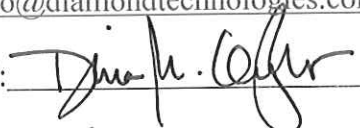**diamond**
technologies

Cost Proposal

To Provide a IVR/IWR Voice &

Web Response System Solution

WorkForce West Virginia

For RFP # WWV13002

Presented To:

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

By:

Dina Orpello
Diamond Technologies, Inc.
221 West 9th Street, Suite 200
Wilmington, DE 19801
W: 302-656-6050 x223
Fax: 302-656-6058
dorpello@diamondtechnologies.com

Signed: _____

Date: _____8 MAY 2013_____

COST OF PROPOSED IVR/IWR IMPLEMENTATION SOLUTION

Diamond Technologies appreciates the opportunity to continue a relationship providing an IVR/IWR Implementation & Support solution for WorkForce West Virginia. This fixed price proposal for services is provided in response to the Request for Proposal #WWV13002 by the Department of Administration, Purchasing Division of the State of West Virginia. Based on our review of the request for proposal documents we have prepared this proposal response, Diamond Technologies is pleased to provide the following cost for the proposed solution.

The cost for the proposed software package is as follows:

WWV-13002	Tasks	Cost
A. Phase I IVR/IWR		
	Development	$510,000.00
	Implementation	$25,000.00
	Training	$10,000.00
	Sub-Total A:	**$545,000.00**
B. Phase II Enhancement		
	Development	$112,000.00
	Implementation	$12,500.00
	Training	$5,000.00
	Sub-Total B:	**$129,500.00**
C. Phase III Predictive Dialing/Auto Dialer		
	Development	$65,000.00
	Implementation	$6,250.00
	Training	$2,500.00
	Sub-Total C:	**$73,750.00**
D. Hardware & Software		
	Hardware	$252,187.00
	Software	$474,333.00
	Sub-Total D:	**$706,520.00**

E. Maintenance		
1. Hardware	Year 1	Included
	Year 2	Included
	Year 3	Included
2. Software (Voxeo, Presence)	Year 1	$103,596.00
	Year 2	$103,596.00
	Year 3	$103,596.00
3. IVR/IWR/Predictive Dialing (Diamond Technologies)	Year 1 (24x7x365 Support Included)	Warranty
	Year 2 (24x7x365 Support Included)	$94,000.00
	Year 3 (24x7x365 Support Included)	$94,000.00
	Sub-Total E:	$498,788.00

F. Programming Cost (After Implementation) 300 Hours per Year	Unit Cost (Cost Per Hour)	Extended Cost (Cost Per Year)
Year 1	$125.00	$37,500.00
Year 2	$125.00	$37,500.00
Year 3	$125.00	$37,500.00
	Sub-Total F:	$112,500.00
GRAND TOTAL (A+B+C+D+E+F):		$2,066,058.00

Payment Schedule

A specific and mutually agreeable payment schedule will be formalized by WFWV and Diamond upon successful award of project.

WV IVR/IWR Project – Hardware/Software Purchase Quote

Server 1

HP DL360p G8		
	Processor:	**Two (2) Intel Xeon E5-2609 @ 2.40 GHz**
	Memory:	**24 GB**
	Storage:	**Two 500GB drives – Raid 1 – 500 GB usable**
	OS:	**Microsoft Windows Server 2012 Standard**
	Warranty:	**3 years – 24x7x 4 hour on site support**
	Cost:	**19 units @ $3419.70 each**
	Total:	**$64,974.30**

Server 2

HP DL360p G8		
	Processor:	**Two (2) Intel Xeon E5-2609 @ 2.40 GHz**
	Memory:	**24 GB**
	Storage:	**Two 500GB drives – Raid 1 – 500 GB usable**
	OS:	**Microsoft Windows Server 2012 Standard**
	SAN interface:	**Two (2) HP H221 Host bus adapter**
	Warranty:	**3 years – 24x7x 4 hour on site support**
	Cost:	**4 units @ $3886.24 each**
	Total:	**$15,544.96**

Server 3

HP DL360e G8		
	Processor:	**One (1) Intel Xeon E5-2403 @ 1.80 GHz**
	Memory:	**8 GB**
	Storage:	**Two 500GB drives – Raid 1 – 500 GB usable**
	OS:	**Microsoft Windows Server 2012 Standard**
	Warranty:	**3 years – 24x7x 4 hour on site support**
	Cost:	**3 units @ $2423.18 each**
	Total:	**$7,269.54**

Storage

HP P2000 G3		
	Interface:	**Dual 6GB/sec SAS host interface**
	Storage:	**Twelve 1 TB drives – Raid 5 – 11 TB usable**
	Warranty:	**3 years – 24x7x 4 hour on site support**
	Cost:	**2 units @ $14752.06 each**
	Total:	**$29,504.12**

Backup

Barracuda Backup Server 690		
	Storage:	8 TB
	Warranty:	3 years – 24x7x 4 hour on site support, instant replacement
	Cost:	2 units @ $19000 each
	Total:	**$38,000.00**

Cabling

Cables to Go 5FT Blue Cat6	100 units @ $3.32 each
Total:	**$332.00**
HP Serial Attached SCSI external 6.6FT	8 units @ $107.46 each
Total:	**$859.68**

Networking

Firewall – SonicWALL NSA220	2 units @ $1248.60 each
Total:	**$2,497.20**
Remote access – SonicWALL SSL VPN 5 pack	2 units @ $155.97 each
Total:	**$311.94**
Switch – HP 1810-8G 8 Port Gigabit Switch	2 units @ $97.39
Total:	**$194.78**
Switch – HP 1810-24G 24 Port Gigabit Switch	4 units @ $219.67
Total:	**$878.68**

Software

Microsoft Windows Server 2012 Standard	22 units @ $785.49 each
Total:	**$17,280.78**
Microsoft SQL Server 2012 Enterprise	6 units @ $12238.08 each
Total:	**$73,428.12**

Shipping: $1110.96
GRAND TOTAL: $252,187.06

voxeo

Price Quote and Order Form

Customer Name:	Diamond Technologies	Quote # V43379559-ERJ
Requested By:	Tony Tancredi, Director of Technology	Quote Date: May 6, 2013
Address:	221 West 9th Street, Suite 200	
City, State, Zip:	Wilmington, DE 19801	
Phone #:	(302) 256-5066 Fax #. (302) 656-6058	
Email:	ttancredi@diamondtechnologies.com	

Voxeo Software	Quantity	Price	Description	Extended Price
Voxeo Pro Edition Software License - Full	240	$1,549	Voxeo Pro consists of Prophecy Standard Edition Full plus Voxeo CXP Standard Edition Voxeo Prophecy includes CalXML, CCXML, VokeXML, Prophecy US English ASR and TTS, Conferencing, Call Recording, SIP connectivity, and Designer	$371,760.00
Voxeo Pro Edition Software License - High Availability	240	$774.50	Voxeo CXP provides the server execution environment, service creation and OAM&P tools, developer and administration licenses, Web Service Interfaces, multi-tenancy and SLA management, Infostore statistics database and data capture, all available phone channels, dialog personalization, and media drivers for all available platforms. High Availability (HA) provides licensing for mirrored, warm standby server software	$185,880.00

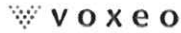| Presence Software	Quantity	Price	Description	Extended Price
Presence 9.0 Server - Full	1	$12,000	Includes Presence Server and Presence Dialer, workgroup and skills-based routing, CTI, Vector Editor, Service Management.	$12,000.00
Presence 9.0 Server - High Availability	1	$1,800	High Availability (HA) provides licensing for mirrored, warm standby server software.	$1,800.00
OpenGate 9.0 - Full	2	$5,000	Presence Telephony Switch ACD engine	$10,000.00
OpenGate 9.0 - High Availability	2	$750	High Availability (HA) provides licensing for mirrored, warm standby server software.	$1,500.00
Recorder Server 9.0	1	$1,000	Recording Server license Automatic recording and archival of agent calls. Agents or seats to be recorded require a recording user license	$1,000.00
Intelligent Router Server 9.0	1	$0		$0.00
Outbound Predictive - Full	25	$1,800	Predictive License allows a single agent or seat to participate in an outbound Predictive dialing campaign. Includes Inbound, Preview and Progressive license.	$45,000.00
Outbound Predictive - High Availability	25	$270	High Availability (HA) provides licensing for mirrored, warm standby server software.	$6,750.00
ROBO Dialing - Full	12	$500	Robo-Dial License enables to use of agentless outbound dialing for a single outbound strategy.	$6,000.00
ROBO Dialing - High Availability	12	$75	High Availability (HA) provides licensing for mirrored, warm standby server software.	$900.00
IR Session - Full	1	$500	Intelligent Router license allows a single caller to be evaluated with advanced routing logic outside of the vector. Licenses are concurrent	$500.00
IR Session - High Availability	1	$75	High Availability (HA) provides licensing for mirrored, warm standby server software	$75.00
Administrator Licensing - Full	5	$1,500		$7,500.00
Administrator Licensing - High Availability	5	$225	Administrator & Supervisor Licensing includes historical reports, real time monitor, campaign controls and agent administration.	$1,125.00
Supervisor Licensing - Full	8	$1,500	High Availability (HA) provides licensing for mirrored, warm standby server software.	$12,000.00
Supervisor Licensing - High Availability	8	$225		$1,800.00

One-Time Software Discount	Price	Description	Extended Price
Voxeo Software - One-Time Software Discount	30.34%		($169,200.00)
Presence Software - One-Time Software Discount	20.43%		($22,057.50)

Support	Price	Description	Extended Price
Voxeo Software - Annual Maintenance and Support	20%	Maintenance and Support is required for the first year for all orders and paid annually in advance. This includes Voxeo's 24x7 support, product upgrades, fixes, new features, and new product generations for Voxeo software as well as hardware maintenance and support for all ordered components	$77,688.00
Presence Software - Annual Maintenance and Support	24%		$25,908.00

Total Quote Amount: **$577,928.50**

**Any applicable Travel, Expenses, Taxes, Duties, and Shipping will be charged on Invoice.

Terms and Conditions

All licenses delivered under this Order Form are governed by the End User License Agreement (EULA).
Maintenance and Support shall renew automatically on an annual basis unless Customer provides Voxeo thirty (30) days notice of non-renewal.
Orders will be processed upon receipt of funds.
Customer is held responsible for payment of shipping and taxes.
If this order includes hardware, software will be loaded and preconfigured by Voxeo.
Developer Edition software is licensed for individual use and all forms of development and education. Any commercial use requires Production Licenses.
For software only purchases, Voxeo will upload software to a customer-designated server.
Sales tax, payable in CA, GA, CO, MA and FL will be levied at time of order initiation.
Allow 20 business days from receipt of funds for orders including hardware, 5 business days for software only orders.
All amounts quoted are in USD.
Price is valid for 30 days from date of quote.

Speech Language Options

Voxeo ASR and TTS includes one language, free of charge. Default language for ASR/TTS is English Female (US).

If ordering Nuance ASR and requesting additional languages, please specify below (default is US English):

Spanish_____   Other_____

If ordering Nuance TTS, please specify voice(s) below (default is English Female (US)):

English Male _____   Spanish Male _____   Spanish Female _____

Other_____

If requesting additional languages, a surcharge may apply. Please ask your Voxeo sales representative for separate quote.
Additional Premium Speech Options are available upon request. Please ask you Voxeo sales representative for pricing.

Shipping Instructions

Ship to Address (if different than above):

Customer Name:	_____
Contact:	_____
Address:	_____
City, State, Zip:	_____

Method of Shipment: Next Day Air _____   2nd Day Air _____   Ground _____   Other _____
Carrier: UPS _____   FedEx _____   Other _____
Shipping Account #: _____

Accepted and ordered by Customer:

Signature:	_____
Name (print):	_____
Title:	_____
Date:	_____
Customer Name:	Diamond Technologies

Please sign, date and return by fax or mail to:

Voxeo Corporation
Attn: Evan Jones
189 S. Orange Avenue, #1000
Orlando, FL 32801
Fax: 407-264-8530
ejones@voxeo.com