticate the citizen's identity.	FC	<p>Current web services have a variety of identification / form completion requirements, first/middle/last name, DOB, address, city, state, zip, SSN, last4SSN, phone, drivers ID. The web site itself does not appear to have a login.</p> <p>The proposed Contact Center Solution can support authentication either through voice or chat channels. This will require Concentrix's professional service effort to develop an API to integrate into DMV's authentication system, which is included in our proposal.</p>
3.1.1.5	The Contact Center Solution must provide a citizen case management process.	FC	The proposed Contact Center Solution provides Amazon Connect Cases ("Cases") allowing DVM agents to track and manage customer issues that require multiple interactions, follow-up tasks, and teams in your contact center. Agents can document customer issues with all the relevant case details, such as date/time opened, issue summary, customer information, and status, in a single unified view. You can configure new cases to be automatically created or have agents create cases that document customers' unique issues, such as product defects and billing inquiries, and then track each case to resolution. By making it easier to track customer issues, Cases makes it possible to accelerate resolution times, improve efficiency, and reduce errors to help increase customer satisfaction.
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:	FC	The proposed Contact Center Solution can support multiple languages through the Amazon LEX ("Amazon LEX") option which is an AWS service for building conversational interfaces for applications using voice and text. Amazon Lex provides the deep functionality and flexibility of natural language understanding ("NLU") and automatic speech recognition ("ASR") to enable

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	Spanish, German, Chinese, and French.		DMV to build highly engaging user experiences with lifelike, conversational interactions. Amazon LEX is able to support variety of languages mentioned in the requirements. For this proposal, English is the only supported language initially.
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.	FC	The proposed Contact Center Solution is able to support unlimited transfer between a virtual agent (as in Interactive Voice Response or "IVR") and human agents.
3.1.1.6.2	The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.	FC	<p>Amazon Connect Contact Search ("Contact Search") provides powerful filters to isolate recordings by metrics including advisor, contact category, channel, sentiment, duration, disconnect reason, etc.</p> <p>Contact Lens automatically identifies and labels key parts of customer conversations, then displays highlights of the conversations. Managers can view those highlights on the Contact ("Contact") details page. Agents can view the highlights in the Contact Control Panel.</p>
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.	FC	<p>The proposed Contact Center Solution uses Contact Lens to provide contact center analytics and quality management capabilities that enables you to monitor, measure, and continuously improve contact quality and agent performance for a better overall customer experience. With analytics that provide a complete view of your customer conversations for both voice and chat, you can automatically transcribe customer calls, analyze customer sentiment, discover top contact drivers, redact sensitive data, and more, all natively within Amazon Connect.</p> <p>Generative AI capabilities automatically create contact summaries, freeing up time for agents to assist more customers by eliminating manual note-taking, and facilitating supervisors in understanding customer conversations to ensure the completion of committed follow-up actions. Supervisors can maintain quality</p>

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			standards with performance evaluation and screen recording capabilities that assess critical performance criteria, automatically complete evaluations for 100% of agents' customer interactions, and observe their actions, making it easier to identify coaching opportunities.
3.1.1.9	The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.	FC	The proposed Contact Center Solution comes with integrated call recording for agent performance assessment to help monitor and improve customer experiences. It allows you to record, store, and tag calls for monitoring and analysis.
3.1.1.10	The Contact Center Solution must provide call search capability including the ability to search for sentiment.	FC	<p>The proposed Contact Center Solution provides optional feature such as Contact Lens uses natural language processing ("NLP") and conversational analytics to understand sentiment, conversation characteristics, themes, and agent compliance risks during customer calls and chats. Supervisors can use conversational analytics to verify that standard greetings and signoffs are used, help train agents, and replicate successful interactions.</p> <p>Supervisors can review conversations alongside contact details, recordings, transcripts, and summaries, without the need to switch applications. Conversational analytics automatically populate evaluation results scoring criteria like script adherence, sensitive data collection, and customer greetings to easily identify which contacts need to be evaluated.</p>
3.1.1.11	The Contact Center Solution must provide AI-based omnichannel routing.	FC	<p>The proposed Contact Center Solution offers a range of features, including AI-based omnichannel routing. Here are some of the capabilities:</p> <ol style="list-style-type: none"> 1. <u>Omnichannel Routing</u>: Amazon Connect provides a single user interface (UI) across voice, chat, and tasks for contact routing, queuing, analytics, and management. This means your call center agents don't have to learn and work across multiple tools. Whether it's voice calls, chat interactions, or

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			<p>other tasks, Amazon Connect ensures a consistent experience for both customers and agents.</p> <ol style="list-style-type: none"> 2. <u>In-App, Web, and Video Calling</u>: Amazon Connect's capabilities extend beyond traditional voice calls. You can easily deliver personalized voice and video experiences within your websites and mobile applications. Using the fully managed communication widget or SDK, you can implement in-app, web, and video calling with as little as a single line of code. These features allow customers to contact you without leaving your web or mobile app, enhancing the overall customer experience. 3. <u>Drag-and-Drop Workflow Designer</u>: Amazon Connect Flows is a powerful workflow designer that lets you create, personalize, and automate end-to-end customer and agent experiences across channels. You can design interactive voice response/IVR or chatbot experiences, build step-by-step guides for agents, and automate tasks and routings.. Flows also integrate natively with AWS Lambda, allowing you to create custom experiences that automate processes across other AWS services or third-party systems.
3.1.1.12	The Contact Center Solution must maintain 99.9% uptime.	FC	<p>AWS will use commercially reasonable efforts to make Amazon Connect available with a Monthly Uptime Percentage for each AWS region, during any monthly billing cycle, of at least 99.99%</p> <p>The proposed Contact Center Solution will be deployed in at least one to be determined AWS Region to meet a four nines (99.99%) SLA. This SLA is met through the use of Availability Zones (AZ) within that US Region, where an AZ is a collection of data centers that are discrete environments within the region, physically separated from each other by a hundred kilometers or so, as well as logically segregated such that the failure of one data center doesn't impact the others in the AZ. Data is replicated across AZs to ensure quick restoration in case of even a total AZ failure. Compliance with the SLA will be reported to Clients monthly.</p>

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3.1.1.13	Disaster Recovery must be included in the Contact Center Solution.	FC	<p>The proposed Contact Center Solution is designed with robust disaster recovery and resilience features to ensure high availability and continuity. Here are some key aspects of Amazon Connect's disaster recovery capabilities:</p> <p><u>Multi-AZ Deployment:</u></p> <ul style="list-style-type: none"> • Amazon Connect runs on AWS infrastructure distributed across multiple Availability Zones (AZs) within various geographic regions worldwide. • Each AZ features discrete data centers with redundant power, networking, and connectivity. • In an active-active-active configuration, an Amazon Connect instance spans at least three AZs within a region. • If one AZ experiences failure, the affected node is taken out of rotation without impacting production. • This architecture allows for maintenance, feature releases, and infrastructure expansion without downtime. <p><u>Telephony Resilience:</u></p> <ul style="list-style-type: none"> • Amazon Connect integrates with multiple telephony providers, each connected to three or more AZs. • If a component, data center, or entire AZ fails, the affected endpoint is automatically removed from rotation. • Inbound (US toll-free) and outbound calls are processed through multiple telecom carriers, ensuring consistent quality and customer experience. • The architecture ensures that impairment at the carrier level doesn't impact end-customer interactions. <p><u>Softphone Architecture:</u></p> <ul style="list-style-type: none"> • Agents' browsers connect to at least two servers across multiple AZs. • The system dynamically selects the best server based on reachability. • This approach allows for seamless maintenance and scaling without disrupting agent interactions.

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3.1.1.14	The Contact Center Solution must include an automatic call back function for dropped calls.	NC	It is difficult to automatically determine the reason for disconnects and whether this was due to a network issue or the caller hung up. If the disconnect happens during an agent interaction, the proposed Contact Center Solution enables the agent to call the person back.
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.	FC	<p>The proposed Contact Center Solution is well-equipped to create seamless voice and chat support experiences for users of mobile device apps. See below key features:</p> <ol style="list-style-type: none"> 1. <u>Omnichannel Support:</u> <ul style="list-style-type: none"> • Amazon Connect provides a truly omnichannel contact center experience. It seamlessly integrates voice and chat channels, allowing your customers to interact using their preferred mode of communication. • Whether a customer wants to talk to an agent via voice or engage in a chat conversation, Amazon Connect ensures a consistent experience across both channels. 2. <u>Chat Integration:</u> <ul style="list-style-type: none"> • With Amazon Connect, you can easily add chat capabilities to your contact center. • The same constructs you're already familiar with (like queues, routing profiles, contact flows, and metrics) work for both voice and chat interactions. Contact flows built for voice-powered contact centers can be reused for chat. • Customers can flow seamlessly from synchronous to asynchronous communication, allowing them to interact on their own terms and at their own pace. 3. <u>In-App and Web Chat:</u> <ul style="list-style-type: none"> • Amazon Connect enables in-app and web chat directly within your existing mobile applications and websites. You have two options:

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			<ul style="list-style-type: none"> ○ Option 1: Use the out-of-the-box communication widget. Customize its appearance (font, colors) and secure it to launch only from your website. ○ Option 2: Build a custom communication widget from scratch using Amazon Connect APIs and Amazon Chime SDK client APIs. This allows native integration into your mobile app or website. The communication widget supports chat, voice, and video, all in one place. <p>4. <u>Mobile SDK Integration:</u></p> <ul style="list-style-type: none"> ● With the launch of Amazon Connect chat, you can add chat capabilities directly into your iOS and Android applications using the mobile SDK. ● The mobile SDK allows you to establish chat functionality within your app. Although the example provided covers iOS, similar principles apply to Android development. <p>5. <u>Contextual Information:</u></p> <ul style="list-style-type: none"> ● When customers use chat within your mobile app, you can pass contextual information to Amazon Connect. This includes attributes like the customer's profile or actions taken within the app. ● Personalize the customer experience based on this context, ensuring a seamless transition between app interactions and chat sessions. <p>6. <u>Integration with Existing Mobile Apps:</u></p> <ul style="list-style-type: none"> ● Amazon Connect can be embedded into your existing mobile applications without disrupting the user experience. ● If you have custom agent desktops, no changes are needed for Amazon Connect in-app and web calling. However, video calling integration requires additional steps.

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			In summary, Amazon Connect empowers you to create a unified support experience across voice and chat channels, seamlessly integrating with your mobile applications.
3.1.1.16	The Contact Center Solution must allow users to make voice calls using data instead of minutes.	FC	The proposed Contact Center Solution is a cloud based CCaaS which provides desktop user interface i.e. Contact Control Portal for the agents to interact with customer contacts seamlessly over the internet. Callers can use different methods to call the Contact Center Solution (e.g. VOIP, wireless devices.) However, the Contact Center Solution tracks usage by minutes of use.
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 fall back to a PSTN call while still sending the important customer data packet to the CRM record.	N/A	The proposed Contact Center Solution does not have visibility or control of the end user's connectivity method as this is not a function of the CCaaS solution.
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.	FC	<p>The proposed Contact Center Solution offers callback as a standard feature. However, scheduled callback will require professional services effort to customize according to your requirement, which is included in our proposal.</p> <p>A typical example is prior to the caller being placed in a queue, the contact flow checks a queue status variable (e.g., oldest contact in queue) and if it is beyond a certain threshold (e.g., 5 minutes), the caller can be given the option of a call back. If they choose to be called back, their desired call back number is determined and their place in queue is held until an agent assigned to that queue becomes available. Amazon Connect then dials the caller and when the call is answered, they are then connected with the agent.</p>

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			<p>If no agents are available to work on callbacks, the callbacks can stay in queue for at least 7 days and up to 14 days after they are created before Amazon Connect automatically removes them.</p> <p>If there is no answer when Amazon Connect calls the customer, it retries based on the number of times you have specified.</p> <p>If the call goes to voicemail, it is considered connected.</p> <p>If the customer calls again while in the callback queue, it is treated as a new call and will be handled as usual.</p>
3.1.1.19	The Contact Center Solution must deliver high quality audio with a maximum packet loss of less than 1%.	PC	The proposed Contact Center Solution delivers calls made over the internet from a computing device like a PC, using the Amazon Connect softphone. The Amazon Connect softphone delivers high-quality 16kHz audio and is resistant to packet loss to ensure a high-quality call experience. However, sometimes packet loss could be due to external factors and the Concentrix support team will investigate into the root of the issue.
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.	FC	<p>The proposed Contact Center Solution is able to support this requirements through the use of various AWS services such as Amazon DynamoDB ("Amazon DynamoDB"), AWS Lambda ("AWS Lambda"), and AWS Step Functions ("AWS Step Functions") to build the solution that allows customers to schedule a callback during specific hours of operation.</p> <p>In this solution, the caller calls into an Amazon Connect contact center. They are passed to a contact flow where an Amazon Lex chatbot can provide a conversational experience for the customer, requesting them to schedule a time to be called back. The Amazon Lex chatbot returns the requested date and time to the contact flow as slots. An AWS Lambda function then takes the date and time as input and queries an Amazon DynamoDB table to check if the requested time is available. If the requested time is valid the caller can confirm their time and hang up.</p>

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			Carahsoft will utilize the Concentrix professional services team to conduct a discovery process and build the optimal configuration of solution to meet the requirement in the most efficient manner.
3.1.1.21	The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.	FC	User verification is supported through account number or other additional mutually agreed upon verification factors.
3.1.1.22	The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.	FC	Amazon Connect allows the enabling of attachments, this allows customers and agents to share files using chat and allows agents to upload files to cases.
3.1.1.23	The Contact Center Solution must be able to send SMS.	FC	The proposed Contact Center Solution can support either 1-way or 2-way SMS communications.
3.1.1.24	The Contact Center Solution must allow call deflections based on volume and business needs by; allowing the caller to schedule a call for a later time, providing an email address for response, forwarding the call to another number directly, or forwarding the call to voice mail.	FC	The caller will have options if all agents are busy to request a callback or leave a voicemail.
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.	FC	In a chat channel, buttons, menus, and links can be offered as visual indicators to help customers navigate through the chatbot experience. Carahsoft partnering with Concentrix's customer experience design team will use these tools along with generative AI to create an exceptional and natural conversational experience.
3.1.1.26	The Contact Center Solution must provide administrative functionality for WVDMMV to create users, assign roles, and create reports.	FC	The proposed Contact Center Solution offers robust administrative functionality to manage users, assign roles, and generate reports. Some functionalities listed below covers: 1. <u>User Management:</u>

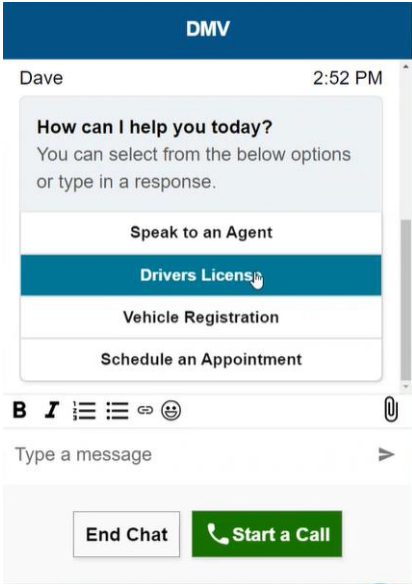
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			<ul style="list-style-type: none"> • As an administrator, you can add users to Amazon Connect, provide them with credentials, and assign appropriate permissions. • Use the Amazon Connect admin website to add users. <p>2. <u>Role Assignment:</u></p> <ul style="list-style-type: none"> • You can assign roles to users based on their responsibilities. Roles define what actions users can perform within Amazon Connect. • Roles control access to features needed for agents to effectively handle their tasks. <p>3. <u>Creation of Report:</u></p> <ul style="list-style-type: none"> • Amazon Connect offers powerful analytics tools, including a visual dashboard with customizable real-time and historical metrics. With Amazon Connect you can also stream your most detailed contact metrics to the data lake of your choice, where you can analyze them with other data such as conversion rates or customer satisfaction. This allows your contact center manager to make data-driven decisions that increase agent productivity and reduce customer wait times. Historical metrics also provide longer-term insights to identify common trends with customer issues and overall operational performance.
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.	FC	The proposed Contact Center Solution will route the call to an agent via a VOIP connection
3.1.1.28	The Contract Center Solution must determine which queue, language, and channel the constituent should reach when	FC	Amazon Connect Contact Flows will be developed to determine the correct queue to route customers to, language preference, and channel.

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	the SDK is invoked in various parts of the App.		
3.1.1.29	The Contact Center Solution must provide GenAI capabilities.	FC	<p>The proposed Contact Center Solution supports GenAI capabilities through some of the optional features such as:</p> <ol style="list-style-type: none"> 1. <u>Amazon Q in Connect:</u> <ul style="list-style-type: none"> • Amazon Q is a generative AI-enhanced evolution of Amazon Connect Wisdom. • It assists agents by providing real-time responses and recommended actions based on customer questions. This helps improve customer satisfaction and enables faster issue resolution. 2. <u>Amazon Connect Contact Lens:</u> <ul style="list-style-type: none"> • Contact Lens is an Amazon Connect feature that provides real-time contact center analytics and quality management. • With generative AI, it now offers AI-generated summaries of customer conversations. These summaries detect sentiment, trends, and policy compliance, helping managers evaluate and optimize agent performance. 3. <u>Amazon Lex in Amazon Connect:</u> <ul style="list-style-type: none"> • Amazon Lex, powered by generative AI, makes it easier to build effective and engaging self-service experiences for customers. • Contact center administrators can create new chatbots and interactive voice response/IVR systems in hours using natural-language prompts. It also improves existing systems by generating responses to commonly asked questions. 4. <u>Amazon Connect Customer Profiles:</u> <ul style="list-style-type: none"> • Generative AI is used to aggregate customer data from popular SaaS applications and databases. <p>This significantly reduces the time and effort needed to create unified customer profiles, enabling more personalized customer experiences</p>

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3.1.1.29.1	GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.	FC	Carahsoft, with our partner Concentrix, included this functionality in our proposal using the data from both Customer Profiles and Cases.
3.1.1.29.2	GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.	FC	Carahsoft, with our partner Concentrix, included in our proposal a GenAI chatbot to answer questions and respond to citizen inquiries in a natural, conversational format.
3.1.1.29.3	GenAI must get insights from CRM data and understand call drivers and call topics.	FC	<p>Amazon Connect through Amazon Web Services offers a variety of services that can help achieve this functionality depending on specific needs. For data warehousing and analytics specifically, AWS offers the following:</p> <ul style="list-style-type: none"> • <u>Amazon Redshift</u>: This data warehouse excels at storing and analyzing large datasets. You can migrate your CRM data to Redshift and use tools like Amazon QuickSight or Tableau to explore trends, identify call drivers, and categorize call topics. • <u>Amazon Athena</u>: For a serverless option, consider Athena. It allows you to query your CRM data stored in S3 directly without managing a data warehouse. However, it might not be as performant for complex analytics compared to Redshift. <p>Carahsoft, with our partner Concentrix, included this functionality in our proposal using Cases.</p>
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.	FC	<p>The proposed Contact Center Solution supports GenAI functionalities. Through custom development, it can answer FAQ questions in a personalized manner thus providing contact deflection.</p> <p>With access to historical customer data (e.g., from a CRM), it can predict what a caller might want, for example if it is known that a caller used the web site yesterday to register a car, but was unable to complete the transaction fully, and they call today, it can be predicted with high probability they will want to register a car. It can determine an appropriate route based on input from the caller, this could be based upon the language the caller uses,</p>

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			from the choice of words or phrases the caller's intent can be determined.
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.	FC	<p>The proposed Contact Center Solution is well-equipped to create seamless voice and chat support experiences for users of mobile device apps. See below key features: -</p> <ol style="list-style-type: none"> 1. <u>Omnichannel Support:</u> <ul style="list-style-type: none"> • Amazon Connect provides a truly omnichannel contact center experience. It seamlessly integrates voice and chat channels, allowing your customers to interact using their preferred mode of communication. • Whether a customer wants to talk to an agent via voice or engage in a chat conversation, Amazon Connect ensures a consistent experience across both channels. 2. <u>Chat Integration:</u> <ul style="list-style-type: none"> • With Amazon Connect, you can easily add chat capabilities to your contact center. • The same constructs you're already familiar with (like queues, routing profiles, contact flows, and metrics) work for both voice and chat interactions. Contact flows built for voice-powered contact centers can be reused for chat. • Customers can flow seamlessly from synchronous to asynchronous communication, allowing them to interact on their own terms and at their own pace. 3. <u>In-App and Web Chat:</u> <ul style="list-style-type: none"> • Amazon Connect enables in-app and web chat directly within your existing mobile applications and websites. You have two options: <ul style="list-style-type: none"> ○ Option 1: Use the out-of-the-box communication widget. Customize its appearance (font, colors) and secure it to launch only from your website.

Requirement Number	Requirement Text	Fully Comply ("FC") Partially Comply ("PC") Not Comply ("NC")	Comments
			<ul style="list-style-type: none"> ○ Option 2: Build a custom communication widget from scratch using Amazon Connect APIs and Amazon Chime SDK client APIs. This allows native integration into your mobile app or website. The communication widget supports chat, voice, and video, all in one place. <p>4. <u>Mobile SDK Integration:</u></p> <ul style="list-style-type: none"> • With the launch of Amazon Connect chat, you can add chat capabilities directly into your iOS and Android applications using the mobile SDK. • The mobile SDK allows you to establish chat functionality within your app. Although the example provided covers iOS, similar principles apply to Android development. <p>5. <u>Contextual Information:</u></p> <ul style="list-style-type: none"> • When customers use chat within your mobile app, you can pass contextual information to Amazon Connect. This includes attributes like the customer's profile or actions taken within the app. • Personalize the customer experience based on this context, ensuring a seamless transition between app interactions and chat sessions. <p>6. <u>Integration with Existing Mobile Apps:</u></p> <ul style="list-style-type: none"> • Amazon Connect can be embedded into your existing mobile applications without disrupting the user experience. • If you have custom agent desktops, no changes are needed for Amazon Connect in-app and web calling. However, video calling integration requires additional steps. <p>In summary, Amazon Connect empowers you to create a unified support experience across voice and chat channels, seamlessly integrating with your mobile applications.</p>

Requirement Number	Requirement Text	Fully Comply ("FC") Partially Comply ("PC") Not Comply ("NC")	Comments
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.	FC	<p>The proposed Contact Center Solution leverages "response cards" in the chat based solution to allow customers to visually experience the flow and navigate the various functions. See the example below:</p>  <p>The screenshot shows a chat window titled 'DMV' with a contact named 'Dave' at 2:52 PM. A message asks 'How can I help you today?' and provides four options: 'Speak to an Agent', 'Drivers License', 'Vehicle Registration', and 'Schedule an Appointment'. The 'Drivers License' option is highlighted. At the bottom, there are 'End Chat' and 'Start a Call' buttons.</p>
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 customer interaction.	FC	The proposed Contact Center Solution can support interactions via SMS, Voice, and Chat. Multiple channels can be used during a call if necessary. Our professional services team will work with your team to understand the specific use cases.
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	FC	The proposed Contact Center Solution will be deployed in a state-run AWS account.

Requirement Number	Requirement Text	Fully Comply ("FC") Partially Comply ("PC") Not Comply ("NC")	Comments
	<p>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. To assist in generating the total cost of ownership supporting the cloud infrastructure, the following calculator(s) are recommended. Microsoft Azure https://azure.microsoft.com/enus/pricing/calculator/</p>		<p>Carahsoft with our partner Concentrix have attached a separate document which includes the RACI model, a cloud architecture diagram, a software licensing list, .</p> <p>pricing for the implementation, and ongoing annual usage in the Oasis portal pricing section.</p>

CONTACT CENTER AS A SERVICE

Fast tracking to next-gen CX with confidence



We know that clients are at various stages of modernization and technology adoption for their contact center solutions. Some may have made the move to the cloud already, some are still considering the move, and some have a mixture of both on-premise and cloud-based platforms. Each of these scenarios presents unique opportunities and challenges:

- Moving from on-premise to the cloud quickly without interruption
- Getting more out of your existing contact center as a service (CCaaS) platform
- Consolidating and simplifying and modernizing your existing platform(s) such as generative AI capabilities

Regardless of which of these groups your company falls in, Concentrix + Webhelp's CCaaS technology and solutions team has the experience to help you move beyond your legacy solutions to modernize, optimize, and manage your technology. Our strategic partnerships with CCaaS providers and certified engineers and global experience in deploying CCaaS solutions can specifically help:

- Choosing the right CCaaS provider with a vendor-agnostic approach focusing on your business requirements and benefits
- Developing the business case – ROI, business benefits, and technology roadmap
- Faster and smooth migration from on-premise to cloud
- Technology architecture design
- Infusing generative AI based self-service, advisor assist and business insights solutions
- Remain compliant with industry security standards, e.g., PCI-DSS, HIPAA, HITRUST, GDPR, etc.
- Guaranteed uptime of 99.99%

Expected Results

Our clients have seen improvements in all areas of their contact center, including:



Migrate in days vs. months



High scalability and new features sets – virtual assistants, and analytics



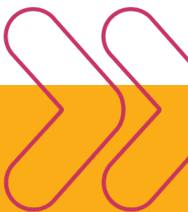
Increase self-service rate by **20%** plus through generative AI virtual assistants, FCR improvement by **10%** plus



Best In class security and compliance standards – PCI, HIPAA, GDPR, etc.



High availability and uptime of **99.9%** Total Cost Reduction by **15%** plus



Unparalleled

Ability to deliver high-value CX and technology globally



200+

professional services experts

Deep

Industry expertise and domain knowledge



214+

partner certifications

It's all about improved CX using best-in-class CCaaS platform

Our integrated solutions provide the tools you need to achieve true CX transformation.

- **Virtual Assistant:** Generative AI-based virtual assistants for all channels—voice, email, and messaging to increase self-service and improve customer experience for simple and medium complex queries.
- **Business Messaging:** Elevate the customer experience to drive loyalty and growth with the delivery of generative AI-enabled, personalized CX anytime, anywhere through the channels customers use most.
- **Integration with Client Applications:** Experienced application services will help in integration with CRM applications such as Salesforce and client specific application systems.
- **Conversational AI:** Engaging natural language understanding (NLU) for next-gen IVR interactions. A scalable solution to automate routine queries, improve the customer experience, and increase customer loyalty.
- **Analytics:** Business insights on products, contact drivers, customer experience, and 360° view of customer interactions.

Why Concentrix

Our proven engagement and deployment model walks you through every step, while we guide and advise you on the right choices to meet your unique goals. We support more than 40,000 advisors on CCaaS models and growing every day with leading vendor partners around the globe. Our focus on business results plus our delivery capability around the globe, and proven results and experience in providing end-to-end CX solutions and technology differentiates us.

Our Partners



CONNECT WITH US

CONCENTRIX + Webhelp

Learn more about how we build scalable and resilient support teams to protect your customers' online experiences and your brand reputation:

+1 800-747-0583

www.concentrix.com/solutions/cloud-contact-center-transformation/



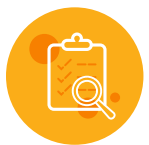
PROFESSIONAL SERVICES FOR CLOUD CONTACT CENTERS



Reimagine Your CX With Amazon Connect

Concentrix makes it easy to engage in conversations with your customer that are natural, easy, and connected. As an Amazon Connect delivery partner and with 800+ years of combined experience, our team can deliver a cloud-based solution that meets your specific business goals, and provide the ongoing support needed to ensure continued optimization for even the most complex contact center challenges.

Highlights



Evaluate current situation



Advise on the right solution



Implement quickly



**On-going management
of cloud solution**



Overview

At Concentrix, we help you look at your CX challenges differently, to create innovative solutions that deliver exceptional experiences and drive better performance. Our unique, holistic, and outcome-focused approach helps your business work smarter and more efficiently and be better aligned for growth.

We will help you remain laser-focused on the end user while we steer you through the challenges of deploying a CX-friendly cloud-based contact center (CCaaS) where we have solutions to fit every need.

- **IVR Design:** If right now you're solely focused on getting an IVR design that helps you balance your business's unique needs around CX and containment, we can do that. Our experts have designed, deployed, and measured performance across hundreds of production systems and across all verticals. We have reviewed hundreds of thousands of conversations between humans and self-service technology in both voice and messaging, conducted numerous A/B studies, and performed scores of usability studies for chat/messaging, dual tone multi-frequency (DTMF), directed dialog, SLM and Natural Language Understanding (NLU). If you need an expert's eye review of a solution that you've already got in place, we can do that too.
- **Comprehensive Services:** We can also help you create from the ground up and/or maintain an outstanding solution by providing expertise in any combination of architecture, CX design, CX development, testing (both test case creation and execution), and CX performance analytics and optimization. We've built everything from the simplest of gateways to advisors, to the most complex NLU currently available on AWS. We have deep experience in integrating with the major vendors you'd expect, such as Salesforce, NICE, Verint and Narvar.



CONNECT WITH US

Contact us to talk about your needs and how we can help create an amazing and effective experience for your customers.

+1 800-747-0583

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Carahsoft / Concentrix – Usage Fee Overview for State of WV CCaaS RFQ

Section #1 - Volume Assumptions

ASSUMPTIONS (INBOUND CALL VOLUMES)

Voice Breakdown	AHT (mins)	% of calls	CALLS		MINUTES	
			Annual	Monthly	Annual	Monthly
Voice Bot	1.50	30.00%	537,600	44,800	806,400	67,200
Inbound Agent Talk	6.00	70.00%	376,320	31,360	2,257,920	188,160
Total			537,600	44,800	3,064,320	255,360
% of Inbound calls that xfer externally			0	0	0	0

ASSUMPTIONS (OUTBOUND/XFER CALL VOLUMES)

OB Voice Breakdown	AHT (mins)	% of calls	CALLS		MINUTES	
			Annual	Monthly	Annual	Monthly
Outbound/Transfer Agent Talk	6.00	100.00%	24,000	2,000	144,000	12,000

ASSUMPTIONS (CHAT VOLUMES)

Chat Breakdown	Messages	% of calls	CHAT SESSIONS		CHAT MESSAGES	
			Annual	Monthly	Annual	Monthly
Chat Bot	8	30.00%	100,800	8,400	806,400	67,200
Agent Chat	12	70.00%	70,560	5,880	846,720	70,560
			100,800	8,400	1,653,120	137,760

ASSUMPTIONS (2-WAY SMS VOLUMES)

Chat Breakdown	Messages	% of calls	SMS SESSIONS		SMS MESSAGES	
			Annual	Monthly	Annual	Monthly
SMS Bot Inbound	4	30.00%	33,600	2,800	134,400	11,200
SMS Bot Outbound	5	30.00%	33,600	2,800	168,000	14,000
SMS Agent Inbound	0	70.00%	23,520	1,960	0	0
SMS Agent Outbound	0	70.00%	23,520	1,960	0	0
			33,600	2,800	302,400	25,200

Section #2: Amazon Connect Estimated Usage Fees – Inbound Voice

Monthly Cost	Unit		
\$ 4,596	AC - IB Connect	\$ 0.018	Per min of IB voice
\$ 717	AC - IB Lex	\$ 0.00400	Per Lex V Request
\$ 17	AC - IB S3	\$ 0.0230	per GB
\$ 3	AC - IB Other	\$ 3	Various - Lambda, etc
\$ 564	AC - IB Con Lens	\$ 0.0150	Per min of Lens
\$ -	AC - IB SNS	\$ -	Per SNS SMS OB msg
\$ -	AC - Vmail	\$ 0.0593	Per Voicemail

\$ -	IB TFN/min	\$ 0.012	Per min of inbound voice (excl taxes)
\$ 562	IB DID/min	\$ 0.0022	Per min of inbound voice (excl taxes)
\$ 4	TFN/Day	\$ 0.060	Per TFN per day
\$ 28	DID/Day	\$ 0.030	Per DID per day

\$ 6,492	Inbound Total		
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Section #3: Amazon Connect Estimated Usage Fees – SMS

Monthly Cost	Unit		
\$ 101	AC - SMS Ch	\$ 0.004	Per SMS message
\$ 4	AC - SMS Lex	\$ 0.00075	Per Lex Utterance
\$ 101	SMS Telco IB	\$ 0.0090	Per IB SMS msg
\$ 1,140	SMS Telco OB	\$ 0.03450	Per OB SMS msg
\$ 0	AC - SMS Other	\$ 0	Various - per Lambda, etc
\$ 1,346	SMS Total		

Section #4: Amazon Connect Estimated Usage Fees – Chat

Monthly Cost	Unit		
\$ 551	AC - Chat	\$ 0.0040	Per chat message
\$ 25	AC - Chat Lex	\$ 0.00075	Per Lex Utterance
\$ 41	AC- Chat CL	\$ 0.00150	Per chat message
\$ 1	AC - Chat Other	\$ 1	Various - per Lambda, etc
\$ 618	Chat Total	\$ 0.0045	Per chat message

Section #5: Amazon Connect Estimated Usage Fees – Outbound Voice

Monthly Cost	Unit		
\$ 216	AC - OB Connect	\$ 0.0180	Per minute of outbound voice
\$ 1	AC - OB S3	\$ 0.0230	Per GB
\$ 36	AC - OB Con Lens	\$ 0.015	Per minute of Lens
\$ 253	OB Total		

Section #6: Amazon Connect Estimated Usage Fees – Telco

Monthly Cost	Unit		
\$ 300	OB Telco	\$ 0.0250	Per min of OB voice (excl taxes)
\$ -	OB SMS	\$ 0.0345	Per OB SMS
\$ -	AC - OB Conting	0.0%	% of AWS Usage
\$ -	AC - OB Support	0%	% of all AWS Usage
\$ 553	Outbound Total	\$ 0.0461	Outbound total rate

Section #7: Amazon Connect Estimated Usage Fees – Additional AWS Services

Additional AWS Services				
Service	Cost per unit	# Units / Mo	Mo Cost	Comments
Bedrock (Claude) Input	\$0.0008	18,200	\$15	Unit cost per 1000 tokens
Bedrock (Claude) Output	\$0.0024	72,800	\$175	Unit cost per 1000 tokens
OpenSearch	\$970.0000	1	\$970	
Profiles	\$0.0000	0	\$0	Assume profile is using connect data only. WVDMV doesn't have CRM
Cases	\$0.1200	31,296	\$3,756	
		Total	\$4,915	
Supporting Data				
Supporting Data	Unit	Comments		
Inbound Contacts	56000			Assume 39,120 calls to agents across all channels. Assume 20% is repeat – so 31,296 will require cases.
Input Gen AI # words per contact	250			
Output Gen AI # words per contact	1000			
Tokens per word	1.3			
New cases per inbound contact	1			

Section #8: SUMMARY

Monthly Usage Fees:

Monthly Cost	Section
\$ 6,492	Inbound
\$ 1,346	SMS
\$ 618	Chat
\$ 253	Outbound
\$ 553	Telco
\$ 4,915	Additional AWS
\$ 14,177	TOTAL