



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

Header 5

List View

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

Procurement Folder: 1324372
 Procurement Type: Central Contract - Fixed Amt
 Vendor ID: VS0000042949
 Legal Name: EsqOps LLC
 Alias/DBA: EsqOps LLC
 Total Bid: \$1,183,508.00
 Response Date: 02/14/2024
 Response Time: 10:57
 Responded By User ID: habbasi
 First Name: Hajra
 Last Name: Abbasi
 Email: amir@esqops.com
 Phone: 8184335803

SO Doc Code: CRFQ
 SO Dept: 0802
 SO Doc ID: DMV2400000001
 Published Date: 1/30/24
 Close Date: 2/14/24
 Close Time: 13:30
 Status: Closed
 Solicitation Description: DMV Cloud-based Contact Center Solution
 Total of Header Attachments: 5
 Total of All Attachments: 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				463472.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: This includes implementation costs (\$203,460), annual subscription charges (\$240,012) and training fees (\$20,000). Training fees are variable and can be adjusted.

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				240012.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Annual subscription charges only

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				240012.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Annual subscription charges only

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				240012.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Annual subscription charges only

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

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.

(Printed Name and Title) Sam Moid

(Address) 954 Talisman Dr., Martinsburg, WV 25403

(Phone Number) / (Fax Number) 678-827-5605

(email address) smoid@esqops.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, 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.

Esqops LLC

(Company) _____



(Signature of Authorized Representative) _____

Sam Moid

(Printed Name and Title of Authorized Representative) (Date) _____

678-827-5605

(Phone Number) (Fax Number) _____

smoid@esqops.com

(Email Address) _____



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: VS0000042949

Vendor Name : Esqops, LLC.

Address :

Street : 954 Talisman Dr.

City : Martinsburg

State : WV **Country :** United States of America **Zip :** 25403

Principal Contact : Sam Moid

Vendor Contact Phone: 678-827-5605 **Extension:**

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



Vendor Signature X **FEIN#** 86-2960678 **DATE** 02/13/2024

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV240000001

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)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

ESQOPS LLC

Company



Authorized Signature

02/13/2024

Date

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



DMV CLOUD-BASED CONTACT CENTER SOLUTION

PROPOSAL

PREPARED FOR:

David Pauline

West Virginia Purchasing Division
2019 Washington Street, East
Charleston, WV 25305
Tel: (304) 558-0067
Fax: (304) 558-3970
david.h.pauline@wv.gov



February 13, 2024

EsqOps LLC (hereafter referred to as ‘Esq’ or ‘Esqops’) a reputable Minority and Women-Owned Business Enterprise (MWBE) would like to thank **West Virginia Purchasing Division** for providing an opportunity to present a proposal for DMV Cloud-based Contact Center Solution.

Esq is partnering with Five9, Inc , for this proposal which has been named a leader in Contact Center as a Service by Gartner Magic Quadrant in 2023. The evaluation was based on specific criteria that analyzed the company’s overall completeness of vision and ability to execute. We are confident that the solution presented below will not only accomplish WV DMV’s organizational goals for operational excellence but also create low effort/cost effective experience for the citizens West Virginia when they interact with their DMV. The solution enables Omnichannel capability whereby customers can seamlessly change the channel of communication without having to repeat the information they provided in the channel they started. Five9 solution is well known for CRM integration if an organization so desires in the future. Creating end to end best in class customer experience in a cost-effective manner.

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Five9 Core - Voice Contact Center	1.00 VCC Call Center Seat and Bundle	Concurrent User	21	\$100.00	\$2,100.00
VCC Call Recording - Encrypted Storage	1.03 VCC Seat Storage	Concurrent User	21	\$5.00	\$105.00
VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	5	\$100.00	\$500.00
VCC Administrator	1.10 VCC Admin/Supervisor	Concurrent User	2	\$50.00	\$100.00
Advanced Recording Upload	1.13 VCC Domain Options	Domain	1	\$250.00	\$250.00
US DID	1.15 VCC Phone Numbers	Number	1	\$5.00	\$5.00
US TFN	1.15 VCC Phone Numbers	Number	1	\$10.00	\$10.00
Secure RTP (SRTP)	1.16 VCC Connectivity	Domain	1	\$250.00	\$250.00
Five9 Chat Agent	1.21 VCC Multi-Channel	Named Agent	21	\$10.00	\$210.00
Five9 Email Agent	1.21 VCC Multi-Channel	Named Agent	2	\$20.00	\$40.00
US/CAN SMS TFN	1.21 VCC Multi-Channel	Number	1	\$10.00	\$10.00
Five9 Essentials QM	2.02 Five9 WFO	Named Agent	21	\$30.00	\$630.00
Five9 WFO Recording Data Protection	2.02 Five9 WFO	Named Agent	21	\$6.00	\$126.00
Agent Assist Standard	2.09 Five9 Agent Assist	Concurrent User	21	\$80.00	\$1,680.00
Five9 Advanced IVA	2.10 Five9 IVA	Per IVA	3	\$495.00	\$1,485.00
AI Tuning - IVA	2.10 Five9 IVA	Domain	1	\$9,000.00	\$9,000.00
Technical Account Management	3.10 Support Services	Hour	10	\$350.00	\$3,500.00
TOTAL:					\$20,001.00

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	EXTENDED PRICE
Professional Services – Hours	Up to 411 hours	\$192,700.00
Professional Services – Fixed Fee	Fixed Fee	\$9,000.00
Activation Fees	Varies	\$1,025.00
TOTAL:		\$202,725.00

DEPOSIT	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Telecom Deposit	1.17 VCC Telecommunications	Concurrent User	21	\$35.00	\$735.00
TOTAL:					\$735.00

* **Optional: T&M (Additional) Support can also be provided with the rate of \$40 per hour (if applicable)**

USAGE	UNIT	UNIT PRICE	EXTENDED
Five9 WFO Additional Storage	Gigabyte	\$0.15	As Used
WFA Enterprise Usage	Gigabyte	\$500.00	As Used
US TFN SMS Usage	Per 10 messages	\$0.15	As Used
CAN SMS Usage	Per 10 messages	\$0.20	As Used
US TFN MMS Usage	Per 10 messages	\$0.35	As Used
CAN MMS Usage	Per 10 messages	\$0.30	As Used

SMS and MMS messaging for regions and countries not set forth in the usage table above will incur per-country messaging fees as used.

INVOICING SCHEDULE		
FEE TYPE	TRIGGER TO START INVOICING	INVOICING METHOD
Subscription Fees (by Category)		
1.0x VCC Agent Seats and Bundles	Service Order Date	Monthly in Advance
1.1x VCC Domain Options		
1.2x & 1.3x VCC Features	Earlier of a) date that each ordered service is first made available for production use, or b) 12 months after Service Order Date	Monthly in Advance
2.xx Other Services		
3.xx Support Services		
One-Time Fees & Deposits		
One-Time Fees	Service Order Date	One-Time in Advance
Telecom Deposit		
International Call Blocking	Upon Approval by Five9 Finance	One-Time in Advance
Usage Fees		
Communications	As Used	Monthly in Arrears
Storage	As Used	Monthly in Arrears

SUBSCRIPTION SERVICES CHANGE ORDERS	
<p>1. The table below lists Customer's minimum commitments for the subscription services ordered in this Service Order. Minimum commitments are shown as a percentage of ordered quantity by service Category and apply for the duration of the Order Term and any subsequent Renewal Term.</p> <p>2. Reductions (as permitted) require a minimum of thirty (30) days advance written notice.</p>	
Category	Minimum Commitments
1.0x VCC Agent Seats and Bundles	100%
1.1x, 1.2x & 1.3x All (Other) VCC Services	0%
2.xx Other Services	100%
3.xx Support Services	0%

Any Professional Services purchased in this Service Order are non-refundable, non-transferrable and expire twelve (12) months after the Order Date unless otherwise specified in a Statement of Work or contract.

All communication, documentation, training, and artifacts associated with the Professional Services purchased in this Service Order will be delivered in English only unless otherwise specified in a Statement of Work.

Professional Services (including training) fees do not include travel and expenses for on-site work. Customer will be invoiced for these expenses at actual costs and time.

24/7 Customer Support is included.

Please note that there will be an invoice charge associated with the E911 Emergency Services capability to account for costs and changes associated with this feature. In the event that one of the users makes a 911 call without properly setting their location, a per call usage surcharge will be applied. Location Service Charge is \$3.00 per concurrent seat/month and Operator Assisted Location Service Surcharge is \$100 USD (or local currency equivalent) per call event.

Esqops / Five9 IVA Service

The Esqops / Five9 IVA service will be enabled with bursting capability to meet unexpected demands. During any billing month, if the actual usage level exceeds the contracted level, for that month only and only for the excess quantity, Customer hereby agrees to be invoiced a “bursting” rate of 200% of the rates herein. IVA Service will be provisioned for a maximum bursting capability of 120% of the contracted quantity.

Esqops / Five9 Named User-Based Services

During any billing month, if the actual usage level of any named user-based services (i.e. Unit is Named Agent, Named User, or Named Employee) exceeds the contracted level, for that month only and only for the excess quantity Customer hereby agrees to either a) be invoiced with a “bursting” charge that is 20% over the rates herein, or b) place an immediate co-terminus add-on order in the quantity of such excess usage.

Esqops / Five9 WFO

- Duration and level of cloud-based data storage is controlled by Customer through the Five9 administration capabilities. Customer will be provided with one (1) Terabyte (TB) of storage, beyond this level Customer will be invoiced monthly in arrears for the previous month's storage level.
- For Five9 Quality Management (if ordered): Customer is responsible for LAN/WAN infrastructure (QoS, bandwidth, etc.) to support Five9 WFO application network traffic of approximately 1.5 Mb/min of screen recordings per display monitor for data transport over public internet.

Agent Assist

- Each Agent Assist seat includes up to 3,000 minutes per month
- Total usage is measured at the domain level
 - For example, if ordered 100 seats then Customer has access up to 300,000 mins (100 seats * 3,000 mins)
- Usage is measured at the start of the call and ends when the agent sets the call disposition. Calculations exclude any time where the call is on hold or is parked. Usage will be rounded up to the next minute
- During any given billing month, if number of minutes exceeds the allocated level, for that month only and only for the excess quantity, Five9 will charge a unit rate of \$0.03/minute for Agent Assist Standard and \$0.05/minute for Agent Assist Advanced

WFA Enterprise Solution (usage)

Customer will receive a lifetime allocation of one (1) Gigabyte (GB) of WFA data usage at no charge on the domain. Any additional data usage beyond the first 1GB will be invoiced monthly at the rate herein.

Esqops / Five9 SMS

Customer agrees that it is solely responsible for paying all SMS number fees and SMS usage charges (collectively, “SMS Fees”). Customer agrees that the SMS Fees may be subject to price increases and/or additional one time fees (“Additional Fees”) arising from underlying carrier policy changes and that the Additional Fees shall not be subject to any price increase restraints in the Agreement or this Service Order.

Esqops / FIVE9 EXHIBIT: TELECOMMUNICATIONS USAGE SERVICE

Local and Long Distance Rate Tables

Communication Charges: Local, long distance, and any related surcharges, taxes or fees shall be billed monthly. Charges accrue on a call-by-call basis. Customer is responsible for any call activity incurred through its account. Local and long distance charges are computed and billed based upon the Automatic Number Identification (ANI) as the calling number and the Dialed Number Identification Service (DNIS) as the called number (e.g. calls with an ANI and DNIS in the same state are rated as Intrastate calls, and calls with an ANI and DNIS in different states are rated as Interstate calls) and Pacific Standard/Daylight Time as the originating time for each call.

All connections to the Five9 service via “PSTN mode” (call generated from the Five9 service to initiate the connection with an Agent, Supervisor, or Administrator over the Public Switched Telephone Network), rather than a dedicated route utilizing the Customer’s MPLS or Internet service, are billed as an outbound call for the entire connection time and can substantially increase the bill. All calls, whether outbound or inbound, are billed based on carrier connection made, regardless of agent connection to the call. All inbound calls, whether to toll free numbers or area code specific DIDs are subject to the rates shown, unless otherwise specified.

Any call to (xxx) 555-xxxx is billed as Directory Assistance.

Rate Lookup feature is available in Administrator role. Reporting of detailed call records is available in the Administrator or Supervisor portion of the Five9 platform/service.

RATE PLAN	RATE PLAN UNIT PRICE	INITIAL/SUBSEQUENT BILLING INCREMENTS (SECONDS)
Interstate - Outbound	\$0.0140	6-6
Intrastate - Outbound	\$0.0190	6-6
Alaska - Outbound	\$0.1170	6-6
Hawaii - Outbound	\$0.0816	6-6
Canada - Outbound	\$0.0160	30-6
Toll Free - Outbound	\$0.0140	6-6
Interstate - Inbound	\$0.0190	6-6
Intrastate - Inbound	\$0.0190	6-6
Alaska - Inbound	\$0.1936	6-6
Hawaii - Inbound	\$0.0325	6-6
Canada - Inbound	\$0.0394	30-6
Other International	Current List Price	Current List Price
Directory Assistance	\$1.0000	60-60

Notes: All rates are quoted in U.S. Dollars per minute and subject to change with 30 day notice; reduction in rates may occur without notice.

Rates shown above are for comparison to rates quoted by telecommunication providers. Actual billing rates in Call Log data and invoicing include a surcharge relating to the cost of applicable surcharge, tariffs, and other fees including, but not limited to, Federal Universal Service Fund contribution (USF), Federal Telecommunication Relay Service surcharge (TRS), Federal Regulatory Recovery, Federal Local Number Portability charge (LNP), North American Number Portability fee (NANP) and other Federal, State, and carrier fees.

Outbound International calling may be blocked without notice. Upon written request via completion of the International Call Blocking form, Five9 may in its sole discretion un-block any of the affected areas.

Esops / Five9 Exhibit: Esops / Five9 Solution Bundle Offerings

Bundle Features	Core	Premium	Optimum Five9 WFO	Optimum Verint WFO	Ultimate Five9 WFO	Ultimate Verint WFO	Notes	Description
Voice Agent Seat	•	•	•	•	•	•		Five9 voice including 3 lines and 3 softphones, and IVR capabilities (blended inbound/outbound)
Agent Desktop Plus	•	•	•	•	•	•		HTML user interface option for Agent seat
Call Recording	•	•	•	•	•	•		Voice recording option for Agents
Voice Data Retention	•	•	•	•	•	•		1 month recording storage, 2 months call logs – additional storage available as an option
Geographic Redundancy	•	•	•	•	•	•		Automated failover to redundant data center in case of service disruption at primary data center
Five9 Chat Agent		•	•	•	•	•	1	Agent add-on for chat capabilities
Five9 Email Agent		•	•	•	•	•	1	Agent add-on for email capabilities
Five9 Essentials QM		•					1, 2, 3	End-to-end QM capabilities for smaller call centers, including Audio Recording, Chat & Email transcript collection (if Five9 chat/email are enabled), Event Search and Playback, Employee Performance Scoring and Reporting, Evaluation and Scoring Form Creation, and Screen Recording
Five9 Enterprise QM			•		•		1, 2, 3	All functionality of QM Essentials, plus Coaching, Real-time Screen Monitoring with Agent Assistance, Advanced Evaluation Form Creation, Assignment, and Disputes, Single-screen Query Wizard
Five9 Enterprise WFM			•		•		1, 2	WFM solution with forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic and multi-skill forecasting and planning.
Five9 WFM Everywhere Mobile			•		•		1, 2	Mobile app extends reach and impact of WFM solution. Quickly offers overtime and access to schedule views, shift bidding and adherence reporting and other self-service features.
Five9 Interaction Analytics					•		1, 2	Five9 Interaction Analytics is a comprehensive, powerful set of tools to help improve your teams' productivity and performance with 100% call transcription; chat & email analysis; automated scoring and evaluations; ad hoc word/phrase search; automatic categorization and sentiment analysis (for calls). Enables automated QM when combined with Enterprise QM.
Verint QM				•		•	1, 2	Business-driven QM solution enables contact center management to monitor performance in real-time and take corrective. Includes Audio and Screen Recording, Encrypted Recording, Quality Evaluations and Coaching.
Verint Performance Management						•	1	Capture metrics and KPIs in a single standardized framework to efficiently track, manage and improve individual, team, and organizational performance. Includes Scorecards, Coaching and eLearning capabilities.
Verint Automated QM						•	1	Automates the evaluation of interactions, allowing supervisors a full and objective of employee performance. Increases the strategic business value of QM.
Verint WFM				•		•	1	Full featured WFM solution for forecasting and agent scheduling. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic forecasting planning and multi-site support.
Verint Speech Analytics						•	1	Add-on to Verint QM that provides Speech Analytics of all call recordings to enable first call resolution, messaging usage, detecting defections, marketing campaign valuation, etc.
Proactive Notification			•	•	•	•		Automated outreach to customer via email, call, etc. based on external events (e.g., item shipped, status change)

Five9 Workflow Automation					•	•	Uses pre-built connections to Five9 and other business systems to aggregate information in real-time and initiate intelligent automated workflows based on aggregated information.
---------------------------	--	--	--	--	---	---	--

1. Includes 1 named agent for each bundle seat, with additional named users available a la carte.
2. Five9 WFO includes 1 TB of storage per customer domain.
3. LAN/WAN infrastructure (QoS, bandwidth, etc.) to support Five9 WFO application network traffic of approx. 1.5Mb/min of screen recordings per display monitor for data transport over public internet.

If Five9 Implementation Services are not ordered for any of the features within a bundle, Five9 assumes Customer will self-implement or purchase implementation services at a later date.

During any given billing month, if the actual usage level for any ordered bundle exceeds the contracted level, for that month only and for the excess quantity Five9 will charge a unit rate that is 20% higher than the unit rates herein.

ESQOPS / FIVE9 EXHIBIT: ONE TIME DETAILS

PROFESSIONAL SERVICES – HOURS	TOTAL HOURS	QTY	UNIT PRICE	EXTENDED PRICE
Chat Implementation	20	1	\$4,200.00	\$4,200.00
Email Implementation - Advanced	50	1	\$5,500.00	\$5,500.00
Native SMS Implementation - Basic	16	1	\$5,000.00	\$5,000.00
Five9 Essentials QM Implementation	16	1	\$9,500.00	\$9,500.00
Five9 WFO Recording Data Protection Setup	14	1	\$7,500.00	\$7,500.00
VCC Implementation (up to 175 hours)	175	1	\$88,500.00	\$88,500.00
Five9 IVA Implementation	100	100	\$650.00	\$65,000.00
Agent Assist Transcript and Summary Implementation	20	1	\$7,500.00	\$7,500.00
TOTAL:				\$192,700.00

PROFESSIONAL SERVICES – FIXED FEE	QTY	UNIT PRICE	EXTENDED PRICE
AI Tuning - IVA		\$9,000.00	\$9,000.00
TOTAL:			\$9,000.00

ACTIVATION FEES	UNIT	QTY	UNIT PRICE	EXTENDED PRICE
Agent Seat Activation	Concurrent User	21	\$0.00	\$0.00
VCC Call Recording Encrypted Storage Activation	Domain	1	\$250.00	\$250.00
Geographic Redundancy Activation	Domain	1	\$0.00	\$0.00
Blended-In Service	Domain	1	\$0.00	\$0.00
Domain Activation	Domain	1	\$500.00	\$500.00
US DID Activation	Number	1	\$0.00	\$0.00
RESPORG TFN	Number	1	\$25.00	\$25.00
Secure RTP (SRTP) Activation	Domain	1	\$250.00	\$250.00
TOTAL:				\$1,025.00

ESQOPS / FIVE9 EXHIBIT: PROFESSIONAL SERVICES EXHIBIT(S)

VCC Implementation

This Esqops / Five9 VCC implementation package provides implementation, training, and go-live support services for the Virtual Contact Center (VCC) and leverages our industry-leading Professional Services methodology. All implementation services will be delivered remotely.

The Esqops / Five9 methodology follows a phased approach where each phase builds on the previous activity, achieving clear, measurable goals resulting in the delivery of a solution which aligns to Customer's requirements and objectives. Each phase is focused on specific activities, deliverables and milestones that must be completed and accepted by Customer before moving onto the next phase.

- **Initiation** - this phase of the engagement is focused on provisioning, readying the necessary resources for implementing the Five9 VCC solution.
- **Definition** - this phase of the engagement targets project scheduling and discovery sessions to identify and document use cases that will drive functionality.
- **Configuration, Testing and Training** - this phase of the engagement is focused on design, build and test activities resulting in a Five9 VCC environment that aligns with Customer's requirements as documented and approved during the Definition phase. The standard approach for VCC Agent and Supervisor training follows a train-the-trainer model where the Five9 implementation team trains Customer's designated training resources on the VCC application.
- **Deployment** - this phase of the engagement includes the activation of Five9 VCC in Customer's production environment.
- **Adoption** - this phase of the engagement provides regular checkpoints to review solution performance in the production environment and mentoring of Customer resources in the use of Five9 VCC features and functionality.
- **Closing** - this phase of the engagement establishes formal Customer acceptance of the Five9 VCC solution as delivered by Five9.

Esqops / Five9 Professional Services

Resources Program Manager

- Coordinates and work with the Customer Project Manager to establish schedules, allocate resources and assign project roles and responsibilities.
- Manages the implementation timeline
- Engages and assign the appropriate Five9 Subject Matter Experts as needed during the implementation
- Acts as primary VCC technical contact for the duration of the project
- Performs VCC configuration, functional and integration testing activities
- Provides technical support and issue resolution during Customer User Acceptance Testing
- Conducts agent and supervisor train-the-trainer sessions with Customer's designated training staff
- Conducts knowledge transfer on Customer's implementation of VCC for designated Customer Administrators Deploys solution into production

Platform Engineer

- Acts as primary VCC technical contact for the duration of the project
- Performs VCC configuration, functional and integration testing activities
- Provides technical support and issue resolution during Customer User Acceptance Testing
- Conducts agent and supervisor train-the-trainer sessions with Customer's designated training staff
- Conducts knowledge transfer on Customer's implementation of VCC for designated Customer Administrators
- Deploys solution into production

Customer Resources

Customer will provide the following resources for the duration of the VCC implementation engagement:

Project Manager

- Organizes required Customer resources to complete requirements definition, attend weekly meetings, perform review of deliverables, and sign-off on project deliverables
- Assigns appropriate resources to perform User Acceptance Testing Identifies and schedule training class attendees and facilities in connection with training to be provided by Five9
- Identifies and schedule training class attendees and facilities in connection with training to be provided by Five9

Information Technology Resource

- Advises and resolves issues related to network connectivity
- Advises and resolves issues related to laptop/desktop configuration
- Participates in requirements definition
- Participates or is available during integration and User Acceptance Testing

Contact Center Operational SMEs

- Participates in requirements definition
- Participates or is available during integration and User Acceptance Testing
- Attends Supervisor and Reporting training

Process for Change Control

Any changes to the design and scope following execution of this agreement may impact project dates, result in additional cost, or increase risk associated with the project. Changes must be mutually agreed in writing prior to the performance of any additional Services related to such changes. A change order document (“Change Order”) will be the vehicle for documenting changes to the scope or timing of this engagement. The Change Order will describe the change, the rationale for the change, the effect the change will have on the project timeline and the total cost for implementing the change.

The hours associated with this VCC implementation package are based on the following scoping parameters:

VCC Implementation (up to 175 hours)

This package includes up to 175 hours of implementation services for:

- Up to 1 Customer tenant
- Up to 2 Customer sites
- Up to 2 VCC deployments
- Up to 2 Customer business units

Five9 Professional Services will configure VCC in accordance with the following parameters:

- Up to 25 inbound campaigns
- Up to 15 basic DTMF IVR call flows
- Up to 10 outbound campaigns
- Up to 6 agent scripts
- 1 worksheet
- Up to 2 standard VCC reports
- Up to 2 web service calls

Training hours are allocated as follows:

- Up to 2 hours for Agent train the trainer
- Up to 2 hours for Supervisor train the trainer
- Up to 3 hours for Admin Knowledge Transfer
- Up to 4 hours for Report train the trainer

Chat Implementation

The “Chat Implementation” package includes activities to implement one (1) workflow-driven chat deployment. Implementation deliverables and activities include discovery, solution design and review, configuration, support for User Acceptance Testing (UAT), supported rollout, training and fine-tuning for a single chat deployment utilizing workflow rules. Following a train-the-trainer approach, Five9 will remotely perform these services using conference calls and an online collaboration tool.

This implementation package includes configuration of the following Five9 chat features:

- Campaign
- Agent/Supervisor/Administrator users
- Skill groups
- Dispositions
- Chat messages/standard pre-defined responses
- Up to 2 custom fields
- 1 after-chat survey
- 1 workflow and external query (data dip to Customer-provided web service method)
- Up to 3 generic stylesheets (or Customer can supply a CSS stylesheet)
- Agent stickiness
- Data redaction based on Customer-provided text patterns
- Standard Reporting/Chat transcript via FTP/SFTP (export only)
- Pro-active chat
- Chat re-queue

Training on use and administration of Five9 Chat is targeted to the following Customer groups:

- Administrator
- Supervisor Train-the-Trainer
- Agent Train-the-Trainer

Five9 will support Customer's UAT process by responding to and remediating issues identified during UAT, reinforcing product features and usage, and validating (up to 1 hour) the Customer-provided web page for end-user facing chat page or website.

Note: Implementation hours do not include Natural Language Processing (NLP).

Email Implementation – Advanced

The "Email Implementation - Advanced" package includes activities to implement workflow-driven email supporting up to five

(5) email campaigns. Implementation deliverables and activities include discovery, solution design and review, configuration, support for User Acceptance Testing (UAT), supported rollout, training and fine-tuning for up to five (5) email campaigns with workflow rules. Following a train-the-trainer approach, Esqops / Five9 will remotely perform all services using conference calls and an online collaboration tool.

This implementation package includes configuration of the following features:

- Campaigns (up to 5)
- Agent/Supervisor/Administrator users
- Skill groups
- Dispositions
- Workflows (up to 5)
- Rules (up to 5, with up to 2 actions per Rule)
- Email services (SMTP/POP3 configuration)
- Email widget
- Email template provisioning
- Agent stickiness
- Data redaction
- Email push back
- Email transcript via FTP/SFTP
- Up to 2 external queries (data dip to web service method)

Training on use and administration of Five9 Email is targeted to the following Customer groups:

- Administrator
- Supervisor Train-the-Trainer
- Agent Train-the-Trainer
- Reporting

12 *Note: Implementation hours do not include Natural Language Processing (NLP).*

Esqops / Five9 Essentials QM Implementation

Five9 Essentials Quality Management (QM) is a Five9 VCC-integrated solution that provides access to audio recordings, screen recordings, email transcripts, and chat transcripts in a unified interface that is purpose-built for access to and retrieval of recorded media. The solution also features robust event search and playback for administrators, employee scoring and reporting and evaluation template pack.

The Esqops / Five9 implementation methodology follows a phased approach where each phase builds on the previous activity, achieving clear, measurable goals resulting in the delivery of a solution which aligns to Customer's requirements and objectives. Each phase of the project lifecycle is focused on specific activities, deliverables and milestones that must be completed and accepted by Customer before moving onto the next phase.

This implementation package includes activities related to design, implementation, online training and go-live support of Five9 Essentials QM. Five9 will remotely perform all services using conference calls and an online collaboration tool.

Esqops / Five9 will perform the following configuration activities:

- Employee import
- Audio recording setup
- Screen capture
- Admin search and playback

Native SMS Implementation – Basic

The Native SMS Implementation package includes activities to implement services for one (1) workflow-driven SMS deployment. Implementation deliverables and activities include discovery, solution design and review, configuration, support for User Acceptance Testing (UAT), supported rollout, training and fine-tuning for a single basic chat deployment. Five9 will remotely perform these services using conference calls and an online collaboration tool.

The Five9 SMS Service processes inbound SMS messages sent from mobile phones through a VCC Inbound Campaign to agents logged into VCC. The Five9 Multichannel Chat channel* is used to route messages and will enable the agent to engage in a two-way SMS conversation (text only) with the sender.

This implementation package includes configuration of the following Five9 SMS features:

- Up to five SMS numbers are supported, associated with up to two inbound campaigns, including IVR scripts to perform message handling and routing operations
- Inbound agent two-way SMS chat interaction
- Agent initiated outbound SMS

Training on use and administration of Five9 SMS:

- Provide a train-the-trainer session to demonstrate the execution of the solution.

Native SMS Implementation requires Five9 Chat Implemented.

Agent Assist Transcript and Summary Implementation

The Agent Assist Transcription and AI Auto Summary package includes up to twenty (20) hours of implementation services to enhance Customer VCC capabilities with the set-up of Five9 Agent Assist Transcription and/or AI Auto Summary Features. This effort will allow for the set-up, configuration, testing, and training of Agent Assist for the Customer.

Agent Assist – Real-Time Transcription

Esqops / Five9 will configure Agent Assist to provide the following functionality:

- Automatically transcribe calls in real-time
- Display real-time transcriptions in Agent Assist UI

Key features and deliverables for this implementation include the following:

- Configure Customer's VCC environment for Five9 Agent Assist transcription.
 - Production call transcriptions are created and stored in Five9 GCP for reference in Agent Assist application for all Customer specified VCC campaign(s), skill(s), user(s).
- Determine & enable VCC campaign(s) / skill(s) / user(s) for transcription
- Test the solution in preparation for successful UAT
 - Customer will identify a list of test agents and all agents using Agent Assist

- Customer is responsible for verifying that real-time transcriptions are visible in the Agent Assist UI
- Customer and Five9 will capture testing feedback and make changes based on mutually agreed upon improvements

Agent Assist – AI Auto Summary

Esqops / Five9 will configure Agent Assist to provide the following functionality:

- AI Auto Generated Call Summary Notes
- Display AI Auto Summaries in Agent Assist UI

Key features and deliverables for this implementation include the following:

- Configure Customer's VCC environment for Agent Assist AI Auto Summary
 - AI Auto Summaries are stored in Five9 GCP for reference in Agent Assist application for all Customer specified VCC campaign(s), skill(s), user(s).
- Enable VCC campaign(s) / skill(s) / user(s) for AI Auto Summary.
- Test the solution in preparation for successful UAT
 - Customer will identify a list of test agents and all agents using Agent Assist
 - Customer verifies that AI Auto Summaries are generating in the Agent Assist UI. Customer and Five9 will capture testing feedback and make changes based on mutually agreed upon improvements

Training

- Esqops / Five9 will conduct up to five (5) hours of agent train-the-trainer sessions
 - All sessions will be recorded and shared with appropriate Customer stakeholders.
- Customer training stakeholders will be trained on the different components of Agent Assist and disseminate training content to agents within the customer's organization.

Customer is responsible for the following implementation deliverables:

- Provide necessary VCC Admin credentials to enable and configure Agent Assist
- Provide necessary VCC Domain details required for Agent Assist configuration (Examples: campaigns, skills, users)
- Configure all test data in test and production environments.
- Conduct User Acceptance Testing. Deploying the solution to Production VCC Agents constitutes customer's acceptance of the UAT results and concludes the development and deployment phases of this engagement.

AI Tuning – IVA

As part of this engagement Esqops / Five9 will, using industry practices regarding system performance, design, and Natural Language Understanding (NLU) training, conduct tuning cycles for each Intelligent Virtual Agent (IVA) application deployed by Customer in its current use of Five9 Studio.

The benefits of tuning are 1) prevent model drift, which is a degradation of NLU accuracy over time, 2) improve model accuracy rates over time which leads to progressively higher self-service rates, and 3) raise performance of other metrics as deemed important by Customer including but not limited to containment or authentication.

Scope of Engagement

This IVA tuning package includes Five9-led:

- Review of interaction transcripts, utterances, and matched intents over a recent time period.
- Validation whether the interaction's utterance is mapped to the expected intent (as mutually determined by Five9 and Customer). Actions taken may be any of the following:
 - Retraining of the model based on correct mapping.
 - Merge of two or more overly similar intents.
 - Creation of new intents, to better cover topics that users want to talk about that are not present.
 - Creation of custom entities or migration to standard entities.
- Alignment on Customer defined success metrics, measurement of the metrics on a periodic basis and improvement of the application in the areas important to Customer.
- Periodic NLU rebuild with metrics to include F1 score, precision, and recall.
- Weekly IVA performance review. This includes the following:
 - Snapshot of current metrics.
 - Review Five9 tuning recommendations and next steps. This IVA tuning package is limited to:
- Tuning of English, Spanish, French, Italian and German language intents by Five9 resources with fluency in these languages.
- Enhancement of existing applications within Five9 Studio and the selected NLU engine(s). This includes

adjustments to user input nodes to better capture responses, reword prompts and comply with business logic changes.

- Up to the following number of hours by resource (per quantity of AI Tuning IVA):
 - AI Consultant: 40 hours per month
 - NLU Data Scientist: 8 hours per month
 - NLU Data Analyst: 15 hours per month

Customer Responsibilities

- Customer agrees to make contact center Subject Matter Experts available to the Esqops / Five9 AI Tuning team in order to maximize understanding of the business and interaction utterances, so that Five9 Resources can recommend and implement proper course of actions.
- Enhancements requested in Virtual Contact Center shall fall to Customer's Administrator, a Five9 Technical Account Manager, or Five9 Professional Services via a new Statement of Work.

Fees

Fees for the services described herein are documented in the accompanying Esqops / Five9 Service Order.

IVA Tuning Terms

- Five9 IVA Tuning Services are provided by Five9 employees at its global locations and, depending on language specificity and resources, its authorized subprocessors (collectively, "Five9 Resources").
- Use of Five9 IVA Tuning Services requires access by Five9 Resources to Customer's IVA-related data, including IVA transcripts, utterances, intents, recordings and IVA mapping ("IVA Records").
- Notwithstanding anything to the contrary in the Agreement between Customer and Five9, Customer hereby consents to Five9 Resources' access to its IVA Records for the purposes of providing the Five9 IVA Tuning Services.
- Except as set forth in this Tuning Exhibit and the applicable Service Order, the provision of Five9 IVA Tuning Services is governed by the Agreement between Customer and Five9. If there is conflict between this Exhibit and the Agreement, the terms of this Exhibit will prevail.
- This engagement will be delivered by Five9 at a mutually agreeable time for the Five9 and the Customer in accordance with the corresponding Service Order.
- This package does not include the configuration or build of new IVA applications. If the tuning engagement reveals that Customer desires a build of one or more new IVA applications or flows, Five9 may provide a new Professional Services Statement of Work addressing the scope and services required for implementation.

- END OF PROFESSIONAL SERVICES EXHIBIT(S) -

ESQOPS / FIVE9 ADDENDUM: VCC SERVICE AVAILABILITY

VCC Service Availability. Five9's VCC Service shall be available to make and receive calls on a twenty-four (24) hours a day/seven (7) days a week basis, with targeted uptime of at least 99.999% on a calendar month basis, exclusive of permitted downtime (the unavailability of the VCC Service because of either scheduled maintenance or events beyond the reasonable control of Five9). For purposes of clarification, Customer understands that events beyond the reasonable control of Five9 include, but are not limited to, (i) Customer's network or equipment malfunctions; (ii) service interruptions caused by the independent telecommunications providers Five9 contracts with to provide voice connectivity to Five9; or (iii) force majeure events as defined in the Agreement.

In the event Esqops does not meet the Service Availability listed above for three consecutive calendar months, Customer shall have the right to terminate the Agreement without penalty. Esqops agrees that upon settlement of any and all outstanding charges owed by Customer, Esqops will refund the pro-rata portion (remainder in months, rounded down) prepaid VCC Agent Seat fees for service not yet delivered; and any remaining, unused pre-paid long distance. Customer understands that termination of this Agreement does not entitle Customer to a refund of any fees for services delivered by Esqops up to the date of termination.

In the event Esqops does not meet the Service Availability listed above, Customer may be eligible to receive a service credit for the affected month. To receive a credit, Customer must make a written request to Esqops (to your account manager) within 30 days of the service incident. Amount of service credit will depend upon length and severity of service outage and shall be calculated as a percentage of monthly VCC Agent Seat fees (excluding telecom charges that may be included) for a given calendar month as shown below.

For monthly down time beyond Service Availability of:

- Less than two hours: credit of up to 5%
- Two or more hours: credit of up to 10%

FIVE9 ADDENDUM: AI

This Addendum (“**AI Addendum**”) regarding subscription(s) for artificial intelligence (AI) features and functionality within the Services (collectively, the “**AI Services**”), modifies, amends and supplements the Agreement (“**Agreement**”) entered into by and between Esqops LLC (“**Esqops**”), Five9, Inc (“**Five9**”) and the Customer noted in the Order to which this AI Addendum is attached (“**Customer**”), and is effective as of the Order Date. Any capitalized terms not defined in this AI Addendum shall have the meaning(s) given to them in the Agreement. To the extent there is any conflict between this AI Addendum and the Agreement, this AI Addendum controls.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, the parties agree as follows:

1. Customer retains all ownership of its Customer Data. Customer grants Esqops / Five9 a worldwide right and instructs Esqops / Five9 to use Customer Data to (i) host, copy, access, use, transmit, and display Customer Data, each as appropriate, for Five9 to provide and ensure proper operation and administration of the Services in accordance with the Agreement, and (ii) develop, train, optimize, and improve the Services. If Customer does not wish for Esqops / Five9 to use its Customer Data as set forth in Section 1(ii) herein, Customer shall opt out at www.five9.com/legal/optout, which, upon completion, will render Section 1(ii) of this AI Addendum as inapplicable to the extent of such opt out. For clarity, Customer may not opt out of Section 1(i) herein. Esqops / Five9 shall manage Customer Data according with Five9’s data retention practices as set forth at <https://www.five9.com/legal/dataretention>.

2. Esqops / Five9 retains all ownership of AI Services, including any associated functionality, performance data or metrics, learnings, or processes, documentation, algorithms, machine learning models, tools, modifications, improvements, adaptations, annotations, or derivative works thereof, which, in any case, shall not include Customer Data.

3. Customer acknowledges that certain aspects of the AI Services may utilize third-party service providers, and Esqops / Five9 may share Customer Data with such service providers so that they may use Customer Data for the purposes described in Section 1(i) above. For clarity, such third-party service providers shall not be permitted to use Customer Data to develop, train, optimize, and improve their own services. Such service providers may host or process the Customer Data in different locations than the other Five9 Services, including outside of the United States, depending on the service providers utilized by Customer. Customer hereby authorizes and consents to such hosting or processing.

4. The technology used to provide some of the AI Services allows Esqops / Five9 to identify Customer to Google upon their request. When Google makes such a request, Customer acknowledges that Esqops / Five9 must (i) provide Customer’s name to Google and (ii) receive Google’s written consent for Customer to access such AI Services. In the event that such consent is not received, Esqops / Five9 will notify Customer, and the corresponding Order(s) will automatically terminate, without penalty, with respect to such AI Services only. Use of AI Services utilizing technology from Google requires that Customer complies with Google’s acceptable use policy (currently available at <https://cloud.google.com/terms/aup>). Customer will immediately remedy any alleged non-conformance with such acceptable use policy upon receipt of notice of the same from Esqops / Five9. Customer acknowledges that failure to comply with such acceptable use policy may result in Customer’s suspension and termination from the relevant AI Services.

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	\$463,472.00*	\$240,012.00	\$240,012.00	\$240,012.00	\$1,183,508

* This includes implementation costs (\$203,460), annual subscription charges (\$240,012) and training fees (\$20,000). Training fees are variable and can be adjusted.