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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.

Welcome, Robert M Ross

Solicitation Response(SR) Dept: 0802 ID: ESR01182400000003449 Ver.: 1 Function: New Phase: Final ▼ Modified by batch , 02/14/2024

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Procurement Folder: 1324372	SO Doc Code: CRFQ
Procurement Type: Central Contract - Fixed Amt	SO Dept: 0802
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Alias/DBA:	Close Date: 2/14/24
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First Name: Gregory	Total of All Attachments: 5
Last Name: Sloan	
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	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
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Proc Folder:	1324372
Solicitation Description:	DMV Cloud-based Contact Center Solution
Proc Type:	Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2024-02-14 13:30	SR 0802 ESR01182400000003449	1

VENDOR
VS0000044818
Morse Data Enterprises LLC

Solicitation Number:	CRFQ 0802 DMV2400000001

Total Bid:	1139279.60000000000093132257461	**Response Date:**	2024-02-14	**Response Time:**	12:31:48

Comments:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				284819.90

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: One Year Annual DMV Connect Solution - Year 1.

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				284819.90

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: One Year Annual DMV Connect Solution - Year 2.

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				284819.90

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: One Year Annual DMV Connect Solution - Year 3.

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				284819.90

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: One Year Annual DMV Connect Solution - Year 4.

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

RFP RESPONSE TO: CRFQ-0802-DMV2400000001-3 DMV Cloud-based Contact Center Solution

Company: West Virginia DMV

Project: DMV Cloud-based Contact Center Solution

Date: 2/14/2024

Prepared By: Christina La Ferrera

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Executive Summary

In the age of information, where customer satisfaction dictates success, West Virginia DMV's quest for a resilient and robust Cloud-based Contact Center solution is timely and imperative. Our team understands the nuances and complexities of such a mission-critical system and is equipped with the expertise and tools necessary to deliver a solution that seamlessly integrates with West Virginia DMV's existing infrastructure and meets every detailed requirement.

Our Understanding of West Virginia DMV's Needs

West Virginia DMV's seeks not just a system, but a partnership. A collaboration that ensures continuity, reliability, and above all, enhances the value West Virginia DMV's delivers to its customers. You require a solution that is:

- Highly available and reliable

- Scalable to manage fluctuating call volumes

- Integrated seamlessly with your existing systems, ensuring minimal disruption

- Cost-efficient without compromising quality

Why Partner with Us?

Dedicated Expertise: We have a seasoned team that has successfully deployed complex IVR and GenAI solutions across various sectors. Their depth of knowledge ensures that every challenge is surmountable.

Adaptability: Our proposed solution, DMV Connect is powered by the dynamic Amazon Connect platform offers unmatched flexibility. This ensures that as West Virginia DMV grows and evolves, the solution will grow with you. DMV Connect solution leverages the core foundation and functionality of the Amazon Connect Platform and ancillary AWS technologies, complimented with Morse's implementation, integration, managed services, custom training, and Customer Experience expertise … tailored for our Department of Motor Vehicle clients.

24/7 Support: Our commitment doesn't end at implementation. We offer round-the-clock support, ensuring that any issue is addressed promptly, and West Virginia DMV's operations remain uninterrupted.

Proven Track Record: Our portfolio boasts of partnerships where we've delivered on promises, ensuring client satisfaction and enhanced customer experiences. Morse Data Enterprises has over 500 Amazon Connect deployments under its portfolio of work, including many deployments for government entities across the United States at the state and local levels.

Forward-thinking Thought Leadership: While Morse is well positioned to meet our customers immediate requirements, we are equally poised to further enhance their customer' experience by leveraging our deep expertise and know-how, combined with the latest AWS features, including Generative AI. Our team's passion for technology and customer-centricity makes us a standout partner.

This proposal outlines our approach to ensuring seamless adoption and ongoing optimization of the contact center infrastructure, driven by our commitment to excellence, innovation, and partnership.

Our proposed solution encompasses the full spectrum of services required for a successful DMV Connect implementation, from initial setup and customization to training and ongoing managed services. Our approach is tailored to meet the unique needs of your organization, ensuring that your team is fully equipped to leverage the new system to its fullest potential from day one.

Solution Overview based on requirements defined in CRFQ-0802-DMV2400000001-3:

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

3.1.1 Contact Center Solution

3.1.1.1 The Contact Center Solution must provide a unified and multichannel experience.

DMV Connect enables agents to work from anywhere, on any computer, offering unparalleled flexibility. Scale effortlessly to manage renewals, registrations, appointments and more, while launching in a

fraction of the time compared to traditional contact center solutions. DMV Connect offers a multi-channel experience to provide customer support and engagement through phone calls, chat, email, and social media:

- Voice Calls: Customer can call your contact center, and agents can answer these calls using their computer or phone. Amazon Connect also supports features like call recording, call queuing, and IVR (Interactive Voice Response) systems for voice interactions.
- Chat: Amazon Connect offers chat functionality, allowing the customer to initiate text-based conversations with agents. Agents can handle multiple chat sessions simultaneously, providing real-time support and assistance.
- Email: Amazon Connect supports email communication, allowing the customer to send emails to your contact center. Agents can manage and respond to email inquiries, providing a more asynchronous communication channel.
- SMS Messaging: You can integrate SMS messaging into Amazon Connect to engage with the customer via text messages. Customers can send SMS messages to your contact center, and agents can respond accordingly.
- Social Media Integration: Amazon Connect can be integrated with social media platforms like Facebook and Twitter. This enables businesses to monitor social media interactions, respond to customer inquiries, and engage with the customer through these popular social channels.
- Web Chat and Callbacks: Amazon Connect supports web chat widgets that you can embed on your website. Customers can initiate chat sessions directly from your website, and agents can assist them. Additionally, Amazon Connect can offer the option for the customer to request callbacks, which agents can fulfill to return customer calls.
- Integration with CRM Systems: Amazon Connect can be integrated with various Customer Relationship Management (CRM) systems, allowing agents to access customer information and interaction history across channels. This integration enhances the overall customer experience.
- Analytics and Reporting: Amazon Connect provides analytics and reporting tools to help businesses track and analyze interactions across all channels. This data can be used to optimize operations, improve customer service, and make data-driven decisions. This data can also be piped into other 3rd party analytic tools if needed.
- Multi-Channel Queues: Amazon Connect enables businesses to create queues that can handle multiple communication channels simultaneously. This ensures efficient routing of interactions to available agents, regardless of the channel used by the customer.
- Omnichannel Routing: Amazon Connect can route interactions to the most appropriate agent based on various criteria, such as agent skills, customer history, and channel preferences. This ensures that the customer receives personalized and efficient support.

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.

DMV Connect provides a unified platform for managing customer interactions, workforce management, and quality assurance. We offer a scalable, flexible, and cost-effective solution designed to enhance operational efficiency, improve agent performance, and elevate customer experiences.

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

DMV Connect offers seamless integration with Application Xtender via a REST API. Capabilities include Interactive Voice Response (IVR), call routing, and management of customer profiles, to enhance document management procedures.

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

DMV Connect offers a comprehensive approach to authenticating customer identity. This integrated approach ensures secure verification through multiple methods such as PIN/passwords, security questions, multi-factor authentication (MFA), voice biometrics, and face biometrics, enhancing both security and customer experience.

Highlights of our biometric-centric identification solution:

- Maximum accuracy (+99.9%)
- Ultra-fast processing (150 milliseconds)
- Passive & Active recorded or synthetic voice detection
- NIST Top Ranked

Fraud prevention: Biometric authentication instead allows seamless and secure verification in every channel

Cost optimization: Reductions in Average Handling Time (AHT) generated with biometrics are on the order of 30 seconds per call

User experience improvement: With biometrics, your voice becomes your password, enabling transparent and frictionless authentication

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

DMV Connect leverages Amazon Cases, a feature within Amazon Connect, to provide an efficient and integrated case management solution. Designed to centralize and streamline customer service operations, Amazon Cases enables agents to track, manage, and resolve customer issues directly within the Amazon Connect interface, ensuring a seamless experience for both agents and customers.

Case list view can be searched and filtered by assigned queue, assigned user, status and unassigned cases. Agents can default to a personal view of cases "assigned to me". Our solution provides a scalable, secure, and integrated platform for managing customer cases, driving improvements in customer satisfaction and operational performance.

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

DMV Connect offers virtual agent as part of a broader omnichannel customer service strategy for a unified customer experience. The intelligent virtual agent is capable of sophisticated natural language processing, which can be tailored to the specific requirements of the West Virginia DMV. The following languages are supported: Chinese (Simplified), Chinese (Traditional), English, French, German, Italian, Japanese, Korean, Portuguese, Spanish and other languages.

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.

DMV Connect offers configuration of queues and customer contact flows that are tailored to specific needs of West Virginia DMV. Custom queues can be configured to facilitate the management of inbound and outbound communications, including the unlimited transfer of calls between virtual agents and human agents. A synchronization process within our solution ensures that the flow of communication and transfer between agents is smooth and uninterrupted. The Admin Console can be configured to include specific prompts, greeting details, and other customizations.

All configurations, including those for agent transfers, are rigorously tested to ensure they meet West Virginia DMV requirements, thereby ensuring a high-quality and seamless transfer experience.

3.1.1.6 .2 The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.

DMV Connect offers the option to leverage LLM's such as Amazon Bedrock which provides comprehensive support for an extensive array of state-of-the-art Large Language Models (LLMs), catering to a diverse range of use cases across the spectrum of Generative AI functionalities. Our platform is designed to seamlessly integrate with leading LLMs, ensuring versatility and adaptability to meet the specific needs of your contact-center operations. The supported models include:

- AI21 Labs Jurassic-2 Ultra and Jurassic-2 Mid: Offering cutting-edge natural language understanding and generation capabilities, these models are tailored for complex interaction scenarios, enhancing customer engagement and support.
- Amazon Titan: Developed by Amazon, Titan is engineered for high-performance, large-scale language tasks, providing robust solutions for a variety of contact-center applications.
- Anthropic's Claude and Claude Instant: These models prioritize ethical AI use, delivering responsible and contextually aware responses for sensitive customer interactions.
- Cohere: Known for its versatile application across different languages and tasks, Cohere's model enhances global customer support with its advanced understanding and generation features.
- Command: Specializing in command interpretation, this model excels in executing specific tasks, streamlining operations, and improving efficiency within the contact-center.
- Meta's Llama2: Emphasizing privacy and data security, Llama2 offers a powerful option for contact-centers focusing on secure and private customer service interactions.
- Stability AI's SDXL: Renowned for its generative capabilities, SDXL is adept at creating detailed, nuanced responses, enriching customer interactions with high-quality, engaging content.

Each model is selected and optimized to deliver exceptional performance in their respective domains, from enhancing customer service interactions with natural, human-like responses to providing efficient, automated solutions for routine inquiries and operational tasks. Amazon Bedrock's integration with these LLMs ensures that your contact-center is equipped with the most advanced GenAI capabilities, enabling you to offer a superior customer experience, drive operational efficiency, and maintain a competitive edge in today's rapidly evolving digital landscape.

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

The DMV Connect solution offers seamless channel blending, allowing customers to switch between communication modes without losing context or history. This flexibility ensures that customers can choose the most convenient and effective way to interact with your organization, improving overall engagement and resolution times. The integration and customization of these services would enable the handling of complex interactions and authentication methods required for smart device interactions.

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

DMV Connect offers the option for mobile app integration. As a cloud native solution, we leverage API's for application integration and interaction. Morse Data Enterprise also has a mobile digital wallet business unit that currently supports roughly 14 million users, for State, Pharmaceutical, and Healthcare clients that includes mobile application integration with the customer experience.

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.

DMV Connect is designed to capture and analyze both real-time and historical interaction data, providing actionable insights and performance metrics for optimized decision-making and contact center improvement. Enabling real-time monitoring and visualization of key performance indicators (KPIs) such as call volume, wait times, and customer sentiment. This aspect is particularly important for understanding the nature of customer interactions and tailoring responses accordingly.

This feature allows for a deep dive into the specifics of customer interactions, aiding in the identification of frequently asked questions and sentiment trends. DMV Connect utilizes sentiment analysis and natural language processing to deflect calls by answering common questions and identifying the main drivers of customer interactions.

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

DMV Connect is designed to allow for automatic recording of calls. These recordings are stored securely in the cloud. Configurations to the system offer options to record all calls or be selective based on specific criteria such as agent, queue, or customer consent.

Recorded calls are stored securely in Amazon S3, providing robust, scalable, and secure storage. You can define retention policies to automate the lifecycle of stored recordings, aligning with your West Virginia DMV's data retention requirements.

DMV Connect allows tagging of call recordings with custom metadata. This can include call type, customer ID, agent ID, or any other relevant information. The tagging system facilitates easy searching and filtering of call recordings, enabling quick access to relevant call records. Tags and metadata can be used for advanced analytics and insights.

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

DMV Connect is designed to empower your contact center with deep insights into customer interactions, enabling you to search calls based on a wide range of criteria, including sentiment, keywords, and customer feedback. By leveraging the power of Amazon Contact Lens, our solution provides an unprecedented level of understanding and engagement with your customer base, enhancing both the customer experience and your operational efficiency.

Robust search functionalities, provide the ability to filter and locate calls based on specific criteria such as keywords, phrases, contact attributes, and more. This advanced search capability ensures that valuable insights and information are readily accessible, facilitating improved customer service and support strategies.

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

DMV Connect leverages AI to ensure that customer inquiries are routed to the most appropriate agent or automated system, significantly enhancing efficiency, customer satisfaction, and resolution times. AI-driven routing systems analyze incoming calls in real-time, assessing various factors such as caller intent, sentiment, and history. By understanding the context and urgency of each call, the system can prioritize and route calls to the agent best equipped to handle the situation, optimizing the customer experience.

For inquiries that do not require human intervention, AI-driven routing seamlessly integrates with automated self-service options, such as chatbots or IVR systems. These systems are capable of resolving common queries efficiently, freeing up human agents to focus on more complex issues.

3.1.1.12 The Contact Center Solution must maintain 99.9% uptime.

DMV Connect is backed by the robust AWS infrastructure, is well-equipped to meet the 99.9% uptime requirement for your Contact Center Solution. Its high availability, redundancy, and disaster recovery capabilities, combined with AWS's commitment to reliability, make it a suitable choice West Virginia DMV prioritizing uninterrupted service availability.

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

The architecture of our DMV Connect includes a comprehensive Disaster Recovery plan to mitigate risks, maintain service continuity, and safeguard customer interactions against unforeseen disruptions. It is designed to capitalize on AWS's robust multi-AZ setup in each region.

This architecture allows us to assure high availability and fault tolerance, which are crucial for West Virginia DMV's mission-critical operations. Businesses can continue to operate and support their customers 24/7 without disruption, thus maintaining customer trust and satisfaction.

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

DMV Connect offers robust callback capabilities. This functionality is designed to ensure that even if a call is dropped they still receive timely service without having to wait in a queue again. Depending on the reason for the drop the flow can dictate different actions. For unintentional disconnects, it can trigger an automatic callback.

Using the reporting capabilities of DMV Connect, supervisors can generate reports that highlight dropped or missed calls. These reports can be invaluable for understanding why calls are being dropped can lead to process improvements. Callback metrics help to assess how many dropped calls were successfully returned and the outcome of those callbacks.

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.

DMV Connect provides seamless voice and chat support experiences for users of mobile device apps, with the flexibility to integrate with a mobile platform which can be customized to align with the specific workflows and user interfaces of existing mobile apps.

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

DMV Connect offers the flexibility, quality, and global accessibility needed for effective data-based voice communication in a contact center environment. Users can make voice calls from any location with internet access, ensuring global reach without the constraints and costs associated with traditional phone minutes. The option to allow users to make voice calls using data instead of traditional telephony minutes utilizes Web Real-Time Communication (WebRTC) technology for voice calls.

Amazon Connect now provides in-app and web voice and video calling capabilities, making it easier to deliver more personalized voice and video experiences in your websites and mobile applications. These voice and video capabilities allow customers to contact you without having to leave your website or mobile application. You can use these capabilities to pass contextual information to Amazon Connect, enabling you to personalize the customer experience based on attributes such as the customer's profile, authentication status, or actions previously taken within the app.

Using the fully managed communication widget, you can implement these new voice and video calling capabilities with as little as a single line of code. You can also create a fully custom experience for your customers by leveraging the SDK. In addition, you can use the same configuration, routing, analytics, and agent application as with telephone calls and chats, helping saving costly integration time, license fees, and maintenance expenses.

Amazon Connect's in-app, web, and video calling capabilities are available in US East (N. Virginia), US West (Oregon), Asia Pacific (Singapore), Asia Pacific (Sydney), Asia Pacific (Tokyo), Asia Pacific (Seoul), Canada (Central), Europe (Frankfurt) and Europe (London).

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.

DMV Connect offers a comprehensive solution to address this need to implement a fallback mechanism from VoIP to PSTN calls as it supports PSTN calls by default, which will ensure your contact flow is designed to handle both VoIP and PSTN interactions seamlessly.

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

DMV Connect allows callers to choose to receive a call back instead of waiting in the queue. The caller is offered the option to request a callback. If a callback is requested DMV Connect captures the caller's phone number to confirm the number from which they are calling and desired callback time if specific scheduling is needed. Callback requests queues are managed separately from direct call queues. For callbacks, the flow should proceed to connect the call to an available agent. Monitoring and reporting is available to track callback requests, successful callbacks, and customer experience metrics.

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

DMV Connect cannot guarantee a maximum packet loss of less than 1%, because there are variables that are not in DMV Connects control. For example, if an agent has a slow internet connection or an internet provider experiences an outage, package loss may exceed 1%. To maintain optimal audio quality, it's recommended West Virginia DMV ensure their network infrastructure supports VoIP's requirements, including sufficient bandwidth, Quality of Service (QoS) configurations, and low latency connections.

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 customers do not have to wait on hold.

DMV Connect includes a feature that allows callers to schedule a call for a later time based on fifteen-minute slots and agent availability, you would likely need to develop a custom solution that integrates Amazon Connect with a scheduling application or service. This could involve using AWS Lambda to run the scheduling logic, Amazon DynamoDB to store availability and appointments, and Amazon SNS or Amazon Pinpoint to notify agents and customers about scheduled calls.

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

DMV Connect supports various methods to authenticate callers, such as using personal identification numbers (PINs), security questions, or voice biometrics via AWS services. This can involve asking the caller to input a PIN or answer security questions. Additionally, DMV Connect can run custom authentication logic, including checking customer information against a database or implementing voice biometrics with Amazon Connect Voice ID for speaker authentication, which analyzes unique voiceprints.

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

DMV Connect supports file sharing in chat interactions between customers and agents. This feature enhances the communication capabilities within the chat, allowing for a more interactive and productive exchange of information. Agents can upload files directly to cases within DMV Connect. This feature is crucial for case management, allowing agents to attach relevant documents, images, or other files that are pertinent to the customer's issue or query.

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

DMV Connect offers a flexible and scalable solution to incorporate SMS functionality into your contact center. This ensures that you can effectively communicate with customers via SMS, enhancing overall customer engagement and satisfaction.

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.

DMV Connect's call deflection feature is designed to help businesses manage high call volumes more efficiently by redirecting customers to alternative support channels, such as chat or self-service options. The nature of the call based on IVR (Interactive Voice Response) can be identified by inputs or other criteria set by the WV DMV. DMV Connect will determine if the customer's issue can be resolved through an alternative channel, it offers the customer the option to switch to that channel. For example, the customer might be offered to schedule a callback or be directed to a specific webpage for self-service. Call center resources are optimized by deflecting calls to more cost-effective channels, allowing agents to focus on more complex queries.

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.

The DMV Connect solution provides this requirement by utilizing an intuitive drag-and-drop queue configurator. The solution uses contact flows to define the customer experience and routing decisions based on various criteria (such as time of day, customer input, or queue availability). WV DMV will have the ability to customize contact flows to include actions that direct callers to specific websites or present them with visual messages.
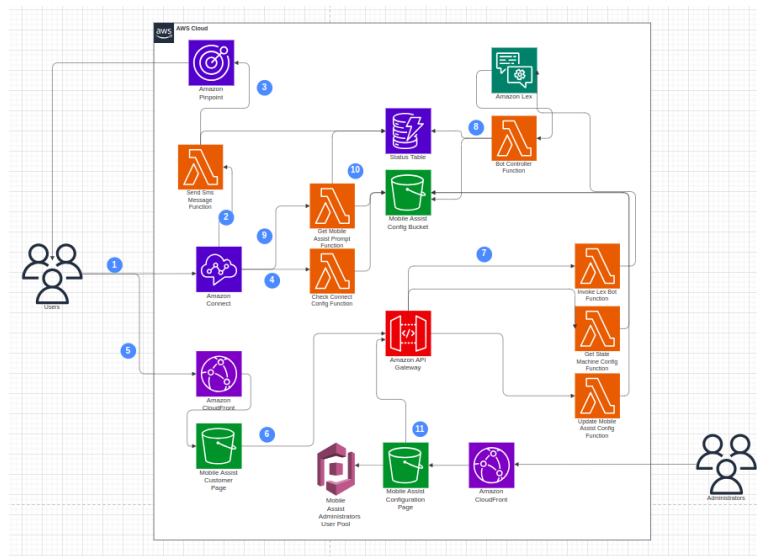
1. Callers calls the Customer Service organization
2. Lambda is triggered to send an SMS message using Pinpoint.
3. A record is added to the SMS text campaign to notify the caller.
4. Amazon Connect checks the defined config of the Mobile assistant

5. The callers receives a link via SMS to access the Visual IVR page
6. The Mobile Assist customer page invokes the backend API
7. The backend lambda can update the IVR status
8. The backend lambda can also detect caller intent invoking a Lex bot and reading the Status table.
9. Invoke the lambda to check the current prompt of the IVR following a step by step guide
10. The lambda determines which state is currently active and returns the specific prompt for this stage
11. Administrators can update the Mobile assistant configuration dynamically

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

DMV Connect provides a robust set of administrative restriction and permission capabilities to ensure that only authorized personnel have access to specific functionalities within the contact center environment.

By utilizing these varied methods for restricting access, DMV Connect enables organizations to create a secure, role-specific, and highly customizable administrative environment. This ensures that users have only the access they need to perform their duties effectively while minimizing the risk of unauthorized access or modifications.

DMV Connect offers the option to enable a range of customized reports that can be created to cover various metrics like contact handling, agent performance, queue performance, service level agreements (SLAs) adherence, and more.

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.

DMV Connect can support this, however we would like to explore the use cases for this to ensure appropriate implementation. While directly detecting calls to the main support number from the device's dialer and converting them to mobile calls is complex and restricted by mobile OS limitations, WV DMV can encourage customers to use their mobile app for support calls. This approach offers a controlled, feature-rich environment for customer interactions, leveraging DMV Connect capabilities.

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

DMV Connect intelligently routes customers based on the context within your app, that dynamically determines the appropriate queue, language, and channel based on where the SDK is invoked within an application.

3.1.1.29 The Contact Center Solution must provide GenAI capabilities.

DMV Connect provides GenAI capabilities in voice, IVR, chat, and SMS channels. Morse Data Enterprises had the unique opportunity to be granted preview access to Amazon Bedrock. Before Bedrock was generally available, we began building a ChatGPT-like experience, enabled by Bedrock, across the most frequently used customer service channels such as voice, webchat, and SMS within Amazon Connect.

With our DMV Connect solution, the WV DMV will be equipped to offer customers an experience akin to ChatGPT, enhancing their interactions through the innovative use of Generative AI.

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

DMV Connect will provide GenAI powered insights for customer preferences and past interactions, as well as real-time responses and solutions for agents to provide to customers during a live interaction, and best next-step guidance in real-time. Agents can instantly turn into perceived experts on any topic. This offers a previously unattainable level of agent empowerment and customer delight.

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

DMV Connect will include automating tasks, such as answer FAQs, routing calls to the appropriate agent, authenticating identities, and more, all powered by an intelligent bot. The bot will be trained on WV DMV-specific knowledge in addition to general, publicly available knowledge.

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

DMV Connect will provide insights from CRM data, understand call drivers, call topics, and much more. AI within the solution allows for automatic detection of call issue (Why the customer is calling), the outcome (resolution), customer sentiment analysis (real-time and post call), and can even categorize specific parts of the call based on custom categories that are most relevant to WV DMV and the desired learnings of every single customer interaction.

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.

DMV Connect, powered by Morse's Generative AI bot, will enable call deflection, predictive routing, and context-based turn-by-turn guidance to streamline customer interactions.

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.

DMV Connect focuses on providing a seamless and omnichannel customer experience across multiple channels. It supports voice (VoIP and PSTN), chat, and other channels.

DMV Connect doesn't have built-in multimodal support, meaning it doesn't inherently handle both voice and video communications. However, DMV Connect can be integrated with other AWS services and SDKs to achieve a more comprehensive omnichannel experience.

Here's a general approach you can consider:

Voice (VoIP and PSTN):

- Amazon Connect supports VoIP natively using WebRTC.
- You can also integrate with PSTN (Public Switched Telephone Network) using Amazon Connect's telephony integrations.

- This can provide a consistent voice experience for customers across devices.

Chat:

- Amazon Connect supports chat interactions, allowing customers to communicate with agents via chat.
- You can use the AWS SDKs to embed chat functionality into your web and mobile applications.

SMS:

- While Amazon Connect doesn't have built-in SMS capabilities, you can integrate with Amazon Simple Notification Service (SNS) to send SMS messages.
- You would need to design a solution that handles SMS interactions separately, possibly using Lambda functions to trigger actions based on incoming SMS.

Web and Mobile SDKs (iOS and Android):

- Use the Amazon Connect Streams API to embed the support experience directly into your web applications.
- For mobile applications, you can utilize the Amazon Connect Mobile SDKs for iOS and Android to integrate with the Amazon Connect service.

WebRTC:

- Amazon Connect leverages WebRTC for browser-based real-time communication. This enables voice connectivity directly in web browsers without the need for plugins.
- Ensure that your web applications are WebRTC-compatible for voice communication.

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.

Morse Data Enterprises offers a robust Visual IVR solution that can be integrated into DMV Connect. A Step-by-step example of a mobile Visual IVR customer experience is included below:

Screen 1 (Step 3):

9:41

West Virginia **dmv**

Step 3

Information about your work history

Your work history affects the amount of benefits you receive each week. Submitting accurate information helps us process your claim faster. You will need:

- Work history from the last 18 months. This includes the name of any companies as they appear on your paycheck, the dates of employment, hours worked per week, the total wages you earned before taxes were taken out (gross wages), hourly rate of pay, and the reason you are no longer working.

- Specific information from your last employer or company. This includes your employer's name, mailing address, phone number,

transportation.wv.gov

Screen 2:

9:41

Submitting accurate information helps us process your claim faster. You will need:

- Work history from the last 18 months. This includes the name of any companies as they appear on your paycheck, the dates of employment, hours worked per week, the total wages you earned before taxes were taken out (gross wages), hourly rate of pay, and the reason you are no longer working.

- Specific information from your last employer or company. This includes your employer's name, mailing address, phone number, supervisor's name, total wages you earned before taxes were taken out (gross wages) for the last week you worked, and the reason for your unemployment.

⊕ Click here to upload your W2

← Back

transportation.wv.gov

Screen 3:

9:41

Submitting accurate information helps us process your claim faster. You will need:

- Work history from the last 18 months. This includes the name of any companies as they appear on your paycheck, the dates of employment, hours worked per week, the total wages you earned before taxes were taken out (gross wages), hourly rate of pay, and the reason you are no longer working.

- Specific information from your last employer or company. This includes your employer's name, mailing address, phone number, supervisor's name, total wages you earned before taxes were taken out (gross wages) for the last week you worked, and the reason for your unemployment.

← Back   Next →

transportation.wv.gov

Screen 4 (Step 4):

9:41

West Virginia **dmv**

Step 4

Proof of Federal Employee or Military Status

Federal and military documents:

- If you are a former federal employee, have your Notice to Federal Employees About Unemployment Insurance (Standard Form 8) ready.

- If you served in the military in the last 18 months, have your Certificate of Release or Discharge from Active Duty (DD 214) ready.

⊕ Click here to upload any Federal or Military documents

← Back   Skip →

transportation.wv.gov

Screen 5 (Camera):

SLO-MO   VIDEO   **PHOTO**   PORTRAIT   PANO

Screen 6 (Step 4):

9:41

West Virginia **dmv**

Step 4

Proof of Federal Employee or Military Status

Federal and military documents:

- If you are a former federal employee, have your Notice to Federal Employees About Unemployment Insurance (Standard Form 8) ready.

- If you served in the military in the last 18 months, have your Certificate of Release or Discharge from Active Duty (DD 214) ready.

← Back   Next →

transportation.wv.gov

Screen 7 (Step 5):

9:41

West Virginia **dmv**

Step 5

Summary

For accuracy, please verify the information gathered and the documents and photos you uploaded

Proof of citizenship or authorization to work in the United States

Edit

Individual Verification

Edit

transportation.wv.gov

Screen 8:

9:41

Individual Verification

Edit

Information about your work history

Edit

Proof of Federal Employee or Military Status

Edit

← Back   Next →

transportation.wv.gov

Screen 9 (Step 6):

9:41

West Virginia **dmv**

Step 6

Set a Pin

For your security, please enter a 4 digit pin number to access the system in the future

Enter a Pin

[8] [6] [5] [3]

← Back   Next →

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

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

DMV Connect provides a robust platform for WV DMV to offer inbound and outbound voice, SMS, and chat services, with the capability to handle multiple channels simultaneously and pivot between them during customer interactions, thereby enhancing the overall customer experience.

During a customer interaction, DMV Connect allows for seamless transitions between different communication channels. For example, a conversation that starts as a chat can easily switch to a voice call if the situation requires more detailed discussion, ensuring continuity and context of the interaction are maintained.

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

Morse Data Enterprises leverages AWS (Amazon Web Services) for its private cloud offerings including DMV Connect and as a service Morse Data Enterprises will contract directly with the State if awarded. This environment is Fed RAMP Moderate certified and Morse Data Enterprises holds a Soc Type II accreditation.

Morse proposes to host the Contact Center Solution in a West Virginia-owned AWS environment. We recognize the importance of data sovereignty and local management, hence, we will work closely with West Virginia to set up and manage the environment within your AWS accounts. Our proposal includes the utilization of AWS regions 'us-east-1' and 'us-west-2', both of which are rated at FedRamp Moderate. This ensures compliance with federal security standards while providing robust infrastructure support.

Morse will provide a detailed RACI (Responsible, Accountable, Consulted, Informed) model, clearly defining roles and responsibilities for both Morse and West Virginia state teams. This model will ensure clarity in management and decision-making processes throughout the project.

Our cloud architecture design plan will be crafted to optimize performance, security, and scalability of the Contact Center Solution. It will include a comprehensive layout of the network, storage, compute resources, and security protocols in alignment with West Virginia's requirements and AWS best practices.

The Morse solution is a managed service in AWS cloud, meaning West Virginia DMV will not be licensing any software.

3.1.1.34 The Contact Center Solution must include WVDMV customer support Monday through Friday 7:30am – 6:00pm est.

Enhanced Care is an enhanced offering to provide ongoing contact center-centric support and guidance to an end-to-end customer contact center environment. A typical contact center solution will include related AWS Services and can also include third-party ISV services. Enhanced Care is intended to provide a single point of support across a contact center solution for administrators, supervisors, and managers.

What is included:

- Ticket Management (voice, email, chat)
- Quarterly Business Reviews
- Real-time Voice Quality Monitoring (optional)
- Best Practice Reviews
- Collaborative Guidance
- Moves / Add / Changes
- Script Management
- Prompt Management

What is not included:

- Building of new functionality not already implemented
- Deployment of new lines of business and contact flows
- Contact Center Consulting & Roadmap Planning Engagements (optional)

Enhanced Care is not meant to replace existing vendor support but rather provide an enhanced level of operational support by our Customer Experience focused team. Support Care is available either 24x7 with a 4-hour response SLA. Our goal is to provide operational support and guidance as an extension of a customer's team.

Coverage is based on agreed upon SLA and fees are a percentage of the monthly subscriptions that are to be supported. The monthly subscriptions supported can apply to the CRM / SM application in use, the contact center platform, workforce optimization solution and related services.

Rate Card guaranteed for the entirety of the four-year contact term:

For purposes of understanding future work potential costs Morse has included the below guaranteed rate card for transparency and to remove doubt about future costs.

Reserved Hours Rate Card	Qty	Base Hourly Rate	Discount	Final Hourly Rate
Promotional Reserved Hours Volume Discount				7%
Amazon Cloud Developer 1	1	$165	7%	$153.45
Amazon Cloud Developer 2	1	$225	7%	$209.25
Amazon Cloud Developer 3	1	$285	7%	$265.05
Amazon Principal Cloud Developer	1	$400	7%	$372.00
Amazon Connect Solutions Specialist 1	1	$115	7%	$106.95
Amazon Connect Solutions Specialist 2	1	$125	7%	$116.25
Amazon Connect Solutions Specialist 3	1	$150	7%	$139.50
Amazon Connect Principal Solutions Specialist	1	$215	7%	$199.95
CX Consultant 1	1	$215	7%	$199.95
CX Consultant 2	1	$250	7%	$232.50
CX Consultant 3	1	$315	7%	$292.95
CX Consultant Principal	1	$375	7%	$348.75
Solutions Architect 1	1	$205	7%	$190.65
Solutions Architect 2	1	$250	7%	$232.50
Solutions Architect 3	1	$320	7%	$297.60
Principal Solutions Architect	1	$400	7%	$372.00
Project Manager 1	1	$140	7%	$130.20
Project Manager 2	1	$165	7%	$153.45
Project Manager 3	1	$215	7%	$199.95
Principal Project Manager	1	$265	7%	$246.45
English to Spanish Translation Service (Text)	1	$35	7%	$32.55

Schedule A

The list of included features and capabilities that are included in the per user (agent/supervisor) monthly cost. This includes usage, installation, and support.

Deliverables	Pricing
Omnichannel Customer Experience	
AWS Connect Usage	
Monthly Usage Fees (consumption-based model)	Included
Voice	
Interactive Voice Response (IVR) System / Lexbot	Included
Agent Experience Workspace	Included
Call Recording with 30-day retention for Q&A	Included
Callbacks	Included
Visual Queue Configuration	Included
Digital Capabilities	
Chatbot	Included
Implementation plan GeniAI Capabilities	Included
Case Management	
Customer Profile	Included
Case Management	Included
Integrations & Development	
API development & documentation for seamless data exchange	Included
Application Integration	Included
Integration with ApplicationXtender	Included
SMS Integration	Included
Visual IVR Experience	Included
Mobile App Integration	Included
Business Optimization	
Reporting	Included
Workforce Management	Included
Sentiment Analysis / Contact Lens	Included

CRFQ DMV24*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE

TOTAL INSTALLATION & DELIVERY COST								
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304								
Item Number	**QTY**	**Description**	**YEAR ONE**	**YEAR TWO**	**YEAR THREE**	**YEAR FOUR**	**Grand Total**	
3.1.1	**1**	**Contact Center Solution**	$ 284,891.90	$ 284.891.09	$ 284.891.09	$ 284.891.09	$1,139,567.60	▨
	1	Optional Mobile Application Development - As defined in Addendum Section A132 pricing reflected accordingly. Guidance required on IT, information security, and compliance.	$240,000				$240,000	

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/2/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Ally Golob
Higginbotham Insurance Agency, Inc. 14400 Northbrook, Suite 110 San Antonio TX 78232	PHONE (A/C, No, Ext): 210-298-6889 FAX (A/C, No):
	E-MAIL ADDRESS: AGolob@higginbotham.net

	INSURER(S) AFFORDING COVERAGE	NAIC #
License#: 2081754 ASPETEC-01	**INSURER A :** Pacific Employers Insurance Company	22748
INSURED Aspen Technologies Group, LLC Morse Data Enterprises, LLC 734 Main St #200 Grand Junction CO 81501	**INSURER B :** Chubb Insurance Companies	
	INSURER C : ACE Property And Casualty Insurance Company	20699
	INSURER D : Executive Risk Indemnity Inc.	35181
	INSURER E : Endurance American Specialty Insurance Company	41718
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: 2143508881 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR			D98212139	7/27/2023	7/27/2024	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:						GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
B	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			D98212139	7/27/2023	7/27/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 2,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	X **UMBRELLA LIAB** X OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION $			D98212140	7/27/2023	7/27/2024	EACH OCCURRENCE	$ 3,000,000
							AGGREGATE	$ 3,000,000
								$
D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		7180-41-88	7/27/2023	7/27/2024	X PER STATUTE OTHER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
E	Professional Liability			PRO30041766400	7/27/2023	7/27/2024	Limit	5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
For Information Only United States	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Quote**

Proc Folder: 1324372	**Reason for Modification:**
Doc Description: DMV Cloud-based Contact Center Solution	Addendum No. 2
Proc Type: Central Contract - Fixed Amt	

Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2024-01-30	2024-02-14 13:30	CRFQ 0802 DMV2400000001	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code:

Vendor Name :

 Address :

 Street :

 City :

 State :   **Country :**   **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

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

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

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

ADDITIONAL INFORMATION

Addendum No. 2

To provide responses to the vendor technical questions, see attached

To add specification: .
    3.1.1.34, The Contact Center Solution must include WVDMV customer
    support Monday through Friday 7:30am - 6:00pm est.

To add WV Network Diagram, see attached.

To move bid opening date and time to February 14, 2024 at 1:30pm., est.

No other changes.

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES	DIVISION OF MOTOR VEHICLES
5707 MACCORKLE AVE. S.E., SUITE 200	RECEIVING AND PROCESSING
	5707 MACCORKLE AVENUE, S.E. SUITE 200
CHARLESTON WV	CHARLESTON WV
US	US

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

Comm Code	Manufacturer	Specification	Model #
81162000			

Extended Description:
DMV Cloud-based Contact Center Solution Year One

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

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

Comm Code	Manufacturer	Specification	Model #
81162000			

Extended Description:
DMV Cloud-based Contact Center Solution Year Two

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

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

Comm Code	Manufacturer	Specification	Model #
81162000			

Extended Description:
DMV Cloud-based Contact Center Solution Year Three

INVOICE TO		SHIP TO	
DIVISION OF MOTOR VEHICLES		DIVISION OF MOTOR VEHICLES	
5707 MACCORKLE AVE. S.E., SUITE 200		RECEIVING AND PROCESSING	
		5707 MACCORKLE AVENUE, S.E. SUITE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

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

Comm Code	Manufacturer	Specification	Model #
81162000			

Extended Description:
DMV Cloud-based Contact Center Solution Year Four

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Vendor Technical Questions Due By 11:00 am., est.	2024-01-08

SOLICITATION NUMBER: CRFQ DMV2400000001
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as ("DMV2400000001") to reflect the change(s) identified and described below.

Applicable Addendum Category:

    ☒   Modify bid opening date and time.

    ☒   Modify specifications of product or service being sought.

    ☒   Attachment of vendor questions and responses.

    ☐   Attachment of pre-bid sign-in sheet.

    ☐   Correction of error.

    ☒   Other.

Description of Modification to Solicitation:

1. To provide responses to the vendor technical questions, see attached.
2. To add specification:
   - **3.1.1.34, The Contact Center Solution must include WVDMV customer support Monday through Friday 7:30am – 6:00pm est.**
3. To provide WV Network Diagram, see attached.
4. To move bid opening date and time to February 14, 2024, at 1:30 pm., est.
   No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

RFQ 0802 DMV2400000001
Cloud-Based Contact Center Solution
Vendor Questions and Agency Response

Q1. Is there an approved budget for this project?

A1. Yes. This will not be disclosed.

Q2. Do you want licenses for 20 agents for the base bid?

A2. If licenses are required, WVDMV would need licensing for a minimum of twenty agents.

Q3. Do all of the agents require voice, chat, SMS and email channels?

A3. Yes

Q4. If not, can you provide the number of agents requiring each type of channel?

A4. Please see A3.

Q5. Do you require 24 x 7 or 8 x 5 support?

A5. Specification 3.1.1.34 will be added to require support from 7:30am-6:00pm EST Monday-Friday.

3.1.1.34 The Contact Center Solution must include WVDMV customer support Monday through Friday, 7:30am – 6:00pm, EST.

Q6. How many business units do you have that are part of the call center?

A6. The call center has three queues. Driver, Vehicles, and Appointments.

Q7. Can you provide the number of call flows per business unit?

A7. Each queue has its own call flow.

Q8. On average, many queues per call flow?

A8. One…the Driver and Vehicle queues hold 35 calls and the Appointment queue holds 10.

Q9. Will a Train the Trainer approach work for each of the call center groups? If so, how many staff need to be trained by the GTS trainer?

A9. Yes, four members of management need to be trained by GTS trainer.

Q10. Do you anticipate using your existing carrier? If so, who is the carrier?

A10. Yes, Segra.

Q11. Do you currently have SIP trunks and an SBC(s)?

A11. Yes, WVDMV uses Segra SIP trunks and SBC.

Q12. If you have an SBC who is the vendor?

A12. Segra.

Q13. How many trunks would need to be routed to the cloud platform?

A13. One.

Q14. Do you require a self-service IVR? If so, can you provide use cases?

A14. Yes…caller calls in and asks how to renew license, IVR asks to specify if caller means driver's license or vehicle license. Once caller specifies, they are routed to correct que.

Q15. Do you require another language other than English for the IVR?

A15. No.

Q16. Do you require an integration with a CRM as part of the base bid? If so, which CRM vendor?

A16. No, a CRM is not currently in place.

Q17. Which vendor is currently the incumbent?

A17. See A16.

Q18. When is your current support agreement expire for the incumbent vendor?

A18. See A16

Q19. If you have outbound dialing requirements do you have a preference for progressive, preview or predictive?

A19. An outbound dialing campaign is not required.

Q20. What existing methods are there for the mainframe data integration and access to that data?

A20. Manually by the specialist or via API for online services.

Q21. How does the migration from the mainframe impact this project? When is the migration expected to start and be completed. How does this migration impact this Contact Center project.

A21. The migration of vehicle information from the mainframe began in 2021 and is expected to be completed in 2026. The migration of driver information has yet to begin. The vendor will need to be able to access this data.

Q22. What dependencies and workflows are there if any are there between the contact center and kiosks?

A22. None.

Q23. What are your data sources for GeniAI i.e. is it a set of documents or websites that need to be crawled?

A23. Websites, FAQ, Google Chat, and policy and procedure documents.

Q24. Are you expecting your Contact Center solution to be the record of authority, if so how does that relate to your CRM system or mainframe?

A24. No.

Q25. What CRM systems would we be integrating with?

A25. See A16.

Q26. What email solution do you currently use? Do we need to support inbound and outbound email triage?

A26. No email triage is required. The Call Center answers all emails sent to DMVCustomerService@wv.gov and we currently use Google/Gmail for our email.

Q27. In terms of email integration, please confirm what chat services are available today if any.

A27. Google Chat is used internally, but there is no external chat available.

Q28. Do you have any architectural documentation for the CRM, mainframe or API's that the Contact Center you could provide?

A28. No.

Q29. How do you identify and authenticate citizens identify today?

A29. Manually. The caller must provide information such as Driver's License, Title Number, VIN, Address, etc..

Q30. Is biometric verification leveraging West Virginia DMV records an option?

A30. It is an option for DMV specialists if a biometric device is on the laptop, but we currently do not have these devices. A customer could access to sign into documents if they have the device, but most laptops do not have this.

Q31. Please provide a list of what existing mobile applications are currently in use.

A31. None.

Q32. Is this for DMV users or West Virginia Constituents?

A32. Both…DMV users will use this to serve WV Constituents

Q33. 3.1.1.17 Please confirm who the end-user would be? Is it the agent?

A33. Customer.

Q34. 3.1.1.25 Please provide a use case outlining the process flow.

A34. A customer calls contacts the DMV and asks what is considered a "basic question" such as how to renew a license plate. The AI answers from a pool of preloaded responses. AI asks customer if question was answered and, if not, or more questions are asked, sends to the specialist. When the DMV specialist is contacted, a script of the chat so far is generated for the specialist to review.
If the customer has contacted the DMV before, their vehicle and/or license information is generated when the specialist answers, providing an efficient and personalized experience. The specialist has access to the customer's data and does not have to ask questions or conduct research that has already been completed previously.

The AI should be able to interpret the customer's tone and phrasing in case they are getting frustrated and can kick the interaction to a live specialist. It should also be able to interpret phrases such as "road card" to mean a registration card and "operators" to mean a driver's license.

Q35. 3.1.1.27 and 3.1.1.28 What does it mean to convert the devices dialer to a mobile call? Can you please clarify?

A35. The Contact Center Application should launch a soft phone for agents to use.

Q36. 3.1.1.3 - What is the interface to Xtender? RestAPI/SOAP/Etc.

A36. RESTAPI.

Q37. 3.1.1.7.1 - Are you expecting a mobile device to take contact center calls?

A37. No.

Q38. 3.1.1.15 - Can you expand on what existing mobile applications need to be supported? Can you provide an example of a use case for this requirement?

A38. None. Customer is on hold waiting for a DMV specialist and selects option to be called back instead of waiting on hold.

Q39. 3.1.1.16 - Is this specific to mobile device management?

A39. No.

Q40. 3.1.1.27 - Please provide an example of a use case for this requirement.

A40. Traditionally, a customer goes to the DMV website to locate information or even the contact number for the DMV. Once the contact number has been located, the caller listens to prompts to be routed to a specialist. The specialist must then collect information to answer the question.

Instead of making a telephone call and being routed to hopefully the correct department where information is gathered, the visual IVR will gather the data and help the customer find their answer. If not answer can be found, this information is transferred to the specialist, cutting down on misdirected calls, call time, and customer overall frustration.

Q41. 3.1.1.28 - Please provide an example of a use case for this requirement.

A41. Specialist is on the telephone with the customer and gets a link from another specialist or for the website and is able to send link to customer.

Q42. 3.1.1.33 - Can this requirement be fulfilled with an AWS data center platform?

A42. Yes.

Q43. When do you expect to make an award?

A43. By March 15, 2024.

Q44. When do you expect the project to start?

A44. Upon award.

Q45. When do you expect the new platform to be placed into production?

A45. June 2024.

Q46. In section 8, Addendum Acknowledgement, please provide us with a copy of the Addendum Acknowledgement Form in the event an addendum is issued.

A46. The addendum acknowledgement form is provided with the addendum issuance.

Q47. What is the current average customer wait time for inbound calls?

A47. It varies based on call volume. The driver's que is 1-2 minutes, titles may be 13-30 minutes, and scheduler is 1-2 minutes.

Q48. What is the average call duration?

A48. Driver queue is 2-3 minutes. Vehicle queue is 5-10 minutes depending on the question or scenario. Appointment queue is about 2 minutes.

Q49. Please provide us with the volume of outbound calls per week and per month, if any.

A49. 23,150 per month for DMV Headquarters in Charleston.

Q50. In the Specifications Section 1, it states that over 250 booklets and forms are mailed to constituents. Is this per day, per week or per month? How are these requests taken, over the phone, website or email?

A50. 250 booklets and forms are mailed monthly. These are requested by telephone and email.

Q51. In Specifications Section 1, WVDMV references the chosen vendor must be able to integrate to outside vendors for CRM, email and chat. What vendor is WVDMV currently using for CRM, email and chat?

A51. None currently for CRM. Google is used for email and chat.

Q52. 3.1.1.5 Please elaborate on what type of case management process you require. Please explain the current case management process. Additionally, it would be helpful to provide us with an example use case scenario.

A52. There is no case management process currently in place. A customer would share documents with a DMV specialist via text, speech, chat or email.

Q53. 3.1.1.11 - WVDMV requires an AI-based, omni-channel routing. Please elaborate on what is required (i.e. maybe provide an example scenario of what you are looking for).

A53. The chatbot would try to answer the question to cut down on call time. If an answer cannot be determined by the chatbot, the information already collected would be sent to a DMV specialist.

Q54. 3.1.1.17 - Please elaborate on the fallback process and what is expected. Additionally, please give an example use case for us to better understand what is required.

A54. A customer is on hold for a DMV specialist but decides they can no longer hold. They schedule a time for a specialist to call them back or they are on the phone and the call drops due to cell service outage. The system schedules to call the customer back.

Q55. 3.1.1.25 - Please elaborate on what WVDMV requires for a visual queue configuration setting to direct queues to a particular website. Please provide an example use case scenario.

A55. The customer is routed to the correct queue based on answering a series of questions on the visual queue either on the website or via mobile app.

Q56. 3.1.1.27 - WVDMV is looking to detect/route a call to a main support number from a dialer and convert the call to a mobile call. Please elaborate what WVDMV requires here. Also, please provide an example use case for us to better understand what is required.

A56. The Call Center Solution should route to a soft phone on the specialists' computer when the customer calls the main Call Center number. We cannot route calls to a mobile phone, but calls may be forwarded to one.

Q57. 3.1.1.28 - WVDMV is looking to determine which queue, language and channel the constituent should reach when the SDK is invoked in various parts of the App. Please elaborate what WVDMV requires here. Also, please provide an example use case for us to better understand what is required.

A57. The parameters of the SDK will be set by the vendor.

Q58. Throughout the Mandatory Requirements section, WVDMV references various inbound call types and flows. Please provide us with all current inbound and outbound IVR call flows so that we can properly estimate how to convert them to newer technologies.

A58. There is no IVR in place at this time. Customers call in and are prompted to press a touch tone number to be transferred to the correct queue.

Q59. What is the current mainframe in place? Please provide the vendor, make and model.

A59. Current vendor is ENSONO and the programming is Cobol DB2 CICS.

Q60. Will we have direct access to support resources for the integration work with 3rd party suppliers for CRM, Application Xtender, etc.? Or, will WVDMV act as a middle-person in the integration discussions?

A60. API will need to be created to work with 3rd party suppliers. WVDMV will act as middle-person during discussions, but will not provide any programming.

Q61. Please provide a diagram of your existing network and telephony infrastructure so that we can better understand how our platform can be integrated to WVDMV's network.

A61. Diagram is attached.

Q62. Do you require that training be on-site or can we provide it remotely?

A62. Remotely.

Q63. Who is the current telco carrier/provider?

A63. Segra.

Q64. Who is the current SMS/messaging carrier/provider?

A64. Tyler Technologies sends reminders to customers regarding scheduled appointments via text. No other texts are sent to customers from WVDMV.

Q65. Who is the current incumbent contact center solution provider/vendor and what challenges are you currently experiencing?

A65. Segra.

Q66. What existing systems or platforms do you expect to be integrated with the Contact Center solution?

A66. CHAMPS, VRS, IDEAMIA/Back Office, and Mainframe.

Q67. What existing systems or platforms do you expect to be replaced with the Contact Center solution?

A67. Replacing current manual call handling processes and adding ability to chat with AI.

Q68. Regarding the CRFQ pertaining to the modernization of DMV systems, identified as CRFP 0802 DMV2400000002, could you clarify whether this Contact Center solution relies on the modernization effort? Are these solutions distinct, or is this a subset of the DMV Modernization?

A68. The Contact Center Solution does not rely on the modernization effort. These solutions are distinct.

Q69.   Given the volumes mentioned, do you anticipate significant growth / change of interactions?

A69. Yes, a change of interaction is anticipated, but not any significant growth.

Q70.   Are there any industry-specific compliance or security standards that the Contact Center solution must adhere to?

A70. Please WVOT policies at OT Privacy Policies

Q71. What IVR and CTI tools are presently utilized in the Contact Centers?

A71. These tools are not currently in place.

Q72. Where are call recordings currently stored, and is there a requirement to incorporate them into the proposed solution, or will past calls be archived?

A72. Calls are currently not recorded.

Q73. Are you considering replacing the existing IVR and CTI tools, or is integration the primary objective?

A73. WVDMV is looking to acquire the benefits of IVR and CTI tools to better serve customers.

Q74.   Within the "Desired Future State" section, it is indicated that the proposed solution should be closely integrated with a Document Management system with GenAI capabilities. Does "Application Xtender" provide these capabilities? If not, is an alternative document management solution desired?

A74. Yes, Application Xtender does provide these capabilities.

Q75. Concerning content such as documents and videos in Spanish, German, Chinese, and French, is this content already translated, or should the translation be included in the quotation?

A75. This content is pertaining to automated knowledge testing and driver handbooks. This content is already translated.

Q76. Do you have resources available to review and validate the translations in different languages?

A76. No.

Q77. Call Volume and Traffic - What is the expected annual call volume for the contact center?

A77. Seven Hundred Twenty-Eight Thousand.

Q78. What is the average call duration for Amazon Connect service?

A78. DMV does not use Amazon Connect Service. However, the call duration should decrease from the current call duration with the capabilities of the chat bot.

Q79. What is the average agent talk time during calls?

A79. Driver's que is 2-3 minutes. Titles is 5-10 minutes depending on the question or scenario. Scheduler is about 2 minutes.

Q80.   Call Routing and Distribution - How many Direct Inward Dial (DID) numbers are required for Amazon Connect service?

A80. WVDMV does not use Amazon Connect Service. However there are thirty one DID numbers.

Q81. How many Toll-Free numbers (TFN) are required for Amazon Connect service?

A81. One.

Q82. Multi-Channel Support - Are there other channels used in the contact center such as chat, email, or social? If so, what solutions are used for these channels?

A82. Email, chat internally, not with customer.

Q83. Is there a need for integration with other communication channels such as WhatsApp, Telegram, or WeChat?

A83. No.

Q84. Is there a need for integration with virtual meeting and collaboration platforms such as Zoom, Webex, or Microsoft Teams?

A84. No.

Q85. Are there any specific requirements for multi-channel support such as social media or messaging apps?

A85. No.

Q86. Integration and Compatibility - Is integration with external systems required? If so, what are those systems, and do you have interface specifications that you can provide?

A86. Website, Google Chat, and Gmail.

Q87. Compliance and Security - Are there any specific compliance requirements that need to be met (e.g. HIPAA, PCI-DSS)?

A87. DPPA, URDA, and West Virginia Office of Technology requirements.

Q88. Are there any specific security requirements for the Amazon Connect solution?

A88. WVDMV does not have an Amazon Connect Solution. However, any solution must meet the security requirements established by the West Virginia Office of Technology.

Q89. Are there any specific requirements for data privacy and protection?

A89. Yes, security requirements are defined by the West Virginia Office of Technology, DPPA, and URDA.

Q90. Reporting and Analytics - What are the detailed reporting, data analytics, and visualization requirements?

A90. Call details, most common questions, agent unavailability, call disposition, call summary.

Q91. Is there a need for real-time analytics on call and agent data?

A91. Yes, 3.1.1.2.

Q92. Are there any specific requirements for integration with other systems or platforms for analytics or business intelligence?

A92. Yes, 3.1.1.3., 3.1.1.15.

Q93. Are there any specific requirements for integration with other systems or platforms for customer experience or feedback?

A93. No specific requirements with other platforms for customer experience or feedback other than 3.1.1.3 and 3.1.1.15. We do not require surveys for customer experience or feedback.

Q94. Workforce Management and Quality Assurance - Is Electronic Workforce Management capability required?

A94. Yes, 3.1.1.2.

Q95. Is Quality Management capability required?

A95. Yes, 3.1.1.2 and 3.1.1.15.

Q96. How long will call receordings be stored?

A96. At least thirty days.

Q97. Is screen recording as well as call recording required?

A97. No.

Q98. What percentage of calls are to be recorded?

A98. One hundred percent.

Q99. What percentage of screens are to be recorded (if applicable)?

A99. Zero.

Q100. Are there any specific requirements for integration with other systems or platforms for workforce optimization or management?

A100. Yes, 3.1.1.2.

Q101. Are there any specific requirements for integration with other systems or platforms for quality management or monitoring?

A101. Yes, 3.1.1.2, 3.1.1.15.

Q102. Disaster Recovery and Business Continuity - Are there any specific requirements for disaster recovery and business continuity for the Amazon Connect solution?

A102. WVDMV does not have an Amazon Connect solution. However, Business Continuity should continue from anywhere in WVDMV with minimal down time.

Q103. Are there any specific requirements for integration with other systems or platforms for disaster recovery or business continuity?

A103. No.

Q104. Project Goals and Objectives - What are the specific goals and objectives for replacing the current contact center platform with Amazon Connect?

A104. WVDMV does not seek to replace the current platform with Amazon Connect. WVDMV's goal is to provide a better customer service experience for our citizens.

Q105. How is the current contact center performing in terms of customer satisfaction, agent productivity, and operational efficiency?

A105. Customer satisfaction is currently not rated except customers may ask for a supervisor to complain on or compliment a policy, procedure, or specialist. Agent productivity and operational efficiency is on the rise due to being fully staffed and expectations updated.

Q106. What are the major pain points and challenges with the current contact center platform?

A106. Calls dropping, calls not being recorded, hold times, redundancy of data collection, and audio quality of calls.

Q107. How will the performance of the new contact center platform be measured and evaluated?

A107. Based on feedback from customers and the number and duration of calls received/answered.

Q108. What are the specific customer service goals for your organization and how do you measure success in meeting those goals?

A108. One call/one chat resolution.

Q109. What are the specific pain points or challenges that you are currently facing with your current contact center platform?

A109. Calls dropping, calls not being recorded, hold times, redundancy of data collection, and audio quality of calls.

Q110. Are there any specific plans for integrating emerging technologies such as AI or chatbots into the contact center?

A110. AI and chatbot technology is required for this solution.

Q111. What is the specific plan for measuring and reporting on the success of the new contact center platform?

A111. Running analytical reports to compare and contrast hold times and call volume.

Q112. Are there any specific requirements for customization or branding of the Amazon Connect solution?

A112. DMV does not have and Amazon Connect solution.

Q113. Project Management - What is the budget and timeline for the implementation of the Amazon Connect solution?

A113. The budget will not be disclosed. The implementation is expected to be mid-June.

Q114. What are the specific training and support requirements for the Amazon Connect solution?

A114. There is no requirement for an Amazon Connect Solution. However, verification process for customer to access data, technical support Monday-Friday 7:30am-6:00pm EST, employee training remote/in-house.

Q115. Administrative and Other General Questions - Should we use Oasis to submit or RFP or email? There is conflicting information.

A115. Vendors should submit bids in accordance with the instructions included in the Terms and Conditions document provided as part of the solicitation.

Q116. We are registered as a Vendor thru Oasis and did pay a $125 fee, does that meet the requirements as a registered vendor?

A116. Yes

Q117. What is the current CRM? Would the DMV like the CRM or contact center interface be the single source of truth?

A117. There is currently no CRM in place. No, the contact center interface should not be the single source of truth.

Q118. Will Application Xtender be the ongoing document management solution or are there plans to replace that technology?

A118. Yes, there are no immediate plans to replace Application Xtender.

Q119. What is the current system that the DMV currently uses for scheduling calls with the support team?

A119. Email IT or call IT/OT if assistance is needed.

Q120. 1, 3.1.1.17, and 3.1.1.29.3 - There are references throughout to a required integration to a CRM solution. What CRM solution is in scope? Is State of WV looking for a CRM solution, such as SalesForce, to be included as part of the proposal?

A120. Yes, a CRM is desired.

Q121. 3.1.1.2 - Please specify current and any new data sources expected for data unification/single source of truth.

A121. DMV website, WV legislature site for law code, forms and applications on website, "cheat sheets" and memos developed by staff, NADA textbook.

Q122. 3.1.1.6 - What are the expected volumes for Spanish, German, Chinese and French?

A122. 1.68% Spanish, .25% German, .16% Chinese, .14% French.

Q123. 3.1.1.9 - In addition to call recording, are there any requirements for screen recording?

A123. No.

Q124. 3.1.1.9 - What percentage of calls/screens are to be recorded, and what are the retention requirements?

A124. One hundred percent of calls, zero percent of screens, and the files should be kept for thirty days.

Q125. 3.1.1.15, 16 & 17 - These requirements appear to be focused on how a mobile application must operate. Is the mobile app that is to be delivered for use by State of WV contact center agents, or for citizens placing calls to the DMV? Please specify the use case for this requirement.

A125. The mobile app is for citizens contacting the DMV.

Q126. 3.1.1.15, 16 & 17 - Does a mobile app already exist that is to be modified by vendor? Or will the vendor be required to provide a new mobile app? If app already exists, please describe the architecture and development tools that are currently leveraged. Please specify the use case for this requirement.

A126. None exists.

Q127. 3.1.1.20 - For the requirement to allow users to schedule a time to talk with the support team, is this to be done via all channels (voice, chat and mobile app)?

A127. Yes.

Q128. 3.1.1.21 - Is the requirement for verifying users with fingerprint, face, passcode or account number specific to the mobile app?

A128. Yes.

Q129. 3.1.1.23 - Is the requirement to send SMS for 1 way automatic notifications or is this 2 way interactions between a citizen and a contact center agent. Please specify the use case for this requirement.

A129. One Way.

Q130. 3.1.1.24 - Is the requirement to forward a call directly to another number within the CCaaS solution, or is this a completely separate number elsewhere outside the CCaaS environment? Please specify the use case for this requirement.

A130. The number would be in the CCaaS environment.

Q131. 3.1.1.27 - Can you please provide more detail on this requirement? From which dialer? Convert the call for an agent to use a mobile device to accept a call? Please specify the use case for this requirement.

A131. The call should be transferred from the dialer to the specialist's soft phone.

Q132. 3.1.1.30 - Will you please provide specific use cases for this requirement?

A132. We are seeking an all-in-one application for a unified customer experience. Anyone contacting the WV DMV should be using the same app and/or site.

Q133. 3.1.1.31 - Is the "Visual IVR" requirement different from the mobile app? Please specify the use case for this requirement.

A133. No, both should provide a uniform experience with the DMV logo.

Q134. 3.1.1.33 - Is the state open to using cloud environments other than Azure?

A134. Yes, the state is open to using other cloud environments.

Q135. Is the State of WV willing to consider an extension to the RFP response deadline?

A135. An addendum was issued extending the response deadline to 13:30, February 7, 2024.

Q136.   Section 13. "Pricing" under General T&Cs: "Would the state include the additional clarification of any publicly advertised sale price for other similarly-situated West Virginia customers who are purchasing substantially similar products and services at similar quantities and under the substantially similar terms and conditions as those contained in this contract"

A136. No, due to WVDMV not being a commodity that can be shopped around.

Q137. With questions due 1/8 Will the State consider an extension for 2 weeks from the time answers are published?

A137.   An addendum was issued extending the response deadline to 13:30, February 7, 2024.

Q138. 3. 3.1.1.6 Does the agencies current application support this functionality?

A138. No.

Q139. Section 3: General Requirements: 3.1.1.7 The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication. Please provide more detail on what your requirements are.

A139. Incorrect section referenced, however, need passcode to authenticate user.

Q140. Section 3: General Requirements: 3.1.1.9 The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls. How many GBs of calls do you plan on recording per month? And, how long do you plan on storing those calls?

A140. All calls, and thirty days.

Q141. Section 3: General Requirements: 3.1.1.16 The Contact Center Solution must allow users to make voice calls using data instead of minutes. Please clarify what your requirements are.

A141. No requirements on Data Caps just that VOIP is used.

Q142. Section 3: General Requirements: 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. Please clarify what your requirements are.

A142. The contact center system must provide a solution to dropped calls when the caller does not have a good connection.

Q143. 8. 3.1.1.20 Does the agency have a scheduling program to use to schedule appointments? If so, can you describe?

A143. Yes, it is a self-service tool on the DMV website that directs customers to schedule an appointment. It starts by asking the type of transaction needed and lists basic documentation requirements, then it directs the user to select which office they would like to visit, and, lastly, allows them to select a date and time. An email confirmation is automatically sent to the user. DMV specialists can confirm, edit, and cancel appointments. Appointments can be looked up using the telephone number or email address entered by the user at time of scheduling.

Q144. Section 3: General Requirements: 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. Are you looking to be able to transfer to a mobile number?

A144. No.

Q145. Section 3: General Requirements: 3.1.1.33 The Contact Center Solution shall be hosted in a state owned public or private cloud environment. Please clarify what is meant by state owned public or private cloud environment. Is the DMV just looking for a separate Business Unit/Dedicated Instance for their cloud hosted contact center?

A145. Yes.

Q146. Does the DMV have any toll-free numbers in use today? If so, how many toll-free numbers do you have? Also, can you provide the approximate number of minutes per month of usage?

A146. Yes, the DMV has 2 1-800 #'s in place. The main number for the call center 1-800-642-9066 and a TTY # 1-800-742-6991 which is not located in the call center. Cannot calculate usage for 1-800-642-9066 in minutes. TTY usually only received misdirected calls and are referred back to 1-800-642-9066.

Q147. Do people call into the contact centers using 10 digits DID? If so, how many 10-digit DIDs do you have? Also, can you provide an approximate number of minutes per month of usage?

A147. Yes. There are thirty one DID numbers.

Q148. How many hunt groups are you looking for?

A148. Hunt groups are not required for the contact center solution.

Q149. How many total agents do you have? How many supervisors do you have? Are all agents on premise or off premise or mix of each?

A149. Twenty agents, two managers. The contact center solution must support a mix of up to all agents and managers on site to all agents and managers off site.

Q150. 3.1.1.3 The Contact Center Solution must interface with DMV's document management solution (currently ApplicationXtender).

a. Question: How does ApplicationXtender support integrations (SOAR, REST, etc.)

b. Are there API's available today?

c. Will the integration be at the self-service level or agent level (i.e. Agent client application)?

A150. A.) REST API
        B.) Yes
        C.) Agent

Q151.   3.1.1.1 The Contact Center Solution must provide a unified and multi-channel experience. Can you confirm what channels are required?

A151. Voice, Chat, Web, and AI

Q152. 3.1.1.5 The Contact Center Solution must provide a citizen case management process. Please give us an example of this process? Or does <customer> need a case management system as well?

A152. By answering questions and providing information, the case management system should be able to provide a personalized and streamlined experience for the customer by accessing and maintaining customer data.

Q153. 3.1.1.16 The Contact Center Solution must allow users to make voice calls using data instead of minutes. Please gives us more information on this.

A153. Soft phone (not a hard or physical phone) is used and this must be measured in data.

Q154. 3.1.1.21 The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number. Please give us the flow on how the face/Fingerprint flow will go ie. For example, is the citizen at a kiosk and the teller machines sends an API request to the Contact Center solution?

A154. Mobile app must have passcode sent to customer to verify identity.

Q155. Current desktop environment (Windows, MAC)?

A155. Windows.

Q156. Other than ApplicationXtender are there any other 3rd party applications to integration too (CRMs, ERPs, etc)?

A156. CHAMP, VRS, Mainframe, Appointment Scheduler. No CRM at this time.

Q157. Current payment system? Will the new solution need to integrate with this system?

A157. DMV 1st and VRS, yes it should integrate to view payments that have been made.

Q158. Any other special reporting requirements (i.e. integration with BA tools, exporting to data lakes, etc)?

A158. No.

Q159.   Do you have an existing IVR? If so, which one and do you plan to still use it?

A159. There is no IVR in place at this time.

Q160. Do you have any critical deadlines for implementation that need to be accounted for in the planning?

A160. No

Q161. Do you have a budget allocated for this project? If yes, can that be shared?

A161. Yes, No.

Q162. The current timeline for bid submission is very short - do you anticipate an extension?

A162. An addendum was issued to extend the bid submission deadline to 13:30, February 7, 2024.

Q163. Do you anticipate the WV team to participate in the integration and development efforts? (e.g embedding the virtual agent on your website)

A163. No.

Q164. The RFP mentions integrating with a CRM - do you have one in mind? If so, which one? If not, what's the timeline for implementing one?

A164. No. The CRM solution is dependent on the awarded contact center solution.

Q165. Requirement 3.1.1.15 mentions integrating with mobile apps - do these apps exist? What is the expected usage of these mobile apps?

A165. Mobile Apps do not currently exist. Unknown usage expectations, but the convenience and popularity of mobile apps would indicate usage to be high by customers. There is no IVR in place at this time. Customers call in and are prompted to press a touch tone number to be transferred to the correct queue.

Q166. Requirement 3.1.1.3 talks about interfacing with Application Xtender - what's the nature of this integration? Can documentation be provided?

A166. REST API.

Q167. Can you provide additional clarification for requirement 3.1.1.16?

A167. Agent/Customer audio clarification; to lose less than one% of calls.

Q168. Can you provide additional clarification for requirement 3.1.1.27?

A168. Traditionally, a customer goes to the DMV website to locate information or even the contact number for the DMV. Once the contact number has been located, the caller listens to prompts to be routed to a specialist. The specialist must then collect information to answer the question.

Instead of making a telephone call and being routed to hopefully the correct department where information is gathered, the visual IVR will gather the data and help the customer find their answer. If no answer can be found, this information is transferred to the specialist, cutting down on misdirected calls, call time, and customer overall frustration.

Q169. Can you elaborate on the timeline for down selection and award? What are the key dates we can expect?

A169. Mid March.

Q170. The Desired Future State section of CRFQ-0802-DMV2400000001-1 notes that the Contact Center as a Service (CCaaS) solution should provide a platform that offers a Single Source of Truth for WVDMV staff. Typically, a Contact Center retrieves information using real-time interfaces from an agency's system of record rather than itself being a "*single source of truth*." WVDMV's open procurement for Driver System Modernization (Solicitation No. CRFP-0802-DMV2400000002) notes that the agency's Vehicle Services division is in the beginning stages of implementing a digital title and electronic lien system that will replace the mainframe as the system of record/single source of truth. The scope of the Driver System Modernization RFP requires implementation of a modernized Driver System that will serve as WVDMV's system of record for driver licenses and customer credentials and is capable of returning all driver and vehicle information pertaining to the search.

It can be very helpful to have modernized systems of record in place before implementing a contact center solution to efficiently achieve this goal. How does WVDMV intend to achieve an actual single source of truth?

A170. We are in the blackout period for CRFP-0802-DMV2400000002 and cannot comment.

Q171. Can you confirm all points of integration for this application?

A171. Integrating with website, AppEx, Mainframe, and CHAMP…future new drivers system.

Q172. Are additional language features required for chat functionality? If so, which are required?

A172. No.

Q173. Could you share current wait times for constituents on general service requests through DMV?

A173. It varies based on call volume. The driver's que is 1-2 minutes, titles may be 13-30 minutes, and scheduler is 1-2 minutes. Emails are usually answered within 24-48 hours, but an automated response allows for 7-10 business days. Customers are called back within 24-48 hours of their initial call to take a payment over the phone. We allow for 14 business days from the date of being entered into the system for registration cards, plates, and decals to be received by customers. Title work may take up to 60 days to complete (but is usually faster) and it may take up to 45 days for a driver's license to be received in the mail.

Q174. Could you share the current technology stacks supporting DMV operations?
 ie - Oracle, Microsoft, Tyler Technologies, Salesforce, etc.

A174. Tyler Technologies, Mainframe, CHAMP, and ITI.

Q175. Could you please share what is taken into consideration for the "Total Cost Score"?

A175. The total cost score consists of the Contact Center Solution including installation and delivery costs for years one through four.

Q176. Could you share what the anticipated constituent inquiry volume on a monthly basis?   Chat, Phone calls, email, Document Uploads

A176. Chat is unknown as none in place, three thousand emails, fifty six thousand calls, and forty eight thousand document scans.

Q177. What is the current approval flow for a standard application from a constituent? Manually reviewed by an agent? How long does this take?

A177. For calls regarding a vehicle, the VIN #, title #, or plate # is verified. For a call regarding a driver's license or state issued id, the dl/id # or social security # is verified.

It takes approximately 1 minute to verify as long as the caller has the information ready.

Q178. How is fraud analysis currently performed?

A178. The customer must provide information such as driver's license number, title number, VIN, address, etc. to prevent fraudulent activity.

Q179. Do you currently have any security solutions in place to protect constituent information?

A179. Agents yearly take a privacy class. Agents are given access only to information required for daily work.

Q180. Does WV have a data dictionary? if yes, can it be provided prior to RFP response ?

A180. No.

Q181. What is the quality of the your Customer Data ? Is there a concept of an enterprise identifier that can be used to link related information for a Driver/Customer 360 view?

A181. Customer data is excellent. There currently is not a link to create a 360 customer view.

Q182. Does WV have a DMV Employee and Driver/Customer 360 ? (to enable call routing etc.)

A182. No.

Q183. What is a State Bar ID?

A183. The State Bar ID is a credential issued to members of the State Bar.

Q184. Is there an agreed-upon understanding around "general /routine citizen questions" versus "complex cases"? Is there an internal KB with categorized Q&A (available in a format that can be consumed by DocAI)?

A184. Yes agreed upon understanding, but would need to be developed/written for DocAI.

Q185. Are the process/data flows and data/document/system dependencies available for each Contact Center persona and scenario? ELT system for License & Title services? Organ & Tissue Donor Registry? Real ID Headstart? Payment Processing, etc.

A185. Not at this time.

Q186. Max Call Volume expected for a given hour?

A186. Three hundred fifty one calls answered per hour.

Q187. Please provide Max Docs processes aka Doc Processing Burst

A187. Over two hundred and fifty document processes. Approximately twelve thousand documents per week.

Q188. Does WV have its data to be used in CC in a data warehouse? if not can we get a count of sources of data and type of each source (ex. DB, CSV file, Cloud Storage, API etc.)

A188. We do not have a data warehouse. It would mostly be API.

Q189. Does this refer to a Data Warehouse (Data Lake) for analytics, or transactional for search, real-time lookups, or both?

A189. No Data Warehouse. Mainframe would technically be the closest thing, but this system would not be tied to it.

Q190. What is considered as valid citizen identity for WVDMV? Are these 2 requirements identical?

A190. A valid citizen identity is either US Citizen or Non US Citizen credential eligible.

Q191. Does WV have a case management tool? If yes, will it be used as a part of the CC Implementation?

A191. No case management tool.

Q192. Should this include historical call data? If so, how much history data will be provided?

A192. Yes, thirty days.

Q193. Is biometric information currently captured and stored ? Is yes, please provide details of the system providing bio-metrics

A193. No.

Q194. Does WV currently have an SMS Capability? If so, are there any budgets / limits on the use of the its SMS gateway?

A194. Yes. However SMS capability is limited to the customer queuing system for appointment verification and cannot be shared with another solution.

Q195. What are examples of such settings? What functionality do they enable?

A195. SMS is used to inform and remind customers of appointments.

Q196. 3.1.1.3 The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender). Is integration via API available?

A196. Yes.

Q197. 3.1.1.5The Contact Center Solution must provide a citizen case management process. Do you currently have the process defined and if so which applications, services are you currently utilizing?

A197. No.

Q198.   3.1.1.6.2 The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable. Has the LLM been identified? Is there any LLM in place or is this something to be developed?

A198. No, the LLM must be developed.

Q199. 3.1.1.7.1 The Contact Center Solution must allow mobile device App integration. Is this Mobile application for constituent? Or for Agents?

A199. Constituent

Q200.   3.1.1.9 The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls. Is PII redactoin required? Is both voice and screen recording required? What are the retention policies for recordings?

A200. PII redaction is not required, screen recording not required, but voice recording is required. Retention is for 30 days and only accessible by management.

Q201. 3.1.1.14The Contact Center Solution must include an automatic call back function for dropped calls.   Is this process defined? IF so can you please provide us with some more information? Ie. If a call drops it needs to be called back within X, or be called back as the next call in queue etc?

A201. Yes the process is defined. If the call drops, the caller needs to be called back within fifteen minutes of the call being dropped. The call would be in its own queue designated for callback.

Q202. 3.1.1.15The 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. Please list the existing mobile applications.

A202. There are no mobile applications in place.

Q203. 3.1.1.19 The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%. Are most agents going to be working from home? If so, do you have some minimum connectivity eligibility for working from home?

A203. The solution must allow for a range of all employees working remotely to all employees working onsite.

Q204. 3.1.1.21The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number. Plesae define users, are they constituent or agents or both?

A204. Users are customers.

Q205. 3.1.1.27The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call. Please provide more detail on this requirement.

A205. DMV will not use a mobile device to answer calls. WVDMV anticipates the customer will be using mobile phones.

Q206. 3.1.1.29.3 GenAI must get insights from CRM data and understand call drivers and call topics. Please list CRM applications that are currently being used and planned to be used in the future.

A206. No CRM.

Q207. What system is used today to handle Case management?

A207. None.

Q208. What solution is being used today as the CRM?

A208. None.

Q209. What system is used today to process payment?

A209. Currently a specialist returns calls to customers and enters their debit or credit card manually via dmvFIRST. The DMV Website uses VRS/WV Interactive.

Q210. Are the driver and vehicle database systems accessible via API today?

A210. Yes.

Q211. Where are FAQ and knowledge base information stored today?

A211. Website, Google Chat, and some FAQ answers on the recording as customers hold.

Q212. Does a mobile app experience exist today? What system or framework was that developed on?

A212. No.

Q213. The solicitation mentions "CRM"; system a few times as it relates to the DMV system itself. Does WVDMV acknowledge that a modern Contact Center solution includes Omni-Channel Communications with embedded CRM functionality. In other words, is WVDMV looking to also replace the existing CRM system?

A213. WVDMV does not currently have a CRM system.

Q214. Will the state consider an entirely cloud-based phone system to support the modern Contact Center solution?

A214. Yes.

Q215. A number of platforms on the market provide the general capabilities described in the ~33 requirements listed in RFP. Please describe to what degree WVDMV is seeking a solution that is implemented, configured, and/or customized to meet WVDMV's unique business requirements versus simply purchasing a platform that provides these capabilities. Since detailed requirements have not been provided beyond those general capabilities, what are your expectations regarding any configuration and/or customization of the solution, and the associated pricing of that effort?

A215. The requirements listed in the RFQ are mandatory requirements that must be met. There are no allowances or contingencies outside of the mandatory requirements.

Q216.   Has WVDMV developed detailed requirements in more detail than the ~33 requirements listed in RFP? If not, is it your expectation that the selected vendor will work with WVDMV to elicit and document detailed requirements?

A216. The mandatory requirements are listed in the RFQ.

Q217. Does the scope of work for this RFP include any of the functionality that is currently available through the existing WVDMV website, or only the call center components? Can you briefly describe the anticipated future state model regarding the current WVDMV website and this new system and the interactions/integrations between them? If there are any integrations, please clarify any responsibilities under this RFP regarding those integrations?

A217. Yes, through the website. WVDMV expects to both to be integrated so the AI can read the website.

Q218. The background info references payments being made through staff or on the website. What are the requirements for this new platform with regard to payment processing? If any, is there a payment gateway in use or expected?

A218. There are no requirements for the Contact Center Solution to process payments, but will review payments previously made as part of case management.

Q219. What is the version of ApplicationXtender document management in use by WVDMV.

A219. 16.3.298.0

Q220. We would like to request an extension of at least 2 weeks but preferably 4 weeks.

A220. An addendum was issued to move the bid opening date and time to 13:30, February 7, 2024.

Q221. What system is used today to handle Case management?

A221. There is currently no case management system ne in place, everything is done manually by the specialists.

Q222. What solution is being used today as the CRM?

A222. There is no CRM.

Q223. What system is used today to process payment?

A223. dmvFIRST and West Virginia Interactive for customer interactions.

Q224. Are the driver and vehicle database systems accessible via API today?

A224. Yes.

Q225. Where are FAQ and knowledge base information stored today?

A225. Website, handbooks, Google Chat, memos outlining policies and procedures, and forms.

Q226. Does a mobile app experience exist today? What system or framework was that developed on?

A226. No.

Q227. Do you require outbound dialing campaigns? If so, how many?

A227. No.

Q227. DMV is planning to utilize AI Tools as part of Contact center. Can you please ask them to share how they want to utilize AI tools to support DMV business needs through call center?

A227. Customer can ask the AI Tool a general question such as "what is needed to renew a license plate?" The AI will retrieve the answer for the customer, acting like a virtual agent.
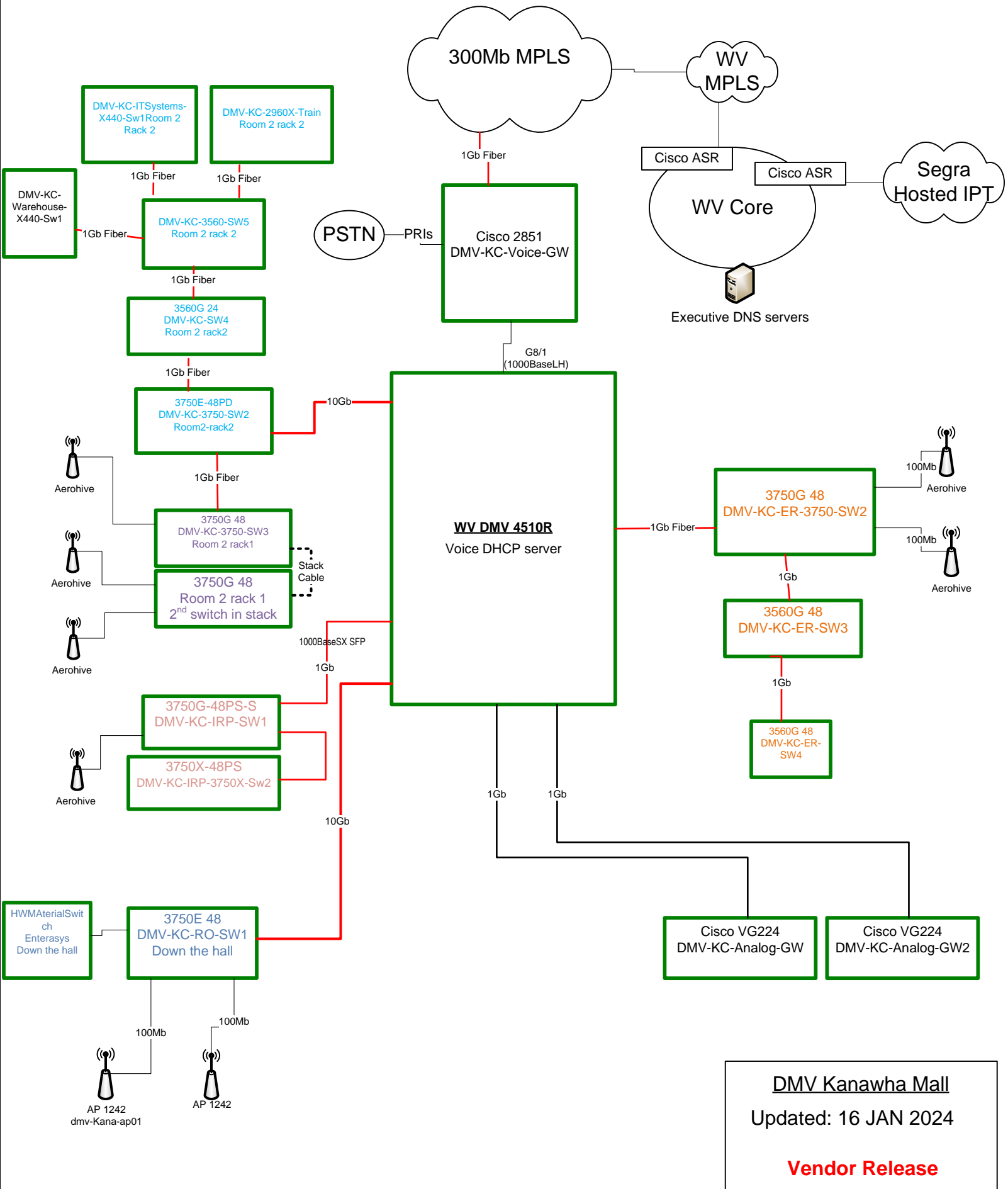

Q228. Our assumption is that 20 + 2 +1 agents currently working. So you are expecting 23 agents licenses?

A228. If licenses are required, WVDMV would need licensing for a minimum of twenty agents.

Q229. What is your current tool using for contact center?

A229. The WVDMV currently uses Segra for telephone calls and Google for emails.

300Mb MPLS

WV MPLS

Cisco ASR

Cisco ASR

Segra Hosted IPT

WV Core

Executive DNS servers

DMV-KC-ITSystems-X440-Sw1Room 2 Rack 2

DMV-KC-2960X-Train Room 2 rack 2

1Gb Fiber

1Gb Fiber

DMV-KC-Warehouse-X440-Sw1

1Gb Fiber

DMV-KC-3560-SW5 Room 2 rack 2

1Gb Fiber

3560G 24 DMV-KC-SW4 Room 2 rack2

1Gb Fiber

PSTN — PRIs

Cisco 2851 DMV-KC-Voice-GW

G8/1 (1000BaseLH)

3750E-48PD DMV-KC-3750-SW2 Room2-rack2

10Gb

Aerohive

1Gb Fiber

WV DMV 4510R

Voice DHCP server

3750G 48 DMV-KC-3750-SW3 Room 2 rack1

Aerohive

Stack Cable

3750G 48 Room 2 rack 1 2nd switch in stack

Aerohive

1000BaseSX SFP

1Gb

3750G-48PS-S DMV-KC-IRP-SW1

3750X-48PS DMV-KC-IRP-3750X-Sw2

Aerohive

10Gb

3750G 48 DMV-KC-ER-3750-SW2

100Mb Aerohive

1Gb Fiber

100Mb Aerohive

1Gb

3560G 48 DMV-KC-ER-SW3

1Gb

3560G 48 DMV-KC-ER-SW4

1Gb

1Gb

HWMAterialSwitch Enterasys Down the hall

3750E 48 DMV-KC-RO-SW1 Down the hall

100Mb

100Mb

AP 1242 dmv-Kana-ap01

AP 1242

Cisco VG224 DMV-KC-Analog-GW

Cisco VG224 DMV-KC-Analog-GW2

DMV Kanawha Mall

Updated: 16 JAN 2024

Vendor Release

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV2400000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

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

Addendum Numbers Received:
(Check the box next to each addendum received)
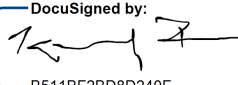
☒	Addendum No. 1	☐	Addendum No. 6
☒	Addendum No. 2	☐	Addendum No. 7
☐	Addendum No. 3	☐	Addendum No. 8
☐	Addendum No. 4	☐	Addendum No. 9
☐	Addendum No. 5	☐	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Morse Data Enterprises LLC

_____
Company

DocuSigned by:
B511BF2BD8D240F...   CRO
_____
Authorized Signature

2/13/2024
_____
Date

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

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

             Kennedy Periera   Chief Revenue Officer
(Printed Name and Title) _____

          13785 Research Boulevard, Suite 125, Austin, TX 78750
(Address) _____

                 408-623-7224
(Phone Number) / (Fax Number) _____

          kpereira@itsmorse.com
(email address) _____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

  Morse Data Enterprises LLC

_____
(Company)

_____
(Signature of Authorized Representative)
Kennedy Pereira   CRO
_____
(Printed Name and Title of Authorized Representative) (Date)
 408-623-7224
_____
(Phone Number) (Fax Number)
 kperiera@itsmorse.com
_____
(Email Address)

Revised 8/24/2023