



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 @ 7

List View

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

Procurement Folder: 1324372	SO Doc Code: CRFQ
Procurement Type: Central Contract - Fixed Amt	SO Dept: 0802
Vendor ID: <input type="text" value="VS0000020195"/>	SO Doc ID: DMV2400000001
Legal Name: SMART IT PROS INC	Published Date: 1/30/24
Alias/DBA:	Close Date: 2/14/24
Total Bid: \$858,398.36	Close Time: 13:30
Response Date: <input type="text" value="02/14/2024"/>	Status: Closed
Response Time: <input type="text" value="11:01"/>	Solicitation Description: <input type="text" value="DMV Cloud-based Contact Center Solution"/>
Responded By User ID: <input type="text" value="smartitpros"/>	Total of Header Attachments: 7
First Name: <input type="text" value="David"/>	Total of All Attachments: 7
Last Name: <input type="text" value="Thomas"/>	
Email: <input type="text" value="dave.thomas@smartitpros.cc"/>	
Phone: <input type="text" value="7342381553"/>	



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1324372
Solicitation Description: DMV Cloud-based Contact Center Solution
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2024-02-14 13:30	SR 0802 ESR02142400000004079	1

VENDOR
 VS0000020195
 SMART IT PROS INC

Solicitation Number: CRFQ 0802 DMV2400000001
Total Bid: 858398.3599999999860301613807 **Response Date:** 2024-02-14 **Response Time:** 11:01:16
Comments:

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

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				268684.39

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Includes One Time Charges. Please refer to the attached response document for detailed Price Proposal

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				187062.32

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Please refer to the attached response document for detailed Price Proposal

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				196415.44

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Please refer to the attached response document for detailed Price Proposal

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				206236.21

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: Please refer to the attached response document for detailed Price Proposal

Extended Description:

DMV Cloud-based Contact Center Solution Year Four



Department of Administration
 Purchasing Division
 2019 Washington Street East
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 Charleston, WV 25305-0130

**State of West Virginia
 Centralized Request for Quote**

Proc Folder: 1324372		Reason for Modification:	
Doc Description: DMV Cloud-based Contact Center Solution		Addendum No. 1 To move bid opening date and time	
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
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: VS0000020195
Vendor Name : SMART IT PROS, INC.
Address : 2305 Ridge Road Suite 101D Rockwall, TX 75087
Street : 2305 Ridge Road Suite 101D
City : Rockwall,
State : TX **Country :** USA **Zip :** 75087
Principal Contact : David Thomas
Vendor Contact Phone: : (734) 238-1553 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X  **FEIN#** 36-4746476 **DATE** 02/12/2024

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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	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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

SCHEDULE OF EVENTS

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

SOLICITATION NUMBER: CRFQ DMV240000001
Addendum Number: 1

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.

SMART IT PROS, INC.

Company



Authorized Signature

02/12/2024

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

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

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000020195
Vendor Name : SMART IT PROS, INC.
Address : 2305 Ridge Road Suite 101D Rockwall, TX 75087
Street : 2305 Ridge Road Suite 101D
City : Rockwall,
State : TX **Country :** USA **Zip :** 75087
Principal Contact : David Thomas
Vendor Contact Phone: (734) 238-1553 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X  **FEIN#** 36-4746476 **DATE** 02/12/2024

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	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000		Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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 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
4	DMV Cloud-based Contact Center Solution Year Four	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001	
Please refer to the attached response document for detailed response			

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: 2

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 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 - WVDMMV 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 WVDMMV 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 - WVDMMV 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 WVDMMV requires here. Also, please provide an example use case for us to better understand what is required.

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

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

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

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

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

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

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

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

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

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

A61. Diagram is attached.

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

A62. Remotely.

Q63. Who is the current telco carrier/provider?

A63. Segra.

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

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

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

A65. Segra.

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

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

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

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

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

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

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

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

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

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

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

A71. These tools are not currently in place.

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

A72. Calls are currently not recorded.

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

A73. WVDMMV 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 1st and VRS, yes it should integrate to view payments that have been made.

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

A158. No.

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

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

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

A160. No

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

A161. Yes, No.

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

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

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

A163. No.

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

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

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

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

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

A166. REST API.

Q167. Can you provide additional clarification for requirement 3.1.1.16?

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

Q168. Can you provide additional clarification for requirement 3.1.1.27?

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

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

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

A169. Mid March.

Q170. The Desired Future State section of CRFQ-0802-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.

SMART IT PROS, INC.

Company

David Thomas

Authorized Signature

02/12/2024

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

Proc Folder: 1324372
Doc Description: DMV Cloud-based Contact Center Solution
Proc Type: Central Contract - Fixed Amt
Reason for Modification:

Date Issued	Solicitation Closes	Solicitation No	Version
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: VS0000020195
Vendor Name : SMART IT PROS, INC.
Address : 2305 Ridge Road Suite 101D Rockwall, TX 75087
Street : 2305 Ridge Road Suite 101D
City : Rockwall,
State : TX **Country :** USA **Zip :** 75087
Principal Contact : David Thomas
Vendor Contact Phone: (734) 238-1553 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X

FEIN# 36-4746476

DATE 02/12/2024

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	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000		Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000		Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001	
Please refer to the attached response document for detailed response			

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	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001	
Please refer to the attached response document for detailed response			

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

SCHEDULE OF EVENTS

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

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

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote

Proc Folder: 1324372			Reason for Modification: Addendum No. 1 To move bid opening date and time
Doc Description: DMV Cloud-based Contact Center Solution			
Proc Type: Central Contract - Fixed Amt			
Date Issued	Solicitation Closes	Solicitation No	Version
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: VS0000020195
Vendor Name : SMART IT PROS, INC.
Address : 2305 Ridge Road Suite 101D
Street : 2305 Ridge Road Suite 101D
City : Rockwall,
State : TX **Country :** USA **Zip :** 75087
Principal Contact : David Thomas
Vendor Contact Phone: (734) 238-1553 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X  **FEIN#** 36-4746476 **DATE** 02/12/2024

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	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

Extended Description:

DMV Cloud-based Contact Center Solution Year One

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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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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

SCHEDULE OF EVENTS

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

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

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote

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

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000020195
Vendor Name : SMART IT PROS, INC.
Address : 2305 Ridge Road Suite 101D Rockwall, TX 75087
Street : 2305 Ridge Road Suite 101D
City : Rockwall,
State : TX **Country :** USA **Zip :** 75087
Principal Contact : David Thomas
Vendor Contact Phone: (734) 238-1553 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
 Signature X

FEIN# 36-4746476

DATE 02/12/2024

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	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001	Please refer to the attached response document for detailed response	

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	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center	Part no. FV9-100-0001	
Please refer to the attached response document for detailed response			

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	Final	DMV Cloud-based Contact Center Solution	5

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote

Proc Folder: 1324372
Doc Description: DMV Cloud-based Contact Center Solution
Proc Type: Central Contract - Fixed Amt

Reason for Modification:

Date Issued	Solicitation Closes	Solicitation No	Version
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

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Vendor Signature X  FEIN# 36-4746476 DATE 02/12/2024

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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.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	DMV Cloud-based Contact Center Solution Year One	1		\$268,684.39	\$268,684.39

Comm Code	Manufacturer	Specification	Model #
81162000		Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$187,062.32	\$187,062.32

Comm Code	Manufacturer	Specification	Model #
81162000		Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response	

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	1		\$196,415.44	\$196,415.44

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response		

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	1		\$206,236.21	\$206,236.21

Comm Code	Manufacturer	Specification	Model #
81162000	Five9 Core - Voice Contact Center Part no. FV9-100-0001 Please refer to the attached response document for detailed response		

Extended Description:

DMV Cloud-based Contact Center Solution Year Four

SCHEDULE OF EVENTS

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

	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: SMART IT PROS, INC.
BUYER:
SOLICITATION NO.: **CRFQ 0802 DMV2400000001**
BID OPENING DATE: 02/14/2024
BID OPENING TIME: 01:30 PM EST
FAX NUMBER: (877) 763-6359

7. BID OPENING: Bids

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.

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.

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.

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.

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) _____ David Thomas _____
Director-Sales

(Address) _____ 2305 Ridge Road Suite _____
101D Rockwall, TX 75087

(Phone Number) / (Fax Number) _____ Phone: (734) 238-1553 _____
Fax: (877) 763-6359

(email address) _____ Dave.thomas@smartitpros.com _____

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

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

SMART IT PROS, INC.

(Company) *David Thomas*

(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

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 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

- 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

- 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

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

- 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

- 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

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

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

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.

Response to Centralized Request for Quote

State of West Virginia

Department of Administration

Purchasing Division

CRFQ 0802 DMV2400000001

DMV Cloud-based Contact Center Solution

Name of Vendor: SMART IT PROS, INC

Name of Contact Person: David Thomas

Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Phone Number: (734) 238-1553

Email: Dave.thomas@smartitpros.com

Table of Contents

1.	Transmittal Letter	3
2.	Executive Summary.....	4
4.1	Our Services suite includes	4
4.2	Why partner with SMART IT PROS for your IT Infrastructure needs?	5
4.3	What is our Value Addition?	6
3.	Personnel, Qualifications and Experience	6
3.1	Case Study 1	8
3.2	Case Study 2	10
3.3	Case Study 3	12
4.	Solution Overview.....	13
4.4	Solution Network Architecture/Business Continuity:.....	17
4.5	Disaster recovery plan.....	19
4.6	System Management Tools:.....	24
4.7	Five9 Inbound Voice.....	26
4.8	Five9 Supervisor Plus.....	28
4.9	Five9 Intelligent Virtual Agent.....	30
4.10	Report outages — either partial or complete outages.	32
4.11	Call Recording:.....	38
4.12	Workforce Management/Optimization:	39
4.13	Value Add Options:	41
4.14	Industry Regulations and Compliance:	43
4.15	Real-Time Monitoring and Reporting:	45
5.	Price Proposal	50
6.	Our Alliance Partnerships	61
7.	Our Diversity Certifications	61

1. Transmittal Letter

David H Pauline

State of West Virginia

Department of Administration Purchasing Division

Phone: 304-558-0067

Email: david.h.pauline@wv.gov

Dear David,

Smart IT Pros, Inc is pleased to submit the following Proposal in response to Centralized Request for Quote from State of West Virginia Department of Administration Purchasing Division for CRFQ 0802 DMV240000001- DMV Cloud-based Contact Center Solution. SMART IT PROS has read the RFP documents and agrees to each and all of the terms and conditions, provisions, and requirements set forth.

SMART IT PROS has around 12 years of experience working with Government, County and Municipal Entities, Higher Education clients across the United States. SMART IT PROS can provide professional and operational team to assist with Strategy, Design, Transition, Operation and Continuous Service Improvements. We are confident that we have the experience, resources and infrastructure necessary to deliver outstanding service that will meet or exceed the short and long-term IT objectives.

SMART IT PROS looks forward to establishing a strong relationship for the opportunity. Please direct all questions (technical and contractual) to David Thomas, Director Sales (Primary Contact), at (734) 238- 1553 or at Dave.Thomas@smartitpros.com.

Thank you for your time and consideration,



Sincerely,

David Thomas.

SMART IT PROS, INC

2. Executive Summary

SMART IT PROS INC is a privately-held S corporation owned by its founder and president, Radhika Rani. Our firm is WBE (Woman owned Business Enterprise), WOSB (Woman owned Small Business), MBE (Minority owned Business), certified Michigan Corporation. Our president has more than 20 years of IT, ERP, Applications, Development, Services Management, Infrastructure support that includes asset management, network management, firewalls, security, architecture, solutioning, and project and program management services. We have founded in 2012 and grew YOY 150%.

Our firm includes 40 full time employees and 25 Contractors, under the president and four managers. Our main management divisions are IT Consulting, Managed Services, Hardware and Software Reselling and Solution Provider, Sales, Marketing and administration. We got reviews as best employer rated by employees. The service department handles service requests, support, training, and development. At present, we are focusing on in-house technical capabilities to manage the outsourced contracts to manage helpdesk, Service Management and production support projects. We also focus on Knowledge transfer of existing employees by train the trainer approach to build internal knowledge hub.

By focusing on its strengths, its key customers, and the underlying values they need, Smart IT Pros Inc will increase sales to more than \$4million in three years, while improving the quality of services and customer base. We are currently focusing on State, federal and local government units to who needs immediate help and support in better services while focusing on cost savings and adding value

4.1 Our Services suite includes

SMART IT PROS INC is women owned certified, Minority owned certified , Hub zone certified corporation having capabilities of providing end to end IT hardware, software and networking products and services. Please note our offerings as follows as examples. Can you please help me connecting with procurement to consider us as preferred vendor?

1. SOC Operations
2. SIEM Operations
3. Knowbe4 Cyber security training
4. Cyber Security Monitoring
5. Vulnerability Management
6. Firewalls and WAN
7. Single Signon
8. Multi Factor authentication
9. IOT
10. Cloud hosted Solutions
11. Colocation Services
12. Data Center Operations
13. SaaS based solutions
14. Document Management System
15. Enterprise Content Management
16. Smartsheet offering

17. Document scanning and imaging services
18. Grants Management
19. Storage Products – Dell / HP / IBM
20. IBM Cloud offerings
21. ITSM
22. Asset Management
23. Learning Management Systems
24. VOIP Phones – Zoom / Mitel / Yealink
25. Contract Management
26. Contact Center and IVR and payment gateway Genesys
27. SMS / Text messaging services
28. Informacast Services
29. Appian
30. Oracle Support
31. Case Management
32. Electronic forms processing
33. Archiving
34. Predictive Indexing
35. Executive Search Services
36. IT staffing

Services Snapshot		
Staffing	Consulting	Infrastructure Services
<ul style="list-style-type: none"> • Any IT Programming Skills • IT <u>Testing</u> Services • SAP Functional & SAP Techno Functional • Program Management & Project Management • Customer Relationship Management • ERP Solutions & Strategy • Business – IT Strategy and Innovation • Business Operations and Process Transformation • Organizational Change Management • Risk Regulatory and Compliance • IT Cost Optimization • IT Spend analysis and reduction • Machine Learning and Algorithms 	<ul style="list-style-type: none"> • IT Architects • Cyber Security • Customer Relationship Management • ERP Solutions & Strategy • Business – IT Strategy and Innovation • Business Operations and Process Transformation • Organizational Change Management • Risk Regulatory and Compliance • IT Cost Optimization • Global Sourcing Transformation • Divestitures (Day 1 and Day 2 Life support) • Service Management • Governance Framework • Advisory Services 	<ul style="list-style-type: none"> • Helpdesk Support • System Administration • Asset Management Services • Managed Print Services • Managed Services • IT hardware Sales • IT Software Sales • Networking Services • Service Delivery • Security Services • IT Compliance • SOX Audit • Public Cloud Services • Private Cloud Services • Colocation Services • Disaster Recovery Services • Data Center Services • Backup and Tape Management Services • Recycling Services

4.2 Why partner with SMART IT PROS for your IT Infrastructure needs?

- Local Support: Our sales and technical teams are located throughout the Eastern U.S. and Pacific Coast area to work directly with you at your location(s).

- **Technical Excellence:** Through rigorous training, our team holds sales and technical certifications, enabling us to help design and configure your IT environment end-to-end to meet your requirements.
- **Vendor Agnostic:** SMART IT PROS represents a broad range of hardware and software vendors, allowing us to design the best solution for your business requirements.
- **Competitive Pricing** Having achieved premier partnerships with many IT manufacturers, SMART IT PROS utilizes our superior buying power to ensure you get the right hardware and software solutions at the right price.

4.3 What is our Value Addition?

- **Access to specific skills currently unavailable inside:**

Smart IT pros clients often have to look outside the organization to IT consultants, contractors and freelancers for specific and highly specialized technical skills. Staff augmentation allows the Smart IT Pros Clients to add skilled resources to supplement their existing staff.

- **Flexibility and quick response:**

Smart IT Pros Clients can use staff augmentation to adapt quickly and create dedicated teams around specific skills, products, or technologies for critical projects or deadlines. Staff augmentation allows companies to quickly respond to change and take advantage of growth opportunities – and even quickly terminate contracts in the event of organizational change.

- **Cost-savings to the hiring organization:**

Smart IT Pros Clients can reduce business overhead costs associated with maintaining staff for finite or seasonal projects. Staff augmentation minimizes costs associated with administrative functions related to payroll, benefits, and unemployment concerns.

- **Time-savings to the hiring organization:**

Smart IT Pros Clients can hire consultants and contractors more quickly than full time employees. Staff augmentation helps organizations hire more quickly, often in days not weeks or months.

- **Objective addition to the team:**

IT consultants and contractors are less concerned with politics, and often approach projects and deadlines with an objective and unbiased perspective.

3. Personnel, Qualifications and Experience

In today's competitive world along with evolving technologies, several businesses are confronted to stay much above the latest developments at the same time maintaining and establishing responsive and flexible IT capability to give their support. SMART IT PROS can

help you in this by providing you with top-level IT Consultants, Administrators, Developers, Business Analysts, Project/Program Managers and Hardware Engineers.

Our IT staffing services will assist you in safeguarding and optimizing most strategic and varying components to give you success. We believe in offering you a partnership that will help in understanding your actual business targets. Our workforce strategy is to provide the right people with appropriate skillset and competencies, at the right place, at the right time.

- We provide extensive support with efficient knowledge of different technology products and services such as Dell, HP, Lenovo, Cisco and Apple work with different states and federal clients.
- We provide comprehensive support services such as; training, upgrade offers, installation services, patching, monitoring, network configuration services, etc.
- We turn IT visions into reality and provide you powerful solutions which are dedicated on improving, enhancing revenue prospects and also coming up with certain new inspiring advantages for you.

SMART IT PROS has been providing services similar to the scope of work for years as exemplified by the following projects:

- **Chicago Housing Authority** – Cloud Colocation Services through Equinix Data Center
- **Superior Court of California, County of Los Angeles** – IDC and colocation Services through Equinix Data Center, LA County
- **North County Transit District** - (*Outsourced DMS Implementation Services*)
- **Omnitrans, San Bernadino, CA** – (*Outsourced Data Center Deployments*)
- **South-eastern Pennsylvania Transportation Authority** – (*Outsourced IT Hardware and Software Services*)
- **State of Arkansas, Little Rock, AR** (*Outsourced Information Technology Services such as Desktop Application Support, Server Administration, Network Administration, IT Security, 24/7 Help Desk and Strategic Planning*).
- **Pennsylvania Police Department, Harrisburg, PA** (*SCCM support*).
- **State of Michigan, Lansing, MI** (*Completely Outsourced IT Department: Avaya Support, Application Support, Server Administration, Network Administration, 24/7 Help Desk and IT Support, PD IT Support Services and City Department IT Support*).
- **Macomb Community College, Warren, MI** - Remote (*Project Management, Network Design/Implementation/Monitoring, 24/7 Help Desk, IT Security and Strategic Planning*).
- **The State of Oregon, Salem, OR** (*Security, Firewall, Network Monitoring and Management and 24/7 Help Desk*).
- **The State of Oregon, Salem, OR** (*Oregon Kids Support and Development on Java*).
- **State of Georgia - Security Architect** – Remote, Atlanta, GA
- **Microsoft - SAP Implementation Project** – Remote

3.1 Case Study 1



Client Name: NJ 211

NJ 211 is a statewide network of local 211 information and referral providers for New Jersey

Industry

Disaster Response, State/Local Resource

Website www.nj211.org

Challenges

- Needed work-from home capabilities
- Needed to have the flexibility to scale
- Needed a cloud contact center solution with web capabilities

Benefits

- Easily updated IVR
- Ability to work remotely
- Improved customer experience

The Customer

NJ 211 is a statewide information and referral service that provides New Jersey residents with an easy way to get connected when they need assistance finding essential health and human services pertaining to needs like affordable housing, utility assistance, healthcare, senior services, food, etc. By simply dialing 211, texting their zip code to 898-211, or going to nj211.org and chatting online, the people of New Jersey reach a community resource specialist who has access to a database of over 10,000 programs and services and is ready to help.

Services are free, multilingual, confidential, and available 24/7.: A subsidiary of the United Ways of New Jersey, the organization has developed close relations with state and county government since opening its doors in 2005. It has also built an infrastructure and staffing protocol that can be relied upon even when disaster hits. NJ 211 Executive Director Melissa Acree explains, “Whether it is a government official or private citizen, people turn to 211 when they need help. They know we will be here to answer the call.” NJ 211 plays a pivotal role during natural disasters and emergency events. The organization works closely with the state departments, voluntary organizations, and other 211s to deliver critical information to residents and communicate emerging trends to government agencies and first responders who can help.

Selecting Five9

Hurricane Irene wreaked havoc in New Jersey, causing massive flooding and displacing residents from their homes. NJ 211 learned a few lessons after its emergency response to the hurricane. One was the need for an enhanced telephony system that would be capable of rapid expansion and flexibility. After a rigorous selection process, NJ 211 chose the Five9 Intelligent Cloud Contact Center, which enables information and referral agencies such as NJ 211 to run and manage their entire contact center operation in the cloud. With Five9, agencies can route calls based on priority and type of request, as well as provide important information through recorded messages and point callers to other resource hotlines.

Weathering the Storm: Eight months after being installed, the Five9 system was put through the ultimate test. In late October 2012, Hurricane Sandy struck the Atlantic coast, eventually causing billions of dollars in damages and costing the lives of more than 250 people in seven countries. New Jersey was among the hardest hit. “The best thing that we did was to join Five9,” Acree recalled. “The system performed flawlessly, handled the volume of calls, provided reporting when we needed it, and didn’t crash. It was a noticeable difference from the prior disaster with Hurricane Irene.” As Sandy hit, NJ 211 left its former contact center system in place as a backup solution. But the old system relied on three T-1 lines, each of which went down during the hurricane and remained down for three weeks. If NJ 211 had not upgraded its system to Five9, it would have been unable to assist people in need. With Five9, NJ 211 handled nearly 90,000 calls during and in the weeks after the hurricane.

Managing the Flow: NJ 211’s goal was not just to have a contact center that could stand up to Mother Nature. It also needed help when call volume became too high for NJ 211’s specialists to handle. On the second day of the hurricane, the organization decided to dispatch 30 percent of inbound calls to Palm Beach 211 in Florida and then increase or decrease that flow as needed. During the next several days, NJ 211 directed thousands of calls to other partners, eventually sending a percentage flow of inbound calls to four different locations—Palm Beach 211, Houston 211, Vermont 211, and a second NJ 211 contact center. The routing was handled internally and callers were able to get the resources they needed for information.

Facing a Pandemic

As the contact center began receiving calls about the COVID-19 pandemic, NJ 211 had to start thinking of how its team would be able to work remotely and handle the anticipated increase in call volume as it has done in the past for natural disasters. Thanks to Five9, NJ 211 had a solution that would allow agents and management staff to work remotely. “With this event, we were able to deploy 80% of our staff to work remotely very quickly and efficiently. This is something we really didn’t have to worry about thanks to Five9,” said Janice Kaniewski, COO. NJ 211 received over 15,000 calls in one week which is typically the average call volume in one month! Realizing that this volume could potentially impact other hotlines that NJ 211 operates, Rory Britt, IT Manager, reprogrammed the IVR campaigns to ensure all callers could reach 211. “You don’t need much bandwidth with Five9,” said Britt. “The call quality is good

and so is the reporting. Being able to do this remotely when needed has been a simple and easy process and it's worked very successfully for us."

3.2 Case Study 2

Client Name: Rochester Institute of Technology



The Customer

Rochester Institute of Technology (RIT) was founded in 1829. Internationally recognized, RIT has more than 15,000 undergraduate and 3,000 graduate students in nine colleges. The campus occupies 1,300 acres in Rochester, NY and is one of the only colleges with a department solely for the National Technical Institute for the Deaf (NTID), a leading deaf-education institution that provides educational opportunities to 1,000+ deaf and hard-of-hearing students.

The Challenge

RIT was trying to make a huge impact on the campus and customer engagement because speed to deliver answers is key. In the process of transitioning the information and technology services (ITS) to a one-stop shop where it could provide a rich campus experience, RIT wanted to improve its customer service experiences. Whether students want to get answers to common questions, submit a work request ticket, or troubleshoot technology issues, the institute wanted the ability to provide world-class communications. When the COVID-19 pandemic hit in 2020, mandating shelter in place, the school had to find a way to effectively answer questions from students, parents, and staff remotely.

Over the course of a weekend, the team created a physical contact center onsite staffed with agents and engineers from 9 a.m. to 9 p.m. It was all hands-on deck. The space had limited availability and raised concerns while trying to practice social distancing regulations. The scenario worked for less than a week and staff was mandated to leave the campus.

"Our leadership team knew from a business continuity standpoint that we would need to react quickly," said Kathy Marcus, Manager of IT Service Desk. "We started planning in February to see who could work remotely and how we would evacuate the school if things continued to escalate. It all came down to one week in March where we had to move quickly. We were notified that we all had to work remotely and needed to handle all questions and concerns in real time."

The Solution

RIT knew this meant it had to move to the cloud immediately. The institute had been working with Five9 but halted work because of uncertainty when the pandemic first started. Once re-engaged, RIT asked how quickly it could go live on Five9. The Five9 team met onsite on Monday, the solution was built and configured on Tuesday, and it was ready to go live on Thursday. The first phone calls picked up on Friday at 7:30 am EST for the service desk and the contact center started at 9 a.m. EST on the Five9 platform.

"This was a huge win for us because it meant the staff could work remotely at home and be safe. We do right by our people. We had 140 named agents taking different rotational shifts listening to parents and students. They wanted to be heard and get the necessary information to make an informed decision," said Arthur Miller, Manager of Network Communications Team/Telephony.

"Staff was trained on Five9 on Thursday with all station IDs set up," said Marcus. "The biggest obstacle was the home network. We didn't have any challenges with Five9 at all." As the frontline support



Rochester Institute of Technology Case Study

Company Profile

Rochester Institute of Technology (RIT) was founded in 1829. Internationally recognized, RIT has more than 15,000 undergraduate and 3,000 graduate students in nine colleges.

Industry

Higher Education

Website

www.rit.edu

CRM

ServiceNow

Challenges

- Inability to work from home
- Lack of system integrations
- Difficult, limited reporting

Benefits

- Ability to shift full workforce remotely
- Cloud-based system fully integrated with ServiceNow CRM
- Support for continual growth and innovation
- Out-of-the-box proven features and benefits from day one

"People are pleased and thrilled with how easily Five9 worked, once it was set up, the technology didn't get in the way. It was a huge relief for me and the partnership with Five9 so far has been great. We don't have to manage Five9."

Arthur Miller, Manager of Network Communications Team/Telephony, Rochester Institute of Technology

for the campus, agents were now working remotely and taking all types of COVID-related calls.

RIT quickly set up a supervisor dashboard for reporting and alerts. When RIT's contact center was busy during the day the supervisor dashboard provided the information RIT needed to make adjustments in real time. The previous phone system had limited live dashboard viewing and reporting details.

If agents are on a call for 30 minutes or more the supervisor can Slack the agent to ask if they need assistance. If the agent needs help, the supervisor can then be conferenced in to assist with the call. This is a great learning experience for the agents.

The Future

RIT is in the process of expanding Five9 to different departments. Roll-outs are being made department to department, and the institute plans to implement Performance Dashboard to help track agent performance which would include agent engagement and productivity.

RIT will be integrated with ServiceNow, its ticketing system. This integration will provide agents with a screen pop of the caller's information based on their phone number. This will allow agents to see previous interactions and get right to the matter at hand.

"People are pleased and thrilled with how easily Five9 worked," said Miller.

"Once it was set up, the technology didn't get in the way. It was a huge relief for me and the partnership with Five9 so far has been great. We don't have to manage Five9."

3.3 Case Study 3

Client Name:

The Customer

The University of Akron is a public research university located in Akron, Ohio. Primarily STEM-focused, this university specializes in industries such as polymers, advanced materials, and engineering. Ordinarily, it's home to about 20,000 undergraduate students, all of whom rely on an IT help desk staffed by 50 technicians and the university switchboard. With the onset of COVID-19 in 2020, the university faced the challenge of taking these teams remote.



The Challenge

The spread of COVID-19 rocked businesses and institutions all over the world. The education industry faced a particularly difficult challenge when institutions had to rapidly transition to online learning and operations. The University of Akron was not an exception. In addition to needing its student body to begin attending classes remotely, it also needed its IT help desk and switchboard agents to be able to run optimally while they were sheltering in place.

Akron's IT department utilized an on premises contact center system prior to the pandemic. While this system was perfectly serviceable pre-COVID, its on premises limitations didn't serve the need for remote work capabilities. Akron needed a new, cloud-based contact center solution that could enable its IT help desk to take remote tickets, and provide a way for the agents working the switchboard to take calls. The crisis seemed like it would make acquiring the equipment and deploying the solution significantly difficult.

The Solution

Continuant, a leading unified communications and managed services provider, had been hired to support Akron's on premises system

in January of 2019, and the university was planning to launch a new contact center in the summer of 2020. The pandemic had other plans, however, requiring the University of Akron to move quickly so it could continue to support students remotely.

Five9 worked closely with Continuant to deploy a cloud-based contact center solution in just a couple of days. The Five9 Professional Services team kicked off a discovery meeting on a Friday. To get the contact center up and running quickly, the team recommended that the university leverage its existing IVR for the first phase of the solution and wait to implement a queued callback capability until the next phase. Following a whirlwind weekend, Akron's IT help desk could easily manage remote tickets while technicians started working from home.

This is just the beginning of a communications transformation at Akron. To further boost the university's collaboration capabilities, Continuant will be installing a new Microsoft Teams solution with Five9 integration. With its advanced video conferencing and voice functionality, Teams will help facilitate communication and collaboration for students and faculty alike.

Throughout this process, Continuant and Five9 have proven capable of rapidly executing the right solution under pressure in the University of Akron's time of need. Real-time dashboard reporting was so impressive that it prompted the additional request for more supervisor licenses so the university could give the reporting access and dashboards to more people. Akron can now rely on its partners and their solutions to help the university save money, access more resources, and provide students with world-class support.



The University of Akron Case Study

Company Profile

The University of Akron is a public research university in Akron, Ohio

Industry

Education

Website

www.uakron.edu

Challenges

- On premises solution not optimized for cloud collaboration
- Inability to work remotely
- Limited reporting
- Lack of integrations

Benefits

- Ability to work remotely
- Flexibility to scale
- Integrates with multiple systems
- Robust and real-time reporting

About Five9

Five9 is a leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit www.five9.com or call 1-800-553-8159.

4. Solution Overview



We are partners for Five9 Call Center Software solution to State of West Virginia Department of Administration Purchasing Division

Five9 is a leading provider of cloud contact center software. We are driven by a passion to transform contact centers into customer engagement centers of excellence, coupled with a deep understanding of the cost and complexity involved in running a contact center.

Making CX Work for Real Life

Five9 helps you reimagine your customer experience and achieve tangible business results. Our solutions enable you to engage customers on their channel of choice, streamline your operations, and use the power of practical AI, automation, and cloud to increase business agility and exceed your customers' expectations.

Creating Powerful Customer

Five9 is a leading provider of cloud contact center software. We're driven by a passion to transform contact centers into customer engagement centers of excellence. Relying on our deep understanding of the cost and complexity involved in customer care, we help organizations of every size create powerful customer connections.

Global Voice & VoIP Solutions

Global scale, reach, and quality without compromise.

When your business operates across the globe, you want your customers to have exceptional high-quality experiences with your agents—whether the agents are in multiple physical locations or working from home. Five9 Global Voice delivers highest-quality, carrier-grade voice at scale by leveraging regional Five9 points of presence (PoPs) around the globe for perfectly clear, no-delay conversations every time.

Optimize The Customer Experience

Contact Center Managers can create a single virtual contact center, including the IVR, and provide a consistent 24/7 experience for your customers in almost any part of the world.

Deliver Great Service With High-Quality Voice Anywhere In The World

Robust Outbound Dialer: Expedite outbound dialing with a TCPA-compliant solution that can do blended, power, progressive, predictive, and preview outbound.

Omnichannel Routing: Route customers on their favorite channel to the best agents according to your own business rules.

Intelligent Virtual Assistant (IVA): Let your customers serve themselves using Five9 speech-enabled IVA (speech-bot) or using the Visual IVR on a mobile device, while your operation gathers customer intent.

Measurable Excellence

Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization, and AI and automation to increase agent productivity and deliver tangible business results.



20+

years of cloud contact center experience



2,000+

employees around the world



2,500+

enterprise, mid-market, and SMB customers in 104 countries



246K

concurrent agent seats (12/31/21)



7+

billion call minutes recorded annually



670+

global SI, channel, and technology partners



90+

Net Promoter Score (NPS) for professional services

AGENT DESKTOP

Customer success starts at the agent's desktop.

Agents have a lot of tasks to keep track of while doing their jobs. An omnichannel world can have them answering emails one minute and taking calls the next. They have to record each customer interaction in the customer system of record and do wrap-up work. And these are just a few of the tasks. With Five9 Agent Desktop your agents can use a single screen to do their job. No need to tab back and forth between applications—everything is right there

Boost Agent Productivity

Five9 Agent Desktop provides a simple, user-friendly agent interface with all the essential tools to create personalized customer experiences. The cloud-based solution is ready to turn on and use so your team can make an impact right away. With integration to the most popular CRMs Agent Desktop provides agents with a complete view of the customer journey and timely information when customers reach out to the contact center. This empowers the agent to provide extraordinary customer experiences.

Empower Agents to Deliver a More Human Experience Regardless of Your Environment

Same Great Experience: Whether you deploy Five9 Agent Desktop Plus or a pre-built CRM integration, you get the same underlying technology to empower your agents to deliver exceptional customer service.

Extensible, Flexible Toolkit: The Five9 Agent Desktop Toolkit provides a rich, extensive framework of REST APIs, reference UIs, and other tools to embed agent functionality in custom or other CRM systems.

Unlock WFO Functionality Increase agent productivity and improve performance by unlocking WFO functionality within Five9 Agent Desktop Plus. Give agents seamless access to view schedules and adherence, request time off, review evaluations, and more without having to leave their desktop app.

Single Intuitive Desktop With Five9 Agent Desktop Plus your agents use a single screen to do their job so they can focus on the customer, not on their desktop.

Five9 Reporting

Enhance customer experiences by changing how you visualize and act on contact center metrics

Get a complete picture of your contact center performance and gain actionable insights that let you consistently achieve operational and strategic goals. Five9 Reporting provides a suite of real-time and historical reporting tools based on best practices from hundreds of contact centers.

Give contact center managers everything they need to monitor and measure performance, gain insight, and share successes with executive management. Dashboards and wallboards provide real-time insights into developing situations to allow proactive adjustments before they get out of control. Historical reports offer additional insights into agent performance across call types and unify customer history across your operations.

Provide Easy Access to Information

Reports are available anywhere using an internet connection and web browser. Export information for more detailed analysis in a variety of formats including HTML, PDF, XLXS, RTF, and CSV. You can run reports on demand or as scheduled. It's easy to share information with key stakeholders using

FTP or sharing features. A reporting API also provides programmatic access to Five9 data for use in external business intelligence systems.

Five9 Standard Reports

Standard reports are pre-defined reports based on operational and business best practices from hundreds of contact centers. Each report is designed to answer a business question, such as "How effectively do I meet my quality-of-service objectives?" Options and filters easily fine tune standard reports to focus on specific performance areas.

Five9 provides over 120 standard reports covering:

- ACD
- Agents
- Call logs
- Campaigns

- Contacts
- Omnichannel
- Do Not Call lists
- IVR and Visual IVR
- Lists
- Worksheets

Five9 Custom Reports

Five9 custom reporting capabilities let you tailor information to meet your unique needs. An easy-to-use report creation wizard guides non-technical users through the steps required to customize standard reports or create completely new ones. Whether you are part of a standalone business unit or operating as a business process outsourcer, data slicing functionality lets you see just the data that matters to your business.

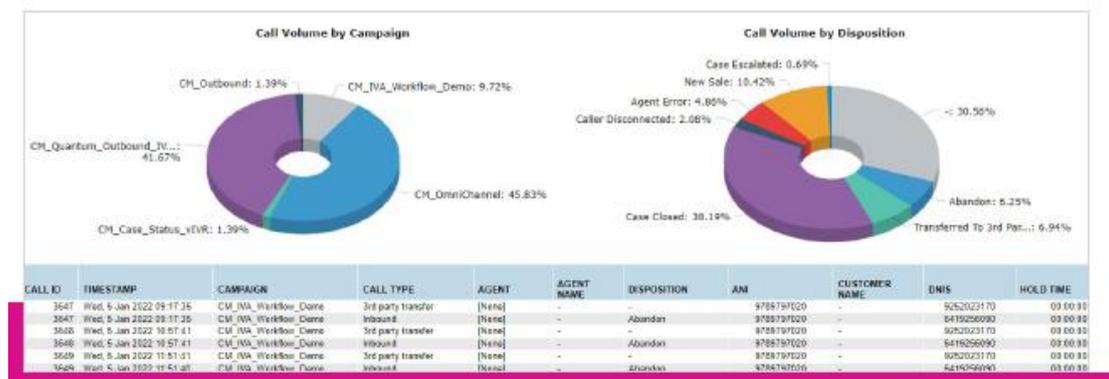


Figure 1:

The configurable Call Log report gives you details into call activity by campaign, disposition, and many other categories.

Data Visualization

Five9 Reporting provides several standard data visualizations to create intuitive, easily understood reports including:

- Speedometers
- Charts
- Line charts
- Cluster bar charts
- Stacked column charts
- Grid charts

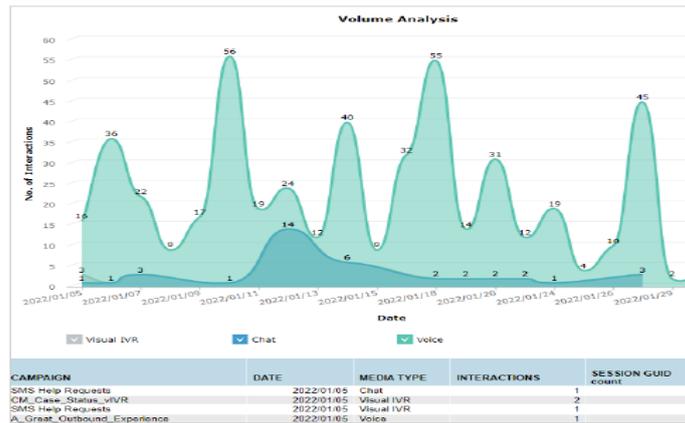


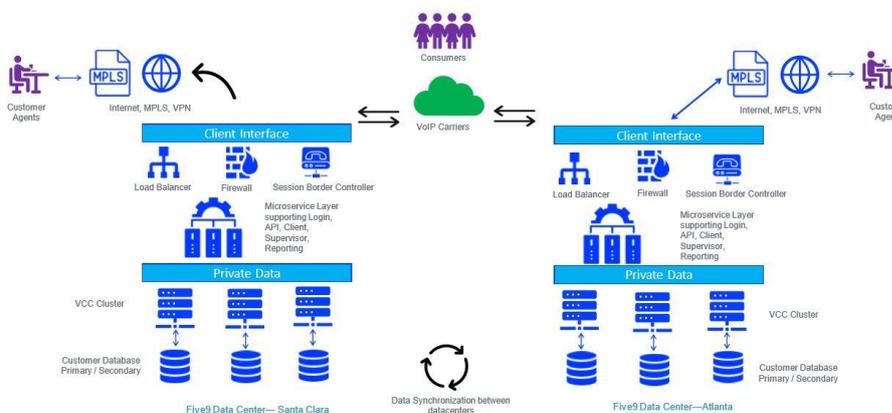
Figure 2:
The Volume Report shows the volume of incoming interactions across different channels.

4.4 Solution Network Architecture/Business Continuity:

Five9 provides a 100% cloud-based multi-tenant CCaaS environment utilizing redundant, geographically diverse hardened carrier-grade co-location facilities. On each physical domain host, each tenant is logically segregated and has its own database schema. The Five9 platform has been developed in-house, built from the ground up to support a multi-tenant architecture, the Five9 infrastructure is built on a Cisco Nexus 7000 series backbone to provide fault tolerance for all applications with redundant fiber loops between systems. The operating system runs on CentOS Linux.

Five9 microservices architecture is built on modular components communicating via REST APIs. This provides greater flexibility by modularizing existing applications such as voice, email, chat, social, event services, DTMF, text-to-speech, voice prompts, voice recording, answering machine detection, speech recognition, and customer journey analytics. This is in addition to app services, stream services, state management and much more. This future-proof architecture meets today's needs of large enterprises for cloud resiliency, elasticity, scalability, and pace of innovation. Our interfaces were developed to deliver both ease of use and flexibility and provides a Software-as-a-Service (SaaS) contact center solution that is fully supported and maintained by Five9. All system components are deployed and maintained by Five9 staff in the Five9 data centers.

Datacenter Architecture

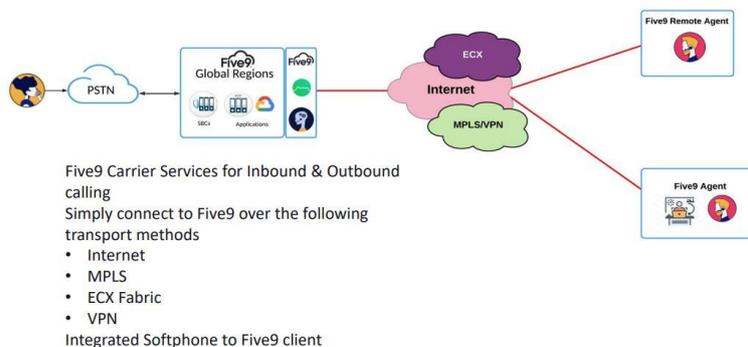


The Five9 solution natively supports an inbound, outbound, and blended contact center with fully integrated IVR, ACD, dialer, CTI, real-time monitoring, reporting (140+ standard reports as well as custom capabilities), and interaction types such as voice, email, chat, video, and SMS. WFO solutions are provided both natively and through best-in-class partners. Our open web services APIs and configurable connectors enable integration to a large variety of external systems. Pre-integrated solutions include Salesforce, Oracle Service Cloud, NetSuite, Kustomer, Microsoft Dynamics, ServiceNow, Sugar, and Zendesk CRM platforms.

Because the Five9 IVR, inbound ACD, and outbound dialer leverage the same engine versus being distinct systems, it's possible to create call flows that seamlessly blend automation and live agents. No more toggling back and forth between inbound and outbound calls as everything is unified and delivered directly to the agent's desktop. This helps improve productivity, as interactions are automatically routed based on interaction volume and business needs. Inbound agents can be automatically shifted to outbound calling, answering emails, or web chat sessions when call volumes are light, and agents receive scripting to help them shift gears easily. Similarly, outbound agents can be shifted to inbound queues during higher volume periods.

The Five9 solution is developed as an open platform, providing rich open APIs and SDKs that allow partners and customers to integrate with and extend the solution, along with our commitment to developing and leveraging open standards such as SIP and MRCP for our voice communication protocols, TCPA adherence options for compliance, SNMP for system monitoring, SMTP for email as a contact center channel, SOAP and REST methods for APIs, and HTML5 for our Agent Desktop Plus interfaces.

Connecting to Five9 made easy



Five9's softphone requires an internet connection with 128 kbps minimum bandwidth, and 192 kbps recommended bandwidth including light web browsing. Voice recording is performed within our datacenter and has no customer bandwidth constraints. Screen recording requires an average transmission rate of 1500 kbps. Additional bandwidth may be required based on other Five9 applications in use; a full list of bandwidth requirements is available in our Technical Requirements Guide:

https://webapps.five9.com/assets/files/for_customers/documentation/technical-requirements/five9-technical-requirements.pdf

Five9 recommends an MPLS connection to the Five9 data centers. Five9 MPLS Agent Connect is a private network connection that is part of the Five9 Direct Network Connection suite of products. It works by linking your Five9 agent stations to your Five9 applications using a dedicated network separate from the Internet. This private network connection employs MPLS, which allows both shared network resources and private routing of your data. This separation allows agent voice and data to be transported on a purpose-built network optimized for voice, unlike the internet which was designed primarily for data.

The Five9 system combines multiple diverse telco carriers, layers of server redundancy, and Geographic Redundancy of data centers to deliver 99.999% or better availability. Five9 proudly publishes our rolling aggregate uptime performance on our website at trust.five9.com.

4.5 Disaster recovery plan

As part of a comprehensive solution for Disaster Recovery, Geographic Redundancy is designed to mitigate major service disruptions caused by natural disaster, network outages, extended power outages, fire or water damage, and other events that would otherwise result in extended downtime for the contact center platform.

Geographic Redundancy automatically replicates all data in real time between the primary data center and the backup data center. The primary data center domain is pre-configured with information about its replicated domain in the backup data center. This information is used by the Agent application and by the failover features of the platform to re-route calls when failover is executed. Five9 Geographic Redundancy acts as a primary/primary architecture and replicates data via VPN in real time between Five9 co-location facilities. The RPO is near zero. The RTO is within 15 minutes of technical diagnosis of a telecommunications outage or disruption.

Five9 is designed to support hyper-scale architectures so that scalability limits have little impact on domain design. Using multiple redundant data centers across the globe, Five9 supports over 300,000 concurrent agents with over 1,000,000 telco/PSTN port capacity. Data centers are designed to support an immediate increase of over 200% load without impact, with an additional 20% capacity available even in such events. When any single data center reaches 40% capacity, additional capacity is added to the infrastructure. Five9 actively manages and monitors the available capacity of our domains with a 7x24x365 Network Operations Center.

For an individual customer domain (aka, instance), Five9 supports thousands of concurrent agents and supervisors, and a practically unlimited counts of named agents/supervisors. Customers may choose to define multiple domains across their organization, based on such factors as geographic region (north American domain and European domain) or lines of business (commercial versus personal services, for example). Five9 maintenance, including patches and upgrades, should not cause any downtime or impact customer operations. Five9 reserves 10 p.m. to 12 a.m. Pacific on Wednesday and Saturday nights for maintenance, if needed. During maintenance windows, your agents are automatically redirected to a backup server without the need to re-login as part of Geographic Redundancy. Maintenance notification is delivered via email to registered administrators of the domain prior to the

maintenance day. Users receive notification messages prior to impacting maintenance events. Users will need to acknowledge the message in order to log into the system.

✓ **Browsers supported, and at what version levels.**

The Five9 applications are compatible with and accessible via Internet Explorer, Chrome, Firefox, Edge, and Safari browsers on both Windows and Apple Mac operating systems. Additional detailed information may be found in our technical requirements at

https://webapps.five9.com/assets/files/for_customers/documentation/technical-requirements/five9-technical-requirements.pdf.

✓ **Thin-client technology used, if any.**

Five9 developed its cloud-based contact center solution to be flexible when it comes to easing the adoption of the cloud technology by customers. Five9 removes the burden of requiring customers to put in place a new architecture to support a fully functioned cloud-based contact center solution and makes it possible to work with existing infrastructure investments already in place.

Though deployments may differ as needs and requirements are uncovered throughout the discovery process, typical deployments utilize existing Windows-based agent desktop or laptop machines. These use the Five9 softphone together with either the Agent Desktop Plus (thin client via browser) or the Agent Toolkit Plus (thin browser-based connector integrated with home-grown CRM system) in conjunction with a USB headset. Five9 can also deliver voice in browser only via WebRTC. This voice and data connection can be over the internet, via VPN, via PSTN (for voice), or via a dedicated MPLS network. Five9 does not provide a thick (or installed) application; our application is completely browser based. Five9 is PBX agnostic and can work with any third-party PBX. Five9 can integrate with back office and premise-based PBXs or hosted PBXs through SIP trunks or MPLS connections. Five9 can be loaded with a contacts list for direct dialing and transfers from Five9 to the third-party PBX.

Customers typically RespOrg their numbers to Five9. Five9 manages the numbers and can split the traffic across carriers, providing an additional layer of redundancy. Agents can connect using VoIP to their PC or Mac. In cases where the majority of customer phone traffic is handled by non-Five9 agents, Five9 can also set up a SIP trunk from a customer's premise-based switch. The customer continues their existing relationship with the carrier and calls are directed from the PBX to Five9.

✓ **Telephony environments/interfaces are supported or required.**

Five9 is PBX agnostic and can work with any third-party PBX. Five9 can integrate with back office and premise-based PBXs or hosted PBXs through SIP trunks or MPLS connections. Five9 can be loaded with a contacts list for direct dialing and transfers from Five9 to the third-party PBX.

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✓ **Types of password authentication are supported and how users log into the system.**

Five9 offers SAML 2.0 for agent and supervisor accounts. If your IDP SAML provider supports two-factor authentication, then the agent and supervisor role can leverage the IDP two-factor authentication. Five9 does not currently federate identity for the administrator account. Five9 is working to deliver two-factor authentication for administrator accounts and is currently beta testing this capability. We expect it to be available in production in 1H 2023.

All Five9 operations based administrative access for support of the platform uses multi-factor authentication. The Five9 Active Directory drives the role-based access control based on a least privilege principle. Security parameters and role-based access controls are established by your administrator. Username and password parameters, including strength, length, and expiration, are all configurable by your administrator. Five9 recommends password complexity of at least three-character types and a length of eight or more characters. Your administrator determines the granularity of each user's privileges on the application layer. Access management can be federated for authentication using a SAML 2.0 based IDP.

Five9 offers either local authentication or SSO/SAML 2.0 when you integrate the Five9 solution with your own CRM, such as Salesforce, Oracle, and Microsoft Dynamics. Five9 is also OKTA certified for single sign-on for the Agent, Supervisor, and Reporting roles. Five9 enforces rigorous logical and physical access controls in the production environment. Physical security at the data centers includes key card access, biometric scanners, perimeter cameras, mantrap entries, and 24X7x365 in-house security personnel.

Our depth-in-defense strategy provides layers of security from the edge of the network to the core to mitigate the risk of unauthorized access or use of systems that contain confidential customer or corporate data. Five9 has also implemented "least privilege, minimum necessary" role-based access controls to restrict access privileges to systems containing confidential customer or corporate data only to those employees whose job roles require it. Only authorized Five9 personnel have access to the co-location facilities. In the event a visitor needs access, they must be escorted at all times by Five9 authorized personnel. We also perform monthly termination reviews and quarterly access reviews.

✓ **Network security practices, including measures in place ensuring secure connectivity for all voice and data passed by the hosted Solution to any and all endpoints.**

All data is encrypted in transit and at rest. Five9 offers several encryption options for data in transit, including IPsec VPN, HTTPS, TLS, and SFTP. We align our protocols and ciphers with PCI and NIST requirements. Five9 web traffic is always encrypted in transit using TLS 1.2. Voice traffic can be encrypted in transit if the customer selects to purchase either a VPN or SRTP.

Five9 offers the option for voice recordings to be encrypted at rest using AES 256-bit encryption. With respect to data security, the very same administrative, technical, and physical safeguards used to protect the production environment apply with respect to call recordings at rest on Five9 premises. Regarding the Intelligent Cloud Contact Center database, when integrated with your CRM, no sensitive data will be stored in the Five9 database. If you do wish to have your database encrypted at rest, Five9 offers an optional feature "Encrypted VCC Database" which can be ordered.

✓ **How customer data is protected in the data centers**

Five9 has designed and implemented security and privacy controls to protect CPNI from unauthorized access or improper use. Five9 data protection is based on industry best practice and alignment with data privacy laws. Five9 recommends customer keep all sensitive data, Personal Information, other than phone numbers, in their CRM system of record, using the APIs provided by the Five9 CCaaS to align with best data protection is data minimization. The Administrator role controls role-based access to data. Five9 does not have access to Customer data unless explicitly granted by Customer. Five9 offers a number of encryption options for data in transit, including IPsec VPN, HTTPS, TLS, and SFTP. We align our protocols and ciphers with PCI and NIST requirements. Five9 web traffic is always encrypted in transit using either TLS 1.2 or 1.1. (We are actively working with customers to deprecate TLS 1.1.) Voice traffic can be encrypted in transit if the customer selects to purchase either a VPN or SRTP. Five9 offers the option for voice recordings to be encrypted at rest using AES 256-bit encryption. With respect to data security, the very same administrative, technical, and physical safeguards used to protect the production environment apply with respect to call recordings at rest on Five9 premises. Regarding the Intelligent Cloud Contact Center database, when integrated with your CRM, no sensitive data will be stored in our database.

For added security, Five9 provides the ability to mark data that is returned from external systems as "Sensitive". Data in variables that are marked sensitive are tightly controlled within the Five9 application. The data returned is not available in any Five9 report and is not stored in the database. Additionally, the low-level system log files within the Five9 application are masked for items marked Sensitive with pound signs (e.g., #####).

To see how our services support "right to be forgotten" please see https://webapps.five9.com/assets/files/for_customers/documentation/compliance-information/privacy-compliance.pdf

Five9 has a GDPR Right to Erasure Policy (SP26 – please see Policy Summary document attached). Five9 does not distribute Policies. Five9 can show you the content of the policies during a conference call.

✓ **Solution Integration with Existing CPS Systems and Applications:**

There are numerous options for integrating CTI with third-party web-based applications, and screen pops are supported. Administrators can configure the Five9 softphone to operate within a CRM's browser via the Five9 Agent Desktop Toolkit API. This provides a clean agent experience with less switching back and forth between pages. Alternatively, administrators can create Five9 connectors that can be used to manipulate the URL of the CRM based on ANI or other variables collected in the IVR to facilitate screen pops either in an embedded browser to the Five9 agent interface or to another browser tab.

Five9 provides a variety of solutions for custom integrations. The Five9 IVR can query virtually any external system using web services to provide self-service and data-directed routing applications. The Five9 Connector framework provides simple integration to systems that provide a browser interface, enabling screen pops and logging of interaction data. Finally, Five9 provides an Agent Desktop Toolkit that leverages the Five9 REST APIs on the back end and provides client-side APIs on the front-end to provide a robust integration framework for desktop integrations.

✓ **ServiceNow enterprise service desk ticketing solution,**

Five9 has a co-dev relationship with several leading CRM vendors where product teams work together to ensure that innovations on each side can be adapted quickly into the joint integration. OOB CRM adapters provide pre-built, embedded interaction controls within the CRM agent desktop for Salesforce, Oracle, ServiceNow, Microsoft, NetSuite, Zendesk, Pega, Velocify, Zoho, FreshDesk, and SugarCRM.

- Federated (CRM routes text channels and Five9 routes voice) and Delegated (Five9 routes voice and CRM text channels) modes are supported for integration of routing modes between Five9 and CRM, according to customer preference.
- Pre-built connectors allow customer record and context information to be used in self-service, segmentation, and intelligent routing decisions.
- Outbound campaign lists and proactive outreach records are imported into Campaign Manager with automatic updating of the CRM records.
- WFA integrates with CRM apps to enable sophisticated synchronous and asynchronous workflows between the contact center and CRM app.
- We support single sign-on with CRM apps that support SSO with SAML.
- Admin APIs allow configuration information to be imported to Five9 from external apps. Five9 WFO can be dropped into CRM applications to allow for a consolidated experience for both agents and supervisors. Recordings can be integrated into cases for easy playback, and time of task can be tracked for more accurate forecast and scheduling. Cases can be connected to scored evaluation for a seamless approach to reviewing the experience.

Additionally, for specialized industry-specific systems (e.g., Epic in HealthCare), we have partners that focus on these verticals that have developed deep integrations leveraging Five9's extensive out-of-the-box APIs.

a. Mitel telephony environment,

If supported by existing telephony/PBX, Five9 can connect to the Mitel telephony environment via SIP trunk for on-net calls that do not pass thru the PSTN. The Five9 UC integration provides a seamless integration between the Five9 Intelligent Cloud Contact Center and Unified Communications platforms (UCaaS) such as Microsoft Teams for telephony connect and Agent-Expert Consultation.

- **Telephony Connect:** Cloud-to-Cloud SIP trunk integration that allows calls to be transferred between the UC platform and Five9 without incurring toll charges. This enables toll-free calling between agents and back-office workers, as well as allowing calls to be routed or forwarded from the UC platform to contact center agents or from agents to specialist work groups outside of the contact center.
- **Agent-Expert Consultation:** Provides UC directory integration and presence status allowing agents to identify and contact back-office experts in their organization via voice. Agents can view consolidated directory of agents and back-office employees, and view presence status of back-office workers. The integration includes click-to-call, transfer to, and conference capabilities to those experts.

Five9 CTI integration is based on our REST-based APIs and HTML5 agent application. Customers and partners can integrate directly to the APIs or leverage Five9 Plus Adapter for Agent Desktop Toolkit. The Five9 Plus Adapter is a browser plug-in that enables customers/partners to easily integrate the Five9 Cloud Contact Center with an external application. The solution provides a fully functioning, robust agent interface, call controls, screen pop and data logging capabilities that work directly from within the external application. A full list of available CTI functionality is available in our Agent REST API guide: https://webapps.five9.com/assets/files/for_customers/documentation/apis/vcc-agent+supervisor-rest-api-reference-guide.pdf

All API and SDK can be found via <https://webapps.five9.com/product-documentation/> both on the main page and more specifically under the Developer tab (for example, <https://docs.studioportal.io/Content/studio-combo/landing-studio-combo.htm>)

Additional SDK content can be found at the following sites:

- CRM SDK documentation <https://app.five9.com/dev/sdk/crm/latest/doc/index.html>
- CRM SDK Examples in GitHub <https://github.com/Five9DeveloperProgram/Five9CRMSDKSamples>
- Studio 7 API Portal <https://api.studioportal.io>

4.6 System Management Tools:

Administrators have complete control of the Five9 environment, regardless of the physical location of the agents. They can easily create and manage the ACD and dialer via a permissions-based interface, they can add and remove agent features and skill groups in real-time, and review and manage agents' contact center-related voice mailboxes. Administrators can configure just about everything, from password parameters and user permissions to recording prompts and scheduling announcements.

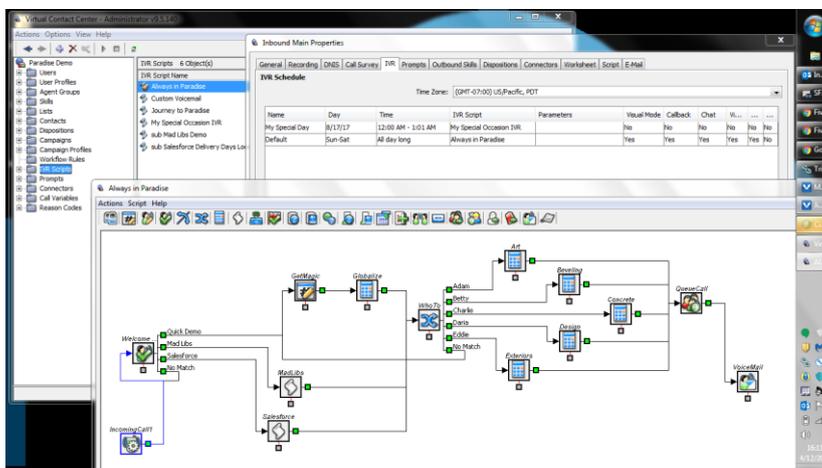
The permissions-based application is accessed using a web browser. The interface is primarily controlled using drag-and-drop, check boxes, radio buttons, drop-downs, and data entry for point-and-click ease of use. The Administrator application includes a powerful, yet easy-to-use call flow scripting environment that supports customized routing by region or enterprise routing across virtual teams. Most administration uses the Administration console or configuration API, including the IVR, ACD, dialer rules, connectors, supervisor views, agent scripts and worksheets, dispositions, and reason codes. APIs also exist to build custom agent functions and wallboards.

- b. Agents are added and deleted.
With Five9, your administrators have complete control of the Five9 environment regardless of the physical location of the agents (local and/or remote are supported). They can easily create and manage the ACD and Dialer via a permissions-based interface, they can add, remove, and change agent features and skill groups in real-time.
- c. Agent service levels are assigned
Administrators use agent skill set ratings, ranking their agents from 1-10 on any skill. If more than one agent is available in a skill with an impending call, the call will route

to the agent who is rated higher on that particular skill. A skill can be added to any agent at any time. Calls can be routed to multiple skills simultaneously and after configurable timeouts.

- d. Call flows are established and modified (i.e., adding or changing call processing steps and/or call routing)

The Five9 Administrator Application sports a drag-and-drop GUI interface that allows administrators to design call flows as simply as if they were drawing on a white board or Visio. With just a few configuration clicks per module, the customer's experience is crafted. This application provides the modules necessary to do everything from simply playing prompts and assigning calls to users or skills, to more sophisticated applications like branch-logic and API queries. Together the tools allow you to embed your business rules into the design flow in an intuitive and powerful, yet easy-to-understand, interface.



- e. Adding or changing skill groups

Skill Groups are created and managed through the Five9 Administrator.

Administrators can manage skill assignments and define skillset levels per agent.

Five9 uses agent skillset ratings as a means to improve the likelihood of routing a call to an agent who is better at that particular skill. Agents can be ranked from 1-10 on any skill. If more than one agent is available in a skill with an impending call, the call will route to the agent who is rated higher on that particular skill. Skill assignments can be changed per agent but using a User Profile allows administrators to make changes by bulk. Skill group settings can be changed on the fly without affecting calls in progress.

- f. Adding or changing announcements

IVR menu greetings are completely configurable using our graphical, drag-and-drop call flow scripting engine. Any WAV file can be used, as can text-to-speech. Hold announcements are configurable in any order, including the capability to play the expected wait time. Changing an announcement is as simple as uploading a recorded WAV file and clicking OK.

4.7 Five9 Inbound Voice

Making customer service a more human experience

Don't Keep Your Customers Waiting

When a customer calls your business, they are not only expecting their question to be answered, but to also be handled in a timely manner. The longer an issue takes to be resolved, the more likely you will end up with an upset customer. At Five9, we understand how important this is to your business and strive to empower your agents to deliver a superior customer experience.

Five9 Intelligent Cloud Contact Center lets agents work on calls from multiple interaction queues or optionally log into specific queues throughout the day. You can easily add prebuilt messages to tell callers estimated wait times based on current queue and agent availability. Callers are given the option to receive an agent callback when their position arrives in queue, schedule a callback for when it's convenient, or leave a voicemail for subsequent follow-up.

Route Customer Interactions to the Right Resource – Anywhere in the World

Five9 Intelligent Cloud Contact Center has intelligent routing capabilities that give your company control over inbound interactions including calls, chat, social, and email. With Five9 skills-based routing, and customer information from Five9 prebuilt CRM integrations, you can determine customer intent and route the customer to the right resource to help them continue their customer journey. In addition, these insights are delivered to the agent so the agent understands customer intent and can accelerate the customer journey to the right outcome.

IVR and IVA

Five9 Engagement Workflow is a visual design tool used for IVR, Five9 Intelligent Virtual Agent (IVA), and routing. Data from CRM systems or other sources is used to verify customer information and provide self-service functions, such as review of bank balances, open support cases, or other self-service options.

Administrators can design a sophisticated IVR experience for self-service and deliver relevant call data to agents – ensuring a cohesive customer experience tailored for each customer contact. Additionally, with speech recognition and text-to-speech capabilities, your IVR will deliver a natural user experience that your customers will be happy to use.

In addition, next generation AI-enabled IVA can also be delivered using the latest human to machine communication advancements by Five9 partners such as Inference or Google.

CRM Integrations

Five9 has many prebuilt CRM integrations that are ready for agents to use today. If you already use Salesforce, ServiceNow, Microsoft Dynamics, Oracle, Zendesk, and/or NetSuite, your agents can use Five9 from within those native environments. For other CRMs, the Five9 Agent Desktop Plus SDK enables easy integration. Five9 also includes built-in contact management. Agents can access and update your customer contacts, history, and notes as they interact with customers. Tools exist to easily pull relevant data from CRM systems so that agents have all the data they need to help customers.



Features:

- Skills-Based Routing
- Inbound, Outbound, and Blended Calling
- Speech-enabled IVR and Intelligent virtual agents
- CTI Screen Pop
- Pre-built CRM Integrations
 - Salesforce
 - ServiceNow
 - Microsoft
 - Oracle
 - Zendesk
 - NetSuite
- Seamless integration with digital channels
- Web Callback
- Call Recording
- Real-Time, Historical and Custom Reporting
- Agent Scripting
- Post-Call Surveys
- Toll-free and Local Numbers

"The beauty of the Five9 system is that you can always be ready. With Five9, we got exactly what we wanted in terms of the phone system features, the flexibility, and how easy it was to manage the ebb and flow of calls with our partners. It was flawless."

Laura Zink Marx, Executive Director, New Jersey 211

Our workforce optimization (WFO) solution provides workforce management (WFM), quality management (QM), performance management, analytics, and other software to help you manage your contact center operations. Automated management of staffing levels and schedule adherence tied to forecasts of call volumes helps contact centers achieve the optimum balance of resources to meet service level performance goals. Our WFO solution ensures that agents with the right skills are scheduled at the right times, and for multi-site contact centers, centralized forecasting and scheduling manages staffing at the enterprise level.

Quality Management, Recording, and Screen Capture

Quality management enables organizations to improve business performance, increase operational efficiencies, and achieve first contact resolution. Using a Five9 solution, customers can benefit from:

- Screen capture with call synchronization
- PCI-supported call recording
- Recording encryption and storage
- Agent performance management with coaching packages and QM reporting
- KPI analytics-based quality optimization with root cause analysis

Live Monitoring

While agents are handling calls, supervisors can monitor live to ensure high-quality customer service. Supervisors can silently listen in on calls, and if needed, provide whisper advice to the agents, or join the call to speak to the agent and customer.

Live monitoring also provides an excellent tool for supervisors to remotely monitor home-based agents and agents distributed across multiple contact centers. Supervisors have real-time visibility into the activities of all agents across the enterprise, along with IM and chat capabilities to communicate individually or in broadcast mode.

Reporting and Analytics

Five9 offers a highly configurable real-time dashboard that contact center supervisors and administrators can use to track contact center performance against KPIs and SLAs.

Five9 provides over 150 standard reports on agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, exported to calling lists, or exported to a variety of file formats for further review and archive.

4.8 Five9 Supervisor Plus

Manage, motivate, and empower empathetic, on-brand agents.



Five9 Supervisor Plus gives your contact center supervisors the tools they need to ensure the highest quality customer interactions, sales, and service. The web-based application displays real-time statistics for queues, campaigns, and agents, allowing supervisors to manage resources efficiently and effectively. Data visualization including customizable views and multi-conditional alerts allow supervisors to focus on what's most important to your business. It makes monitoring and communicating with agents easy, and lets supervisors develop their agents' skills through observation and guidance.

Real-Time Agent Monitoring and Coaching

Five9 Supervisor Plus allows supervisors to find and monitor agents in real time. Timely and prompt feedback can have a measurable impact on agent behavior as it relates to compliance with company standards, efficiency, and effectiveness. To make it easy to optimize for certain behaviors, supervisors can sort, filter, and search for agents using a range of variables including name, queue, and call log. Supervisor Plus offers tools for managers to listen, coach, and monitor real-time interactions for quick feedback to improve performance. In a real-time call, supervisors can choose to intervene or silently coach agents. Managers can access recordings of previous calls and reference coachable moments to further improve training.

"Five9 is a great resource. The product is easy to use and allows us to effectively manage our call center operations. From the reporting to real-time data, Five9 helps meet our customer needs. They are also quick to reply and assist with any administration functions we need assistance with."

Chinook

Supervising an Omnichannel Contact Center

It can be demanding to keep track of information and respond appropriately across multiple channels. This can pose big challenges for managers responsible for monitoring and guiding agents. To help, Five9 Supervisor Plus uses real-time statistics from Five9 Digital Engagement to help supervisors understand agent and customer communication. Multi-conditional alerts help supervisors stay on top of changing conditions.

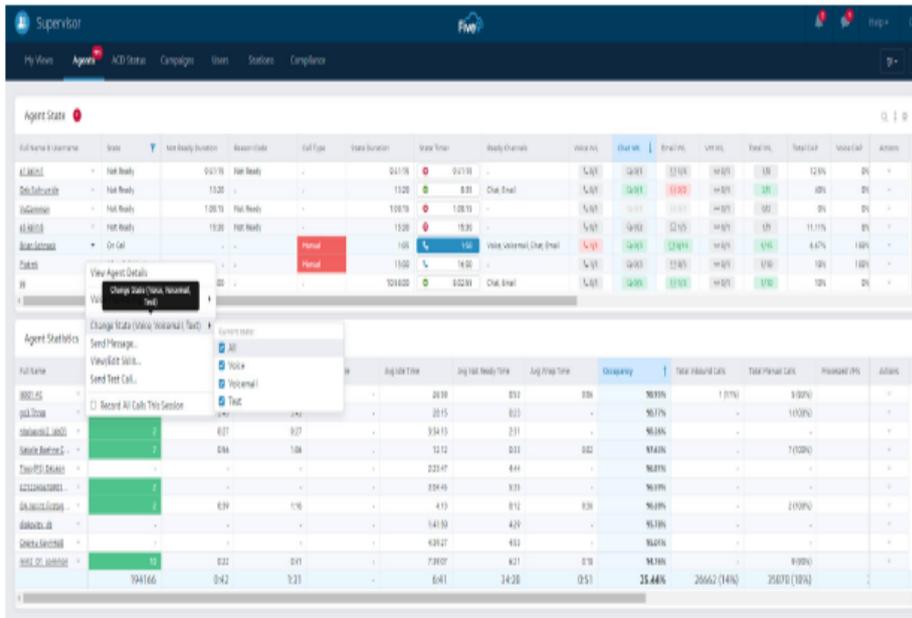
Features and Capabilities

Integrated WEM Capabilities

Integrate Five9 Workforce Engagement Management (WEM) with Supervisor Plus to improve team performance from wherever they work, with seamless access to WEM information. Virtually observe your entire team's activity with the ability to monitor live calls and agent screens, allowing supervisors to reach out when help is needed. Get easy access to WFM functionality to manage team schedules and adherence, time off requests, shift bids, shift changes, and more. Access GM functionality to review, and edit evaluations, review and manage assigned

Features

- Browser-based supervisor UX
- Customizable widgets for specific contact center operations
- Powerful filtering, sorting, and searching capabilities
- Real-time monitoring
- Trigger alerts based on multiple conditions
- Shareable supervisor settings
- Real-time omnichannel chats
- Five9 WEM and Supervisor Plus enable WEM functionality within a single, desktop pane



Five9 Supervisor Plus provides customized views and quick campaign/agent management tools. In this view, the supervisor can see agent status by channel to make quick decisions and monitor queues.

interactions, and review or annotate voice and screen recordings. Supervisors can increase productivity and team performance with access to vital WEM capabilities without leaving Supervisor Plus.

Multi-Conditional Alerts

In the Supervisor view, managers can set alerts for specific performance markers across all channels. Five9 makes it easier to react quickly when something threatens to cause SLAs to be missed or negatively impact the customer experience.

Campaign and Agent/User Management

From the Five9 Supervisor Plus application, supervisors can start and stop campaigns, reset list dispositions, and manage agent skills. They can also log out users, send test calls, and monitor agents in real time.

Enterprise Ready

The Five9 state-of-the-art UX/UI allows supervisors to streamline the management process and more effectively lead teams of agents working both on site and remotely.

Personalized Views

Supervisors can choose from a number of widgets to populate their home screen with the information they need to optimize visibility and increase productivity.

Shareable Supervisor Settings

Shared settings help standardize management practices across contact centers and create uniform administration.

With Supervisor Plus, you can share settings, configured alerts, and data views with other supervisors. You can also share best practices, help improve reporting, and send broadcasts and internal messages between supervisors, agents, and administrators opening up communication and invoking action plans to changing events.

Learn More

Discover how [Five9 Supervisor Plus](#) can boost customer experience, increase agent performance, and improve supervisor effectiveness.

4.9 Five9 Intelligent Virtual Agent

Deploy a conversational and engaging self-service experience across voice and digital channels.



Customers are increasingly looking to self-service options to get quick and easy solutions to their issues. Businesses that provide these self-service contact options are positioned for success, while those that ignore them are likely to struggle with customer satisfaction.

Five9 Intelligent Virtual Agent (IVA) lets you deploy self-service that delivers a more conversational and engaging experience across both voice and digital channels. Five9 IVA supports a wide range of use cases without involving live agents, from simple interactions like password resets and status inquiries, to more sophisticated tasks like setting appointments and booking accommodations.

Anytime, Anywhere Self-service

Customers not only expect your business to be available when they need it, but also in the channels they want to use to interact with you. Five9 IVA operates as a 24x7 always-on **digital workforce** across voice and digital channels at a fraction of the cost of live agents.

Human interaction is conversational by nature. It's an easier, more natural way for customers to ask their questions, express their needs, and get resolution. Five9 IVA delivers a similar conversational experience for automated interactions. It also lowers service costs by handling interactions typically managed by live agents. When self-service works, it delivers an experience that customers appreciate and come back to again.

Integrated Virtual and Live Agent Support

Five9 IVA offloads the low-value, repetitive interactions that do little to boost agent engagement and satisfaction. This frees agents to focus on more high-value interactions that not only make their jobs more interesting and rewarding, but drive customer satisfaction and loyalty.

“When the whole concept of the IVA came up, I was excited because I knew that we would be able to do something that hadn't been done.”

Alivi

If a live agent is needed during an IVA session, the system uses context such as customer identity, intent, and other CRM data to find the person best equipped to resolve the issue. Five9 IVA transfers details of the IVA interaction with the customer to help the live agent understand the context so they can continue seamlessly where the IVA left off. Five9 IVA can also collect information from customers before sending them to live agents to reduce handle time.

One Platform for Voice and Digital IVAs

Five9 IVA Studio is a single, cloud-based, no-code development platform that lets you quickly build, deploy, and manage Five9 IVAs across voice, web chat, SMS, social messaging, and other interaction channels. You can quickly create visual conversational workflows by dragging-and-dropping tasks that define the IVA flow. Or you can use a task library of pre-defined templates for common and industry-specific actions.

Benefits

- Reduce service costs by offloading low-value interactions
- Expand service capacity without increasing hiring
- Provide anywhere, anytime access to intelligent self-service

Features

- Intelligent self-service across voice and digital channels
- Seamless handoff from self-service to live agents
- Single, unified platform to build, deploy, and manage all your IVAs

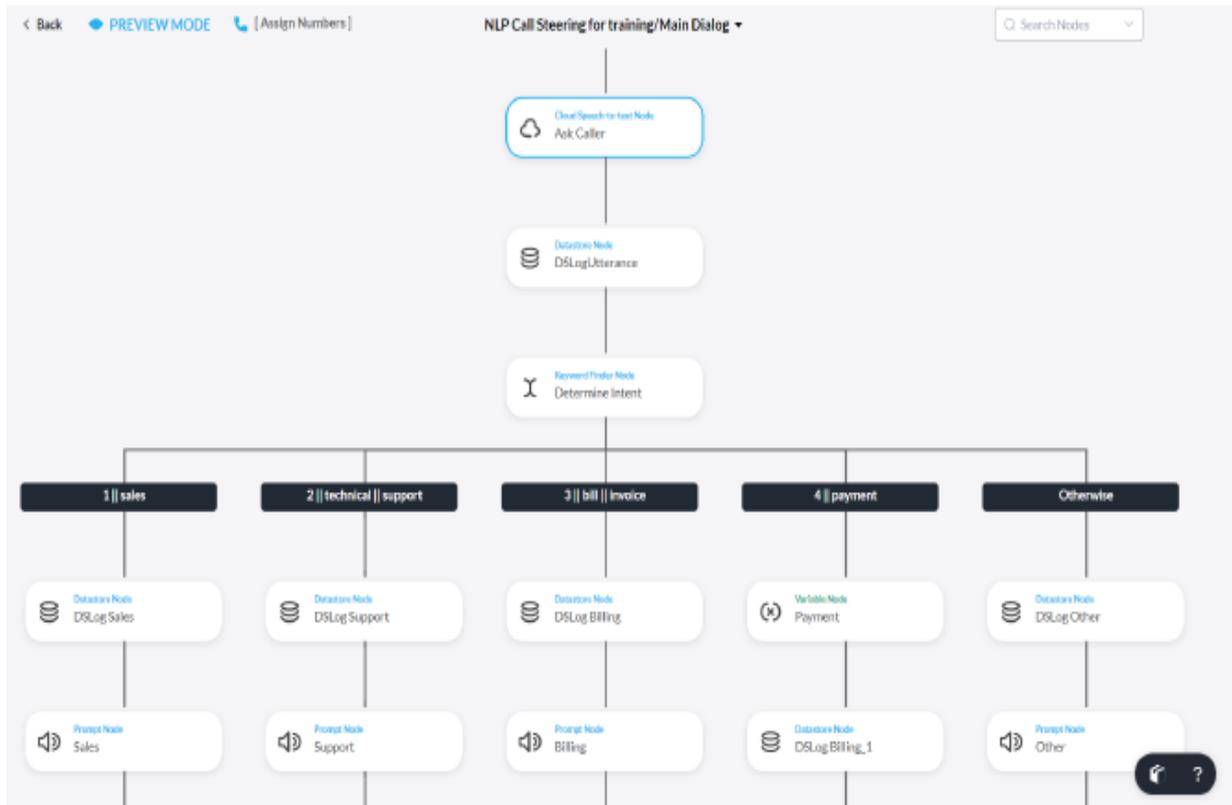


Figure 1:

Five9 IVA uses a visual, drag-and-drop approach to workflow design.

Five9 IVA Studio helps you monitor IVA execution and discover actionable insights to help optimize IVA performance and continually improve the self-service customer experience. Unparalleled flexibility and control simplify deployment of engaging workflows that address your unique business needs and rapidly deliver business benefits.

Voice Self-service with a Human Touch

It's critically important for conversational AI systems to understand verbal cues like tone and sentiment in addition to words. Five9 Voice IVA detects these verbal cues in real time during voice interactions. Detecting cues for joy, fear, sadness, anger, analytical, confidence, and tentative allows Five9 IVA to tailor responses on the fly, which enhances the experience.

Five9 Virtual Voiceover includes a library of 25 voice avatars for Five9 Voice IVAs using advanced synthetic text-to-speech technology that is incredibly human-sounding. This eliminates the need for costly voice talent and studio time to modify or create new voice prompts. It's as simple as typing in or editing text for the avatar to speak. Select a voice that best reflects your company's brand, or the Five9 team can help you [create a custom brand voice](#) at a fraction of the time and cost of using traditional voice talent.

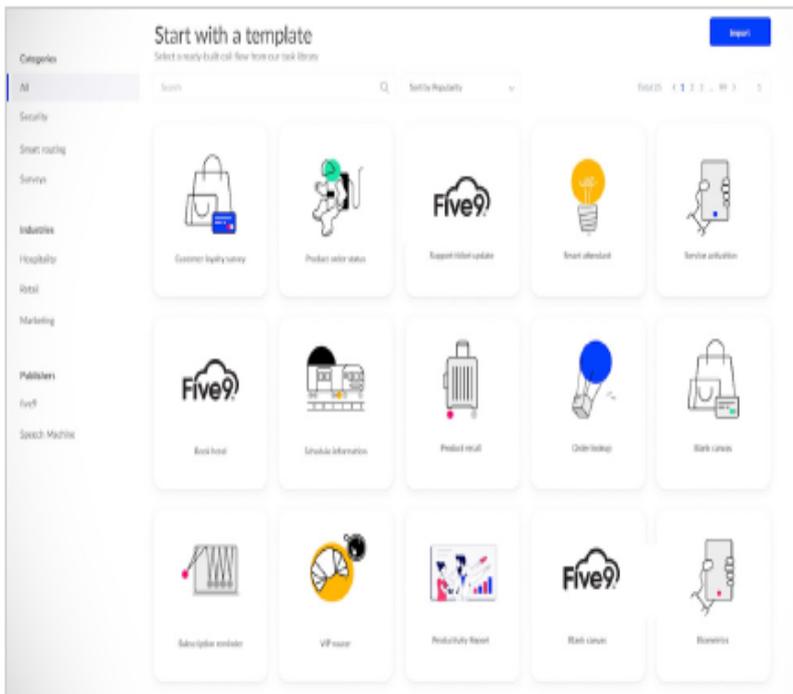


Figure 2:
Five9 IVA's quick-start workflow design includes pre-built task templates.

AI-Driven

- Natural language processing (NLP)
- Sentiment analysis
- Speech recognition
- Natural human sounding, synthetic voice library

Intelligent Self-service

- Seamless IVA to live-agent transfer
- Intelligent interaction routing
- 24x7 access
- Multi-language support

Single, Unified Platform

- Voice and digital channels
- No-code, visual workflow designer and pre-built template library
- Detailed IVA performance reports
- Secure and compliant

Intelligent Self-service for Digital Channels

Customer preference for using digital channels increased 26% in the last year to 43%, according to the annual [Five9 Customer Service Index report](#). Five9 Digital IVA extends Intelligent self-service to digital channels to help you meet this increasing demand.

A unified approach to messaging for web chat, SMS, and social channels lets you reuse a single IVA workflow across channels. This allows you to provide consistent

customer experiences and eliminates the need to develop and support channel-specific workflows. Tight integration between Five9 IVA and agent-assisted channels ensures that your customers enjoy a seamless, continuous experience whether working with a virtual or live agent.

Learn More

Learn more about how [Five9 Intelligent Virtual Agent](#) can help you reimagine the self-service customer experience.

4.10 Report outages — either partial or complete outages.

Five9 automatically notifies customers of planned outages. In the event of an unplanned outage, Five9 initially contacts customers via email and phone, and continues delivering updates at regular intervals until the incident is resolved. The customer system status portal

also allows a customer to configure automatic text and email notifications of system disruptions.

✓ **Automated tools**

Five9 offers a CCaaS solution, which means most system management and IT functionality, including debugging and system performance diagnostics, is managed by Five9.

Five9 provides real-time system status and access to all of our clients via the Five9 Customer Portal (access requires authentication), as well as both email and IVR options for real-time customer notification of service events. The portal also allows a customer to configure automatic text and email notifications of system disruptions. Additionally, Five9 provides multiple, customizable alarming options within the system configuration.

Five9 maintains Network Operations Centers which live monitor all systems, as well as constantly monitoring call quality. Five9 takes a MOS score for each of the seven telephony carriers that are terminating into each data center. The MOS score is used to judge call quality and considers static, echo, and jitter. Five9 automatically switches from one telephony carrier to another in the event the MOS score is too low. A second level of monitoring is conducted at the two co-location facilities where the respective NOCs monitor environmental systems that may affect operations. Five9 provides real-time system status and access to all of our clients via the Five9 Customer Portal (access requires authentication), as well as both email and IVR options for real-time customer notification of service events. The portal also allows a customer to configure automatic text and email notifications of system disruptions.

✓ **ACD/In-Bound Call Routing:**

ACD calls can be routed to specific announcements or queues based on area code/exchange code/ANI/DNIS, dialed number, call type, time of day, day of week, user-defined schedules, last agent, result of customer's last interaction, and data retrieved from a CRM or other system. Skill Groups are created and managed through the Five9 Administrator.

Administrators can manage skill assignments and define skillset levels per agent. Five9 uses agent skillset ratings as a means to improve the likelihood of routing a call to an agent who is better at that particular skill. Agents can be ranked from 1-10 on any skill. If more than one agent is available in a skill with an impending call, the call will route to the agent who is rated higher on that particular skill. Skill assignments can be changed per agent but using a User Profile allows administrators to make changes by bulk. Skill group settings can be changed on the fly without affecting calls in progress.

Five9 supports 100 call priority levels. Inbound and outbound calls are assigned a configurable, initial call priority based on the campaign profile. Outbound call priorities can be modified through workflow rules that can automatically change a campaign workflow. Inbound call priorities are changed in the IVR Skill Transfer Module. Priorities can be changed by constant values or by an amount stored in variables. Since the IVR script can incorporate data directed routing, conditional routing, and routing based on contact center metrics, administrators have virtually unlimited options for determining which calls to prioritize, by how much, and under what conditions. Five9 can utilize specific caller information, such as ANI or account number, to increase the priority of specific calls being transferred to specific skill groups. Five9 can also take caller information and retrieve additional business logic from your CRM to prioritize routing callers accordingly.

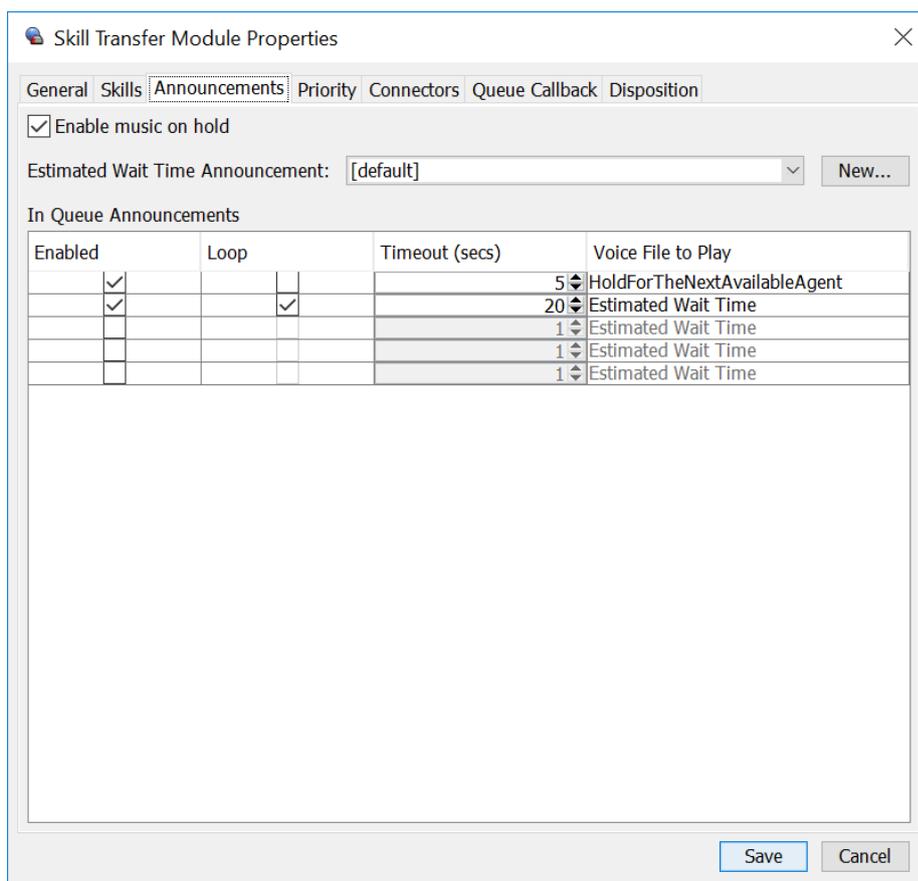
Last Agent is a value that can be stored and used for future calls. The Five9 system can be configured to look for the last agent to handle the call and then route the returning caller to that individual. For text-based interactions, the Agent Stickiness feature can be utilized. This feature enables the system to manage the distribution of text interactions instead of the ACD. Before an item is distributed, the system determines which agent assigned to that profile handled the previous interaction with the returning contact.

How calls get routed is completely at your discretion. Five9's IVR is capable of routing calls and interactions in virtually any manner your administrator chooses. The module enables your administrator to set the maximum number of seconds that the phone rings before the call is pulled back and routed to the next available agent. Within the IVR, a system lookup can be done to determine current statistics such as calls in queue, and route the call based on the result of that lookup. This allows for load balancing and service level adherence. Queue leveling can also be accomplished through a Workflow Automation action which monitors queues and based on configurable thresholds (e.g., SLAs, number in queue, or average time in queue), agents can be added to / deleted from desired skills. Agent groups and specific agents are assigned to specific single or multiple skills (queues). Priority is set per agent or agent group, with the lower priority routing being used as overflow for skills that may have higher call volumes.

Five9 provides omnichannel self-service, segmentation and routing, skills-based routing to agents, and full report and analytics insight. Context is maintained at an individual interaction level, across a conversation thread, and in the customer journey record of all interactions that the customer has had with the business. The agent is presented with a view of interactions with the customer across all channels, including the interaction that the customer has had with the Five9 IVA. A customer can elect to move from one channel to another—for example, moving from a chat in-queue to a voice call, or this can be proposed by the agent to deliver a better customer experience. As an example, an agent on a chat or voice call with a customer could escalate to a video engagement session while still maintaining the original contact channel. Full visibility to omnichannel engagement is shown in the supervisor application, in performance dashboards, reporting and analytics, and WFO.

Five9 offers several callback solutions, including virtual hold, allowing customers to schedule a callback time, as well as the ability for agents to schedule personal and group callbacks. If callers choose to be placed into queued callback, Five9 will hold their place in the queue. When an agent becomes available, the call is then routed to an agent. Simultaneously, Five9 places an outbound call to the customer. When the customer answers, they hear the agent's voice. Alternatively, customers can have an option in the IVR to schedule a callback, choosing the date and time. Callback reminders may be assigned to a specific agent or to a skill. Supervisors can also see pending requests and redistribute them as they see fit. Agents can also schedule callback reminders.

Greetings on IVR menus are completely configurable using Five9's graphical drag-and-drop call flow scripting engine. Any WAV file can be used, as can text-to-speech. Announcements on hold are configurable in any order, including playing different messages depending on how long the caller has been waiting and can be configured to be one time or repeating.



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A voicemail mailbox is automatically created on the Five9 platform for each new agent. A corresponding icon appears in the softphone interface. Each skill you route calls to may also have its own Skill Voicemail group mailbox. At any point in an IVR script, a caller can be offered the option for, or routed directly to, the designated mailbox to leave a message. Those messages can either be automatically routed to the appropriately skilled agent or manually retrieved. Both individual and skill voicemails can be accessed from the Agent, Supervisor, and Administrator applications. Agent voicemails can also be accessed from a call-in number. Administrators can control which agents in a skill receive voicemails. Agents can also optionally be given the ability to control their availability to receive Skill Voicemail. If a caller is recording their message in the queue callback, and an agent becomes available while leaving the message, the caller will be transferred to the agent immediately.

Five9 can automatically attach voicemails to a database or CRM platform. IVR options that were selected are available via Five9's reporting tools and are not part of the voicemail attributes. Five9 tracks all details about all inbound and outbound calls, whether or not they connect to an agent. If desired, outbound campaigns can be set up to automatically call back abandoned calls.

The agent user interface provides an Activity tab that displays all of the interactions an agent has processed. These can be filtered by type, campaign, and time. In addition, for every interaction, the agent can view the history of interactions with that customer across all channels and agents.

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✓ **List languages are supported.**

Five9 has an externalized string architecture for agent, supervisor, and administrator interfaces, enabling international language support. Currently we support English, Canadian French, French, Spanish, Brazilian Portuguese, German, Polish, Dutch, Norwegian, Swedish, Danish, Finnish, Japanese (Kanji), and are working on simplified Chinese. The Five9 IVR currently supports text-to-speech in U.S. English, Mexican Spanish, French Canadian and Portuguese out of the U.S. data centers. EMEA data centers support British English, German and Spanish. Our prompt driven IVR allows different language prompts to be loaded into the Five9 platform. Each prompt may be designated as "multi-lingual" so as to simplify the creation of a single script that supports multiple languages. The Five9 IVR currently supports text-to-speech in American English, Mexican Spanish, French Canadian, and Portuguese out of the U.S. data centers. EMEA data centers support British English, German and Spanish. Our IVA supports more than 125 languages and language variants for speech recognition and more than 180 text-to-speech voices across 30 languages.

✓ **Interactive Voice Response (IVR):**

The Five9 IVR provides intuitive, visual design tools for contact center administrators to create excellent customer experiences. This includes self-service, data-directed, and customer segmentation to guide callers efficiently to the best available agent. Because the Five9 IVR, inbound ACD and outbound dialer leverage the same engine, it is possible to create call flows that seamlessly blend automation and live agents.

Robust IVR functionality can interact with customers and external web services to verify customer information and provide self-service options. With the Five9 Call Variables feature, your administrators can design sophisticated IVR script logic that retrieves and attaches call data from both internal and external sources (via web services). This ensures that each caller's self-service or agent-assisted experience is uniquely tailored. The IVR routes calls

using configurable workflows called IVR scripts. When a call is answered by the script, it automatically moves the caller from one module to the next, processing the call as designed by your script until it is transferred to an agent, voicemail, or another destination. The scripts enable a virtually unlimited number of possible configurations and routing schemes, including self-service, data-directed routing, regional routing, ANI-routing, conditional routing, and dynamic routing based on real time queue metrics. Scripts can function alone or in concert with one script passing control to other scripts or calling them as subroutines, including passing variables to and returning variables from the called script. Five9 also provides a Visual IVR option that creates an HTML version of the IVR script that can be used by mobile phones, tablets, and websites.

Five9 Intelligent Virtual Agent enables every business to access the advanced technology required to automate basic customer interactions, delivering ‘digital workers’ that enables both dramatic cost savings and human agents to focus on high-value activities.

- **A comprehensive drag-and-drop UI:** All virtual agent applications can be configured and managed via a browser-based, no-code, visual builder. Using Five9 Studio, non-technical business users can create content across multiple channels and IVA tasks.
- **A gateway to conversational AI from leading cloud providers:** Five9 IVA brings together a selection of market leading AI and speech services with the flexibility to switch between vendors at any time. Whether one needs NLP from Amazon, tone-analysis from IBM Watson, or text-to-speech from Google, one can easily access these tools using pre-built connectors within the UI.
- **Omnichannel:** Five9 IVA supports both voice and text-based channels including SMS, WhatsApp, and web-based chatbots. Channels can share common reporting within a single web front-end.
- **Multi-lingual capabilities:** Support for more than 125 languages and language variants for speech recognition, and more than 180 text-to-speech voices across 30 languages.
- **Pre-packaged integrations and tasks:** Five9 IVA provides access to a library of pre-configured IVA tasks, allowing organizations to design IVAs with minimal experience. Additionally, the task library includes integrations to popular CRM platforms, such as Salesforce, and CPaaS platforms, like Nexmo. Five9 IVA is also fully PCI compliant and provides more than 15 different payment gateways for credit card processing.
- **Active Voice Biometrics:** Five9 allows the captured of a voice phrase and use that as an authentication key to validate the caller is who they say they are.

The Intelligent Virtual Agent utilizes best of breed companies such as Google, IBM Watson, and Amazon Lex. The goal with all of our IVA deployments is to make the user experience as natural as possible. No matter the channel used, we utilize tools such as Google Dialogflow to create a conversational experience between your end customer and the AI bot. For voice, we will transcribe their utterances in real time, and process each statement to determine the caller’s exact intent. If anything is missing from their statement, the AI bot can ask to follow up questions to ensure the customer achieves their end goal. Once an intent is found, the IVA will make API calls into the Customer systems to get any and all of the

information the customer has requested, and we will play it back in Voice (TTS) or text if the channel is chat or SMS. In addition, the IVA can front end all stores with the exact same user experience, but dynamically change based on inbound number dialed. For example, we can customize location, hours, directions per store simply by looking up data in an internal or external table and dynamically play back relevant information to the customer. Our IVR provides built-in customer input reporting along with 19 IVR-specific reporting templates which capture the data and time along with the IVR path, activity, and abandoned calls both within the IVR and the queue.

With other solutions this tracking needs to be manually added to the application, causing more time and expense in the IVR development process. When enhancements are made to the IVR flow such tracking is often forgotten, making analysis of successful or troublesome call flows extremely difficult, if not impossible.

Five9 includes a comprehensive survey capability that can be run on inbound calls or as part of an outbound follow-up campaign. Your administrators build surveys using Five9 IVR drag-and-drop scripts that can include any desired metrics. Dialing lists may be derived from the results of these post-call surveys or from any other survey data and executed in a Five9 outbound campaign.

Surveys can be attached to both voice and text interactions. Either a text-based or a short visual feedback survey can be presented to customers. A voice recording capability can also be attached should the customer wish to leave a detailed message.

Inbound callers can be included in surveys in a variety of ways, such as:

- Caller opts-in to a post-call survey in response to an IVR prompt.
- Specific inbound call queues can be set to automatically transfer callers to a post-call survey when the inbound call with the agent is completed.
- Agents can offer a post-call survey and transfer callers to it.

For follow-up surveys, a disposition can be configured by your administrator to send an email to a contact's email address, provide a link to Survey Monkey, or utilize another survey solution. Caller responses to surveys are stored in the call detail records and are immediately available from the Five9 Reporting portal. Five9 post-call survey results may be aggregated in reports with multiple other contact center data, metrics, and call recordings, and scheduled for regular distribution in a variety of formats or exported to external CRM or data warehousing applications.

4.11 Call Recording:

The Five9 Virtual Contact Center can record calls in simple WAV file format. Settings can be configured at the agent or campaign level to record 100% of all calls or a percentage of calls by call type. The agent can also be extended permission to dynamically turn recording on and off. Five9 standard recording features include cradle-to-grave recording. Recorded interactions that are transferred between multiple agents are mapped to a single interaction ID.

Five9 Quality Management helps meet PCI and HIPAA standards by automatically encrypting your recorded media to 256-bit encryption standards. The solution offers stop and

start recording capabilities to prevent Sensitive Account Data (SAD) and Primary Account Number (PAN) from being captured during recording. This process satisfies sections 3.2 and 3.4 of the PCI-DSS specification preventing the storage of SAD and PAN even if encrypted.

Five9's Secure Payment Capture solution provides customers with the ability to securely process a credit or debit card transaction using a customized Payment User Interface ("Payment UI") and IVR application. The Secure Payment Capture solution provided by Five9 enables the customer's agent to initiate a payment operation on behalf of the caller by triggering a web-connector (button) in the Five9 Payment UI to display a pop-up window that initiates the payment collection. Payment information collected by the customer is never stored on the Five9 database, or in log files and is only transacted with the customer's payment processor via customer provided web-service interface. The Five9 solution will be implemented through a combination of IVR configurations and a custom HTML and JavaScript page that interacts with the Five9 Adapter using the Five9 Virtual Contact Center (VCC) Agent REST API.

4.12 Workforce Management/Optimization:

Although not currently in operation, the Board would like to implement Workforce Management in the first year of the new Solution.

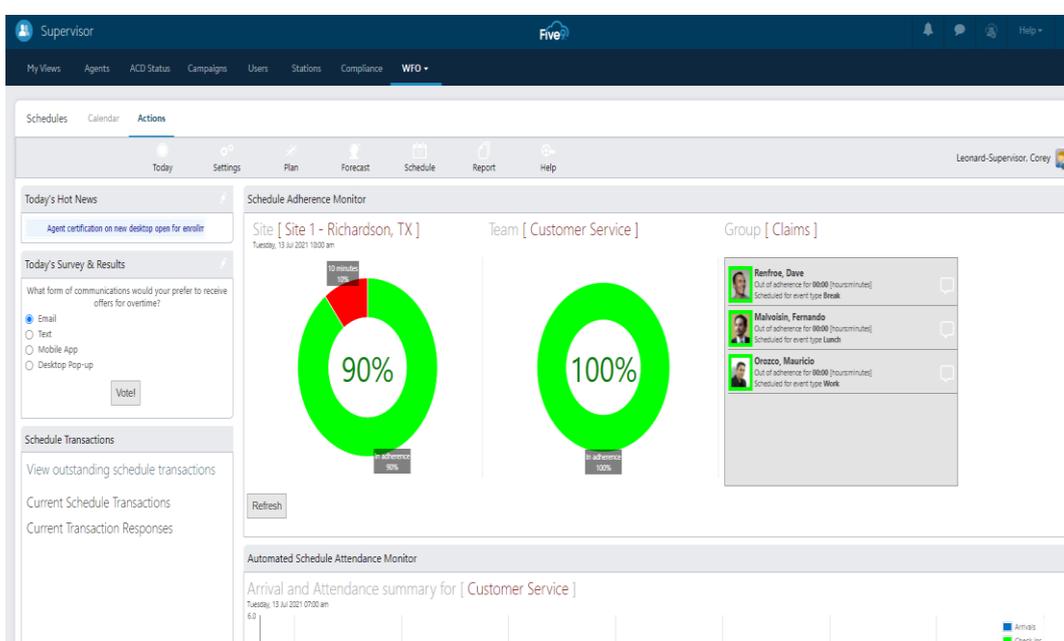
- a. Forecasts that include annual, quarterly, monthly, daily, and ad-hoc intervals, Five9 Workforce Management provides a powerful, enterprise-ready workforce management solution. With rapid implementation, you'll realize a faster return on investment. Plan, optimize, and manage with a single solution that's interactive and customizable for end users. The scalable, flexible solution allows you to easily expand to multiple locations. Our WFM solution is strategic in addressing staffing concerns, utilizing a proactive approach, ensuring that optimal productivity is maximized, while still meeting the scheduling needs of your employees.=

Included features:

- Six different forecasting methods including annual, quarterly, monthly, daily, and ad-hoc intervals
- Single and multi-skill forecasting
- Culturally sensitive rules-based scheduling with agent preferences
- Extensive report library
- Schedule optimization
- Intraday management
- Automatic Reforecasting
- Real-time agent adherence
- Interactive agent shift bidding
- Detailed cost of schedules
- Vacation\Event Management
- Make "On the fly" Schedule Adjustments with auto notification
- Agent Portal
- Mobile App (Add-On)

Real-time adherence viewing tool

Five9 WFM supports very comprehensive tools for administrators and supervisors. These include Agent Schedule reports, Schedule Analysis reports, Adherence reports and Administrative reports. The solution provides several distinct views of adherence. Those views include a real-time dashboards, visual alerts, daily views and historical views. The real-time view displays in and out of queue statistics throughout the day at the agent level. In addition, with a right click supervisors can view all the agent transactions (lamp states as well as disposition codes). Users can message the agents in real-time via included pop-up and memo notifications. Our automated attendance feature allows administrators to drag and drop agents into late or out for the day, once completed the agent's supervisor will automatically be notified and the agent schedule will reflect the newly updated status.



4.13 Value Add Options:

- a. Automated outbound calling
We support click to call, along with the following outbound dialer modes (Predictive, Power, Progressive, Preview). We also can enable your domain for a complete auto dialer (requires compliance review). Five9 also supports a complete TCPA dialer (to comply for any Manual Touch Mode requirements).
- b. Email routing and management
Five9 enables organizations to handle email customer interactions from email clients, web forms, and mobile forms. NLP and extended email header information provides intelligent routing capabilities based on topic, sentiment, and prior exchanges. For example, an incoming email can be routed to the agent that sent the prior response. Emails can also be manually selected by agents. Emails, along with all other interactions are presented and handled in a unified agent desktop application.
- c. Web chat routing
Five9 Web Messenger provides rich media and controls for web chat. Chats can be initiated by customers, offered proactively by behaviors, or offered using personalized invitations. Routing can be based on NLP topic, sentiment, and category or picked by agents. Chats from CRM and third-party applications can be routed as objects (External Routing Gateway) or as messages (Messaging API). Agents can move customers seamlessly across channels for multimodal interactions. All messaging interactions (chat, SMS, social) are handled in a unified interface and configured with a unified admin portal. Unified reporting and real-time monitoring are provided. Customers, partners and third-party SMS gateways can be seamlessly integrated with the Messaging API and inherit all characteristics of standard Five9 messaging channels.
- d. Short message service (SMS) routing
The Five9 Messaging application provides an agent with a unified messaging interface that supports SMS, Chat, and social channels. Inbound messages may be processed in a variety of ways, including multiple routing configurations, message content-based routing, and self-service menu operations. Service level can be configured in the Administrator application and service level alerts can be configured in the Five9 Supervisor application. Five9 can also support integration with third-party SMS providers as well.

Five9 SMS features include:

- US/Canadian DID and TFNs
- Short codes
- 1-way, and 2-way agent Interactions
- Scripting of inbound message handling
- Agent initiated outbound texts

- Message content-based inbound routing
 - Skills-based routing
 - Last agent routing
 - Multiple DID configurations
 - Bulk outbound messaging
 - Proactive Notifications
 - Multi-Media Messages (MMS) support (US and Canada)
 - Screen pop for incoming SMS
 - Opt-in/Out Service with custom Opt-In/Out keyword and message configurations
 - Auto Responses
 - Comfort messages
 - Agent templated responses
- e. FAX routing
Five9 supports e-fax through integrations with third-party applications. E-faxes are routed to agents based upon skill or campaign, similar to how emails are routed. Five9 can route e-faxes with other media types to agents. How many of each interaction type and what interaction types an agent can receive and manage are set in the Five9 Administrator application.
- f. Social media routing
When a customer sends a social message to monitored social platform, the message is picked up by our routing engine. The Five9 platform either services the message by using a Digital Virtual Assistant or assigns the social message to an agent based on the defined routing logic, including availability, message topics, skills, and prior customer history. The agent simply accepts the message, like they would a chat, and begins interacting with the customer. All Social Media interactions can be reported on uniquely based on channel or aggregated into a single category.
- g. Multimedia routing
The Five9 ACD offers intelligent skills-based routing that can make decisions based on business rules defined by your administrator. Routing rules may be data-driven, conditional, and adaptive. Five9 enables a virtually unlimited number of possible configurations and routing schemes, including self-service, data-directed routing, regional routing, ANI-routing, conditional routing, and dynamic routing based on real time queue metrics.

Five9 Digital Engagement provides your agents the tools they need to communicate with customers across all channels, escalate between channels, and know about previous interactions. Agents can be granted access to some or all of the available

channels, according to your business needs. Multi-channel agents can easily move between channels with the customer in order to communicate effectively. Context from previous interactions is available as is customer behavior in self-service channels such as IVR and web, allowing agents to pick up where the customer left off in their journey.

Our email, mobile, chat, video and social applications are powered by a set of intelligent technologies to enable your business to deliver an amazing customer experience consistently. Five9 uses a Natural Language Processing engine to filter and categorize interactions, eliminate spam, and determine sentiment. It uses a business rules and routing engine to prioritize and distribute interactions to the appropriate agent based on your unique business policies, helping your agents resolve issues quickly.

4.14 Industry Regulations and Compliance:

h. Payment Card Industry (PCI)

Five9, as a Level 1 PCI DSS Service Provider, engages an Independent Qualified Security Auditor (QSA) to perform an annual assessment of the Five9 control environment covering all 12 PCI DSS requirements for the design, implementation, and continuous improvement of controls for safeguarding cardholder data and sensitive information. Five9 has received our annual Report on Compliance (ROC) and an associated Attestation of Compliance (AOC). Customers who order the security features required to comply with the PCI DSS standard including encryption of voice in transit (SRTP or VPN) and encryption of call recordings at rest (Encrypted Storage) are provided a PCI compliant environment for their Contact Center services. Five9 provides a variety of PCI/HIPAA call recording solutions to choose from. The system can be configured to provide post recording redaction of PCI data based on agent activity in their desktop applications to be PCI-DSS compliant. The system can also be implemented using the SecurePay IVR which will remove the agent from the scope of the PCI Cardholder Data Environment and collect the data via an automated IVR integrated to send payment data to your payment processor or merchant bank.

Five9 does not perform payment processing, but can with our SecurePay feature, send payment information to your merchant bank for processing.

In accordance with PCI DSS and HIPAA, Five9 accumulates, stores, and continuously analyzes logs from firewalls, intrusion detection systems, advanced threat awareness protection systems, file integrity monitoring, other security sensors, hosts, databases, and other components of infrastructure to monitor and report on uptime, availability, and security of the stack. With respect to PCI DSS, Five9 has all of the relevant administrative, physical, and technical safeguards in place and operating effectively.

- i. **Health Insurance Portability and Accountability Act (HIPAA)**
The Five9 solution is certified as HIPAA and HITECH compliant and will support storage of Personal Healthcare Information (PHI) in call recording, chat transcripts and email transcripts. Five9 will agree to sign a Business Associate Agreement (BAA). The features we require customers to order in order to store HIPAA data include Encrypted Storage for call recording and an encrypted connection between the agent and Five9 for call traffic (SRTP or VPN). Additionally, if the customer is planning to place any ePHI in the contact record, agent notes or worksheets, the customer must order the Encrypted VCC Database option which will encrypt the CCaaS database at rest.
- j. **Statement on Auditing Standards No. 70 (SAS 70)**
Our SOC 2 Type 2 attestation performed in accordance with AT 101 covers the AICPA Security and Availability Principles in relation to the Virtual Contact Center Stack. Our report addresses security controls that are relevant to data protection and HIPAA safeguards, and is conducted by Cyberguard Compliance, LLP of Orange, California. Also note that our co-location service providers have SSAE 18 SOC 2 Type 2 attestations of their own.
- k. **Other relevant regulations**
Five9 has designed and implemented administrative, physical, and technical safeguards in accordance with several data protection laws, regulations and standards including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI DSS), the EU General Data Protection Regulation 2016/679 (“GDPR”); United Kingdom General Data Protection Regulation applicable by virtue of the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (“UK GDPR”).
 - SOC 2 Type 2 - Five9 performs an annual SSAE SOC 2 Type2 which can be shared under NDA.
 - ISO-27001 - Our administrative safeguards include an information security management process developed to align with ISO 27001/27002. Five9 is seeking to get certified during 2023.
 - PCI-DSS - Five9, as a Level 1 PCI DSS Service Provider, engages an Independent Qualified Security Auditor (QSA) to perform an annual assessment of Five9’s control environment covering all 12 PCI DSS requirements for the design, implementation, and continuous improvement of controls for safeguarding cardholder data and sensitive information. We align our protocols and ciphers with PCI and NIST requirements.
 - HIPAA - Five9 is certified as HIPAA and HITECH compliant, with a Type 1 attestation dated October 2022.

✓ **Supervisor Portal or Laptop/PC Tools:**

Five9 Supervisor Plus gives your contact center supervisors the tools they need to ensure the highest quality customer interactions, sales, and service. The web-based application displays real-time statistics for queues, campaigns, and agents, allowing supervisors to manage resources efficiently and effectively. Data visualization including customizable views and

multi-conditional alerts allow supervisors to focus on what's most important to your business. It makes monitoring and communicating with agents easy, and allows supervisors develop their agents' skills through observation and guidance.

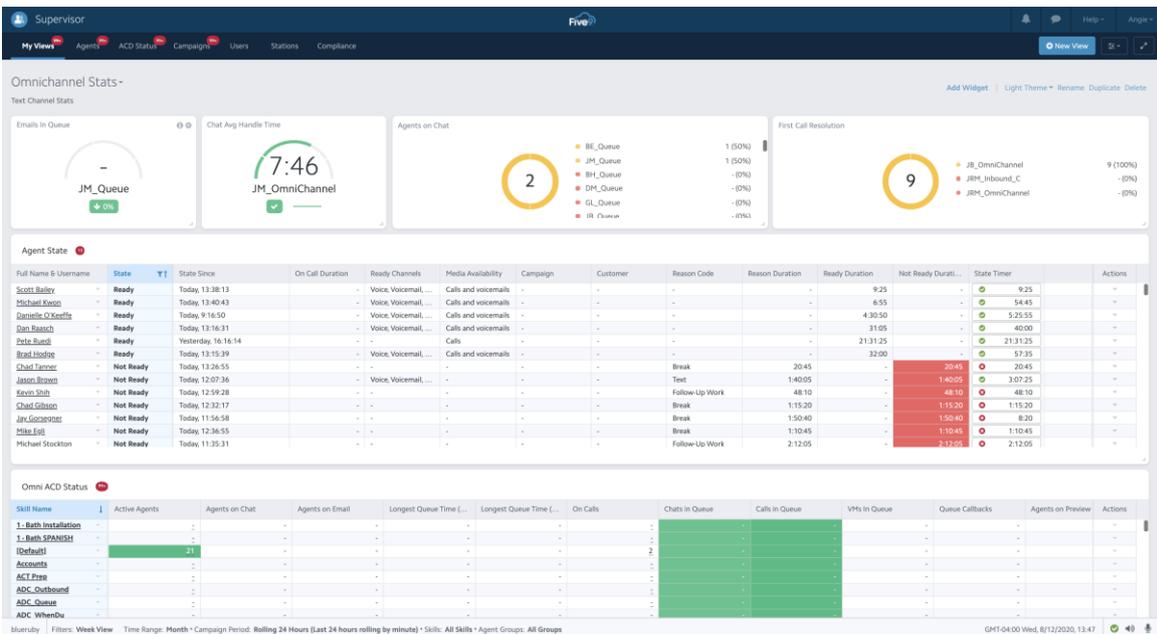
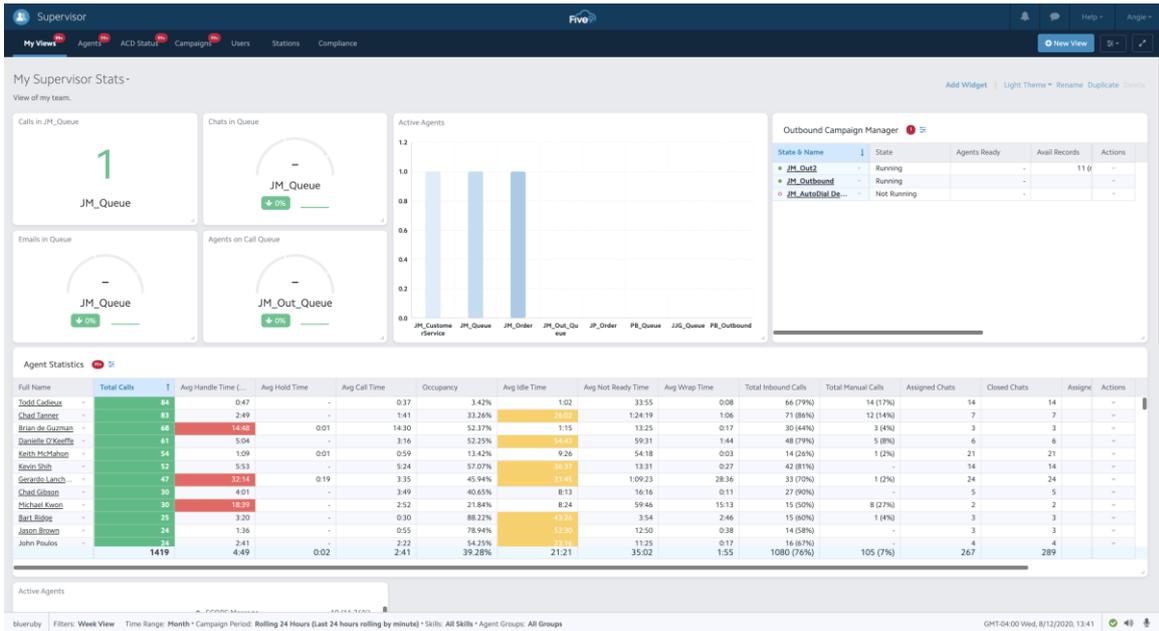
Five9 Supervisor Plus allows supervisors to find and monitor agents in real time. Timely and prompt feedback can have a measurable impact on agent behavior as it relates to compliance with company standards, efficiency, and effectiveness. To make it easy to optimize for certain behaviors, supervisors can sort, filter, and search for agents using a range of variables including name, queue, and call log. Supervisor Plus offers tools for managers to listen, coach, and monitor real-time interactions for quick feedback to improve performance. In a real-time call, supervisors can choose to intervene or silently coach agents. Managers can access recordings of previous calls and reference coachable moments to further improve training.

4.15 Real-Time Monitoring and Reporting:

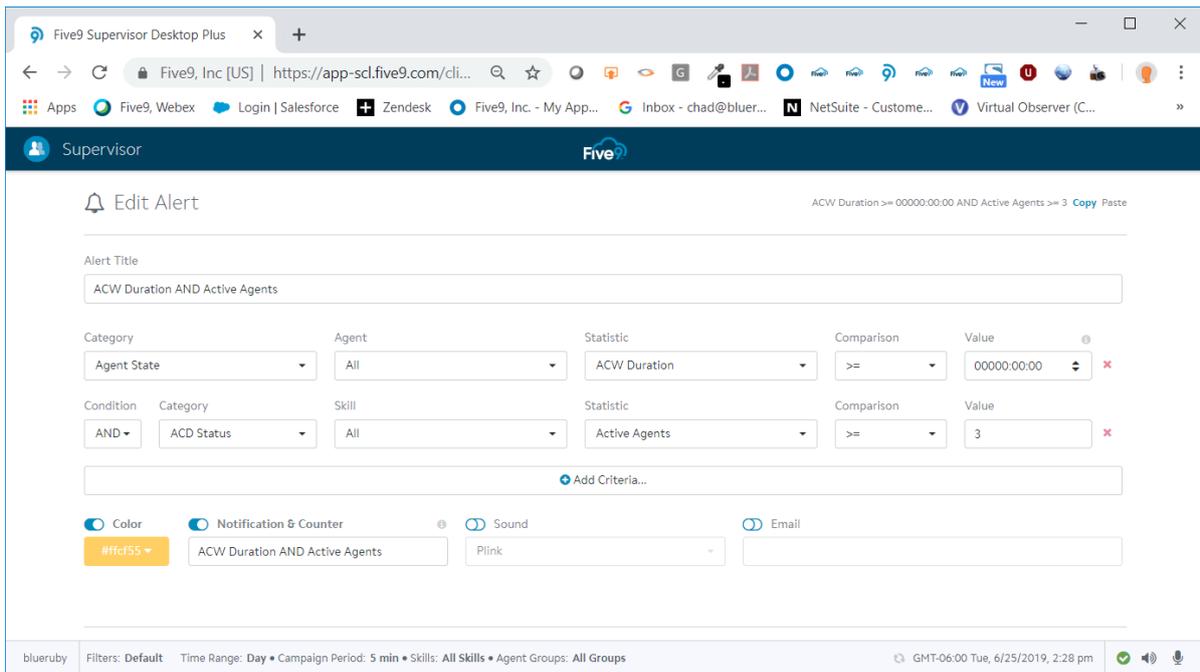
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From the Five9 Supervisor Plus application, supervisors can start and stop campaigns, reset list dispositions, and manage agent skills. They can also log out users, send test calls, and monitor agents in real time.



Five9 Supervisor Plus users can easily create their own real time alerts for almost any KPI in the contact center. The Supervisor would first choose a category such as ACD Status, Agent State or Agent Statistics. They can then filter down the results. Typical filters including skills or agents. The Supervisor then chooses the Boolean comparison and value. The Supervisor can add four additional conditions. The Supervisor finishes by choosing the alerting color, sound and destination email addresses of the alert.



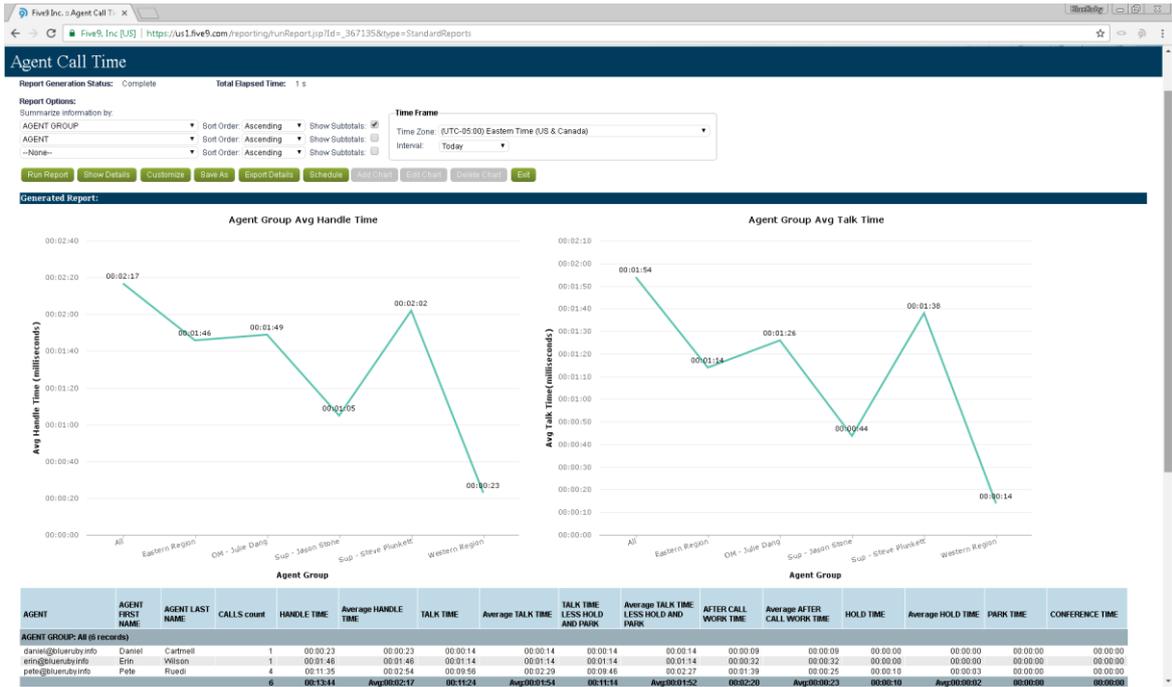
One of the unique challenges WFM professionals face is making required schedule changes in real-time. Five9 WFM provides schedule adjustment plans with the goal of managing the ups and downs of workforce needs throughout the progression of a day. Managers can create, save, and re-use an unlimited number of strategies allowing for the increase, decrease, or refinement of staffing levels. With Five9 WFM, managers won't need to manually change schedules or start over every time operational adjustments are needed. They instead leverage past experiences to quickly implement proven plans that work. Hundreds of changes and agent notifications can be made with only a few simple clicks, virtually eliminating time-consuming schedule modification processes.

✓ **Historical Reporting:**

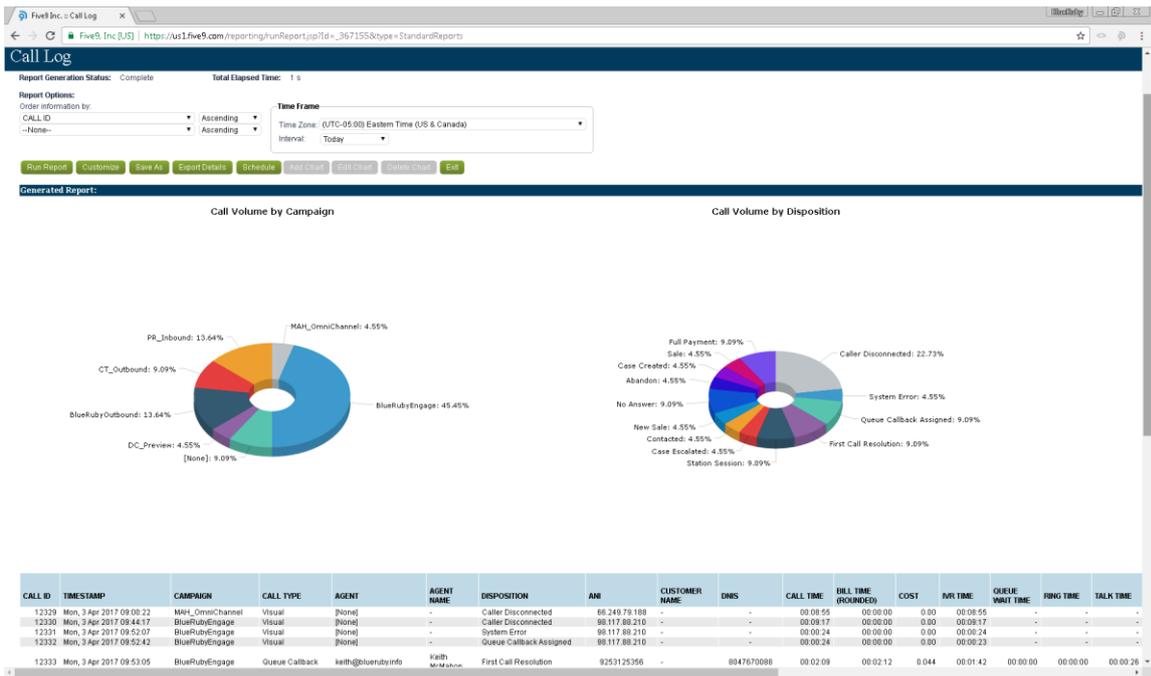
Five9 includes robust reporting capabilities. All the activity of your contact center is memorialized and may be accessed via the Five9 reports portal, a reporting web service, or sent via email or SFTP to whomever, whenever you designate.

Both real-time and historical reports provide statistics and key performance indicators to allow executives and supervisors to monitor the contact center, improve reaction time to interaction volume, and manage agents more effectively. Five9 provides in excess of 140 standard reports. Each report, answering a commonly asked question in the contact center, acts as a template for creating custom reports. The customization engine supports multiple views, the ability to drill-down into individual calls and metrics, review of customer interaction outcomes, and a robust set of filtering options all designed to make it easy to access the data you need to succeed with Five9. This easy-to-use Report Creation Wizard guides non-technical users through the steps required to create or modify reports.

Below are examples of a few such reports both inside the Five9 reporting portal, and in PDF format - one of the many formats available for automated delivery.



Sample Agent Call Time report



Sample Agent Call Log report

Agent Call Time

Report Criteria:

Start: Sun, Aug 2, 2015 12:00 AM, America/New_York
 End: Wed, Sep 30, 2015 11:59 PM, America/New_York
 Agent State: On Call
 Long calls: 800
 Short calls: 10
 Long parks: 300
 Long holds: 300
 Long After Call Work: 800
 Short After Call Work: 0

AGENT	AGENT FIRST NAME	AGENT LAST NAME	CALLS count	HANDLE TIME	Average HANDLE TIME	TALK TIME	Average TALK TIME	TALK TIME LESS HOLD AND PARK	Average TALK TIME LESS HOLD AND PARK	AFTER CALL WORK TIME	Average AFTER CALL WORK TIME	HOLD TIME	Average HOLD TIME	PARK TIME	CONFERENCE TIME
AGENT GROUP - (570 records)															
aaron@bluewin.com	Aaron	Two	1	00:01:11	00:01:11	00:00:00	00:00:00	00:00:00	00:00:00	00:01:11	00:01:11	00:00:00	00:00:00	00:00:00	00:00:00
antonio.howell@bluewin.com	Antonio	Howell	4	00:08:20	00:02:05	00:06:31	00:02:09	00:05:19	00:01:43	00:01:49	00:00:42	00:00:40	00:00:10	00:00:32	00:00:00
cmiller@bluewin.com	Chris	Miller	164	16:26:45	00:06:19	12:50:23	00:04:06	12:50:23	00:04:06	06:48:17	00:02:11	00:00:00	00:00:00	00:00:00	00:00:00
danny@bluewin.com	Danny	Wang	13	00:00:51	00:00:32	00:00:34	00:00:30	00:00:34	00:00:30	00:00:16	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
daren.kunkel@bluewin.com	Daren	Kunkel	1	00:00:32	00:00:32	00:00:12	00:00:12	00:00:12	00:00:12	00:00:21	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00
daren@bluewin.com	Daren	Kunkel	26	23:24:40	01:05:56	23:24:27	01:05:56	23:24:27	01:05:56	00:01:11	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
diane100@bluewin.com	Dave	Faine	1	00:01:29	00:01:29	00:01:03	00:01:03	00:01:03	00:01:03	00:00:26	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00
diane@bluewin.com	Dave	Faine	23	00:45:40	00:01:59	00:42:15	00:01:50	00:42:08	00:01:50	00:03:31	00:00:09	00:00:00	00:00:00	00:00:00	00:00:23
erin@bluewin.com	Erin	Wilson	52	06:30:31	00:10:59	05:25:29	00:10:43	05:25:29	00:10:43	00:15:59	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00
erin@bluewin.com	Erin	AlexEgo	15	05:56:11	00:25:05	00:11:57	00:02:58	00:11:57	00:02:58	06:44:15	00:22:57	00:00:00	00:00:00	00:00:00	00:00:00
glancher@bluewin.com	Gerardo	Lancheros	10	00:45:56	00:04:42	00:40:35	00:04:40	00:40:35	00:04:40	00:02:21	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
jason.stone@bluewin.com	Jason	Stone	111	02:14:50	00:01:20	01:56:31	00:01:10	01:43:37	00:01:08	00:18:22	00:00:10	00:00:27	00:00:00	00:01:11	00:00:00
michael.howell@bluewin.com	Michael	Howell	23	00:54:13	00:02:12	00:48:59	00:02:03	00:42:07	00:02:20	00:05:14	00:00:19	00:00:16	00:00:24	00:01:36	00:00:00
michael@bluewin.com	Michael	Wendel	12	00:34:58	00:02:56	00:30:22	00:02:32	00:30:22	00:02:32	00:04:38	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00
pete.ruedi@bluewin.com	Pete	Ruedi	51	01:40:45	00:02:16	01:00:49	00:01:22	00:57:16	00:01:14	00:39:43	00:00:54	00:00:27	00:00:01	00:02:57	00:00:00
joann@bluewin.com	Joann	Gain	8	00:06:01	00:01:00	00:05:34	00:00:42	00:05:24	00:00:42	00:02:27	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00
roy@bluewin.com	Roy	The Boy	25	01:00:10	00:02:24	00:44:08	00:01:46	00:44:08	00:01:46	00:15:02	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00
			570	01:11:11	Avg 00:07:52	40:51:46	Avg 00:06:19	40:37:11	Avg 00:06:16	14:19:15	Avg 00:01:33	00:00:50	Avg 00:00:01	00:00:16	00:00:23
AGENT GROUP - Location 1 (855 records)															
sleepys@bluewin.com	Sleepys	Test	14	00:13:04	00:01:00	00:08:28	00:00:40	00:05:51	00:00:28	00:04:37	00:00:20	00:02:06	00:00:09	00:00:31	00:00:00
wendel@bluewin.com	Wendel	Wendel	841	09:55:38	00:00:42	00:40:57	00:00:41	00:40:56	00:00:41	00:14:36	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00
			855	10:08:40	Avg 00:00:43	00:49:25	Avg 00:00:41	00:40:47	Avg 00:00:41	00:19:13	Avg 00:00:01	00:02:06	Avg 00:00:00	00:00:31	00:00:00
AGENT GROUP - Location 2 (180 records)															
aaron@bluewin.com	Aaron	Wendel	125	21:34:27	00:10:21	14:27:58	00:06:57	14:28:11	00:06:56	07:08:28	00:03:25	00:01:47	00:00:01	00:00:00	00:00:00
authority@bluewin.com	Authority	Software	2	00:00:25	00:00:13	00:00:20	00:00:10	00:00:20	00:00:10	00:00:05	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
brandon@bluewin.com	Brandon	Enrig	53	01:40:32	00:01:54	01:29:34	00:01:41	01:29:45	00:01:40	00:11:01	00:00:12	00:00:41	00:00:01	00:00:00	00:00:12
			180	23:15:24	Avg 00:07:45	15:57:52	Avg 00:05:10	15:55:16	Avg 00:05:18	07:17:34	Avg 00:02:26	00:02:28	Avg 00:00:01	00:00:00	00:00:12
AGENT GROUP - New Agent Group (204 records)															
aaron@bluewin.com	Aaron	Wendel	125	21:34:27	00:10:21	14:27:58	00:06:57	14:28:11	00:06:56	07:08:28	00:03:25	00:01:47	00:00:01	00:00:00	00:00:00
je.huffnagle@bluewin.com	Joe	Huffnagle	79	05:11:09	00:04:38	04:01:36	00:03:42	04:00:02	00:03:39	01:09:31	00:00:57	00:00:00	00:00:00	00:01:35	00:00:00
			204	26:45:36	Avg 00:06:06	19:29:34	Avg 00:05:41	19:28:13	Avg 00:05:40	08:15:56	Avg 00:02:27	00:01:47	Avg 00:00:01	00:01:35	00:00:00
AGENT GROUP - NINAs (79 records)															
je.huffnagle@bluewin.com	Joe	Huffnagle	79	05:11:09	00:04:38	04:01:36	00:03:42	04:00:02	00:03:39	01:09:31	00:00:57	00:00:00	00:00:00	00:01:35	00:00:00
			79	05:11:09	Avg 00:04:38	04:01:36	Avg 00:03:42	04:00:02	Avg 00:03:39	01:09:31	Avg 00:00:57	00:00:00	Avg 00:00:00	00:01:35	00:00:00
			1,888	128:31:58	Avg 00:04:30	05:10:15	Avg 00:03:29	04:45:20	Avg 00:03:28	31:21:32	Avg 00:01:01	00:15:13	Avg 00:00:01	00:06:57	00:00:35

Sample Agent Call Time report (non-graphical)

5. Price Proposal

SKU#	Part#	Vendor Name	Description	Availability	Qty	Unit Price	Line total
11638378	FV9-200-0026	Five9	Five9:Five9 - Telecom Deposit	Call	23	\$ 82.50	\$ 1,897.50
5915253	FV9-300-0409	Five9	Five9:Five9 - Chat Implementation	Call	1	\$ 3,945.74	\$ 3,945.74
5964975	FV9-300-0416	Five9	Five9:Five9 - Email Implementation - Advanced	Call	1	\$ 16,769.41	\$ 16,769.41
6664546	FV9-300-0195	Five9	Five9:Five9 - VCC Implementation (up to 175 hours)	Call	1	\$ 34,525.26	\$ 34,525.26
6664552	FV9-410-0080	Five9	Five9:Five9 - WFA Workflow Implementation	Call	1	\$ 11,837.23	\$ 11,837.23
6041417	FV9-548-0060	Five9	Five9:Five9 IVA Implementation	Call	100	\$ 197.29	\$ 19,728.50
11384925	FV9-110-0010	Five9	Five9:Five9 - Agent Seat Activation	Call	23	\$ 12.62	\$ 290.19
11384552	FV9-500-0400	Five9	Five9:Five9 - VCC Call Recording Encrypted Storage Activation	Call	1	\$ 203.52	\$ 203.52
11385090	FV9-500-0120	Five9	Five9:Five9 - Geographic Redundancy Activation	Call	1	\$ 305.10	\$ 305.10
11385057	FV9-130-0030	Five9	Five9:Five9 - Blended-In Service	Call	1	\$ -	\$ -
11384984	FV9-110-0015	Five9	Five9:Five9 - Domain Activation	Call	1	\$ 1,001.46	\$ 1,001.46
11418508	FV9-200-0070	Five9	Five9:Five9 - US DID Activation	Call	1	\$ 7.44	\$ 7.44
11418505	FV9-200-0111	Five9	Five9:Five9 - RESPORG TFN	Call	1	\$ 18.45	\$ 18.45
11418506	FV9-800-1000	Five9	Five9:Five9 - Secure RTP (SRTP) Activation	Call	1	\$ -	\$ -
Total One time Price							\$ 90,529.80

SKU#	Part#	Vendor Name	Description	Availability	Qty	Unit Price	Line total
6230222	FV9-100-0001	Five9	Five9:Five9 Core - Voice Contact Center	Call	23	\$ 73.58	\$ 1,692.32
11384830	FV9-500-0410	Five9	Five9:Five9 - VCC Call Recording - Encrypted Storage	Call	1	\$ 1.54	\$ 1.54
11384679	FV9-100-0056	Five9	Five9:Five9 - VCC Supervisor	Call	4	\$ 59.32	\$ 237.29
11384946	FV9-100-0055	Five9	Five9:Five9 - VCC Administrator	Call	2	\$ 57.13	\$ 114.27
11418507	FV9-200-0075	Five9	Five9:Five9 - US DID	Call	1	\$ 1.68	\$ 1.68
11418512	FV9-200-0055	Five9	Five9:Five9 - US TFN	Call	1	\$ 4.15	\$ 4.15
11426314	FV9-800-1010	Five9	Five9:Five9 - Secure RTP (SRTP)	Call	1	\$ -	\$ -

11384967	FV9-100-0051	Five9	Five9:Five9 Chat Agent	Call	23	\$ 5.48	\$ 125.99
11384990	FV9-100-0053	Five9	Five9:Five9 Email Agent	Call	23	\$ 5.48	\$ 125.99
8550743	FV9-548-1050	Five9	Five9:Five9 IVA	Call	3	\$ 191.81	\$ 575.42
6785776	FV9-548-0110	Five9	Five9:Five9 - AI Tuning - IVA	Call	1	\$ 9,864.36	\$ 9,864.36
5586758	FV9-350-0023	Five9	Five9:Five9 - Technical Service Manager	Call	10	\$ 158.62	\$ 1,586.20
8550796	FV9-501-0050	Five9	Five9:Five9 - WFA Enterprise Usage	Call	1	\$ 517.00	\$ 517.00
Total Monthly Price							\$14,846.22

One time Charges	Monthly Price	Year 1 Total Price	Year 2 Total Price	Year 3 Total Price	Year 4 Total Price
\$90,529.80	\$14,846.22	\$178,154.59	\$187,062.32	\$196,415.44	\$206,236.21
		\$ 90,529.80			
		\$268,684.39	\$187,062.32	\$196,415.44	\$206,236.21
Total Price		\$858,398.36			

PRODUCT SKUS	MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY
100-0001	Five9 Core - Voice Contact Center	1.00 VCC Call Center Seat and Bundle	Concurrent User	23
500-0410	VCC Call Recording - Encrypted Storage	1.03 VCC Seat Storage	Concurrent User	1
100-0056	VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	4
100-0055	VCC Administrator	1.10 VCC Admin/Supervisor	Concurrent User	2
200-0075	US DID	1.15 VCC Phone Numbers	Number	1
200-0055	US TFN	1.15 VCC Phone Numbers	Number	1
800-1010	Secure RTP (SRTP)	1.16 VCC Connectivity	Domain	1
100-0051	Five9 Chat Agent	1.21 VCC Multi-Channel	Named Agent	23
100-0053	Five9 Email Agent	1.21 VCC Multi-Channel	Named Agent	23
548-1050	Five9 IVA	2.10 Five9 IVA	Per IVA	3
548-0110	AI Tuning - IVA	2.10 Five9 IVA	Domain	1
350-0023	Technical Service Manager	3.10 Support Services	Hour	10

ONE TIME SERVICES (See FIVE9 EXHIBIT: ONE TIME DETAILS)	MEASUREMENT	
Professional Services – Hours	Up to 405 hours	
Professional Services – Fixed Fee	Fixed Fee	
Activation Fees	Varies	

PRODUCT SKUS	DEPOSIT	CATEGORY	UNIT	QTY			
200-0026	Telecom Deposit	1.17 VCC Telecommunications	Concurrent User	23			

PRODUCT SKUS	USAGE		UNIT	UNIT PRICE	EXTENDED
501-0050	WFA Enterprise Usage		Gigabyte	\$517.00	As Used

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

SERVICE ORDER TERMS

All prices are in U.S. Dollars and are exclusive of any taxes to which Reseller may be subject.

Order Term reflected above (the "Order Term") begins on the date when Reseller signs this Service Order (the "Service Order Date").

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

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

Professional Services (including training) fees do not include travel and expenses for on-site work. Reseller will be invoiced for these expenses at actual costs and time. Five9 travel and expense policy can be found here: <https://www.five9.com/legal/travel-and-expense-policy>.

24/7 Customer Support is included.

Please note that there will be an invoice charge associated with the E911 Emergency Services capability to account for costs and charges associated with this feature. In the event that one of your Five9 users makes a 911 call without properly setting their location, a per call usage surcharge will be applied. Location Service Charge is \$0.00 per concurrent seat/month and Operator Assisted Location Service Surcharge is \$100 USD (or local currency equivalent) per call event.

Five9 IVA Service

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

bursting capability of 120% of the contracted quantity.

Five9 Named User-Based Services

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

WFA Enterprise Solution (usage)

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

FIVE9 EXHIBIT: TELECOMMUNICATIONS USAGE SERVICE

Local and Long Distance Rate Tables

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

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

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

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

RATE PLAN	RATE PLAN UNIT PRICE	INITIAL/SUBSEQUENT BILLING INCREMENTS (SECONDS)
Interstate - Outbound	\$ 0.0154	6-6
Intrastate - Outbound	\$ 0.0209	6-6
Alaska - Outbound	\$ 0.1287	6-6
Hawaii - Outbound	\$ 0.0898	6-6
Canada - Outbound	\$ 0.0176	30-6
Toll Free - Outbound	\$ 0.0154	6-6
Interstate - Inbound	\$ 0.0209	6-6
Intrastate - Inbound	\$ 0.0209	6-6
Alaska - Inbound	\$ 0.2130	6-6
Hawaii - Inbound	\$ 0.0358	6-6
Canada - Inbound	\$ 0.0433	30-6
Other International	Current List Price	Current List Price
Directory Assistance	\$ 1.1000	60-60

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

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

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

Five9 Exhibit: Five9 Solution Bundle Offerings

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

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

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

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

Subject to Change Without Notice © 2023 Five9 Inc.

FIVE9 EXHIBIT: ONE TIME DETAILS

PRODUCT SKUS	PROFESSIONAL SERVICES - HOURS	TOTAL HOURS	QTY			
300-0409	Chat Implementation	20	1			
300-0416	Email Implementation - Advanced	50	1			
300-0195	VCC Implementation (up to 175 hours)	175	1			
410-0080	WFA Workflow Implementation	60	1			
548-0060	Five9 IVA Implementation	100	100			

PRODUCT SKUS	PROFESSIONAL SERVICES - FIXED FEE	QTY			
548-0110	AI Tuning - IVA				

PRODUCT SKUS	ACTIVATION FEES	UNIT	QTY			
110-0010	Agent Seat Activation	Concurrent User	23			
500-0400	VCC Call Recording Encrypted Storage Activation	Domain	1			
500-0120	Geographic Redundancy Activation	Domain	1			
130-0030	Blended-In Service	Domain	1			
110-0015	Domain Activation	Domain	1			
200-0070	US DID Activation	Number	1			
200-0111	RESPORG TFN	Number	1			
800-1000	Secure RTP (SRTP) Activation	Domain	1			

FIVE9 EXHIBIT: PROFESSIONAL SERVICES EXHIBIT(S)

VCC Implementation

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

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

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

Five9 Professional Services Resources

Program Manager

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

Platform Engineer

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

Customer Resources

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

Project Manager

- Organizes required Customer resources to complete requirements definition, attend weekly meetings, perform review of deliverables, and sign-off on project deliverables
- Assigns appropriate resources to perform User Acceptance - Five9 February 2024 - Testing Identifies and schedule training class attendees and facilities in

- connection with training to be provided by [Five9](#)
- Identifies and schedule training class attendees and facilities in connection with training to be provided by [Five9](#)

Information Technology Resource

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

Contact Center Operational SMEs

- Participates in requirements [definition](#)
- Participates or is available during integration and User Acceptance Testing
- Attends Supervisor and Reporting [training](#)

Process for Change Control

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

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

VCC Implementation (up to 175 hours)

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

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

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

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

Training hours are allocated as follows:

- Up to 2 hours for Agent train the [trainer](#)
- Up to 2 hours for Supervisor train the [trainer](#)
- Up to 3 hours for Admin Knowledge Transfer
- Up to 4 hours for Report train the [trainer](#)

Chat Implementation

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

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

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

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

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

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

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

Email Implementation – Advanced

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

This implementation package includes configuration of the following features:

- Campaigns (up to 5)
- Agent/Supervisor/Administrator users
- Skill groups
- Dispositions
- Workflows (up to 5)
- Rules (up to 5, with up to 2 actions per Rule)

- Email services (SMTP/POP3 configuration)
- Email widget
- Email template provisioning
- Agent stickiness
- Data redaction
- Email push back
- Email transcript via FTP/SFTP
- Up to 2 external queries (data dip to web service method)

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

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

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

WFA Workflow Implementation

The WFA Workflow Implementation package includes implementation of one (1) custom Workflow Automation integration and deployment for the VCC platform. Implementation deliverables and activities include discovery, solution design and review, configuration, support for User Acceptance Testing (UAT), supported rollout, targeted training for managing workflow automation solution and fine-tuning for a single deployment. Five9 will remotely perform these services using conference calls and an online collaboration tool.

This implementation package includes activities related to development and implementation of WFA Workflow Implementation package. The WFA Workflow Implementation is tailored to Customer's requirements as documented in the discovery session.

This implementation package includes configuration of the following features:

- One (1) custom Workflow Automation integration
- Up to 5 Workflow Reactions triggered by Webhooks from web connector or query [module](#)
- Up to 4 out of the box Connection configurations

Training on use and administration of WFA Workflow Implementation package:

- Provide WFA Admin Knowledge Transfer.

Five9 will support Customer's UAT process by responding to and remediating issues identified during UAT, reinforcing product features and usage, and validating (up to 2 hours) the workflow.

AI Tuning - IVA

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

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

Scope of Engagement

This IVA tuning package includes Five9-led:

- Review of interaction transcripts, utterances, and matched intents over a recent [time period](#).

- Validation whether the interaction's utterance is mapped to the expected intent (as mutually determined by Five9 and Customer). Actions taken may be any of the following:
 - Retraining of the model based on correct mapping.
 - Merge of two or more overly similar intents.
 - Creation of new intents, to better cover topics that users want to talk about that are not present.
 - Creation of custom entities or migration to standard entities.
- Alignment on Customer defined success metrics, measurement of the metrics on a periodic basis and improvement of the application in the areas important to Customer.
- Periodic NLU rebuild with metrics to include F1 score, precision, and recall.
- Weekly IVA performance review. This includes the following:
 - Snapshot of current metrics.
 - Review Five9 tuning recommendations and next steps.

This IVA tuning package is limited to:

- Tuning of English, Spanish, French, Italian and German language intents by Five9 resources with fluency in these languages.
- Enhancement of existing applications within Five9 Studio and the selected NLU engine(s). This includes adjustments to user input nodes to better capture responses, reword prompts and comply with business logic changes.
- Up to the following number of hours by resource (per quantity of AI Tuning IVA):
 - AI Consultant: 40 hours per month
 - NLU Data Scientist: 8 hours per month
 - NLU Data Analyst: 15 hours per

month Customer Responsibilities

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

Fees

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

IVA Tuning Terms

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

FIVE9 ADDENDUM: AI

This Addendum ("*AI Addendum*") regarding subscription(s) for artificial intelligence (AI) features and functionality within the Services (collectively, the "*AI Services*"), modifies, amends and supplements the Five9 Required Terms as set forth at: <https://www.five9.com/partners/required-terms> ("*Required Terms*") that are included in the agreement entered into by and between the applicable Five9 authorized reseller ("*Reseller*") and the Customer noted in the Service Order to which this AI Addendum is attached ("*Customer*"), and is effective as of the Service Order Date. Such Required Terms are incorporated herein by reference. Any capitalized terms not defined in this AI Addendum shall have the meaning(s) given to them in the Required Terms. To the extent there is any conflict between this AI Addendum and the Required Terms, this AI Addendum controls.

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

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

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

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

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

6. Our Alliance Partnerships



7. Our Diversity Certifications

