West Virginia Purchasing Division

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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.

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Welcome, Robert M Ross

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0947 | ID: ESR08232200000000989 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 08/23/2022

Header 📎 1

☰ List View

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

Procurement Folder: 1077255

Procurement Type: Central Master Agreement

Vendor ID: VS0000041141 ⬆

Legal Name: Terazo Inc

Alias/DBA:

Total Bid: $272,013.35

Response Date: 08/23/2022 📅

Response Time: 12:30

Responded By User ID: gboatright6 ⬆

First Name: George

Last Name: Boatright

Email: george.boatright@terazo

Phone: 8043390827

SO Doc Code: CRFQ

SO Dept: 0947

SO Doc ID: ERP2300000001

Published Date: 8/16/22

Close Date: 8/23/22

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No. 1 Hosted Call Center Operations

Total of Header Attachments: 1

Total of All Attachments: 1

	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1077255
Solicitation Description:	Addendum No. 1 Hosted Call Center Operations
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-08-23 13:30	SR 0947 ESR08232200000000989	1

VENDOR
VS0000041141
Terazo Inc

Solicitation Number:	CRFQ 0947 ERP2300000001			
Total Bid:	272013.3499999999767169356346 **Response Date:**	2022-08-23	**Response Time:**	12:30:03
Comments:				

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@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	Toll Free Routing Plan (per line, per month)	2.00000	EA	2.000000	4.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments:

Extended Description:

Specification 4.1.1.4
Toll Free Routing Plan (per line, per month)
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Toll Free Calls (per minute)	6075.0000	EA	0.018000	109.35

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: Please note that Twilio breaks down call charges with different rates. Incoming minutes are charged at .018 and outgoing minutes are charged at .009

Extended Description:

Specification 4.1.1.4
Toll Free Calls (per minute)
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	IP Call Center (per month)	1.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: Flex charged based on agent licenses and voice usage. There is no set fee for having a Flex Contact center. Please note Twilio and Terazo both offer support packages for Flex. Twilio's support offerings can be found at: https://www.twilio.com/support-plans

Extended Description:

Specification 4.1.1.6
IP Call Center Access via web page
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Conversion of existing call routing scripts (one-time)	1.00000	EA	46000.000000	46000.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: Please note that this number will need updating. The example script uploaded during the Q & A was illegible. Currently we are estimating about a half day per conversion, but that number could go up or down by quite a bit based on further discovery.

Extended Description:

Specification 4.1.1.10
Conversion of up to 50 existing scripts for call routing purposes
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Voice Recording (per agent, per month)	6.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: The first 10,000 minutes of voice recording is included for free each month. Minutes above the 10,000 are charged at a rate of .0025 / minute. Message transcription is .05 a minute.

Extended Description:

Specification 4.1.1.12
Voice Recording (per agent, per month)
1GB Cloud Storage included
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Voice Recording Storage (per extra GB, per month)	1.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81161700			

Commodity Line Comments: The first 10,000 minutes of recordings in a month are stored for free. After that a .0005 / minute charge is charged.

Extended Description:

Specification 4.1.1.12
Voice Recording Storage (per extra GB, per month)
1GB Cloud Storage included
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Implementation and Training Costs	1.00000	EA	225000.000000	225000.00

Comm Code	Manufacturer	Specification	Model #
81111508			

Commodity Line Comments: Technical writeup attached.

Extended Description:

Specification 4.1.1.17
Implementation and Training Costs
(Quantities are estimated on a monthly basis)
Enter monthly fee

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Port Fee(s) for queue (per port, per month)	15.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
81111508			

Commodity Line Comments:

Extended Description:

Specification 4.1.2
Port Fee(s) to allow for calls in queue.
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Unique Logged in User Fee (per user, per month)	6.00000	EA	150.000000	900.00

Comm Code	Manufacturer	Specification	Model #
81111508			

Commodity Line Comments: Flex is offered with two licensing models. One is named user which is charged at $150/mo/user. Additionally there is agent hour licensing which charges $1/agent/hour.

Extended Description:

Specification 4.1.2
Unique Logged in User Fee (per user, per month)
(Quantities are estimated on a monthly basis)
Enter Unit Price per each

RFP Response

Prepared Exclusively for
West Virginia Hosted Call Operations Center
August 23, 2022

terazo
Building Platforms That Scale

Table of Contents

Organizational Information

Terazo
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Company Overview & Product Description

Terazo was founded in 2016 with a focus on API-first software development and a mission to "Build Platforms that Scale." In 2019 we started to work on joint implementations with Twilio. At the beginning of 2020 we formalized our Systems Integration partnership with Twilio – allowing us to build scalable infrastructure and integrations with our shared clients. Our Gold Systems Integrator Partnership enables us to build with our clients to realize their opportunities for providing outstanding communications and connected experiences for their customers.

Our goals are always to help further articulate and understand your business and technology needs, then provide innovative services and solutions to help achieve your goals. To that end we have developed core practice areas that make us uniquely suited as the best partner to help 211 Metro Chicago build a fully integrated telephony system. These practice areas are:

- API Integration
- Software Engineering
- Data Engineering
- DevOps & Cloud Engineering

We are excited for the opportunity to bring them all to bear in our approach to the opportunity presented by the state of West Virginia in the Hosted Call Center Operations RFP. Together we will build a state-of-the-art telephony system that enables:

- Multi-modal contacts from thousands of individuals annually
- Seamless contact handling
- Robust and nimble reporting
- World-class API utilization

Twilio

Twilio's mission is to fuel the future of communications. Millions of developers around the world have used Twilio to unlock the magic of communications to improve any human experience. Twilio has democratized communications channels like voice, text, chat, video, and email by virtualizing the world's communications infrastructure through APIs that are simple enough for any developer to use, yet robust enough to power the world's most demanding applications. By making communications a part of every software developer's toolkit, Twilio is enabling innovators across every industry — from emerging leaders to the world's largest organizations — to reinvent how companies engage with their customers.

Twilio Flex is a cloud-based contact center that is built on top of Twilio's cloud communications platform. It enables you to create the exact omnichannel contact center experience that you want for your constituents, your agents, and your administrators. Customizable call flow, routing, and queue assignment, editable pre-agent experience, agents' skills and capacities, UI layout, and more. Flex consists of a set of backend services that are hosted on Twilio's cloud, endowing your call center with the omni-channel tools used by many of the largest and most innovative call centers in the world.

Terazo + Twilio

Terazo first started partnering with Twilio in 2019 and since that date we have worked on numerous joint implementations. We are a Gold Systems Integration partner with Twilio. In addition to our partnership with the commercial division of Twilio, Terazo was hand-picked as one of a limited number of partners for the .org division of Twilio.

When Twilio says "We can't wait to see what you build", Terazo delivers the strategy and execution expertise to say *"Look What We'll Build Together"* to our clients.

We've helped many customers stand up contact centers in partnership with Twilio.

Overview of Twilio Products for Solution

Twilio Flex is a programmable cloud contact center platform that gives complete control over how, when and what you deploy. Twilio's customer engagement platform powers over *a half million agents* today and helps businesses deploy tailored cloud contact centers while freeing them from the limitations of SaaS applications.

Twilio Studio allows developers to quickly build flexible communications applications, orchestrating across channels such as SMS, voice, and video, without servers or Dev Ops.

TwiML, or the Twilio Markup Language, is an XML based language which instructs Twilio on how to handle various events such as incoming and outgoing calls, SMS messages and MMS messages. When building a Twilio application, TwiML is used when communicating desired actions to Twilio.

Programmable Voice enables and augments voice communications, allowing Twilio tasks to control voice through code, produce quality calls with clarity, and embed voice calling in any app, website, or service.

Capabilities and Experience

Terazo proposes to build a solution for The Hosted Call Center Operations Services with the Twilio suite of products. Twilio Flex will be used as the contact center software for this solution. Flex is a programmable contact center framework built with iteration and flexibility in mind. Using this framework, Terazo will be able to deliver a platform with the required initial features for launch, and then iterate and improve as usage of the system grows.

As a Twilio Gold Consulting Partner, Terazo has the experience to deliver at scale. Our experiences include customer contact centers with major and small clients alike. This experience includes Maryland 211. Terazo implemented a solution in Twilio to solve similar problems in customer growth, capabilities, and improved performance.

Communication Features

Contact Center Overview

Automatic Call Routing, IVR and Text-to-Speech
Studio is Twilio's development tool for the creation, editing, and management of The Hosted Call Operations Center's IVR (Interactive Voice Response) system. Studio is a "low-code/no-code" environment, using a graphical interface to provide drag-and-drop development. In addition to IVR, Twilio Studio also supports building out similar flows across text channels such as SMS. Studio has many more capabilities, including the ability to collect user information as well as perform rich actions like API calls to retrieve contextual information for the conversation and enable self-service. Studio has multi-lingual support. See the linked resources below for specifics on text-to-speech and other language support.

Supported languages for Text-to-Speech: https://support.twilio.com/hc/en-us/articles/223132827-What-Languages-can-the-Say-TwiML-Verb-Speak-

Supported languages for Gather (speech to text):
https://www.twilio.com/docs/voice/twiml/gather#languagetags

Using Twilio Studio, we will be able to design call flows to provide self-service help, where applicable, and to gather information required to hand the call off to Twilio TaskRouter.

TaskRouter and Tasks

Flex uses Tasks to power the contact center. Tasks are a unit of work that needs to be completed across communication channels. TaskRouter provides a comprehensive set of tools to intelligently route a task to an agent or other process. A Task is managed by a Workflow, routing logic which can be edited and managed through the TaskRouter toolset. TaskQueues represent segments of agents which handle assigned Tasks sent by the TaskRouter.
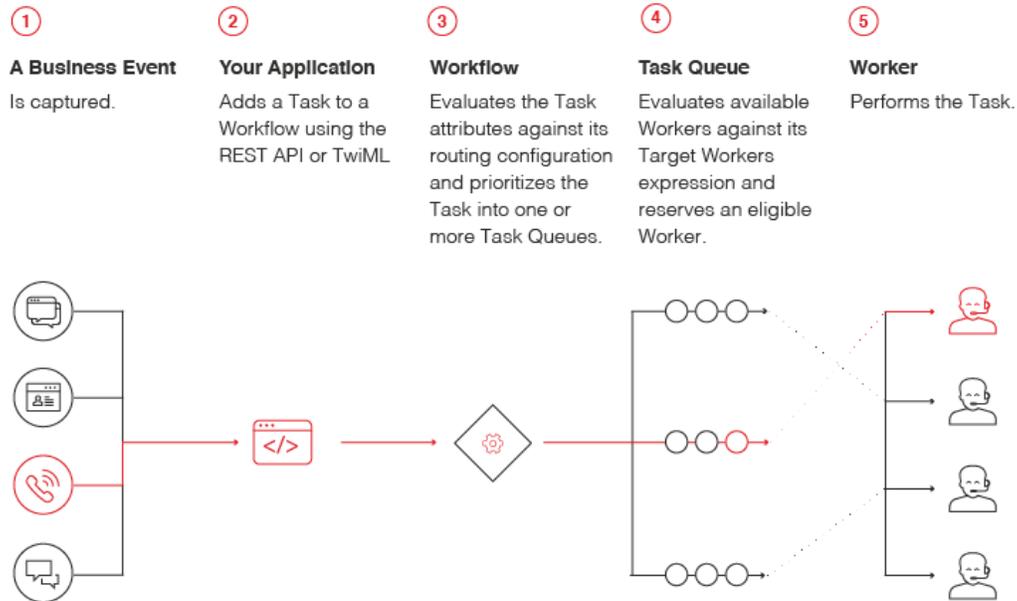

①	②	③	④	⑤
A Business Event	**Your Application**	**Workflow**	**Task Queue**	**Worker**
Is captured.	Adds a Task to a Workflow using the REST API or TwiML	Evaluates the Task attributes against its routing configuration and prioritizes the Task into one or more Task Queues.	Evaluates available Workers against its Target Workers expression and reserves an eligible Worker.	Performs the Task.

Illustration of the TaskRouter process

As TaskRouter works, it generates a stream of valuable events and statistics about agent activity, task volume, and more. Flex can consume this Task data as the basis for management in your contact center with Flex Insights.

Additional Contact Center Features

Setup and Maintenance of Toll-Free Numbers

You can port your existing phone numbers to Twilio. Additional information on that can be found at: https://support.twilio.com/hc/en-us/articles/223179348-Porting-a-Phone-Number-to-Twilio

Twilio also allows you to provision new phone numbers within the Twilio console. Multiple number types are available including toll-free, mobile, local, national, short codes and more. Numbers can be added to your Twilio account at any time. For additional documentation on purchasing phone numbers see: https://www.twilio.com/phone-numbers

Voicemail

The option to include voicemail on any call queue will be included. The voicemail service can be configured to allow recordings of any length. Recorded messages will be sent to the shared team email account and will include a transcription of the message, and a link to listen to the audio recording.

Remote Agent Support and Web-Based Accessibility

Flex is a cloud-based application, as such, one instance can be run across multiple locations, including work-from-home staff. Flex integrates with industry standard SAML2 identity providers to provide single sign on and access to Flex. We can pass an agent's department, name, etc. to Flex in such that this information is passed along to Flex Insights for reporting. Flex's web browser requirements are available at: https://support.twilio.com/hc/en-us/articles/360018815513-Twilio-Flex-Web-Browser-Requirements

Service Level Agreement (SLA)

Twilio's standard SLA for uptime is 99.95% with the ability to extend that SLA all the way up to 99.99% with an additional tier of service. Twilio's status is always published at: https://status.twilio.com/.

Further SLA information can be found at: https://www.twilio.com/legal/service-level-agreement.

Agent-to-Agent Communications

Agent-to-agent communication will be handled by integrating Twilio Flex with Microsoft Teams. A Flex plugin will pull in staff from Teams users, and user availability will be based on their Teams status. Agents will be identified in the contact center through their initials and via color-coded icons. If an agent clicks on a user in the contact center app, their conversation will open in Teams.

Changing Call Routing, Scripts and Script Migration

Call Scripts

Inbound call and messaging scripts will be implemented with Twilio Studio. Twilio's visual interface for Studio allows changes to be implemented quickly and by non-technical personnel. Existing call scripts will be converted into Studio during implementation. Please note, that the attacked call flow in the Q & A response was not legible enough to accurately estimate the call flow conversion. Further review will be necessary.

Call Routing

Call routing is handled within Task Router. Any changes made to call routing will kick in as soon as they are saved with new incoming requests following the new rules. Existing call routing will be migrated to TaskRouter during implementation.

Customer Satisfaction Surveys

For email-based surveys, we recommend integrating with a 3rd party survey provider such as SurveyMonkey. We can associate surveys with queues and facilitate sending out these 3rd party surveys and send them out after support interactions. Additionally, we can do text-based surveys with Twilio Studio.

Call Recording and Logging

Twilio provides Call Recording as a standard feature. Recordings are stored in Twilio Cloud and can be recalled, played back, and deleted. Audio recordings are automatically saved within the Twilio environment. Twilio provides a mechanism to programmatically move those files off Twilio to a storage engine of your choosing. By default, recordings are kept indefinitely, however a custom retention policy can be created to purge messages after a specified date or time.

Twilio has a call analytics package integrated with Flex. Within the analytics you can do detailed call reporting on agent activity. For more information, refer to: https://www.twilio.com/docs/taskrouter/contact-center-blueprint/reporting. Some examples of reporting include the following:

Agent Summary Report
The agent summary report gathers metrics based on the following data:

Agent name (or number if no name)
Queue name
Min task handle time
Mean task handle time
Max task handle time
Mean alerting time
Total tasks offered
Total tasks answered

The agent summary report provides details regarding agents and task queues. The report example below provides agent information based on agent name and their task time(s) within a queue:

Agent Name	Avg Task Handle Time	Min Task Handle Time	Max Task Handle Time	Avg Idle Time	Avg Wrap Up	Tasks Offered	Tasks Answered	Outbound Tasks	Avg Outbound Time
Jamie Smith	0:02:22	0:00:31	0:05:55	0:05:24	0:00:25	95	94	3	0:03:33
Pam Anders	0:03:33	0:00:45	0:04:45	0:07:24	0:00:23	80	80	2	0:01:45

Task Details Report by Agent

To delve further into an agent's call activity, the Task Details Report features the following information by agent:

Task date
Task time
Task direction (Inbound, Outbound, Internal)
From
To
Task Duration
Task Channel

This data translates into a report which follows agent activity by channel, task direction, time (started), and duration as shown in the following example.

Date	Time	Direction	Channel	Source	Destination	Duration	Task Acceptance Time
4/23/13	8:01:00	Inbound	Voice	214-555-1212	Sales Call Center	0:03:40	7
4/23/13	8:05:00	Inbound	SMS	972-222-1551	Returns Call Center	0:02:11	5
4/23/13	8:10:05	Outbound	Voice	817-214-5252	817-214-5200	0:03:22	3
4/23/13	8:15:15	Inbound	Voice	Unknown	817-214-5252	0:05:15	4

Contact Routing & Callbacks

Twilio's routing solution TaskRouter supports Voice, SMS, Webchat, Facebook, WhatsApp, and the RCS standards as the default for incoming requests that need to be routed. Custom support for other channels, such as email or voicemail, are easy to add in. TaskRouter lets you assign attributes to incoming tasks/contact requests to ensure they get to the right agent. These attributes can be anything from the number the user called into, to language preferences, to what is the nature of their problem. Tasks or contact request can be gathered through the IVR, API calls to external systems, etc.

To further aid in routing and assigning tasks, staff are assigned skills. These can be binary options, for example: the agent can or cannot accept calls for a given skill, or skills can be numeric in classification (Level 1, 2, 3, etc.). Task Router matches the right agent to the right task using the task attributes and staff skills.

Task Router can also be extended to allow for incoming contacts to be called back instead of waiting in a queue. In this case, when it's the user's turn in the queue, an outbound call will be placed to the customer's phone number. Once the customer is on the line, the agent will be connected and brought into the conversation.

Existing Hardware / Phone Compatibility

Browser Requirements

The proposed contact center solution is a web-based application. It has been tested and confirmed to work on the Chrome web browser. Specific compatibility notes can be found at: https://support.twilio.com/hc/en-us/articles/360018815513-Twilio-Flex-Web-Browser-Requirements

Teams Integration

With Twilio Flex, we will be able to use call conference functionality to conference agents into calls using their assigned DID numbers to integrate the Teams with Flex. This will allow agents to use the phone system and controls that they are used to while on the phone.

Training

Comprehensive Pre-Launch Training for All Levels of Staff

For previous clients, Terazo has provided written and guided instruction. This includes training guides (either as printed handouts or as PDF documents) with step-by-step instructions for interacting with Twilio Flex and its call center functionality. These guides include screenshots and detailed sections covering administrative dashboards as well as direct support tasks.

Example of Voicemail System Instructions Guide

Training Environment

A training environment can be provided to the customer and staff through the Twilio staging environment. The staging environment is where all design, development, and testing of the capabilities of the call center are managed. Staff undergoing training can perform actions within the staging environment, including making calls, and watch the results on the Twilio site as well as on dashboards and reports.

Knowledgebase

Twilio Flex provides detailed user and developer support documentation through its extensive Help Center website. In addition to Help Center, Twilio provides Flex Developer Documentation, documentation about Flex UI, and End User Guides. As a certified Twilio partner, Terazo can also provide its own extensive insights and expertise in the implementation, maintenance, and growth of Customer Contact Center via Flex.

Agent / Supervisor Requirements

Call recordings can either be turned on by default or on a call-by-call basis. All call recordings are accessible within the Twilio console by default and have an indefinite retention period. This feature can be customized to purge voice recordings based on factors such as age.

By default, Flex allows for supervisors to see the call activity of each agent in real time. Refer to the following screenshot:
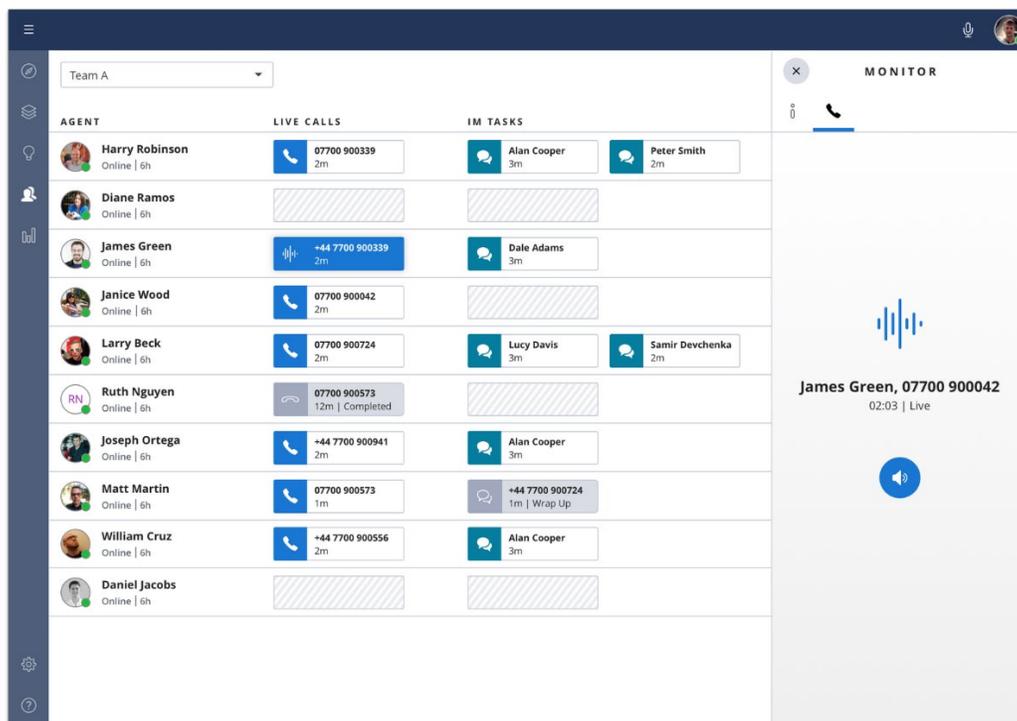
Twilio Flex Dashboard: Supervisor View

From this interface, the supervisor can click into specific tasks that the agent is working on. Supervisors can listen in to ongoing phone calls and read any chats the agent may be participating in. This screen can be extended to allow the manager the ability to coach/whisper to the agent to help guide them through the call. For more information on agent monitoring: https://www.twilio.com/docs/flex/end-user-guide/insights/monitor-agent-activity. Additionally, the agent can transfer calls to supervisors with warm or cold transfers.

In addition to real time monitoring, there is historical agent reporting as well. This reporting can aggregate agent metrics such as mean handle time, total calls answered, etc., as well as detailed reporting around all tasks performed within the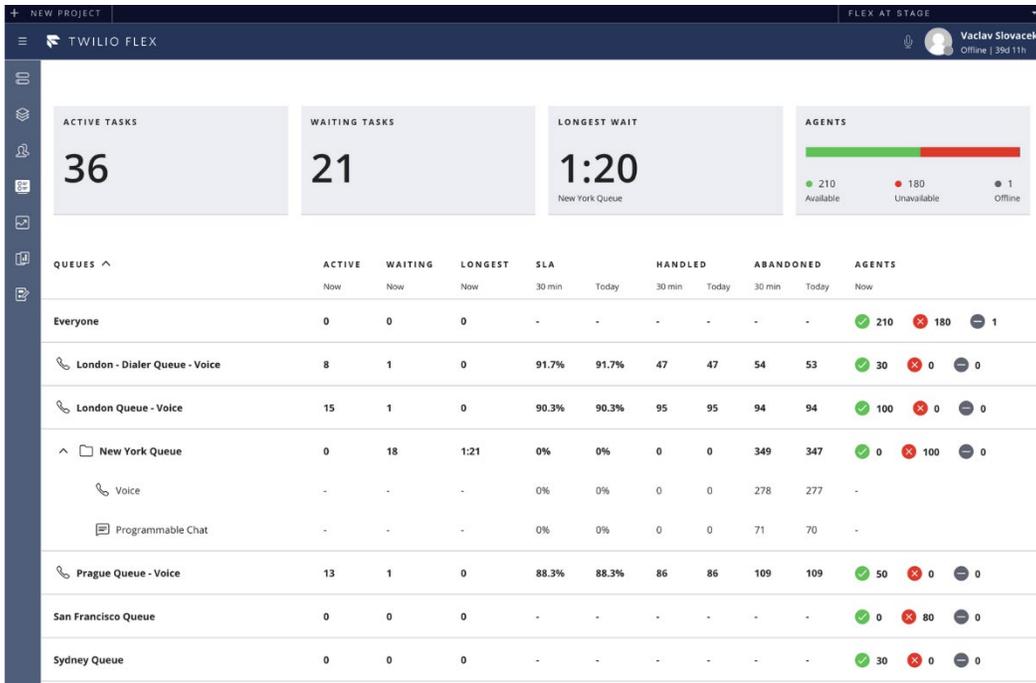 contact center. For additional information on reporting: https://www.twilio.com/docs/taskrouter/contact-center-blueprint/reporting.

Reporting

Twilio has a comprehensive reporting capability with Flex insights. This includes canned reports, the ability to create reports based on the default metrics Flex provides, as well as the ability to add in your own custom metrics. For go-live this will let you report on the workloads coming through the contact center.

For real time agent and queue management Flex provides you supervisor dashboards. These dashboards include a Supervisor view to see all activity being performed by agents.

Additionally, there is a Real Time Queues View that can be used to monitor the state of the queues. The Real Time Queues view, shown below, let's you see a breakdown of all calls currently in queue, and the number of calls waiting
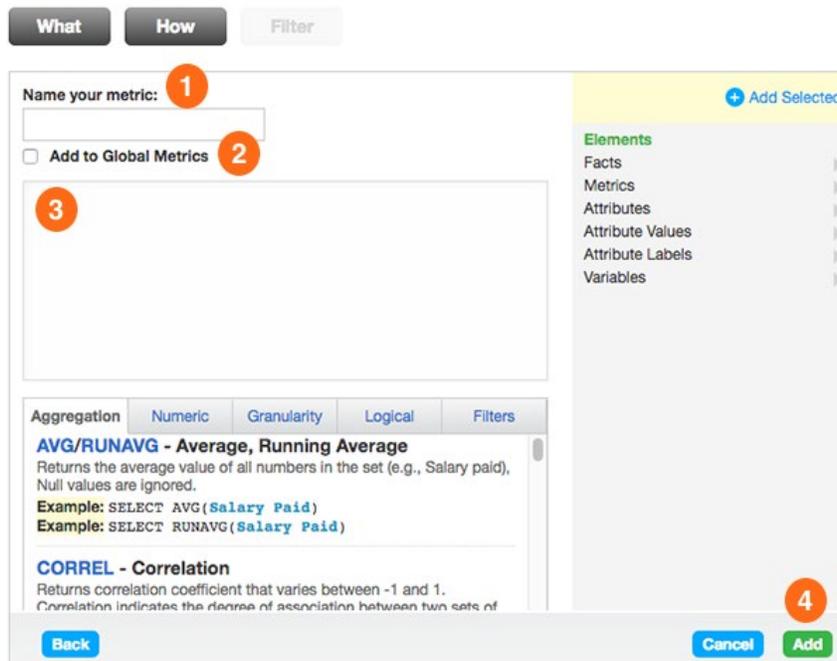

Twilio Flex Dashboard: Supervisor View

Twilio Flex - Real Time Queues View

Custom Dashboards

Through Flex Insights, you can build specialized dashboards that display custom metrics. Custom metrics is how we will inject any sort of custom metrics that WV requires such as Mis-routed calls and Service Level Calculations.
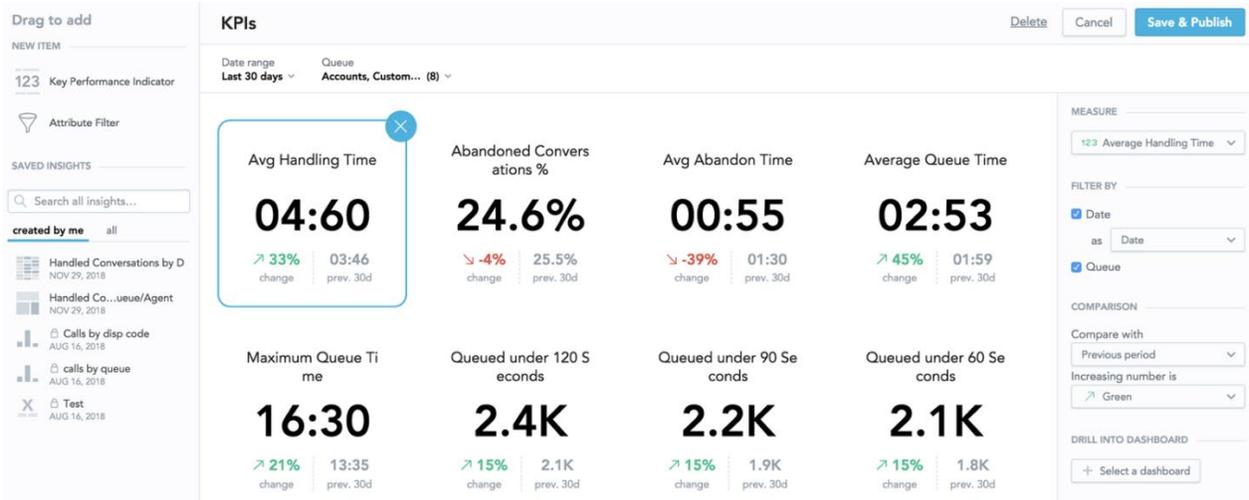

Building Reports using Custom Metrics

These metrics provide immediate output for key demographics.
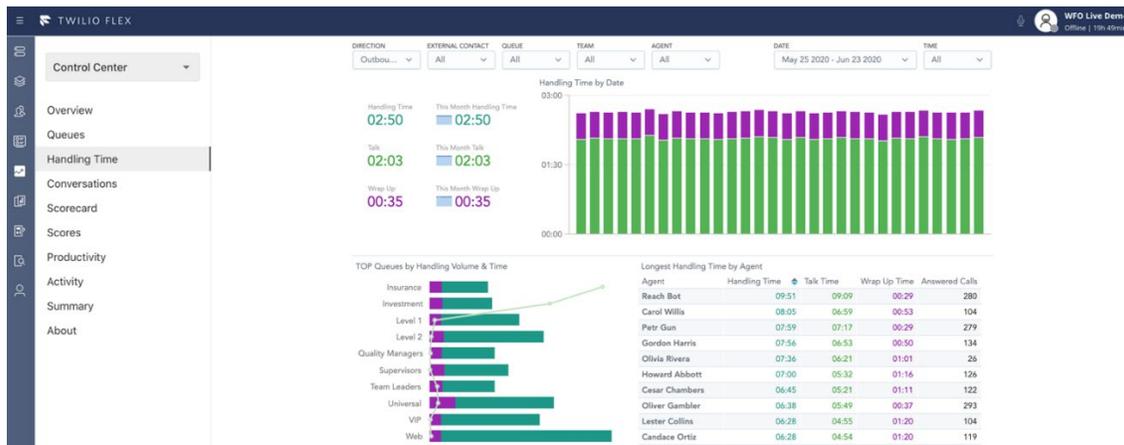
Twilio Flex's customizable metrics and reports can be built around many key qualifiers and filters.

Twilio also provides its own dashboards and canned reporting:

Twilio Dashboard for Customer Contact Center

Twilio Reports for Customer Contact Center

Data within Flex Insights is kept for 24 months.

Estimated Call Volume

Twilio Flex will handle the 400-800 calls per day with no issue. There are no limitations on the number of inbound calls that Flex can receive. There is a soft limit on outbound calls that states only 1 outbound call can be initiated per second, with no limits on how many calls may simultaneously be operating.

Additional information is available at: https://support.twilio.com/hc/en-us/articles/223180028-How-fast-can-I-place-or-receive-phone-calls-with-Twilio-#:~:text=Twilio%20places%20no%20limitations%20on,or%20SIP%20Trunk%20Origination%20URI.

TaskRouter supports setting a limit on maximum calls within a call queue. The default max is 100, but it can be lowered as low as you want or raised up to a maximum of 500. TaskRouter, also gives you additional options for callers in queue such as Max time in queue, pass off to voicemail.

Flex utilizes SSO as its default configuration for user management. Once a user is setup and configured within the Identify Provider such as ActiveDirectory or Okta, the user can log in. Users are removed from Flex via a 2-step process of first removing them within the Twilio Console and secondly updating the identity provider to remove their access. These processes happen in near real-time. Additional Information can be reviewed at:

https://www.twilio.com/docs/flex/admin-guide/setup/sso-configuration,
https://www.twilio.com/docs/flex/admin-guide/setup/flex-ui-users

Assumptions

RFP Document Requirement Number	Terazo Response
4.1.1.3	Assuming text-to-speech refers to IVR recognizing either text or voice
4.1.1.8	Assuming callback notification is based on a certain time/date. Need time-to-live capabilities in a DB.
4.1.1.10	Assuming current scripts are for IVR and can be ported to Twilio Studio Flow and do not need external integrations.
4.1.1.16	Assuming MS Teams DID is available in Active Directory and can be added as a worker attribute in Twilio Task Router
4.1.1.17	Assuming a SAML SSO Provider is already in place and can integrate with Twilio Flex
4.1.4.2	Assuming no plugin is built to manage the config

Conclusion

There is no doubt that West Virginia has many options in terms of partners to assist them on its Hosted Call Operations Center. This begs the question, why should West Virginia select Terazo as the partner for this journey? The answer is simple: Terazo was built specifically for this type of work. "Building Platforms That Scale" is not just a tag line to us, it is a part of our DNA as a company. Terazo is a collection of hyper-talented and focused technologists who wake up every day solving these exact types of challenges for customers. Our "superpower" lies in the idea of connection. Connection of systems, tools, data—and people through the way we collaborate with our clients—empowering you to serve your customers and our communities.

This Contact Center aligns perfectly with our core expertise but even more importantly this is the type of work that excites our team. "Seek Meaningful Work" is one of Terazo's core values and one of the main reasons why our people work at Terazo -- for the opportunity to partner on these initiatives and drive real, sustainable, impactful, and scalable business solutions for our customers. By selecting Terazo, West Virginia will be getting a true partner to help drive community connection. A partner who will be laser focused, extremely nimble, highly collaborative and committed to your long-term success.

On behalf of our entire Terazo team, thank for the opportunity to propose our approach and qualifications for the Hosted Contact Center. We look forward to speaking with you soon.

Sincerely,

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