



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 @ 6

List View

- General Information**
- Contact
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- Document Information
- Clarification Request

Procurement Folder: 1324372

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000044723

Legal Name: First Fire Consulting LLC

Alias/DBA:

Total Bid: \$807,392.00

Response Date: 02/14/2024

Response Time: 9:08

Responded By User ID: firstfire

First Name: Charlie

Last Name: Conaway

Email: charlie@firstfire.io

Phone: 3039943769

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: 6

Total of All Attachments: 6



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				311348.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Manufacture: Amazon Web Services  
Product: Amazon Connect and related AWS Services  
AWS usage estimate based on 728,000 calls with average duration of 4 mins.  
As the deployed AI driven automation for self service improves and chat becomes available then  
AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work  
work with WV DMV to improve utilization and reduction of usage costs from AWS

**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				165348.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Manufacture: Amazon Web Services  
Product: Amazon Connect and related AWS Services  
AWS usage estimate based on 728,000 calls with average duration of 4 mins.  
As the deployed AI driven automation for self service improves and chat becomes available then  
AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work  
work with WV DMV to improve utilization and reduction of usage costs from AWS

**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				165348.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Manufacture: Amazon Web Services  
Product: Amazon Connect and related AWS Services  
AWS usage estimate based on 728,000 calls with average duration of 4 mins.  
As the deployed AI driven automation for self service improves and chat becomes available then  
AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work  
work with WV DMV to improve utilization and reduction of usage costs from AWS

**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				165348.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Manufacture: Amazon Web Services  
Product: Amazon Connect and related AWS Services  
AWS usage estimate based on 728,000 calls with average duration of 4 mins.  
As the deployed AI driven automation for self service improves and chat becomes available then  
AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work  
work with WV DMV to improve utilization and reduction of usage costs from AWS

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four



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

<b>Proc Folder:</b> 1324372		<b>Reason for Modification:</b>	
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution		Addendum No. 1 To move bid opening date and time	
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-01-11	2024-02-07 13:30	CRFQ 0802 DMV2400000001	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** First Fire Consulting  
**Address :**  
**Street :** 200 Hearthstone Reach  
**City :** Peachtree City  
**State :** GA **Country :** USA **Zip :** 30269  
**Principal Contact :** Chuck Hudak  
**Vendor Contact Phone:** 770 815 5266 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

**Vendor Signature X** *Chuck Hudak* **FEIN#** 92-1128716 **DATE** 2/13/2024

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

**ADDITIONAL INFORMATION**

Addendum No. 1

To move bid opening date and time to February 7, 2024 at 1:30 pm., est.

Responses to the vendor technical questions will be published via addendum coming soon.

No other changes.

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year One

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Two

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

**SCHEDULE OF EVENTS**

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

**SOLICITATION NUMBER: CRFQ DMV240000001**  
**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as (“DMV240000001”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time.
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

1. To move bid opening date and time to February 7, at 1:30 pm est.
4. No other changes.

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

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**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 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.

First Fire Consulting

\_\_\_\_\_  
Company

*Chuck Hudak*

\_\_\_\_\_  
Authorized Signature

02/13/2024

\_\_\_\_\_  
Date

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



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**

<b>Proc Folder:</b> 1324372		<b>Reason for Modification:</b>	
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution		Addendum No. 2	
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
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:**  
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**State :** GA **Country :** USA **Zip :** 30269  
**Principal Contact :** Chuck Hudak  
**Vendor Contact Phone:** 770 815 5266 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

**Vendor Signature X** *Chuck Hudak* **FEIN#** 92-1128716 **DATE** 2/13/2024

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

**ADDITIONAL INFORMATION**

Addendum No. 2

To provide responses to the vendor technical questions, see attached

To add specification: .

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

To add WV Network Diagram, see attached.

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

No other changes.

**INVOICE TO** | **SHIP TO**

DIVISION OF MOTOR VEHICLES  
5707 MACCORKLE AVE. S.E.,  
SUITE 200

CHARLESTON WV  
US

DIVISION OF MOTOR VEHICLES  
RECEIVING AND PROCESSING  
5707 MACCORKLE AVENUE,  
S.E. SUITE 200

CHARLESTON WV  
US

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

**Comm Code** | **Manufacturer** | **Specification** | **Model #**

81162000

**Extended Description:**

DMV Cloud-based Contact Center Solution Year One

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

INVOICE TO	SHIP TO
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DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200  CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	DMV Cloud-based Contact Center Solution Year Four				

Comm Code	Manufacturer	Specification	Model #
81162000			

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

SCHEDULE OF EVENTS
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<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-01-08

**SOLICITATION NUMBER: CRFQ DMV240000001**  
**Addendum Number: 2**

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The purpose of this addendum is to modify the solicitation identified as (“DMV240000001”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time.
- Modify specifications of product or service being sought.
- Attachment of vendor questions and responses.
- Attachment of pre-bid sign-in sheet.
- Correction of error.
- Other.

**Description of Modification to Solicitation:**

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

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

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**RFQ 0802 DMV240000001**  
**Cloud-Based Contact Center Solution**  
**Vendor Questions and Agency Response**

Q1. Is there an approved budget for this project?

A1. Yes. This will not be disclosed.

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

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

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

A3. Yes

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

A4. Please see A3.

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

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

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

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

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

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

A7. Each queue has its own call flow.

Q8. On average, many queues per call flow?

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

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

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

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

A10. Yes, Segra.

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

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

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

A12. Segra.

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

A13. One.

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

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

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

A15. No.

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

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

Q17. Which vendor is currently the incumbent?

A17. See A16.

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

A18. See A16

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

A19. An outbound dialing campaign is not required.

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

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

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

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

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

A22. None.

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

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

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

A24. No.

Q25. What CRM systems would we be integrating with?

A25. See A16.

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

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

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

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

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

A28. No.

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

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

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

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

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

A31. None.

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

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

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

A33. Customer.

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

A34. A customer calls contacts the DMV and asks what is considered a “basic question” such as how to renew a license plate. The AI answers from a pool of preloaded responses. AI asks customer if question was answered and, if not, or more questions are asked, sends to the specialist. When the DMV specialist is contacted, a script of the chat so far is generated for the specialist to review.

If the customer has contacted the DMV before, their vehicle and/or license information is generated when the specialist answers, providing an efficient and personalized experience. The specialist has access to the customer’s data and does not have to ask questions or conduct research that has already been completed previously.

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

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

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

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

A36. RESTAPI.

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

A37. No.

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

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

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

A39. No.

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

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

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

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

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

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

A42. Yes.

Q43. When do you expect to make an award?

A43. By March 15, 2024.

Q44. When do you expect the project to start?

A44. Upon award.

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

A45. June 2024.

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

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

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

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

Q48. What is the average call duration?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A61. Diagram is attached.

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

A62. Remotely.

Q63. Who is the current telco carrier/provider?

A63. Segra.

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

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

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

A65. Segra.

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

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

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

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

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

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

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

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

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

A70. Please WVOT policies at [OT Privacy Policies](#)

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

A71. These tools are not currently in place.

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

A72. Calls are currently not recorded.

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

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

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

A74. Yes, Application Xtender does provide these capabilities.

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

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

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

A76. No.

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

A77. Seven Hundred Twenty-Eight Thousand.

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

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

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

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

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

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

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

A81. One.

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

A82. Email, chat internally, not with customer.

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

A83. No.

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

A84. No.

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

A85. No.

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

A86. Website, Google Chat, and Gmail.

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

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

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

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

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

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

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

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

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

A91. Yes, 3.1.1.2.

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

A92. Yes, 3.1.1.3., 3.1.1.15.

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

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

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

A94. Yes, 3.1.1.2.

Q95. Is Quality Management capability required?

A95. Yes, 3.1.1.2 and 3.1.1.15.

Q96. How long will call recordings be stored?

A96. At least thirty days.

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

A97. No.

Q98. What percentage of calls are to be recorded?

A98. One hundred percent.

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

A99. Zero.

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

A100. Yes, 3.1.1.2.

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

A101. Yes, 3.1.1.2, 3.1.1.15.

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

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

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

A103. No.

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

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

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

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

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

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

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

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

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

A108. One call/one chat resolution.

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

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

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

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

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

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

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

A112. DMV does not have an Amazon Connect solution.

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

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

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

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

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

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

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

A116. Yes

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

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

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

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

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

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

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

A120. Yes, a CRM is desired.

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

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

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

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

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

A123. No.

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

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

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

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

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

A126. None exists.

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

A127. Yes.

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

A128. Yes.

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

A129. One Way.

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

A130. The number would be in the CCaaS environment.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A138. No.

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

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

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

A140. All calls, and thirty days.

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

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

Q142. Section 3: General Requirements: 3.1.1.17 The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fall back to a PSTN call while still sending the important customer data packet to the CRM record. Please clarify what your requirements are.

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

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

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

Q144. Section 3: General Requirements: 3.1.1.27 The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call. Are you looking to be able to transfer to a mobile number?

A144. No.

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

A145. Yes.

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

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

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

A147. Yes. There are thirty one DID numbers.

Q148. How many hunt groups are you looking for?

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

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

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

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

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

b. Are there API's available today?

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

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

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

A151. Voice, Chat, Web, and AI

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

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

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

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

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

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

Q155. Current desktop environment (Windows, MAC)?

A155. Windows.

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

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

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

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

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

A158. No.

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

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

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

A160. No

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

A161. Yes, No.

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

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

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

A163. No.

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

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

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

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

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

A166. REST API.

Q167. Can you provide additional clarification for requirement 3.1.1.16?

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

Q168. Can you provide additional clarification for requirement 3.1.1.27?

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

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

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

A169. Mid March.

Q170. The Desired Future State section of CRFQ-0802-DMV240000001-1 notes that the Contact Center as a Service (CCaaS) solution should provide a platform that offers a Single Source of Truth for WVDMMV staff. Typically, a Contact Center retrieves information using real-time interfaces from an agency's system of record rather than itself being a "*single source of truth.*" WVDMMV's open procurement for Driver System Modernization (Solicitation No. CRFP-0802-DMV240000002) notes that the agency's Vehicle Services division is in the beginning stages of implementing a digital title and electronic lien system that will replace the mainframe as the system of record/single source of truth. The scope of the Driver System Modernization RFP requires implementation of a modernized Driver System that will serve as WVDMMV's system of record for driver licenses and customer credentials and is capable of returning all driver and vehicle information pertaining to the search.

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

A170. We are in the blackout period for CRFP-0802-DMV240000002 and cannot comment.

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

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

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

A172. No.

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

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

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

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

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

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

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

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

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

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

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

Q178. How is fraud analysis currently performed?

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

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

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

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

A180. No.

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

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

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

A182. No.

Q183. What is a State Bar ID?

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

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

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

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

A185. Not at this time.

Q186. Max Call Volume expected for a given hour?

A186. Three hundred fifty one calls answered per hour.

Q187. Please provide Max Docs processes aka Doc Processing Burst

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

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

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

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

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

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

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

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

A191. No case management tool.

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

A192. Yes, thirty days.

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

A193. No.

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

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

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

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

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

A196. Yes.

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

A197. No.

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

A198. No, the LLM must be developed.

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

A199. Constituent

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

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

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

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

Q202. 3.1.1.15 The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications. Please list the existing mobile applications.

A202. There are no mobile applications in place.

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

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

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

A204. Users are customers.

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

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

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

A206. No CRM.

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

A207. None.

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

A208. None.

Q209. What system is used today to process payment?

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

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

A210. Yes.

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

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

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

A212. No.

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

A213. WVDMMV does not currently have a CRM system.

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

A214. Yes.

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

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

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

A216. The mandatory requirements are listed in the RFQ.

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

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

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

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

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

A219. 16.3.298.0

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

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

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

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

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

A222. There is no CRM.

Q223. What system is used today to process payment?

A223. dmvFIRST and West Virginia Interactive for customer interactions.

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

A224. Yes.

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

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

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

A226. No.

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

A227. No.

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

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

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

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

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

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



**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.

First Fire Consulting

\_\_\_\_\_  
Company

*Chuck Hudak*

\_\_\_\_\_  
Authorized Signature

2/13/2024

\_\_\_\_\_  
Date

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



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**

<b>Proc Folder:</b> 1324372			<b>Reason for Modification:</b>
<b>Doc Description:</b> DMV Cloud-based Contact Center Solution			
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-01-02	2024-01-17 13:30	CRFQ 0802 DMV2400000001	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** First Fire Consulting

**Address :** 200 Hearthstone Reach  
 Peachtree City, GA 30269

**Street :**

**City :**

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

**Principal Contact :**

**Vendor Contact Phone:** 770 815 5266 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

**Vendor  
 Signature X**

*Chuck Hudak*

**FEIN#**

**DATE**

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

**ADDITIONAL INFORMATION**

The State of West Virginia Purchasing Division, is soliciting bids for the West Virginia Department of Motor Vehicles (WVDMV), to establish an Contract for DMV Cloud-based Contact Center Solution, per the attached documentation.

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**SCHEDULE OF EVENTS**

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

	Document Phase	Document Description	Page
DMV240000001	Draft	DMV Cloud-based Contact Center Solution	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

## **INSTRUCTIONS TO VENDORS SUBMITTING BIDS**

**1. REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

**2. MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

**3. PREBID MEETING:** The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

**4. VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline:

Submit Questions to:  
2019 Washington Street, East  
Charleston, WV 25305  
Fax: (304) 558-3970  
Email:

**5. VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

**6. BID SUBMISSION:** All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wvOASIS*, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wvOASIS* at its sole discretion. Such a prohibition will be contained and communicated in the *wvOASIS* system resulting in the Vendor's inability to submit bids through *wvOASIS*. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in *wvOASIS* are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

**For Request for Proposal ("RFP") Responses Only:** Submission of a response to a Request for Proposal is not permitted in *wvOASIS*. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus \_\_\_\_\_ convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

**Bid Delivery Address and Fax Number:**

Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130  
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER:

SOLICITATION NO.:

BID OPENING DATE:

BID OPENING TIME:

FAX NUMBER:

**7. BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time:

Bid Opening Location: Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

**8. ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**9. BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

**10. ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

**11. EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

**12. COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

**13. REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

**14. UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

**15. PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: [www.state.wv.us/admin/purchase/vrc/Venpref.pdf](http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf).

**15A. RECIPROCAL PREFERENCE:** The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: [www.state.wv.us/admin/purchase/vrc/Venpref.pdf](http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf).

**16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

**17. WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

**18. ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

**19. NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

**20. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

**21. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**22. WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

**23. EMAIL NOTIFICATION OF AWARD:** The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wvOASIS* or the Purchasing Division's website to determine when a contract has been awarded.

**24. ISRAEL BOYCOTT CERTIFICATION:** Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

## **GENERAL TERMS AND CONDITIONS:**

**1. CONTRACTUAL AGREEMENT:** Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

**2. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

**2.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

**2.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.

**2.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

**2.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.

**2.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.

**2.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

**2.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

**2.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

**2.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

**3. CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

**Term Contract**

**Initial Contract Term:** The Initial Contract Term will be for a period of \_\_\_\_\_  
\_\_\_\_\_. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to \_\_\_\_\_ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Alternate Renewal Term** – This contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

**Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within \_\_\_\_\_ days.

**Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within \_\_\_\_\_ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

the contract will continue for \_\_\_\_\_ years;

the contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

**One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

**Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as \_\_\_\_\_), and continues until the project for which the vendor is providing oversight is complete.

**Other:** Contract Term specified in \_\_\_\_\_

**4. AUTHORITY TO PROCEED:** Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

**5. QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

**Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

**Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

**Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

**One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

**Construction:** This Contract is for construction activity more fully defined in the specifications.

**6. EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

**7. REQUIRED DOCUMENTS:** All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

**LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

**8. INSURANCE:** The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

**Commercial General Liability Insurance** in at least an amount of: \_\_\_\_\_ per occurrence.

**Automobile Liability Insurance** in at least an amount of: \_\_\_\_\_ per occurrence.

**Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \_\_\_\_\_ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

**Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

**Cyber Liability Insurance** in an amount of: \_\_\_\_\_ per occurrence.

**Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

**Pollution Insurance** in an amount of: \_\_\_\_\_ per occurrence.

**Aircraft Liability** in an amount of: \_\_\_\_\_ per occurrence.

**9. WORKERS' COMPENSATION INSURANCE:** Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

**10. VENUE:** All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

**11. LIQUIDATED DAMAGES:** This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

\_\_\_\_\_ for \_\_\_\_\_.

Liquidated Damages Contained in the Specifications.

Liquidated Damages Are Not Included in this Contract.

**12. ACCEPTANCE:** Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

**13. PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

**14. PAYMENT IN ARREARS:** Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

**15. PAYMENT METHODS:** Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

**16. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

**17. ADDITIONAL FEES:** Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

**18. FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

**19. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

**20. TIME:** Time is of the essence regarding all matters of time and performance in this Contract.

**21. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

**22. COMPLIANCE WITH LAWS:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**23. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

**24. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

**25. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

**26. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

**27. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

**28. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

**29. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

**30. PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy).

**31. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**32. LICENSING:** In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**33. ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

**34. VENDOR NON-CONFLICT:** Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

**35. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

**36. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

**37. NO DEBT CERTIFICATION:** In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

**38. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

**39. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.division@wv.gov](mailto:purchasing.division@wv.gov).

**40. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

**41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
  1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
  2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

**42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

**43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE:** W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

**44. PROHIBITION AGAINST USED OR REFURBISHED:** Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

**45. VOID CONTRACT CLAUSES:** This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

**46. ISRAEL BOYCOTT:** Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

**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) \_\_\_\_\_

(Address) \_\_\_\_\_

(Phone Number) / (Fax Number) \_\_\_\_\_

(email address) \_\_\_\_\_

**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.*

\_\_\_\_\_  
(Company)  
*Chuck Hudak*  
\_\_\_\_\_  
(Signature of Authorized Representative)

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative) (Date)

\_\_\_\_\_  
(Phone Number) (Fax Number)

\_\_\_\_\_  
(Email Address)

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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**SPECIFICATIONS**

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the Department of Transportation, Division of Motor Vehicles to establish a contract for the one-time purchase of a cloud-based contact center solution.

Current Environment

The West Virginia Department of Transportation, Division of Motor Vehicles (WVDMV) provides essential motor vehicle and driver services, facilitates interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promotes highway safety, and collects revenue for highway maintenance and construction programs.

Throughout the state, the WVDMV operates twenty-six branch locations to serve citizens for their motor service needs. Additionally, many citizen inquiries and transactions are handled via phone and web. Our current technology solution for citizen phone and web inquiries consists of:

- A Call Center of twenty employees answering inbound calls from constituents, Monday-Friday, 8:00am-5:30pm
- Two Call Center employees dedicated to answering emails submitted to [dmvcustomerservice@wv.gov](mailto:dmvcustomerservice@wv.gov) typically within thirty-six hours, unless it is a holiday or weekend, but allows seven days for response.
- One Call Center employee contacts constituents to make payments over the phone using a debit or credit card to collect fees for license plate renewals, replacement license plates, decals, and registration cards as well as fees needed to complete title work.
- DMV Now Kiosk locations at grocery and convenience stores across the state
- West Virginia Electronic Lien and Title (ELT) System for lenders and ELT service providers (license and title services and dealerships)
- Online duplicate title requests for license and title services and dealerships
- Online Services available on the official WV DMV website include:
  - Vehicle registration renewals
  - Requests for duplicate registrations, decals, and license plates
  - Personalized license plate availability searches and requests
  - Conduit to respond to insurance verification requests.
  - Payments for license suspension
  - Driver's license or state issued identification card renewals.
  - Requests for duplicate driver's license or state issued identification card.
  - Check driver's license status.

**REQUEST FOR QUOTATION – CRFQ DMV24\*01**  
**Contact Center Solution**

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- Take knowledge tests.
- Requests for driving records.
- Apply for Real ID Headstart
- Change address on driver's license
- Request State Bar ID
- Connect with Organ and Tissue Donor Registry
- Schedule regional office appointments

Over the past several years, we have seen an increase in call volumes where agents are spending more time working with citizens to address common questions and routine matters. WVDMV feels many of these transactions can be handled with smarter technologies. Additionally, WVDMV processes numerous paper documents for citizen requests. Many of the document processing steps are manually intensive and require significant time to process. These “high touch” activities increase call waiting queues for inbound callers, require WVDMV staff to dedicate additional time to address general questions, and delay the resolution of more complex cases due to staff being burdened. Operational metrics the WVDMV processes include:

- Answers fourteen thousand constituent calls per week
- An average of twelve thousand documents scanned and processed per week.
- Call volumes
- Customer wait times
- Twenty Call Center specialists
- Processed over seventeen thousand requests for duplicate license plates, registration cards, and decals monthly via online services.
- Over ninety-one thousand driver's license renewals processed monthly via online services.
- Responds to over three thousand emails per month.
- DMV is working to migrate the vehicle system from the mainframe. However, the driver system is still on the mainframe.
- Over twenty-six thousand vehicle renewals processed monthly at kiosks.
- Over two hundred fifty booklets and forms mailed to constituents at their request.

Desired Future State

We are seeking a Contact Center as a Service (CCaaS) solution that is tightly coupled with a Document Management solution that leverages GenAI capabilities. The new CCaaS should be able to assist WV DMV personnel with the following:

- Reduce inbound call volumes by leveraging GenAI technologies to address routine citizen questions.
- Address constituent FAQs by deploying GenAI technologies.

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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- Reduce call waiting time.
- Provide real time citizen communication leading to improved citizen satisfaction by facilitating a more personalized and efficient service.
- Provide a platform that offers a Single Source of Truth for WV DMV staff.
- Provide flexibility to integrate with other business tools such as CRM systems, email, and chat to create a unified citizen experience across various communication channels.
- The analytics and reporting capabilities gain insights into citizen interactions, agent performance, and overall contact center operations. These insights can inform decision-making and improve citizen management strategies.
- By providing a variety of means of communication, including voice, chat, email, etc. constituents are able to interact with the contact center using their preferred method.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 **“Contract Item”** means cloud-based contact center solution as more fully described by these specifications.

2.2 **“Pricing Page”** means the pages, contained in wvOASIS or attached as Exhibit A, upon which Vendor should list its proposed price for the Contract Items.

2.3 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

3. **GENERAL REQUIREMENTS:**

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

3.1.1 **Contact Center Solution**

3.1.1.1 The Contact Center Solution must provide a unified and multi-channel experience.

3.1.1.2 The Contact Center Solution must provide data unification, management, and analytics to provide a source of truth for DMV decision making.

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

**REQUEST FOR QUOTATION – CRFQ DMV24\*01**  
**Contact Center Solution**

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

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

**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.

**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.

**3.1.1.6.2** The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.

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

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

**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.

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

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

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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- 3.1.1.11** The Contact Center Solution must provide AI-based omni-channel routing.
- 3.1.1.12** The Contact Center Solution must maintain 99.9% uptime.
- 3.1.1.13** Disaster Recovery must be included in the Contact Center Solution.
- 3.1.1.14** The Contact Center Solution must include an automatic call back function for dropped calls.
- 3.1.1.15** The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications.
- 3.1.1.16** The Contact Center Solution must allow users to make voice calls using data instead of minutes.
- 3.1.1.17** The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fallback to a PSTN call while still sending the important customer data packet to the CRM record.
- 3.1.1.18** The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.
- 3.1.1.19** The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.
- 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.
- 3.1.1.21** The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.

**REQUEST FOR QUOTATION – CRFQ DMV24\*01**  
**Contact Center Solution**

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- 3.1.1.22** The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.
- 3.1.1.23** The Contact Center Solution must be able to send SMS.
- 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.
- 3.1.1.25** The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message.
- 3.1.1.26** The Contact Center Solution must provide administrative functionality for WVDMV to create users, assign roles, and create reports.
- 3.1.1.27** The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call.
- 3.1.1.28** 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.
- 3.1.1.29** The Contact Center Solution must provide GenAI capabilities.
- 3.1.1.29.1** GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.
  - 3.1.1.29.2** GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.
  - 3.1.1.29.3** GenAI must get insights from CRM data and understand call drivers and call topics.

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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**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.

**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.

**3.1.1.31** The Contact Center Solution must provide visual IVR to provide customers with self service via web or mobile interfaces. The visual IVR must function just like an IVR or virtual agent using a visual interface.

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

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

To assist in generating the total cost of ownership supporting the cloud infrastructure, the following calculator(s) are recommended.

Microsoft      Azure      <https://azure.microsoft.com/en-us/pricing/calculator/>

#### **4. CONTRACT AWARD:**

**4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

**4.2 Pricing Page:** Vendor should complete the Pricing Page by entering the cost in columns D through G and then totaling them to attain the Grand Total in column H. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

**5. PAYMENT:**

**5.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

**6. DELIVERY AND RETURN:**

**6.1 Shipment and Delivery:** Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order or notice to proceed. Vendor shall deliver the Contract Items within [insert days allowed for shipping] working days after receiving a purchase order or notice to proceed. Contract Items must be delivered to Agency at [insert delivery location or locations if multiple].

**6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

**6.3 Delivery Payment/Risk of Loss:** Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

**6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the

REQUEST FOR QUOTATION – CRFQ DMV24\*01  
Contact Center Solution

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original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

**7 VENDOR DEFAULT:**

**7.1** The following shall be considered a vendor default under this Contract.

- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2 Failure to comply with other specifications and requirements contained herein.
- 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4 Failure to remedy deficient performance upon request.

**7.2** The following remedies shall be available to Agency upon default.

- 7.2.1 Immediate cancellation of the Contract.
- 7.2.2 Immediate cancellation of one or more release orders issued under this Contract.
- 7.2.3 Any other remedies available in law or equity.





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**

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

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

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** First Fire Consulting

**Address :**

**Street :** 200 Hearthstone Reach

**City :** Peachtree City

**State :** GA **Country :** USA **Zip :** 30269

**Principal Contact :** Chuck Hudak

**Vendor Contact Phone:** 770 815 5266 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

**Vendor Signature X** *Chuck Hudak* **FEIN#** 92-1128716 **DATE** 02/13/2024

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

**ADDITIONAL INFORMATION**

Addendum No. 2

To provide responses to the vendor technical questions, see attached

To add specification: .

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

To add WV Network Diagram, see attached.

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

No other changes.

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	DMV Cloud-based Contact Center Solution Year One		AWS Usage Based Pricing & Delivery Services		\$311,348.00

Comm Code	Manufacturer	Specification	Model #
81162000	Amazon Web Services	Amazon Connect & related AWS Services	

**Extended Description:**

DMV Cloud-based Contact Center Solution Year One

AWS usage estimate based on 728,000 calls with average duration of 4 mins.

As the deployed AI driven automation for self service improves and chat becomes available then AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work work with WV DMV to improve utilization and reduction of usage costs from AWS

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	DMV Cloud-based Contact Center Solution Year Two		AWS Usage Based Pricing		\$165,348.00

Comm Code	Manufacturer	Specification	Model #
81162000	Amazon Web Services	Amazon Connect & related AWS Services	

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Two

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	DMV Cloud-based Contact Center Solution Year Three		AWS Usage Based Pricing		\$165,348.00

Comm Code	Manufacturer	Specification	Model #
81162000	Amazon Web Services	Amazon Connect & related AWS Services	

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Three

AWS usage estimate based on 728,000 calls with average duration of 4 mins.

As the deployed AI driven automation for self service improves and chat becomes available then AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work work with WV DMV to improve utilization and reduction of usage costs from AWS

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	DMV Cloud-based Contact Center Solution Year Four		AWS Usage Based Pricing		\$165,348.00

Comm Code	Manufacturer	Specification	Model #
81162000	Amazon Web Services	Amazon Connect & related AWS Services	

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**SCHEDULE OF EVENTS**

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

AWS usage estimate based on 728,000 calls with average duration of 4 mins.

As the deployed AI driven automation for self service improves and chat becomes available then AWS usage costs will decline. First Fire Consulting will proactively over the duration of contract work work with WV DMV to improve utilization and reduction of usage costs from AWS

	Document Phase	Document Description	Page
DMV240000001	Final	DMV Cloud-based Contact Center Solution	5

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

# VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**  
\_\_\_\_ Bidder is an individual resident vendor and has resided continuously in West Virginia, or bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia, for four (4) years immediately preceding the date of this certification; **or**,  
\_\_\_\_ Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or**,  
\_\_\_\_ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
2. **Application is made for 2.5% vendor preference for the reason checked:**  
\_\_\_\_ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
3. **Application is made for 2.5% vendor preference for the reason checked:**  
\_\_\_\_ Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or**,
4. **Application is made for 5% vendor preference for the reason checked:**  
\_\_\_\_ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**  
\_\_\_\_ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**  
\_\_\_\_ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.**  
\_\_\_\_ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.
8. **Application is made for reciprocal preference.**  
\_\_\_\_ Bidder is a West Virginia resident and is requesting reciprocal preference to the extent that it applies.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

**Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.**

Bidder: \_\_\_\_\_

Signed: Chuck Hudak

Date: \_\_\_\_\_

Title: \_\_\_\_\_

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



# FIRST FIRE CONSULTING

A CUSTOMER EXPERIENCE COMPANY.

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A WYOMING LLC - FOUNDED 2020

[EMPOWER@FIRSTFIRE.IO](mailto:EMPOWER@FIRSTFIRE.IO)

CAGE CODE 9KXT2 --- DUNS I28I59945

[LINKEDIN.COM/COMPANY/FIRSTFIRE](https://LINKEDIN.COM/COMPANY/FIRSTFIRE)

A SMALL MINORITY DISADVANTAGED BUSINESS

# 20% CONTACT CENTER IMPROVEMENT, BETTER, HOW?



THE AVERAGE ANNUAL COST OF A US BASED AGENT IS \$50,000.  
IF YOU HAVE 500 AGENTS THAT COULD BE A REDUCTION IN COST OF

## **\$1,000,000!**

- **AUTOMATIONS & CHANNELS**

- CHANNEL DEFLECTION TO MOBILE ASSIST
- CHANNEL DEFLECTION TO CHAT
- CUSTOMER AI BOT DRIVEN SELF SERVICE

- **WORKFORCE OPTIMIZATION**

- GETTING THE RIGHT AGENTS AT THE RIGHT TIME!
- OVERSTAFF VS UNDERSTAFFED ARE BOTH EXPENSIVE

- **CONVERSATIONAL ANALYTICS**

- AUTOMATE QUALITY MANAGEMENT
- NEXT BEST ACTION – AGENT GUIDANCE
- KNOWLEDGE MANAGEMENT – KB ARTICLES PER CHANNEL
- SPEECH ANALYTICS FOR KEYWORDS / PHRASES

# CLOUD PLATFORM PARTNERSHIPS



## AMAZON WEB SERVICES

- CONNECT SERVICE DELIVERY PARTNER
- PUBLIC SECTOR PARTNER
- SELECT CERTIFIED PARTNER
- THINK BIG FOR SMALL BUSINESS
- ADVANCED CERTIFIED PARTNER (Q4 2023)

### MICROSOFT

- MS TEAMS FOR UCAAS
- AI CLOUD SOLUTION PARTNER
- DELIVERY PARTNER

### SALESFORCE

- SALESFORCE SERVICE CLOUD
- CERTIFIED CONSULTING PARTNER (IN PROGRESS)

### GENESYS CLOUD

- SILVER PARTNER
- DELIVERY PARTNER
- STRATEGIC RELATIONSHIP

### SUCCESSKPI

- AWS WORKFORCE OPTIMIZATION ISV
- DELIVERY PARTNER
- STRATEGIC RELATIONSHIP

# VALUE OF AMAZON CONNECT &



**USAGE BASED PRICING – NO  
CONTRACT IMPROVE AND SAVE  
OVER TIME**

**SPEED TO OUTCOME  
CREATING IMMEDIATE  
VALUE**

**AMAZON PRODUCTION PROOF OF  
CONCEPT – DEMONSTRATE  
AUTOMATION AND FUNCTION**

**AMAZON WEB SERVICES  
GLOBAL SCALE AND  
AVAILABILITY**

**DATA DRIVEN AUTOMATION AND  
BOTS – REDUCE VOICE CALLS,  
IMPROVE EXPERIENCE**

# SERVICES WE PROVIDE



- **CX STRATEGIC CONSULTING**

- CLOUD ADOPTION PRACTICES
- PROCESS AUTOMATION IMPROVEMENT
- DEVELOP ROI FOR BUSINESS MODELS
- BUSINESS REQUIREMENTS TO CLOUD ALIGNMENT
- RAPID POC DEPLOYMENT TO PROVIDE MODELS (MAP ACCESS)

- **PROFESSIONAL SERVICES**

- INDIVIDUAL ROLE BASED - AUGMENTATION
- PROJECT BASED SCOPES
- PLATFORM BASED CCAAS
- WHITE LABEL OUTSOURCING
- PRIME OR SUBCONTRACTOR ROLES

- **CLOUD TECHNOLOGY TRAINING**

- IMMERSIVE PROGRAMS FOR TEAM ENABLEMENT
- CAREER PATH CREATION REGARDLESS OF BACKGROUND
- CERTIFIED COURSEWARE DELIVERY

# FIRST FIRE ROLES & STRUCTURE



## CUSTOMER EXPERIENCE CONSULTANTS (2)

- CLIENT RELATIONSHIP LEADER
- ADVISORY SERVICES FOR CONTACT CENTER
- 5+ YEARS CX INDUSTRY EXPERIENCE

## ENGAGEMENT MANAGERS (2)

- PROJECT MANAGEMENT
- RFP RESPONSE LEADERS
- SUPPORT ESCALATION

## CLOUD DEVELOPERS (3)

- SOLUTION ARCHITECT PROFESSIONAL
- AMAZON CONNECT CERTIFIED
- PYTHON / JAVASCRIPT / REACT

## SOLUTION BUILDERS (2)

- SOLUTION ARCHITECT ASSOCIATE
- AMAZON CONNECT CERTIFIED
- PLATFORM SPECIFIC CERTIFIED
- CLOUD ADMINISTRATORS
- SUPPORT MANAGEMENT

## STAFFING RESOURCES (TBD)

- AGENTS ONSHORE - NEARSHORE
- SUPERVISORS - MANAGERS
- BUSINESS ANALYSTS
- TECHNICAL STAFF

## CLOUD INTERNSHIPS – ASSOCIATES (2)

- AMAZON CLOUD PRACTITIONER
- AMAZON CONNECT CERTIFIED
- TASKS MANAGED BY SOLUTION BUILDERS
- APTITUDE AND DESIRE TO LEARN
- BASED IN RURAL OR TRIBAL LOCATIONS

# OUR PROCESS



- **CX CONSULTING - SALES**

- HIGH LEVEL REQUIREMENTS GATHERING
- DEVELOP A VALUE PLAN – JUSTIFICATION
- OPERATIONAL PLAN CONSIDERATIONS

- **DETAILED DISCOVERY & PLANNING**

- REQUIREMENT GATHERING & DEFINE TIMELINE
- DOCUMENT CLOUD SOLUTION AND PHASES
- CUSTOMER SIGN OFF

- **CLOUD DEPLOYMENT**

- CLOUD ADOPTION PRACTICES
- PROCESS AUTOMATION IMPROVEMENT
- BUSINESS REQUIREMENTS TO CLOUD ALIGNMENT

- **OPERATIONALIZE SOLUTION**

- DAY 1 SUPPORT PLAN
- ONGOING OPERATIONAL PLAN
- CONTINUED IMPROVEMENT & ENABLEMENT



# FIRST FIRE - SOLUTIONS

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**(X) II SOLUTION FOR GOVERNMENT**

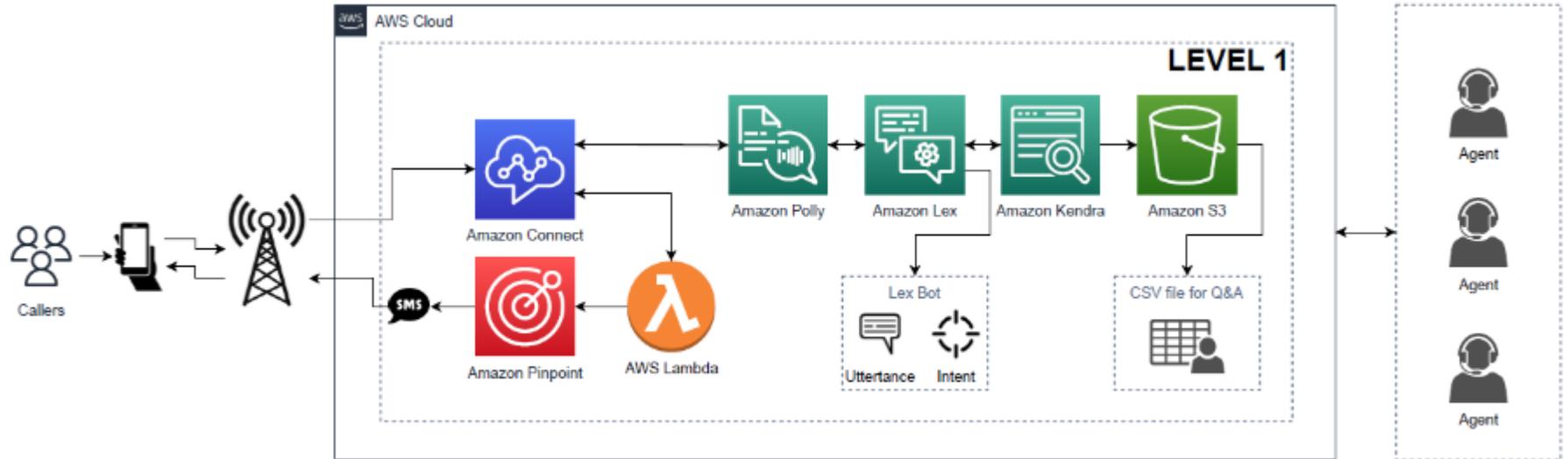
**DUAL CCAAS WITH UCCASS**

**MOBILE WEB ASSIST**

**CRM CONSOLIDATION FOR AGENTS**



# USE CASE: (X)II AUTOMATION FOR NON-EMERGENCY SERVICE



## ENTRY OPTION:

### **AUTOMATION ONLY (ENGLISH)**

- CALLER INTERACTS WITH BOT
- SINGLE STEP OR MULTI-STEP INFORMATIONAL REQUESTS

## BI-LINGUAL OPTION:

### **AUTOMATION ONLY (ENG & SPANISH)**

- CALLER INTERACTS WITH BOT
- SINGLE STEP OR MULTI-STEP INFORMATIONAL REQUESTS

## ENHANCED OPTION:

### **AUTOMATION WITH LIVE AGENTS**

- CALLER INTERACTS WITH BOT
- SINGLE STEP OR MULTI-STEP INFORMATIONAL REQUESTS
- AGENT TRANSFER AVAILABLE

## DIGITAL ENABLEMENT OPTION:

### **EITHER W MOBILE WEB ASSIST**

- REDIRECT TO A MOBILE WEB BROWSER
- TOUCH SCREEN ON SMART PHONE
- UPLOAD VISUAL EVIDENCE
- CHECK / UPDATE STATUS(S)
- RELATED INFORMATIONAL FEEDS

**FIRST FIRE MANAGED SERVICE THAT INCLUDES AWS USAGE**

**UPDATES AND RECOMMENDATIONS TO DATA MODELS**

**PROACTIVE MONITORING OF INTERACTIONS – IMPROVEMENTS PROVIDED AUTOMATICALLY OR BASED ON APPROVALS**



# USE CASE: (X)II AUTOMATION FOR NON-EMERGENCY SERVICE

## ENTRY OPTION:

### **AUTOMATION ONLY (ENGLISH)**

- 7K SETUP
- 1K PER MONTH MANAGED SERVICES
- AWS USAGE

## BI-LINGUAL OPTION:

### **AUTOMATION ONLY (ENG & SPANISH)**

- 12K SETUP
- 1K PER MONTH MANAGED SERVICES
- AWS USAGE

## ENHANCED OPTION:

### **AUTOMATION WITH LIVE AGENTS**

- 19K SETUP
- 2K PER MONTH MANAGED SERVICES
- AWS USAGE

## DIGITAL ENABLEMENT OPTION:

### **EITHER W MOBILE WEB ASSIST**

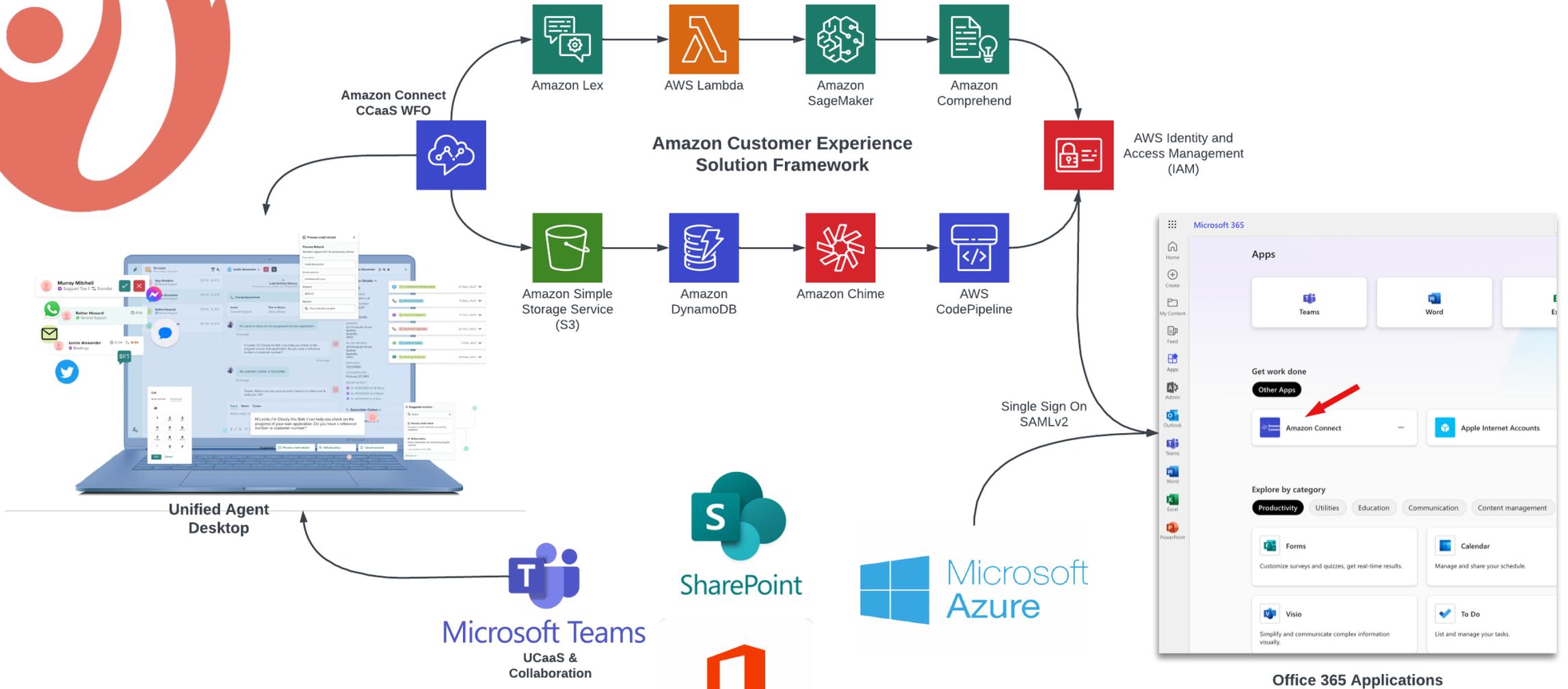
- PRICING FROM BASE OPTION
- 50 CENTS PER INITIAL SESSION
- UPDATES / STATUS INCLUDED

**FIRST FIRE MANAGED SERVICE THAT INCLUDES AWS USAGE**

**UPDATES AND RECOMMENDATIONS TO DATA MODELS**

**PROACTIVE MONITORING OF INTERACTIONS – IMPROVEMENTS PROVIDED AUTOMATICALLY OR BASED ON APPROVALS**

# USE CASE – DUAL PLATFORM CCaaS W UCAAS





# USE CASE – MOBILE WEB ASSIST

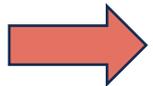
## OFFER OPTION FOR ENHANCED VISUAL SELF SERVICE

- VOICE AUTHENTICATION
- MULTIPLE LANGUAGES
- VISUAL AIDES (508)
- RESOLVE WITHOUT VOICE

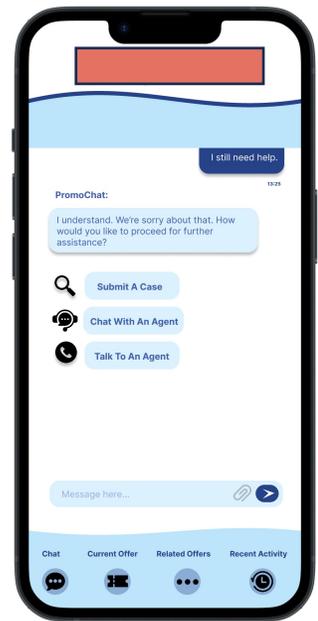
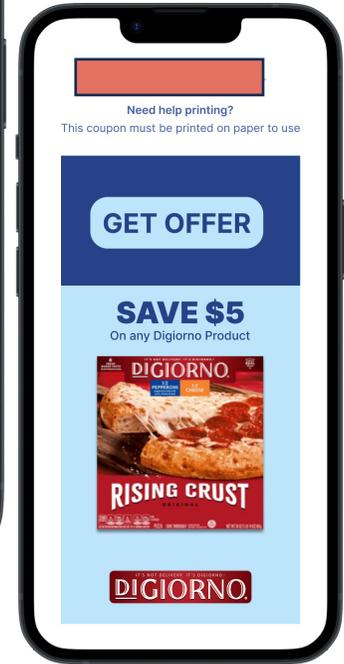
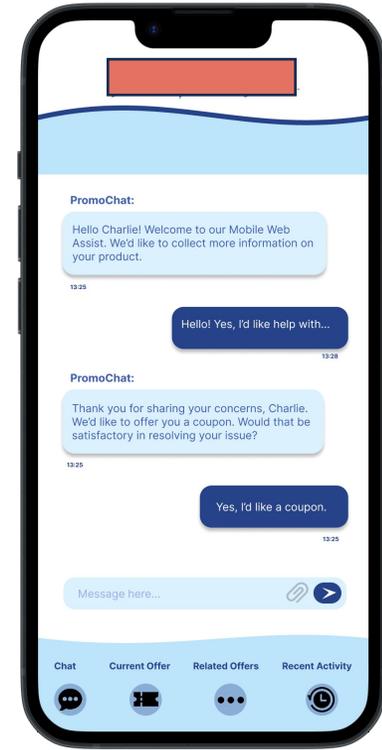
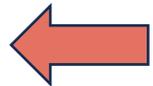
INBOUND VOICE



DEFLECTION TO MWA



RETURN TO QUEUE CHAT / TASK / VOICE



SERVICES IN USE:



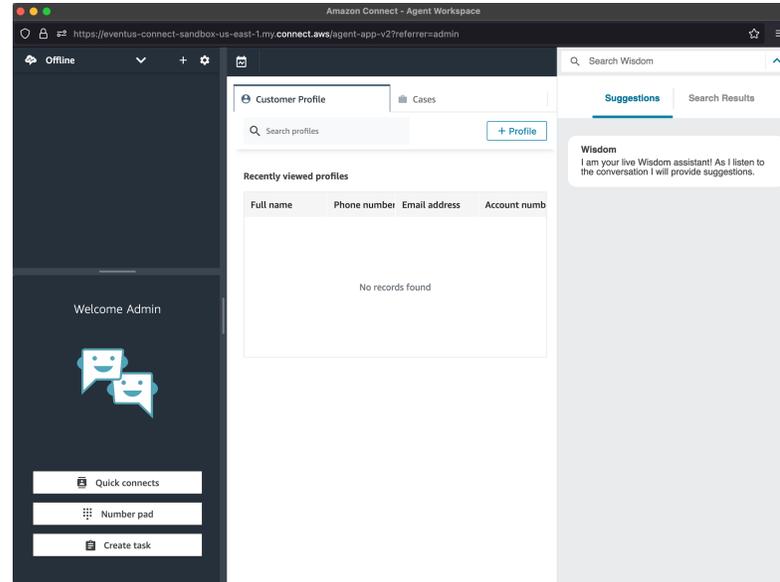
# USE CASE – CRM INTEGRATIONS



## AMAZON CUSTOMER PROFILES & CASES

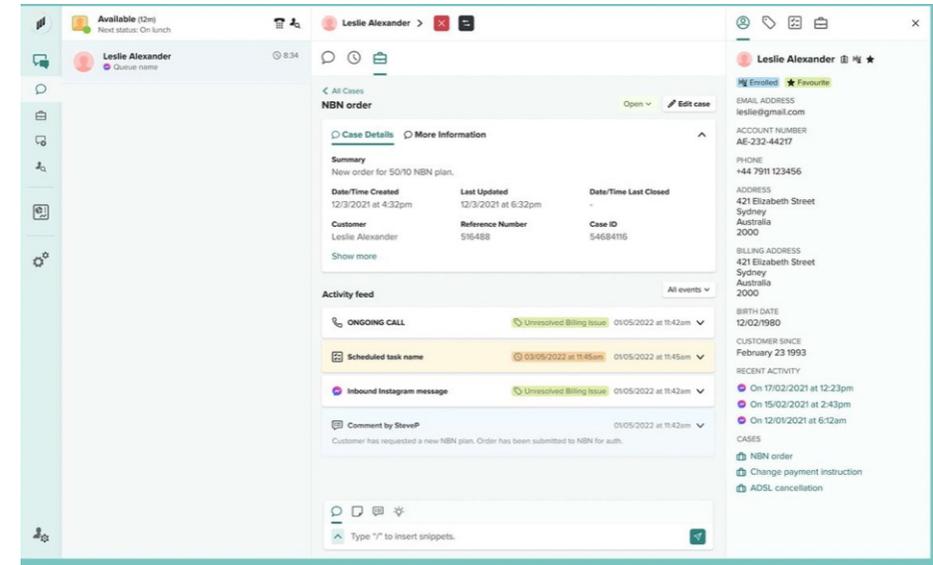
- REDUCE CRM LICENSE COST FOR AGENTS
- USAGE BASED PRICING
- IMPROVE DATA AVAILABILITY TO AGENTS

## AMAZON CONNECT WORKSPACE



OR

## LOCAL MEASURE ENGAGE



## SERVICES IN USE:





# FIRST FIRE CONSULTING

## A CUSTOMER EXPERIENCE COMPANY.

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A WYOMING LLC - FOUNDED 2020

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