wvOASIS

| Procurement | Budgeting | Accounts Receivable | Accounts Payable |

Welcome, Robert M Ross

Solicitation Response(SR) Dept: 0802 ID: ESR02072400000003873 Ver.: 1 Function: New Phase: Final ▼ | Modified by batch , 02/14/2024

Header 📎 1

⬜ List View

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

Procurement Folder: 1324372
Procurement Type: Central Contract - Fixed Amt
Vendor ID: VS0000042411 ⬆
Legal Name: Dominion Digital, Inc.
Alias/DBA: WayPath
Total Bid: $2,743,192.00
Response Date: 02/14/2024 📅
Response Time: 12:04
Responded By User ID: awenzel-waypath ⬆
First Name: Anthony
Last Name: Wenzel
Email: awenzel@waypathconsulting
Phone: 8046480600

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: 1
Total of All Attachments: 1

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 ESR02072400000003873	1

VENDOR
VS0000042411 Dominion Digital, Inc.

Solicitation Number:	CRFQ 0802 DMV2400000001				
Total Bid:	2743192	**Response Date:**	2024-02-14	**Response Time:**	12:04:19
Comments:					

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				1243548.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: WayPath Implementation & Support $957,000
Microsoft Licenses $286,548

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				491548.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: WayPath Implementation & Support $205,000
Microsoft Licenses $286,548

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				499548.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: WayPath Implementation & Support $213,000
Microsoft Licenses $286,548

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				508548.00

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: WayPath Implementation & Support $222,000
Microsoft Licenses $286,548

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

95

West Virginia
Dept of Transportation, Division of Motor Vehicles
Cloud-based Contact Center Solution
RFP # CRFQ-0802-DMV2400000001

Proposal submitted by:

WAYPATH

WayPath
(Legal name: Dominion Digital, Inc. dba WayPath)
2000 W. Marshall St., 2nd Floor
Richmond, Virginia 23220
804-648-0600

Contact:
Anthony Wenzel, Principal
awenzel@waypathconsulting.com
434-960-0658 (mobile)

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Offeror Transmittal Letter

Transmittal Letter

February 14, 2024

David Pauline
Department of Administration
Purchasing Division
2019 Washington St. E
Charleston, WV 25305

Dear Mr. Pauline,

WayPath would like to thank the West Virginia DMV for the opportunity to submit a response to the Cloud-based Contact Center Solution RFP.
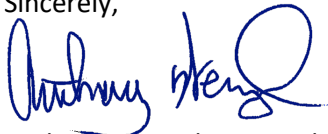
We hereby acknowledge the receipt of and incorporation of all requirements of the following addenda issued for this RFP:

- Addendum #1, issued January 11, 2024
- Addendum #2, issued January 30, 2024

Attached please find a copy of our Technical Proposal (with attachments).

We look forward to the opportunity to work with you on this exciting initiative.

Sincerely,

Anthony Wenzel, Principal
WayPath
awenzel@waypathconsulting.com
434-960-0658 (mobile)

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)
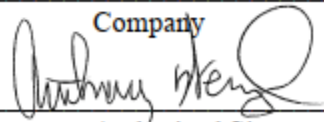
☒	Addendum No. 1	☐	Addendum No. 6
☒	Addendum No. 2	☐	Addendum No. 7
☐	Addendum No. 3	☐	Addendum No. 8
☐	Addendum No. 4	☐	Addendum No. 9
☐	Addendum No. 5	☐	Addendum No. 10

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.

Dominion Digital, Inc. dba WayPath
_____
Company

_____
Authorized Signature

2/14/2024
_____
Date

Executive Summary

WayPath will work closely with the West Virginia Department of Transportation, Division of Motor Vehicles (WVDMV) stakeholders to implement the Cloud-based Contact Center Solution on the Microsoft Dynamics 365 Customer Service and Omnichannel platform. WayPath will implement and deliver this solution to provide productive and intuitive experiences for WVDMV personnel and customers.

Microsoft Dynamics Omnichannel is a robust platform that will extend the power of Dynamics 365 Customer Service to enable WVDMV to instantly connect and engage with your customers via channels like Live Chat, voice, and SMS. This application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like knowledge base integration, search, AI, and case creation to ensure agents are effective. Microsoft Dynamics 365 Customer Service and Omnichannel is an ideal platform for WVDMV and aligns very well with the WVDMV requirements in the RFP.

WayPath has significant experience working with state government agencies to implement customer service solutions based on the Microsoft Dynamics 365 platform. We work collaboratively with our clients, utilizing a formal and agile project management approach to ensure successful outcomes on all our projects. Our approach includes engaging with agency stakeholders to ensure needs are fully understood, designing agency and constituent user interfaces for ease-of-use and efficiency, and architecting, developing, and testing the solutions to be reliable and easy to maintain.

WayPath implemented the Virginia Department of Transportation (VDOT) statewide Customer Service Center system on Dynamics 365, which has many similarities to the requested WVDMV solution, including constituent communication management, omnichannel communications, CRM, and workflows. This solution is described in more detail in the customer references section of this proposal.

WayPath (under our legal name Dominion Digital, Inc.) is certified as a Small Business by the West Virginia Department of Administration SWAM Certification.

WayPath (and sister company SingleStone) are Richmond-based and have many clients in government and commercial sectors in Richmond and nationwide. Numerous other state government agencies have selected WayPath as their Dynamics 365 vendor partner of choice, based on their high level of satisfaction with our approach, our services and the quality of our solutions. We look forward to the opportunity to engage with WVDMV to create a successful enhanced customer service system.

Cloud-based Contact Center Solution

Overview

WayPath proposes to provide technology consulting services to design and implement the WVDMV enhanced customer service system based on Microsoft Dynamics 365 Customer Service and Omnichannel in a Microsoft government cloud tenant that is procured and managed by WVDMV.

At the center of the solution, Dynamics 365 will be the repository for all the relational data that comprises the system. Dynamics 365 is a cloud-based CRM platform with a browser-based user interface that is highly configurable and customizable, and is tightly integrated with other Microsoft applications, such as Office and Power BI. Dynamics Omnichannel extends Dynamics 365 with a suite of capabilities to enable organizations to connect and engage with customers across voice and digital messaging channels.

WayPath will follow a full agile System Development Life Cycle (SDLC) methodology to include conducting appropriate requirement gathering activities, along with solution implementation in Agile Sprints, as described in more detail below. We will collaborate with WVDMV stakeholders, including the Security and IT Architecture Review Board ("STAR"), and will follow the WVDMV's change control and production release procedures.

Business and Functional Requirements

In the following sections, we address the requirements in RFP section 3.1 Mandatory Contract Item Requirements.

Omni-channel Communications

The solution will provide omni-channel communications based on the constituent's preferred method of contact, including voice, email, text/SMS, web chat, and IVR. Microsoft Dynamics Omnichannel for Customer Service offers a suite of capabilities that extend Dynamics 365 to enable organizations to connect and engage with customers across digital messaging channels. This platform enables you to connect your existing telephony infrastructure so that you can retain your existing carrier and phone numbers, and streamline inter-office call transfers.
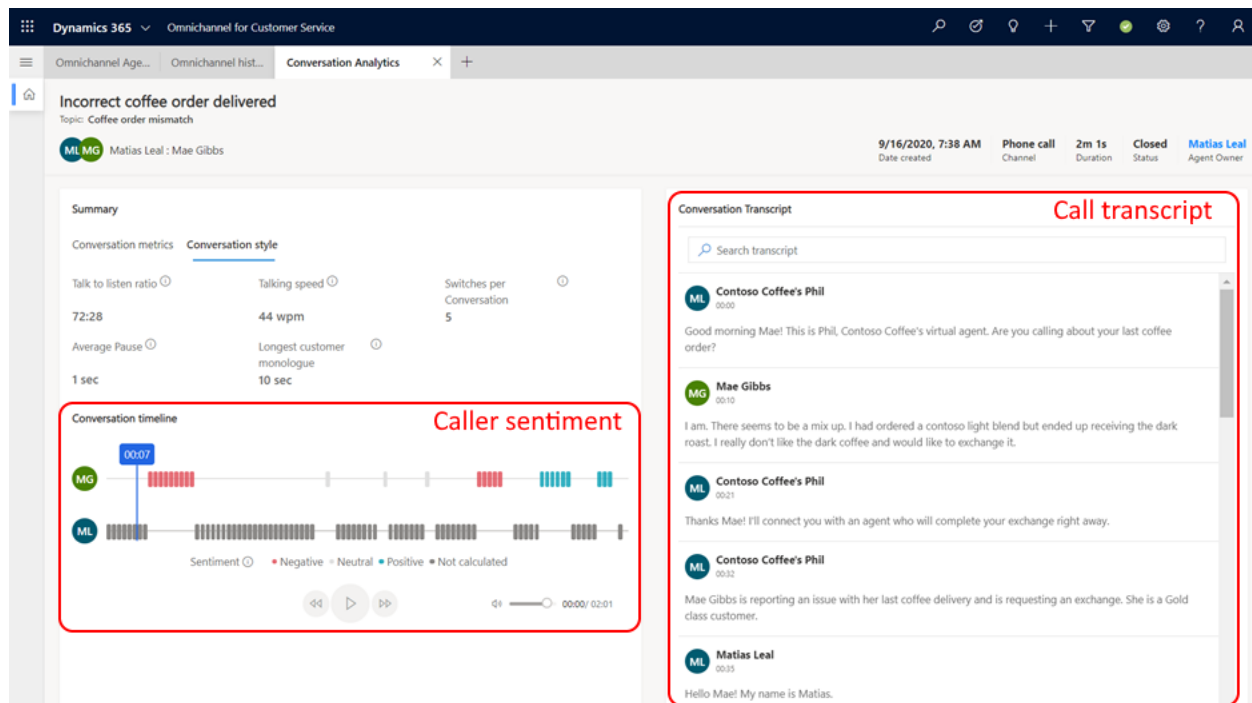
Omnichannel enables call/inquiry routing utilizing WVDMV's unique business rules. As stated in the RFP, inquiries will first be routed to customer service, and if the inquiry cannot be answered or resolved, the inquiry can be escalated or routed to other people, departments, or third parties. The routing business rules may be applied differently based on the type of inquiry indicated by the constituent, and may be based on the preferred language.

Omnichannel provides call management capabilities to log all calls and to enable agents to record information about customer interactions, and manage those customer interactions from initiation to

closure. During an interaction, an agent can create or update a case to manage and track issues to resolution.

Voice channel

If existing contracts or additional features require Segra to be the telephony provider for the contact center, Segra and Dynamics have a pre-built integration that we would use to leverage Segra's service with our solution. Dynamics Omnichannel also provides a voice channel that gives agents the ability to receive and make PSTN calls through a native calling experience in Dynamics 365, with real-time AI-powered features such as live call transcription, sentiment analysis, and AI-based suggestions to boost agent productivity. Omnichannel for Customer Service also provides a rich set of analytics and insights, including AI-driven topic clustering and call insights. Dynamics Omnichannel voice channel provides advanced capabilities such as real-time voice transcription and caller sentiment analysis, which are displayed directly within the Omnichannel agent screens, as shown below.

Email & Text/SMS channels

Dynamics Omnichannel provides email and text/SMS channels that give agents the ability to compose, reply, and review emails and text/SMS messages. The SMS channel can be configured natively in Azure Communication Services or via third-party providers such as TeleSign and Twilio. In addition, other SMS services can be used and configured to utilize the email channel.

Due to the intermittent nature of these channels, Omnichannel will be configured to enable call agents the ability to chat with multiple callers simultaneously. "Capacity profiles" will be configured to define

the types and amount of work that agents can take, and an escalation profile will be configured to enable an agent to escalate a chat conversation to a voice call (which blocks the agent from receiving a new chat or call until the current call is over).

<u>Web Chat channels</u>

Dynamics Omnichannel provides web chat to enable customers to digitally chat with a human agent. An HTML code snippet can be embedded in the WVDMV existing website and/or in the customer service portal, which provides a simple, intuitive interface for customers to chat.

Omnichannel provides the ability to setup multiple chat channels, and to configure similar routing and agent capacity management rules as other channels in the Omnichannel platform.
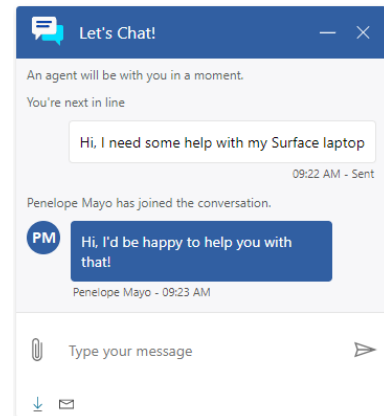
<u>Interactive Voice Response (IVR)</u>

Dynamics Omnichannel provides the ability to implement a conversational interactive voice response (IVR), which enables customers to perform self-service functions via conversational interactions instead of the traditional "press 1 for support". In Dynamics Omnichannel, creating and deploying a conversational IVR bot is the same as creating and deploying a chat bot. The same business logic and GenAI can be applied to web chat and IVR, so that customer have a very similar interactive experience regardless of which channel they choose.

Constituent Profiles and Call Records

Dynamics 365 is a highly configurable and customizable platform for tracking customers and their communication interactions. Attributes associated with customer profiles are configurable in Dynamics to allow the future addition of custom profile attributes to enable progressive profile building over time.

Customer profiles will be configured to enable the capture of all pertinent demographic information about customers, including name, email, address, phone, data of birth, social security number, preferred language, contact information, preferred contact method(s), and any other relevant information. If required, customer profiles can allow the specification of parent/child relationships to enable flexible customer profile hierarchies.

The solution will provide "screen-pop" of an existing constituent profile when that constituent's phone number or email address are on file. This constituent profile will be configured to display the information most relevant to the WVDMV call agent, including a history of previous interactions with that constituent, which will provide specific issue and incident reasons.

For each interaction (call, email, text, etc.) the system will create a record of the interaction, in which the call agent can record pertinent information about the interaction such as notes and constituent

questions/issues. Each constituent profile will be linked to their full interaction history and their full case/issue history.

Dynamics enables the configuration of different user roles, which can provide forms and views that are specific to that user role. While the system will utilize a single "database" of customer and interaction data, different user roles may have unique needs for viewing and interacting with that data. This will allow all departments to access customer information, and streamline each user's ability to interact and respond to customer needs. In addition, unique screens can be configured to support different customer types.

Using GenAI and data analytics, the system can be configured to analyze constituent profiles and historical activity to produce recommendations and information that may be beneficial to the agent and constituent. This information can be displayed on the constituent profiles, such that the call agents have easy access to the information, or could be automatically communicated to constituents.

Case Management

Dynamics 365 provides highly flexible and configurable case management capabilities. Case records and screens can be configured to meet the WVDMV unique requirements, with multiple cases associated with a single customer record. Multiple case types can be configured, such as for retailer and customer issues, and each type can have unique forms and workflows. Custom fields can be added to cases to allow tracking and management of notes, documents, services and other information associated with the cases. Business rules can be configured to enable automated notifications, as needed, during the case management workflow. Activities and tasks associated with each case can be used to track appointments and other actions associated with the case, and business process flows guide agents through case completion.

The case management workflow can be configured to WVDMV's unique business needs, including transitioning cases to different users, across departments, or to third parties, and may include automated notifications to staff and/or the customer. If an issue remains unresolved, the system will enable automated follow-ups and escalation to a supervisor/manager based on the business rules.
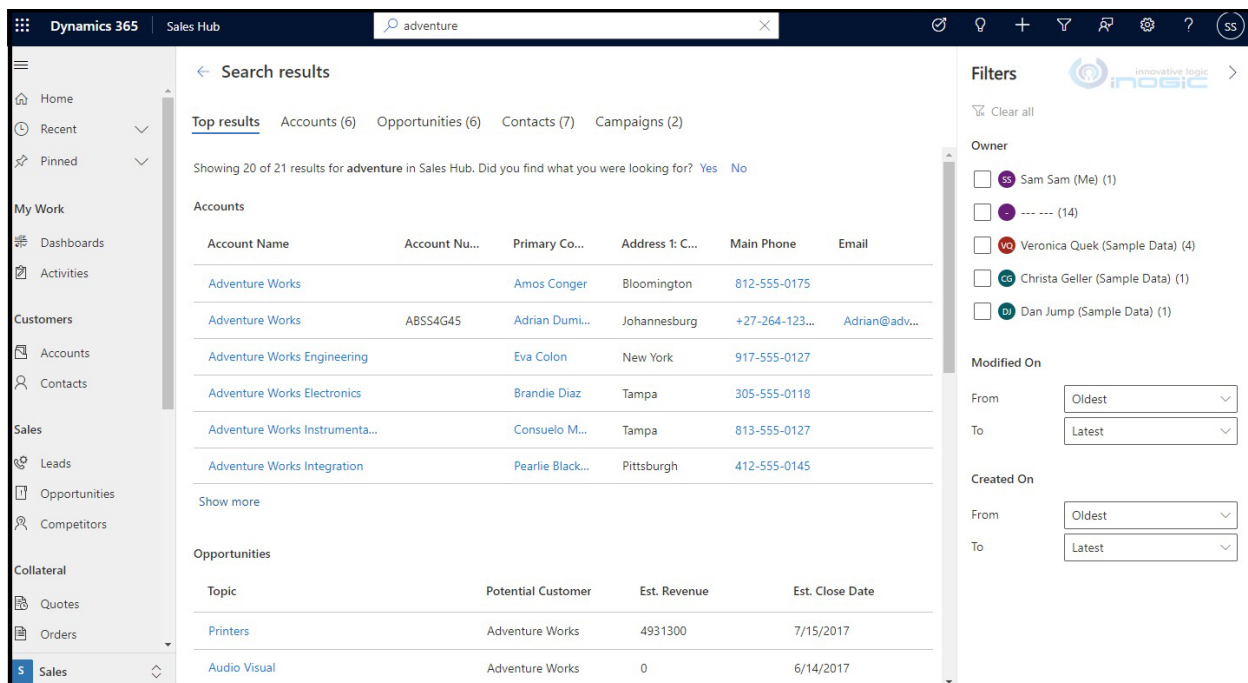
Each case in Dynamics 365 is assigned a unique case number. When case records are modified, or when notes are added, the system records the user and date/time stamp of the update.

As described above, cases can be configured with specific attributes, such as flagging a Security case, which will then enable reporting based on these attributes, such as a report of all open Security cases.

Automated workflow actions can be based on timed triggers, which can take automated actions on cases (such as automatically escalating a case or updating a customer profile) and can send automated email notifications. The Dynamics integration with Exchange/Outlook enables significant flexibility with sending and receiving emails, allowing customer emails to be automatically attached to customer profiles and/or to be sent directly to a user's Inbox.

Search

Dynamics 365 provides an easy-to-use AI-driven intelligent search function, which searches across all data in the system, making it easier to find the information users are looking for, including information about customers, cases, and communications. Dynamics 365 search includes a zero-query search, which shows results personalized to the user's recent actions such as recently visited records, just by clicking in the search box. The search function shows recommended searches as the user types, saving time when typing out longer queries. The search results page displays results in an easy-to-understand structure, with options to drill down further into results or filter them as needed.

Data Analytics and Reporting

A core function of Microsoft Dynamics 365 is the ability to analyze your data to gain meaningful insights. The Microsoft Dynamics 365 report wizard is a tool that helps users quickly and easily create reports with charts, tables and drill-down capabilities. In addition, Dynamics 365 supports reporting and analysis in Excel, creating customized reports and dashboards in Power BI, and automated export to an Enterprise Data Warehouse. Dynamics 365 includes an out-of-the-box integration with Azure Data Lake, which is a good solution for implementing a data repository for data analysis.

Dynamics 365 supports the creation of goals and KPI's, with reports and dashboards showing progress against those targets. The image below shows an example of reporting in Dynamics 365:
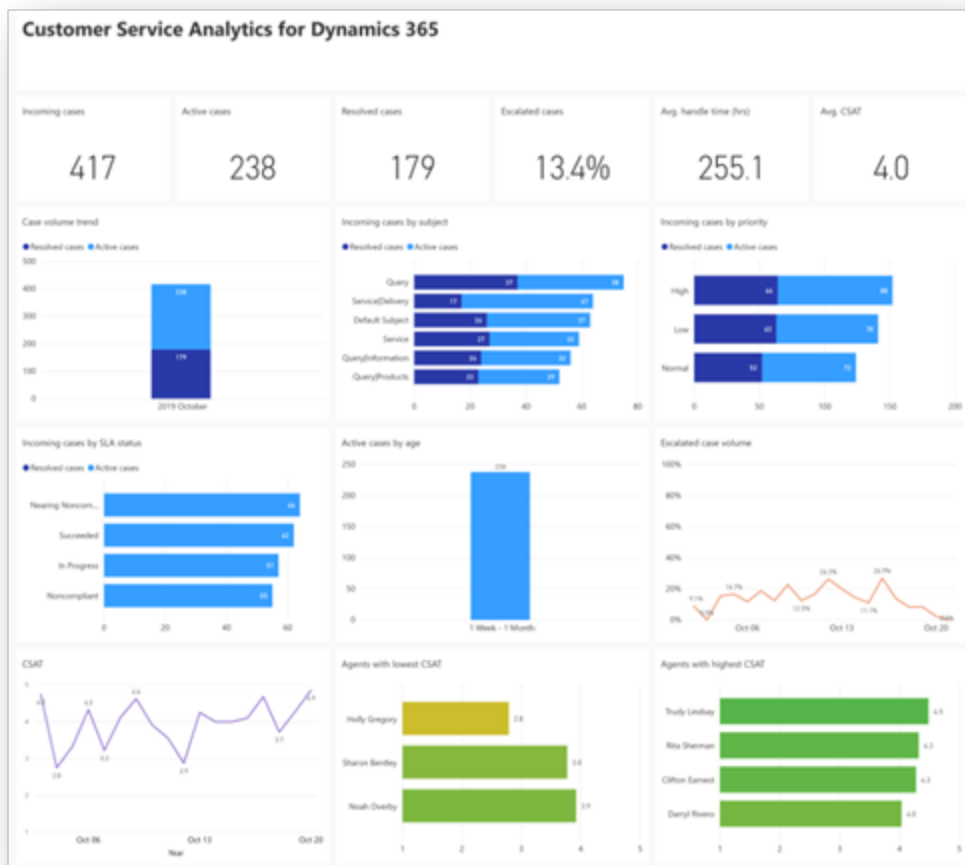
Knowledge Base

Dynamics 365 provides the ability to author, categorize, deliver, analyze, and share information through a knowledge base. This includes the ability to create knowledge articles (with review/approval workflow), update articles with the latest information, create translations in multiple languages, and publish articles.

Users can search for knowledge articles and the results can be configured to display the most relevant results based on the configured search logic and filters, which allows users to more quickly find what they're looking for.

Knowledge articles can also be made available via a customer-facing portal so that customers can access and search for knowledge articles through simple queries, which helps resolve issues and makes information easily accessible. As described later, knowledge articles can also be integrated with chatbots to help answer questions, perform actions, and solve simple issues.

Customer Portal

Dynamics 365 allows for the creation of customer-facing portals (aka Power Pages portals) to publish information and support interactions with customers, which can be used to provide customers with routine information and FAQ's. Portals can also provide authenticated customer self-service, such as allowing customers to login and view their case status or to submit new issues. Customer portals provide a responsive, mobile-friendly user interface to enable users to interact using Android and iOS mobile browsers.

As an example, WayPath has implemented a public-facing mobile-friendly portal for Virginia Department of Transportation at https://my.vdot.virginia.gov.

Mobile Apps

As described in the previous section, Dynamics portals provide a responsive, mobile-friendly interface to enable customer to quickly access WVDMV functionality via their mobile device, including the ability to authenticate and access their own information. For these types of occasional usage scenarios, we recommend this browser-based approach, since it eliminates the significant effort of building, deploying, and managing mobile apps in the various app stores.

However, if native mobile apps are required, then Power Pages provides the ability to convert the customer portal into a "progressive web app" (PWA). PWAs are built for cross-platform interoperability through browser support that provides users a native app–like experience. PWAs bring a seamless experience for users across different web browsers. These apps can be installed from the browser or through app stores, which enables customers to use the portal as an app. They can also pin the app directly to the home screen on their mobile device.

Power Pages PWA capabilities continue to evolve at a rapid pace. While customer authentication based on passcode or account number can easily be supported, the requirement to authenticate customers by fingerprint or face, per WVDMV requirement 3.1.1.21, may not be possible at this time.

Data Management

Dynamics 365 provides a flexible model for duplicate record detection, which can be configured to detect duplicates based on a combination of specified attributes. The creation of duplicate records can be restricted, or can allow for overrides. In addition, when duplicate or similar records are detected, an intuitive record merge function enables the merging of pertinent information from each record into a single record.

Dynamics 365 provides advanced data import/export capabilities, which can be utilized to upload and download data from the system. These data exports can be configured to include a primary entity and other related entities, such that the customer's primary and related data could be downloaded for use

in external reporting solutions. In addition, we utilize and recommend the KingswaySoft toolkit, which is an excellent developer's tool for codeless data integration for Microsoft Dynamics 365.

The Dynamics 365 platform allows customers to define data retention policies to align to their business needs. Microsoft 365 license subscriptions provide for fairly generous data storage, and additional data storage capacity can be purchased.

Audit Trail

Dynamics 365 provides automatic audit logging of all data activity, including all record create, update, and delete activities. This will include all data records in Dynamics, such as customers, communications, knowledgebase articles, etc.

Security

Microsoft Dynamics 365 utilizes a strong security model that is based on Azure Active Directory, which is already configured for the existing West Virginia Microsoft 365 implementation. All users in Dynamics 365 are assigned one or more security roles which provides for fine-grained permissions at all levels within the Dynamics 365 platform. For example, these permissions can be configured to prevent changing certain data by security role.

System Integration

The Dynamics platform has extensive capabilities for integrating with external systems, and WayPath has deep experience with implementing such integrations. For example, an integration with the WVDMV mainframe could be accomplished in a variety of ways:

- Real-time API – when a customer profile is viewed, the system can make a real-time API call or database query to obtain and display customer information from the mainframe.
- Data Import – on a real-time or scheduled basis, key customer attributes can be imported into Dynamics such that these attributes are available natively in Dynamics screens.
- Embedded iFrame – Dynamics screens can be configured to embed an HTML iFrame to display related information from an external system.

Per the stated requirements, this project will implement integrations between the Contact Center Solution and the following WVDMV systems:
- Mainframe – driver & vehicle data system of record (COBOL DB2 CICS)
- CHAMP – vehicle registration data (Tyler Technologies - https://dealer.wv.champgov.com/)
- ApplicationXtender – WVDMV document management system
- VRS – to view payments
- Segra – Dynamics has a pre-built integration with Segra for seamless telephony services within the Contact Center Solution

The most suitable approach for implementing each of these integrations will be determined during the project through collaboration with WVDMV business and technical stakeholders.

Chatbots

Microsoft provides both the Azure Bot Service and Power Virtual Agents to create chatbots for communicating with customers. Power Virtual Agents is a "no-code" approach for easily creating powerful bots, while Azure Bot Service is a developer framework and serverless service for building and running intelligent bots.

A Power Virtual Agents bot can utilize the Dynamics 365 knowledge base and knowledge articles to make it easier to use customized conversations in your bot. This helps free up your agents' time so they can focus on complex issues that need human intervention, as the bot helps answer questions, perform actions, and solve issues that are simple in nature.

Artificial Intelligence / Automation

Dynamics 365 harnesses advanced GenAI capabilities embedded within the Customer Service and Omnichannel experiences. By leveraging GenAI technology, including natural language understanding and generation, Dynamics 365 empowers agents with contextual suggestions derived from similar cases and knowledge articles, enhancing the customer support process. The Copilot feature within Dynamics 365 uses GenAI to assist service agents by providing real-time insights and automated recommendations, which are uniquely tailored to the context of each customer interaction. This GenAI-driven approach not only expedites problem resolution but also elevates customer satisfaction through more efficient and informed service delivery.

Functional Requirements

The following table includes our direct responses to requirements in case our prior response leaves anything at question:

Req #	Requirement	Notes
3.1.1.1	The Contact Center Solution must provide a unified and multichannel experience.	The Dynamics 365 Omnichannel platform is designed to consolidate multiple communication channels into a single, coherent interface, allowing for a seamless transition between channels for both constituents and customer service representatives. Key Features of Our Unified Multi-Channel Experience: Channel Integration: Constituents can interact with the Contact Center via voice, chat, email, SMS, and social messaging services. Each channel is fully integrated, ensuring that all communications are centralized within the Dynamics 365 customer record. Context Preservation: As constituents move across channels, context and conversation history are preserved, providing service representatives with complete visibility into previous interactions, regardless of the channel used. Real-Time Interaction Management: Service representatives can manage multiple interactions simultaneously, with the ability to switch between channels as needed without losing context. Consistent User Interface: The Dynamics 365 Omnichannel interface provides a consistent user experience across all channels, reducing the learning curve for service representatives and allowing them to focus on the customer rather than the tool. Customization and Extensibility: The platform allows for customization to meet specific workflow requirements and integration with other systems, such as the existing Segra voice solution. This ensures that the Contact Center can evolve with the changing needs of the WV DMV. Analytics and Reporting: Omnichannel provides comprehensive analytics and reporting capabilities, enabling the DMV to gain insights into customer interactions across all channels, assess performance, and identify areas for improvement.
3.1.1.2	The Contact Center Solution must provide data unification, management, and analytics to provide a	Dynamics Omnichannel OOTB - See response for 3.1.1.1

	source of truth for DMV decision making.	
3.1.1.3	The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender)	Need to build this integration. REST API: https://casoinc.atlassian.net/wiki/spaces/CHD/pages/1776091160/ApplicationXtender+16.3+Rest+Service+Development+Guide
3.1.1.4	The Contact Center Solution must provide a method to authenticate the citizen's identity.	The Dynamics 365 Omnichannel solution with Azure security ensures secure citizen authentication: Multi-Factor Authentication (MFA) via Azure Active Directory for enhanced security. Self-Service Password Reset for user autonomy in password management. Azure B2C Identity Service for scalable, global identity verification. Conditional Access Policies for automated, condition-based access control. Integration with Existing Systems through secure API connections for data validation. Citizen experience is streamlined through: User-friendly Verification Process with OTPs via phone or email. Biometric Authentication options where supported. Compliance and security are paramount: Adherence to Compliance Standards such as ISO 27001, GDPR. Continuous Security Monitoring with Azure Security Center.
3.1.1.5	The Contact Center Solution must provide a citizen case management process.	Dynamics OOTB with configuration

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.	The proposed Dynamics 365 Omnichannel solution offers an intelligent virtual agent equipped with Microsoft's cutting-edge natural language processing (NLP). This agent is capable of understanding and interacting in multiple languages, including Spanish, German, Chinese, and French. Here's how it meets the requirement: Multilingual Support: Utilizes Microsoft's AI-driven language models that support diverse languages, ensuring clear communication with constituents. Seamless Language Switching: Recognizes and switches between languages during a conversation without manual intervention. Cultural Nuance Understanding: Interprets local dialects and colloquialisms for accurate responses. Continuous Learning: Improves over time with machine learning, expanding its language capabilities and accuracy.
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.	Dynamics Omnichannel OOTB
3.1.1.6.2	The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.	The virtual agent leverages advanced large language models, enabling searchable conversation transcripts for efficient information retrieval and analysis.
3.1.1.7	The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication.	Photo and Video Support: Our solution leverages Dynamics 365 Omnichannel capabilities, which include support for photo and video sharing during interactions. This feature allows customers to easily share visual information with agents, enhancing the clarity and efficiency of communications. Channel Blending: Dynamics 365 Omnichannel also supports channel blending, seamlessly integrating various communication channels such as voice, chat, email, and SMS. This ensures a cohesive customer experience, allowing for smooth transitions between different modes of communication without losing context. On-Device Authentication: While Dynamics 365 Omnichannel offers robust interaction capabilities, our proposal includes the development of a Progressive Web App (PWA) to complement these features. The PWA will facilitate convenient on-device authentication, leveraging the device's

		built-in security features (such as biometrics) for secure and user-friendly access to services.
3.1.1.7.1	The Contact Center Solution must allow mobile device App integration.	Dynamics OOTB
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.	Dynamic's integration with Copilot incorporates advanced AI and NLP functionalities, enabling the system to analyze customer interactions across various channels comprehensively. Copilot can identify key themes, sentiment, and frequently asked questions in customer conversations, providing valuable insights to contact center managers.
3.1.1.9	The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.	Dynamics Omnichannel OOTB
3.1.1.10	The Contact Center Solution must provide call search capability including the ability to search for sentiment	Dynamics Omnichannel OOTB
3.1.1.11	The Contact Center Solution must provide AI-based omnichannel routing.	The solution employs AI to intelligently route customer interactions across all channels, ensuring efficient and context-aware support.
3.1.1.12	The Contact Center Solution must maintain 99.9% uptime.	Dynamics OOTB

3.1.1.1 3	Disaster Recovery must be included in the Contact Center Solution.	Dynamics OOTB
3.1.1.1 4	The Contact Center Solution must include an automatic call back function for dropped calls.	Dynamics provides the capability to track and manage customer interactions across channels, allowing for the automation of callbacks to customers after dropped calls.
3.1.1.1 5	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.	Dynamics 365 Omnichannel for Customer Service, offers seamless integration capabilities for voice and chat support within mobile applications. This ensures a cohesive experience across all customer touchpoints, facilitating real-time communications and support through an integrated mobile application framework.
3.1.1.1 6	The Contact Center Solution must allow users to make voice calls using data instead of minutes.	The Contact Center Solution, powered by Dynamics 365 and integrated with Microsoft Azure Communication Services, enables voice calls over the internet using data, bypassing traditional minute-based telephony charges. This VoIP (Voice over Internet Protocol) functionality ensures seamless communication between constituents and the support team, facilitating high-quality voice interactions without relying on conventional phone minute usage.
3.1.1.1 7	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 fallback to a PSTN call while still sending the important customer data packet to the CRM record.	The Contact Center Solution leverages Dynamics 365 and Azure Communication Services to offer a robust fallback mechanism. When a VoIP call is compromised due to insufficient data connectivity, the system seamlessly transitions to a Public Switched Telephone Network (PSTN) call, ensuring uninterrupted communication. Concurrently, it captures and transmits vital customer interaction data to the CRM record, maintaining a cohesive and informed service experience despite the change in communication channel.
3.1.1.1 8	The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.	Dynamics 365 Omnichannel for Customer Service, supports queued callback functionality. This allows constituents to opt for a callback from an agent when it's their turn in the virtual queue, rather than waiting on the line. The system automatically schedules a callback based on the queue's position, ensuring efficient and timely communication while improving the constituent's experience.

3.1.1.19	The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.	Dynamics 365 Omnichannel for Customer Service, in conjunction with Segra's telephony integration, ensures high-quality audio delivery with a maximum packet loss of less than 1%. This is achieved through robust network infrastructure, optimized data routing, and real-time monitoring to maintain call clarity and reliability.
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 constituents do not have to wait on hold.	Dynamics 365 Customer Service, augmented by AI algorithms, enables scheduling capabilities that allow users to book appointments with the support team. It automatically predicts and allocates fifteen-minute time slots based on agent availability, ensuring an efficient service experience without prolonged wait times.
3.1.1.21	The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.	We propose leveraging the capabilities of the user's device for biometric verification (fingerprint and facial recognition) and passcode authentication. This approach ensures a seamless and secure verification process, directly utilizing the inherent security features of modern smart devices.
3.1.1.22	The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.	Dynamics 365 Customer Service supports multimedia interactions, enabling agents to request and receive photos, videos, screenshots, and text inputs from constituents, enhancing the support process with rich media exchanges.
3.1.1.23	The Contact Center Solution must be able to send SMS.	Dynamics Omnichannel OOTB
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.	Dynamics 365 Customer Service, integrated with Microsoft's Power Virtual Agents and Omnichannel for Customer Service, offers flexible call deflection options. It allows constituents to schedule calls for later times, provides email alternatives, forwards calls directly to alternate numbers or voicemail, and adapts dynamically based on call volume and organizational requirements.
3.1.1.25	The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct	Dynamics 365 Customer Service, alongside Omnichannel for Customer Service, enables the configuration of visual queues. This functionality directs users to specific websites or visual messages based on their inquiry, ensuring a tailored and efficient customer service experience.

	queues to a visual message.	
3.1.1.2 6	The Contact Center Solution must provide administrative functionality for WVDMV to create users, assign roles, and create reports.	Dynamics OOTB
3.1.1.2 7	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.	The solution leverages Dynamics 365 Customer Service and Omnichannel capabilities, integrating with mobile devices to ensure calls to the main support number can seamlessly transition to mobile calls, enhancing accessibility and flexibility for users.
3.1.1.2 8	The Contract Center Solution must determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App.	The Omnichannel SDK allows for the creation of a contextually aware application that can: Identify the Queue: Utilize pre-defined rules and customer data to route constituents to the appropriate support queue based on their needs, historical interactions, and available resources. Determine the Language: Leverage the built-in language detection and customer preferences to direct constituents to support representatives fluent in the constituent's preferred language. Select the Channel: Based on the constituent's current activity within the app and their communication preferences, the system can guide the constituent to the most effective support channel, whether it be voice, chat, email, or SMS.
3.1.1.2 9	The Contact Center Solution must provide GenAI capabilities.	The solution integrates Dynamics 365 Customer Service with advanced AI capabilities, utilizing Microsoft's AI Builder and Dynamics 365 Customer Insights for generative AI functionalities, supporting intelligent responses and data-driven insights.
3.1.1.2 9.1	GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.	The Contact Center Solution leverages Dynamics 365 Copilot to provide generative AI (GenAI) capabilities, enriching customer interactions with contextually relevant, intelligent responses. Copilot integrates seamlessly, analyzing interaction history and customer data to enhance the support experience. This necessitates adding Copilot licensing, ensuring a cutting-edge, AI-enhanced communication

		environment that supports efficient, personalized customer service.
3.1.1.29.2	GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.	The Contact Center Solution utilizes Dynamics 365 Copilot to automate tasks, including answering FAQs and intelligently routing calls to appropriate agents. Copilot's AI algorithms analyze incoming inquiries to provide accurate responses to frequently asked questions and determine the best agent based on expertise and availability, streamlining the customer service process.
3.1.1.29.3	GenAI must get insights from CRM data and understand call drivers and call topics	The Contact Center Solution, leveraging Dynamics 365 Copilot, extracts insights from CRM data to comprehend call drivers and topics. It employs advanced analytics and AI models to analyze customer interactions and CRM data, identifying trends, patterns, and customer needs. This enables the solution to anticipate customer queries and improve agent preparedness, ensuring tailored and efficient customer service.
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.	GenAI, integrated with Dynamics 365 and Copilot, offers advanced contact deflection, predictive routing, and conversational guidance tailored to customer intent. This AI-driven solution anticipates user needs, efficiently navigating them through self-service options or directing them to the most appropriate service channel or agent. By analyzing historical data and current interactions, it ensures a seamless customer journey, optimizing resolution times and enhancing overall satisfaction.
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.	The proposed Contact Center Solution leverages Dynamics 365 Omnichannel for Customer Service, offering a comprehensive, multimodal customer experience. It utilizes web and mobile SDKs compatible with iOS and Android to embed seamless support across various channels. By integrating VoIP capabilities through WebRTC and traditional PSTN, along with chat and SMS functionalities, the solution ensures a consistent and cohesive customer experience across all devices, meeting the modern expectations of accessibility and convenience.

3.1.1.3 1	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.	The Contact Center Solution incorporates Dynamics 365 Customer Service's visual Interactive Voice Response (IVR) system, offering customers self-service options via web or mobile interfaces. This visual IVR operates akin to traditional IVR or virtual agents but utilizes a graphical interface, allowing users to navigate through menus visually rather than through voice commands. This approach enhances user experience by facilitating easier and more intuitive access to information and services.
3.1.1.3 2	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.	The Contact Center Solution leverages Dynamics 365 Customer Service for omnichannel capabilities, supporting inbound and outbound voice, SMS, and chat. It allows handling multiple channels simultaneously and pivoting between channels during a customer interaction, ensuring a seamless and integrated communication experience.
3.1.1.3 3	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. To assist in generating the total cost of ownership supporting the cloud infrastructure, the following calculator(s) are recommended.	RACI and Design Plan included below this table. Software licensing list and projected total cost of ownership included at the end of document.

Sample RACI model based on key activities:

| Activity	Vendor (WayPath)	WVDMV IT	Cloud Provider	Segra Specialist
Cloud Infrastructure Setup	R/A	C/I	R/A	-
Integration with Segra	R/A	C/I	-	R/A
Dynamics Deployment	R/A	C/I	-	-
Data Migration	R/A	R/A	-	-
Training & Documentation	R/A	R/A	-	C
Maintenance & Support	R/A	C/I	-	C/I

Legend:
- **R** - Responsible (Executes the task)
- **A** - Accountable (Oversight and final decision)
- **C** - Consulted (Input and feedback required)
- **I** - Informed (Kept up-to-date on progress)

Key Roles:
- **Vendor (WayPath):** Mainly responsible for the setup, integration, and deployment of the Contact Center Solution, including ongoing maintenance and support.
- **WVDMV IT:** Their role is to provide necessary data, ensure internal compliance, and assist in data migration and network configurations.
- **Cloud Provider:** Responsible for hosting the environment and may be consulted for infrastructure setup and network considerations.
- **Network Provider:** Responsible for providing stable and compliant network services and consulted for traffic considerations.
- **MS Dynamics Specialist:** Accountable for the Dynamics platform deployment and consulted for integration and training.
- **Segra Specialist:** Accountable for the integration of Segra services and consulted for network configurations.

Cloud Architecture Design Plan:
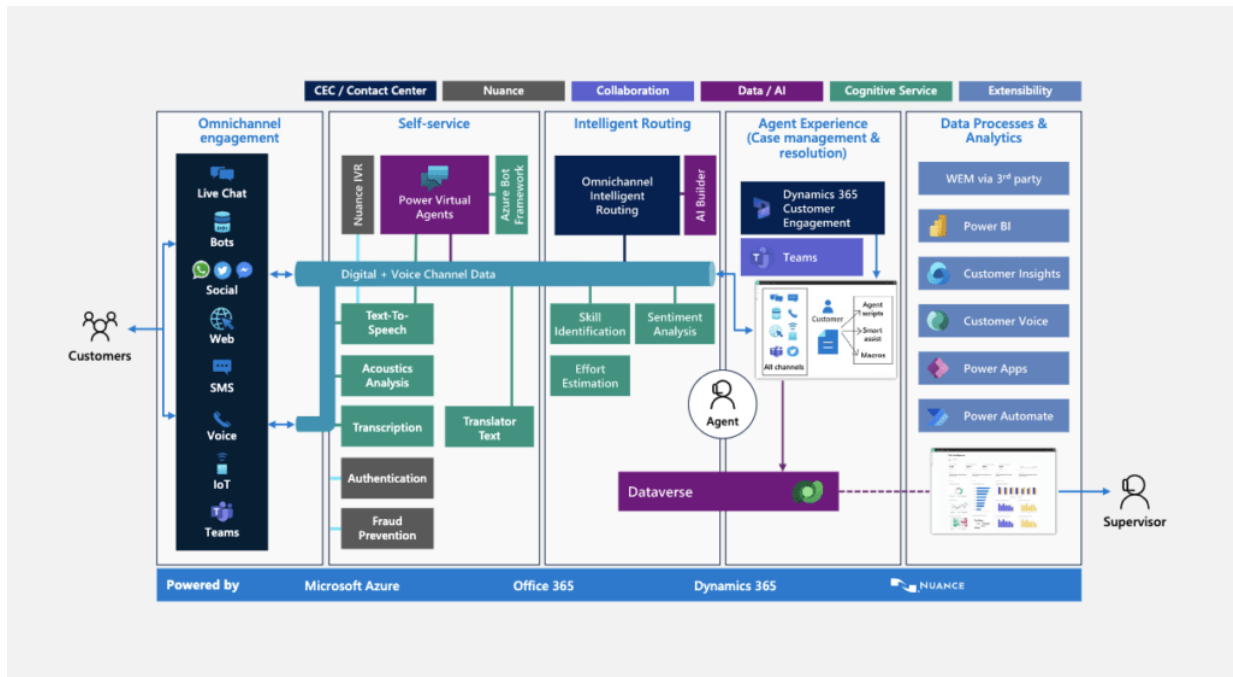
Non-Functional Requirements

State Security Standards

The Microsoft Dynamics 365 platform is currently in use by West Virginia agencies, and thus meets the State Security Standards. WayPath has implemented this platform for numerous state agencies in Virginia, North Carolina, South Carolina, and others which have similar security standards.

Reliability

Microsoft is committed to service availability and reliability through a financially backed 99.9% uptime Service Level Agreement (SLA). If a service incident breaches this SLA, you can claim a billing credit according to the conditions of the SLA. For more information on SLAs for Dynamics 365, please visit http://go.microsoft.com/fwlink/?LinkID=196557&clcid=0x409 .

WVDMV Technology Environment

Other West Virginia agencies currently uses Microsoft Dynamics 365, and we believe strongly that Dynamics 365 and Omnichannel are an excellent fit for enhancing the technical platform capabilities of WVDMV.

Cloud Media Destruction

The Microsoft Dynamics 365 platform meets the WV State Standards for cloud data. WayPath has implemented this platform for numerous state agencies, and we propose that WVDMV will acquire the Microsoft Dynamics cloud services directly via the existing WV state contracts.

Data Retention

As described earlier, the Dynamics 365 platform allows customers to define data retention policies to align to their business needs.

Implementation

Work Plan

WayPath will utilize our proven methodology for successfully delivering Dynamics solutions, which has been highly successful on comparable projects with other state government agencies. In addition, we will adjust our methodology, as needed, to align to WVDMV's scrum agile methodology.

Project Management

WayPath employs the Agile Scrum method of delivery augmented with industry project management best practices (PMBOK) to ensure the overall timely execution and quality delivery of the developed solution. For a more detailed explanation of Scrum, please visit: https://www.scrumalliance.org/why-scrum.

WayPath utilizes the following project governance activities to ensure alignment through the project duration:

1. Drafting and distributing weekly and monthly dashboards keeping stakeholders abreast of accomplishments, upcoming activities milestones, as well as risks and issues.
2. Facilitating weekly status reviews with designated project team members.
3. Identifying emergent risks and issues.
4. As issues arise, striving to resolve them within the core team. Risks and issues requiring escalation will begin with the relevant members of the Project Leadership Team.
5. Escalating unresolved issues to the Executive Steering Committee in a timely manner while providing the appropriate level of information needed to make an informed decision.
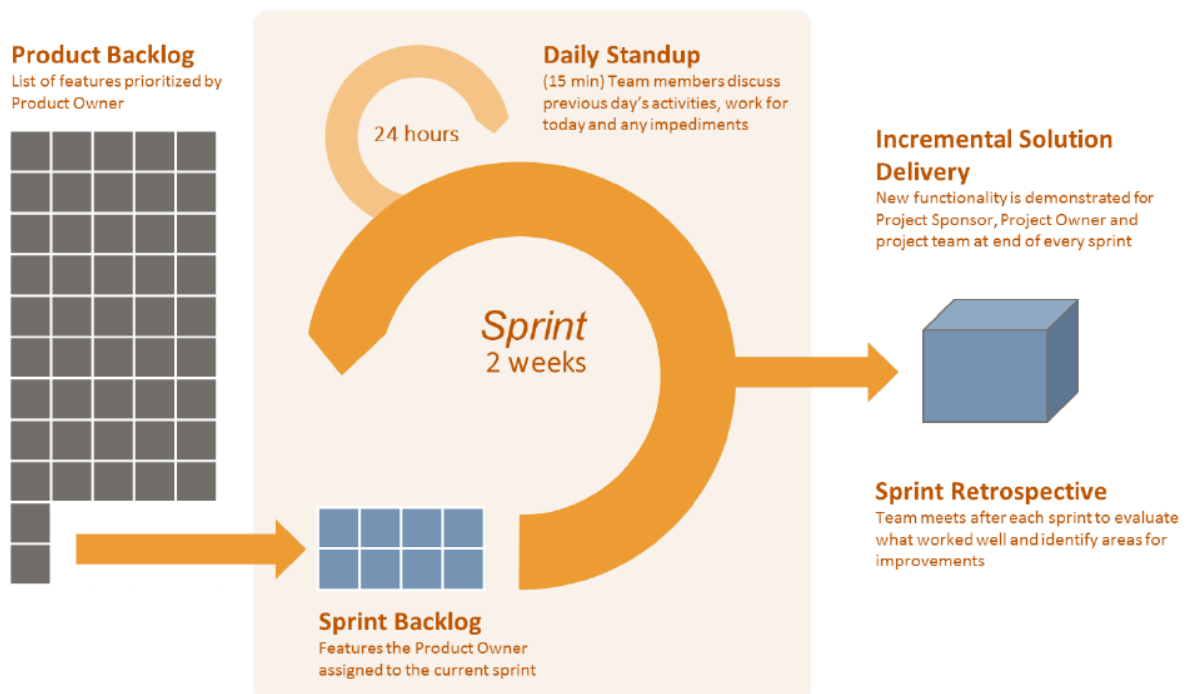
WayPath uses cross-functional teams for optimal results on iterative delivery projects. Employing this team dynamic produces a greater number of perspectives, increasing creativity through interaction and enable rapid decision making and deployment of functionality.

<u>Implementation Schedule</u>

WayPath has scoped the effort based on the requirements in the RFP and estimated that the implementation project will be completed and the solution deployed into production within approximately 7-8 months of project start. Based on that estimate, we propose the following implementation schedule.

Phase	Activities	Timeline
Milestone 1: Discovery	Initial high-level requirements and high-level solution design, detailed implementation planning, and environment setup.	Begin after project start for a duration of 4 weeks
Milestone 2: Implementation	Detailed requirements, design and implementation of the solution utilizing Agile Sprints, including testing of completed functionality. During the Discovery period, the Sprint detailed schedule will be established.	Begin after Discovery for a duration of 9 X 3-week Sprints (27 weeks).
	User Acceptance Testing (UAT) – while testing will occur throughout the project following each Sprint demo, this period will provide for final UAT of the full solution.	After Solution Implementation for a duration of 2 weeks (requires fairly significant WVDMV staff availability).
	Production Launch	After UAT for a duration of 1 week
Milestone 3: Support	Provide Maintenance and Technical Development for the solution.	Begin after Production Launch with a duration of 24 months.

The fixed price presented in the Financial Proposal is based on the estimated project timeline, including Discovery/Implementation plus post-launch support for a total period of 4 years. If the detailed requirements analysis results in a scope and timeline that is significantly smaller or larger than this estimate, then WayPath and WVDMV will collaborate to manage the scope to an effort level that aligns to the budget and timeline.

Alternatively, to achieve faster speed-to-market, the Implementation could be broken up into multiple phases with a production launch after each phase. While this will slightly increase the overall effort and cost (to support multiple production launches), this will enable WVDMV to realize the enhanced customer service benefits more quickly, which may provide significant business value to WVDMV.

Deliverables

As described above, WayPath will collaborate with WVDMV stakeholders to establish a deliverable submission, review and approval process. All written deliverables will be compatible with current versions of Microsoft Office. Draft versions of final deliverables will be made available to WVDMV for initial review in advance of the final deliverable due date.

All deliverables will be subject to the deliverable acceptance criteria as identified in the RFP or as agreed upon during the project. WayPath will utilize our standard high-quality deliverable development process – many of our clients have provided positive feedback with regard to the high quality of our deliverables.

WVDMV Personnel Involvement

As is typical with the Agile methodology, we anticipate that WVDMV will provide a Product Owner as the single point of contact for requirements prioritization. In addition, we anticipate that we will collaborate with other WVDMV business and technical SME's, who will be available and engaged with the project team at various times throughout the project. While WayPath will include a Project Manager as part of our team, we believe it may be helpful for WVDMV to also allocate an internal project manager that can help to coordinate meetings and other collaboration with WVDMV stakeholders.

Source Code Control

It is WayPath's expectation that all source code developed under this contract will be housed in a WVDMV-hosted source code repository (e.g. Azure DevOps), or WayPath will provide such source code repository and provide full access to WVDMV personnel. WVDMV will own and have full access to all custom software source code developed under this contract.

Security

WayPath standard practices include obtaining background checks on all WayPath personnel. In addition, WayPath personnel comply with any additional security procedures that are required by our clients, including any on-site requirements or remote IT access requirements.

WayPath has implemented a strong security program, which includes standard processes to be followed in the case of any security incident or data breach incident.

When implementing software solutions, WayPath personnel are trained in secure software development and implementation practices. WayPath has implemented numerous solutions that comply with security standards, such as PCI, HIPAA, etc. For Dynamics-based solutions, the authentication/authorization to the system will be managed by WVDMV and the Microsoft cloud technologies, and WayPath will follow security best-practices for such solutions.

Solution Environments

WayPath will work with WVDMV personnel to configure 3-4 separate environments of Dynamics and other tools, as needed, to support development, testing, UAT and production. In some case, those environments may be combined, such as to enable both development and Integration Testing in a Staging environment.

Technical Documentation

WayPath will provide knowledge transfer and create documentation with instructions on how to conduct all system administration and configuration functions for the solution.

Training

WayPath will create training materials and provide training for end-users, including WVDMV Business Users and System Administrators. As part of the requirements analysis, the WayPath team will determine the appropriate levels of training materials and training sessions to meet the WVDMV needs.

Depending on the needs of the users, training may be either live in-person, live virtual (remote), or via recorded video. WayPath will collaborate with WVDMV to determine the appropriate training format and schedule and will develop and provide the training plan to WVDMV for approval.

Maintenance & Technical Development

WayPath will provide maintenance and support for the 4-year period of the contract. During the support period, WayPath will correct any errors or material defects in the delivered solution and provide bug fixes for the software deliverables.

WayPath will provide email and phone support during regular business hours, and all support requests will be tracked in a help desk ticketing system.

In addition, WayPath will provide technical development services as requested by WVDMV to enhance the solution and add additional capabilities to the system. These services can be bundled as mini projects for quarterly or semi-annual enhancement releases, a model which has worked well with our other state agency clients.

WAYPATH

Qualifications and Capabilities

Company Overview

WayPath is a US-based company with headquarters in Richmond, Virginia. Founded in 1997 with a primary focus on providing positive human experiences for our employees, that foundational commitment naturally expanded to include our communities, our clients, and their customers. These commitments, combined with a pursuit of excellence and a hunger for learning, have earned us consistently high marks and recognition from those we serve for over 25 years.

Technology is changing the world at a more rapid pace than ever. We believe that in order for businesses to survive, they must stay at the cutting edge of technology. Since the firm's founding over 25 years ago, we have been creating technology, and new ways of working, that improves the lives of the people our technology touches. This is true for our clients, for their customers, and for our team. We believe a single interaction, with our technology or our consultants, can start a wave of positive impact.

In 2014, Dominion Digital changed its market-facing name and began doing business as SingleStone. In 2019, in order to more clearly define and differentiate our services, we separated into a new division that is doing business as WayPath. WayPath is focused on improving digital engagement through strategy and implementation of enterprise customer experience platforms, including Microsoft Dynamics 365.

Organization

Dominion Digital Inc. is currently "doing business as" (dba) the following two closely related divisions:

- **SingleStone** – empower businesses to think and work like a modern tech company, with expertise in software, cloud & DevOps, and data & advanced analytics.
- **WayPath** – improve digital engagement through strategy and implementation of enterprise customer experience platforms.

Capabilities

WayPath has the following capabilities:

- Solutions
    - Customer Relationship Management (CRM) – implementation of CRM solutions based on the Microsoft Dynamics 365 and Salesforce platforms
    - Web Content Management (WCMS) – implementation of web content management solutions based on platforms including Sitecore and Adobe
    - Customer Communication Management (CCM) – implementation of solutions for high-volume customer statement and letter generation based on platforms such as OpenText Exstream

- o   Customer Experience Platform Strategy – strategic consulting related to enterprise customer experience technology platforms

- Team Roles:
    - o   Dynamics 365 CRM Architect & Developer
    - o   System / Software Architect
    - o   Solution / Software Developer
    - o   User Experience (UX) Design
    - o   Project & Program Manager
    - o   Business Analyst
    - o   Quality Assurance (QA) Analyst
    - o   Cloud / DevOps Architect & Engineer

Our cross-functional teams enable us to design and implement solutions that delight end-users, including both agency users and constituent users.

Experience & References

WayPath has deep experience with implementing Dynamics 365 solutions, with a focus on creating intuitive user experiences that promote user adoption. We have been implementing Dynamics 365/CRM solutions for state government clients for over 8 years, with team members that have been working with Dynamics 365/CRM for over 15 years.

Our experience spans the range of services requested in this RFP, including Dynamics 365 solution development, data migration, system integration, security, code management and deployment process. Our full-lifecycle project approach includes requirements management, stakeholder engagement, and regular and transparent project status reporting to ensure a successful outcome and a positive client experience.

Experience with State Government Agencies

WayPath (and formerly under our SingleStone name) has a very strong track record with the state government agencies that we serve. Below we have described several example projects with state government agencies that have been recently successfully completed. Our experience has included work with state government agencies including:

- Virginia Department of Transportation
- Virginia Department of Corrections
- Virginia Department of Social Services
- Virginia Division of Legislative Automation Systems
- Virginia Department of Elections
- Virginia ABC
- Virginia Department of Environmental Quality
- Virginia Department of Agriculture and Consumer Affairs
- North Carolina Department of Environmental Quality
- South Carolina Office of Regulatory Staff
- South Carolina Department of Alcohol and Other Drug Abuse Services
- Maryland Department of Health
- Denver Water

To help ensure success of our engagements with state government agencies, we employ the Agile Scrum method of delivery augmented with industry project management best practices to ensure the overall timely execution and quality delivery of the developed solution. This approach has allowed us to successfully complete fixed-price / fixed-scope engagements with our state government clients, while still providing for agile flexibility in meeting and exceeding agency stakeholder needs.

A few example applications that we have implemented are described below, and we welcome WVDMV to contact any of our references related to these projects.

Reference #1

Virginia Dept of Transportation (VDOT) – Statewide Customer Service Center

WayPath designed and implemented the VDOT statewide customer service center (CSC) solution. WayPath helped VDOT expand and enhance its service capabilities by integrating multi-channel options, including voice, web and mobile self-service, and implementing enriched caller-recognition and customer relationship management features based on the Avaya and Microsoft Dynamics CRM platforms. The new system is intuitive and easy to use, and lets citizens follow the processing of their request and the completion of work in real time. A citizen-facing customer self-service portal can be accessed by web or mobile at https://my.vdot.virginia.gov. Also, see this brief 5-minute video for a demo of the CSC solution: https://vimeo.com/183661140.

The project was delivered ahead of schedule and under budget and was nominated for the Virginia Governor's Technology Award. Numerous stakeholders at VDOT have described this project as "the best vendor engagement that VDOT has ever experienced", and WayPath has received very positive feedback from the VDOT Commissioner and CIO.

This solution utilizes Dynamics 365/CRM, C#/.NET, SQL Server, Azure Data Lake, Power BI, and several data integration technologies.

WayPath has continued to be engaged by VDOT since 2015 to provide ongoing operations and maintenance support for the solution, and recently migrated the system from an on-premise solution to a Dynamics 365 cloud solution.

Reference #2

Virginia Dept of Transportation (VDOT) – Statewide Tort Claims Management System

WayPath implemented the VDOT Tort Claims Management system on Dynamics CRM, which replaced a statewide manual and paper-based process with an automated online workflow solution. This solution enables claims workers in VDOT offices around Virginia to collaborate and handle tort claims, including claims document management and workflows. VDOT was able to leverage the investment in the Dynamics CRM platform to implement this application efficiently. This Tort Claims system was awarded the Virginia Governor's Technology Award for IT Efficiency.

WayPath has continued to be engaged by VDOT since 2017 to provide ongoing operations and maintenance support for the solution, and is current engaged to migrate the system from an on-premise solution to a Dynamics 365 cloud solution.

Reference #3

State of South Carolina Office of Regulatory Staff – Utility Provider Management System

WayPath designed and implemented for the State of South Carolina Office of Regulatory Staff (ORS) a solution for managing regulated utility providers in Dynamics 365. This solution has been designed to provide intuitive and productive experiences, and includes workflow and automation features to reduce

or eliminate repetitive tasks, freeing users up to achieve greater capacity and productivity. The solution includes integrations with several backend systems to enable financial records tracking.

Reference #4
Virginia Dept of Corrections (VADOC) – Correspondence Tracking System

VADOC has a Correspondence Tracking System that is used to track all correspondence received from the general public and responses. A prior implementation of the system was in Dynamics CRM 2013, which was migrated to Dynamics 365 in the government cloud. As part of this migration, the solution was redesigned to better meet the needs of the business and to work better with the new technology. This solution includes a complex data security / privacy model, which was successfully implemented utilizing the Dynamics 365 flexible security capabilities. In addition, all data from the existing system was migrated to the new platform. Following the successful migration to Dynamics 365 and enhancements of the system, we have continued to be engaged to provide ongoing operations and maintenance support for the solution.

Pricing Sheet

TOTAL INSTALLATION & DELIVERY COST							
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304							
Item Number	QTY	Description	Year 1	Year 2	Year 3	Year 4	Total
3.1.1	1	Contact Center Solution	$1,243,548	$491,548	$499,548	$508,548	$2,743,192

For clarity, the above pricing includes the following two components:
- WayPath Implementation and Support services – to be procured from WayPath
- Microsoft Licenses – these are estimated prices and will be procured by WVDMV directly via the existing West Virginia Statewide Contract for Microsoft 365 Products

The above pricing is broken down as shown below:

Description	Year 1	Year 2	Year 3	Year 4	Total
WayPath Implementation & Support	$957,000	$205,000	$213,000	$222,000	$1,597,000
Microsoft Licenses	$286,548	$286,548	$286,548	$286,548	$1,146,192
TOTAL	$1,243,548	$491,548	$499,548	$508,548	$2,743,192

Microsoft Licensing Details:

License	Quantity	Monthly Cost	Total Monthly
D365 Customer Service Enterprise GCC Sub Per User	22	$ 90.00	$ 1,980.00
D365 Customer Service Digital Message GCC Per User	22	$ 70.00	$ 1,540.00
D365 Customer Service Chat Per User	22	$ 60.00	$ 1,320.00
D365 Customer Service Voice Channel	22	$ 70.00	$ 1,540.00
Copilot Studio (formerly Power Virtual Agents) 25,000 Messages per month	4	$ 200.00	$ 800.00
AI Builder Capacity T1 GCC Sub 1M Service Credits	1	$ 500.00	$ 500.00

D365 Customer Voice GCC Sub 2K Survey Responses	1	$	195.00	$	195.00
Power Automate Premium Per User	4	$	16.00	$	64.00
Power Automate Process GCC Sub	2	$	145.00	$	290.00
Power Pages Anonymous Tier 1 up to 10k Unique Users/Month	20	$	70.00	$	1,400.00
Power Pages Authenticated Tier 1 up to 10K Unique Users/Month	50	$	185.00	$	9,250.00
Estimated Additional Azure Consumption	1	$	5,000.00	$	5,000.00

Total Monthly Cost	$ 23,879.00
Total Annual Cost	$ 286,548.00