



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

Header @ 2

List View

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

Procurement Folder: 909208

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0511

Vendor ID: VS0000037919

SO Doc ID: HHR2200000001

Legal Name: BRIGHT PATTERN INC

Published Date: 8/9/21

Alias/DBA:

Close Date: 8/19/21

Total Bid: \$5,130.00

Close Time: 13:30

Response Date: 08/18/2021

Status: Closed

Response Time: 13:47

Solicitation Description: STATEWIDE CASE MANAGEMENT SYSTEM

Responded By User ID: callsoftware

Total of Header Attachments: 2

First Name: Michael

Total of All Attachments: 2

Last Name: McCloskey

Email: government@brightpatte

Phone: 650-459-3775



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 909208
Solicitation Description: STATEWIDE CASE MANAGEMENT SYSTEM
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-08-19 13:30	SR 0511 ESR08182100000001162	1

VENDOR
 VS0000037919
 BRIGHT PATTERN INC

Solicitation Number: CRFQ 0511 HHR2200000001

Total Bid: 5130

Response Date: 2021-08-18

Response Time: 13:47:29

Comments:

FOR INFORMATION CONTACT THE BUYER

Crystal G Husted
 (304) 558-2402
 crystal.g.husted@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	Enterprise system management software				5000.00

Comm Code	Manufacturer	Specification	Model #
43232304			

Commodity Line Comments: This is a one time fee that includes setting up your tenant, training and support.

Extended Description:

Phase 1 - pre-operational

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Computer software licensing service				130.00

Comm Code	Manufacturer	Specification	Model #
81112501			

Commodity Line Comments: 1. Voice Select Package this includes Inbound/Outbound voice and all the IVR functionalities this is \$90 per agent monthly or \$75 per agent yearly.

Extended Description:

Software Licensing Fees

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Database management system software maintenance				0.00

Comm Code	Manufacturer	Specification	Model #
81112205			

Commodity Line Comments:

Extended Description:

Modifications and Enhancements, Support

Telco Prices				
Inbound to a DID US	per minute	\$0.013	\$0.013	\$0.013
Inbound to a US toll-free number	per minute	\$0.015	\$0.015	\$0.015
Outbound US	per minute	\$0.013	\$0.013	\$0.013
BYOC SIP trunk usage	per minute	\$0.003	\$0.003	\$0.003
BYOC SIP trunk setup	one time	\$2,000.00	\$2,000.00	\$2,000.00
International Rates - vary by country	per minute	See intl. rate deck	See intl. rate deck	See intl. rate deck
SMS Outbound over toll-free	per message	\$0.0075	\$0.0075	\$0.0075
SMS Inbound over toll-free	per message	\$0.0075	\$0.0075	\$0.0075
SMS Outbound over local DID	per message	\$0.0075	\$0.0075	\$0.0075
SMS Inbound over local DID	per message	\$0.0069	\$0.0069	\$0.0069
MMS inbound	per message	\$0.02	\$0.02	\$0.02
MMS outbound	per message	\$0.02	\$0.02	\$0.02
DIDs and TFNs				
Local number	per number/month	\$2.00	\$2.00	\$2.00
Toll-free number	per number/month	\$2.00	\$2.00	\$2.00
International DID	per number/month	market price	market price	market price

Select


Best value package, designed for mainly voice calls.

Unlimited Voice Calls
Unlimited inbound Voice Calls

Call Center
Queue
Skill-based Routing
Call History
Customer Profile
Analytics
Reporting and Customizable Dashboards
Knowledge Base
Self-service
Recording (90 Days)
Call Recording (30 Days)


Pro Package

Capable of seamless interactions across multiple digital channels.

-  Get everything in the Voice Select and Pro Package and:
- ✓ Omnichannel ACD
 - ✓ Omnichannel Desktop
 - ✓ Email
 - ✓ Web chat
 - ✓ SMS/text messaging
 - ✓ MMS
 - ✓ Omnichannel Dashboards
 - ✓ Omnichannel Journey History
 - ✓ Omnichannel Journey Building

Premium Package

Our most advanced package, connecting you to any digital channel.

-  Get everything in the Voice Select and Pro Package and:
- ✓ Messaging Apps
 - ✓ Facebook Messenger
 - ✓ WhatsApp Integration
 - ✓ LINE Integration
 - ✓ Viber Integration
 - ✓ Telegram Integration
 - ✓ WeChat Integration
 - ✓ Twitter Messaging Integration
 - ✓ Social Media
 - ✓ And more...