SID GLOBAL SOLUTIONS

State of West Virginia
Centralized Request for Quote
CRFQ 0802 DMV2400000001

001 Contact Center Addendum Signed

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

State of West Virginia
Centralized Request for Quote

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

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000044591
Vendor Name : SID Global Solutions LLC
Address :
Street : 224 Valley Creek Blvd Ste 220
City : Exton
State : PA **Country :** USA **Zip :** 19341
Principal Contact : John Timothy Dodd
Vendor Contact Phone: 302.528.1915 **Extension:**

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

Vendor Signature X **FEIN#** 22-3919248 **DATE** 2/12/24

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

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

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

Comm Code	Manufacturer	Specification	Model #
81162000			

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

INVOICE TO		SHIP TO	
DIVISION OF MOTOR VEHICLES 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				

Comm Code	Manufacturer	Specification	Model #
81162000			

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

SCHEDULE OF EVENTS

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

	Document Phase	Document Description	Page 4
DMV2400000001	Draft	DMV Cloud-based Contact Center Solution	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

SOLICITATION NUMBER: CRFQ DMV2400000001
Addendum Number: 2

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

Applicable Addendum Category:

☒ Modify bid opening date and time.

☒ Modify specifications of product or service being sought.

☒ Attachment of vendor questions and responses.

☐ Attachment of pre-bid sign-in sheet.

☐ Correction of error.

☒ Other.

Description of Modification to Solicitation:

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

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

Terms and Conditions:

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

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

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

Q1. Is there an approved budget for this project?

A1. Yes. This will not be disclosed.

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

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

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

A3. Yes

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

A4. Please see A3.

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

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

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

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

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

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

A7. Each queue has its own call flow.

Q8. On average, many queues per call flow?

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

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

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

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

A10. Yes, Segra.

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

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

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

A12. Segra.

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

A13. One.

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

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

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

A15. No.

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

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

Q17. Which vendor is currently the incumbent?

A17. See A16.

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

A18. See A16

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

A19. An outbound dialing campaign is not required.

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

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

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

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

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

A22. None.

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

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

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

A24. No.

Q25. What CRM systems would we be integrating with?

A25. See A16.

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

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

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

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

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

A28. No.

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

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

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

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

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

A31. None.

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

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

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

A33. Customer.

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

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

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

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

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

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

A36. RESTAPI.

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

A37. No.

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

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

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

A39. No.

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

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

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

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

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

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

A42. Yes.

Q43. When do you expect to make an award?

A43. By March 15, 2024.

Q44. When do you expect the project to start?

A44. Upon award.

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

A45. June 2024.

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

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

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

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

Q48. What is the average call duration?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A61. Diagram is attached.

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

A62. Remotely.

Q63. Who is the current telco carrier/provider?

A63. Segra.

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

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

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

A65. Segra.

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

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

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

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

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

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

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

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

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

A70. Please WVOT policies at OT Privacy Policies

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

A71. These tools are not currently in place.

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

A72. Calls are currently not recorded.

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

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

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

A74. Yes, Application Xtender does provide these capabilities.

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

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

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

A76. No.

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

A77. Seven Hundred Twenty-Eight Thousand.

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

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

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

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

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

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

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

A81. One.

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

A82. Email, chat internally, not with customer.

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

A83. No.

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

A84. No.

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

A85. No.

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

A86. Website, Google Chat, and Gmail.

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

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

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

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

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

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

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

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

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

A91. Yes, 3.1.1.2.

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

A92. Yes, 3.1.1.3., 3.1.1.15.

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

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

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

A94. Yes, 3.1.1.2.

Q95. Is Quality Management capability required?

A95. Yes, 3.1.1.2 and 3.1.1.15.

Q96. How long will call receordings be stored?

A96. At least thirty days.

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

A97. No.

Q98. What percentage of calls are to be recorded?

A98. One hundred percent.

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

A99. Zero.

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

A100. Yes, 3.1.1.2.

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

A101. Yes, 3.1.1.2, 3.1.1.15.

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

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

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

A103. No.

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

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

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

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

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

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

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

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

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

A108. One call/one chat resolution.

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

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

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

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

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

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

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

A112. DMV does not have and Amazon Connect solution.

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

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

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

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

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

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

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

A116. Yes

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

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

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

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

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

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

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

A120. Yes, a CRM is desired.

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

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

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

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

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

A123. No.

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

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

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

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

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

A126. None exists.

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

A127. Yes.

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

A128. Yes.

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

A129. One Way.

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

A130. The number would be in the CCaaS environment.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A138. No.

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

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

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

A140. All calls, and thirty days.

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

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

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

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

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

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

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

A144. No.

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

A145. Yes.

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

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

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

A147. Yes. There are thirty one DID numbers.

Q148. How many hunt groups are you looking for?

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

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

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

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

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

b. Are there API's available today?

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

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

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

A151. Voice, Chat, Web, and AI

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

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

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

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

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

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

Q155. Current desktop environment (Windows, MAC)?

A155. Windows.

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

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

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

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

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

A158. No.

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

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

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

A160. No

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

A161. Yes, No.

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

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

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

A163. No.

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

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

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

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

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

A166. REST API.

Q167. Can you provide additional clarification for requirement 3.1.1.16?

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

Q168. Can you provide additional clarification for requirement 3.1.1.27?

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

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

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

A169. Mid March.

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

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

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

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

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

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

A172. No.

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

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

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

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

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

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

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

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

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

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

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

Q178. How is fraud analysis currently performed?

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

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

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

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

A180. No.

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

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

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

A182. No.

Q183. What is a State Bar ID?

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

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

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

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

A185. Not at this time.

Q186. Max Call Volume expected for a given hour?

A186. Three hundred fifty one calls answered per hour.

Q187. Please provide Max Docs processes aka Doc Processing Burst

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

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

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

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

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

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

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

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

A191. No case management tool.

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

A192. Yes, thirty days.

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

A193. No.

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

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

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

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

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

A196. Yes.

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

A197. No.

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

A198. No, the LLM must be developed.

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

A199. Constituent

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

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

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

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

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

A202. There are no mobile applications in place.

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

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

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

A204. Users are customers.

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

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

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

A206. No CRM.

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

A207. None.

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

A208. None.

Q209. What system is used today to process payment?

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

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

A210. Yes.

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

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

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

A212. No.

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

A213. WVDMV does not currently have a CRM system.

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

A214. Yes.

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

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

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

A216. The mandatory requirements are listed in the RFQ.

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

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

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

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

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

A219. 16.3.298.0

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

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

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

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

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

A222. There is no CRM.

Q223. What system is used today to process payment?

A223. dmvFIRST and West Virginia Interactive for customer interactions.

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

A224. Yes.

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

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

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

A226. No.

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

A227. No.

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

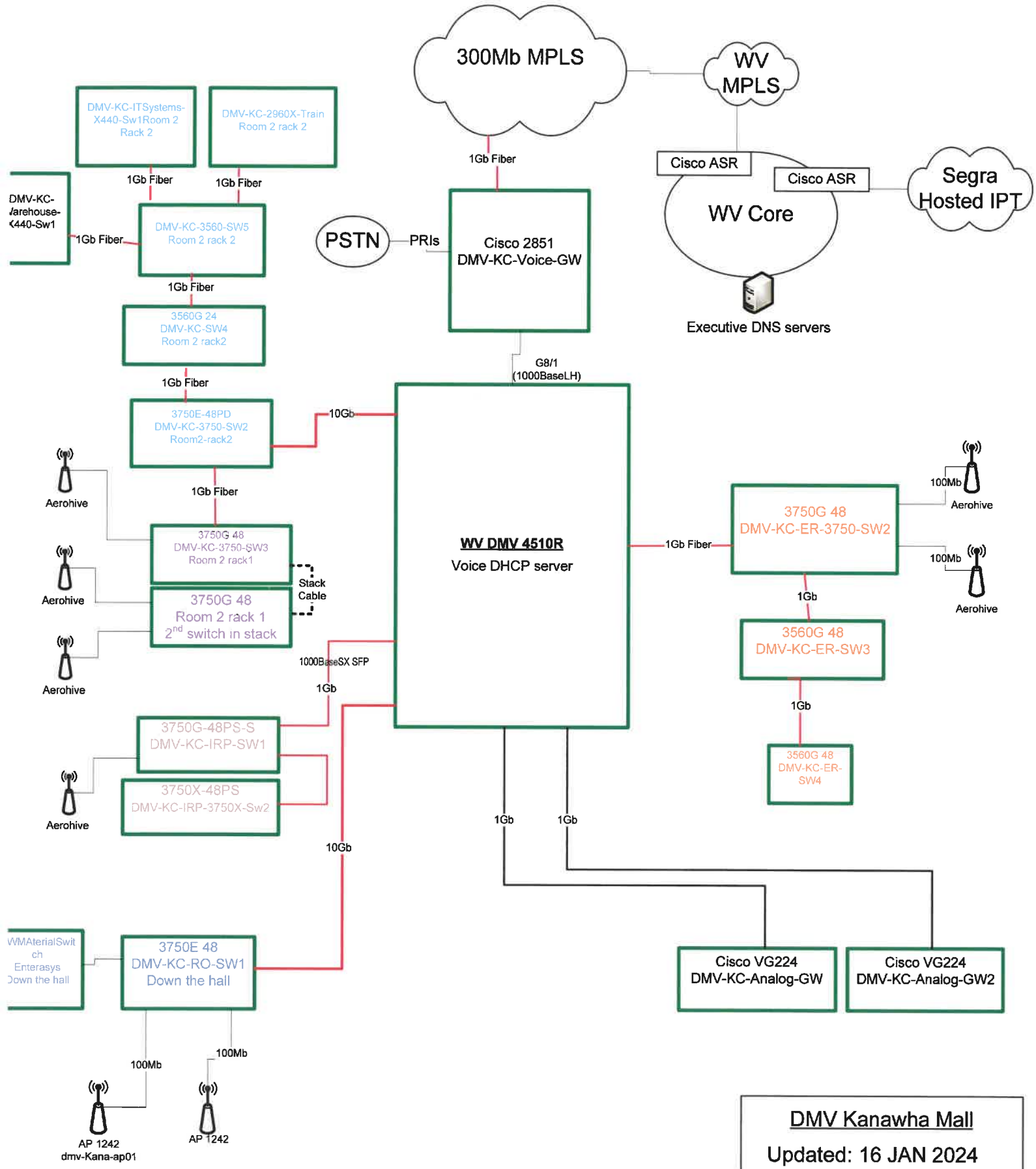
A227. Customer can ask the AI Tool a general question such as "what is needed to renew a license plate?" The AI will retrieve the answer for the customer, acting like a virtual agent.

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

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

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

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


300Mb MPLS
WV MPLS
1Gb Fiber
Cisco ASR
Cisco ASR
Segra Hosted IPT
WV Core
Executive DNS servers
DMV-KC-ITSystems-X440-Sw1Room 2 Rack 2
DMV-KC-2960X-Train Room 2 rack 2
1Gb Fiber
1Gb Fiber
DMV-KC-X440-Sw1
1Gb Fiber
DMV-KC-3560-SW5 Room 2 rack 2
1Gb Fiber
3560G 24 DMV-KC-SW4 Room 2 rack2
1Gb Fiber
PSTN
PRIs
Cisco 2851 DMV-KC-Voice-GW
G8/1 (1000BaseLH)
3750E-48PD DMV-KC-3750-SW2 Room2-rack2
10Gb
Aerohive
1Gb Fiber
3750G 48 DMV-KC-3750-SW3 Room 2 rack1
Stack Cable
Aerohive
3750G 48 Room 2 rack 1 2nd switch in stack
Aerohive
WV DMV 4510R
Voice DHCP server
1Gb Fiber
3750G 48 DMV-KC-ER-3750-SW2
100Mb
Aerohive
100Mb
Aerohive
1Gb
3560G 48 DMV-KC-ER-SW3
1Gb
3560G 48 DMV-KC-ER-SW4
1000BaseSX SFP
1Gb
3750G-48PS-S DMV-KC-IRP-SW1
3750X-48PS DMV-KC-IRP-3750X-Sw2
Aerohive
10Gb
1Gb
1Gb
WMAterialSwitch Enterasys Down the hall
3750E 48 DMV-KC-RO-SW1 Down the hall
100Mb
100Mb
AP 1242 dmv-Kana-ap01
AP 1242
Cisco VG224 DMV-KC-Analog-GW
Cisco VG224 DMV-KC-Analog-GW2
DMV Kanawha Mall
Updated: 16 JAN 2024
Vendor Release

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV2400000001

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

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

Addendum Numbers Received:
(Check the box next to each addendum received)

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

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

SID Global Solutions
Company

Sudi Navile
Authorized Signature

2/12/24
Date

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

SID GLOBAL SOLUTIONS

State of West Virginia
Centralized Request for Quote
CRFQ 0802 DMV2400000001

002 WV Contact Center Designated Contact Page

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) Sudi Navile, CEO SID Global Solutions Digital

(Address) 224 Valley Creek Blvd Ste 220, Exton, PA 19341

(Phone Number) / (Fax Number) 84.431.2600

(email address) **sudin@sidgs.com**

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

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

SSID Global Solutions
(Company)

(Signature of Authorized Representative)
Sudi Navile, CEO SID Global Solutions Digital

(Printed Name and Title of Authorized Representative) (Date)
484.431.2600
(Phone Number) (Fax Number)

(Email Address) **sudin@sidgs.com**

SID GLOBAL SOLUTIONS

State of West Virginia
Centralized Request for Quote
CRFQ 0802 DMV2400000001

003 WV Contact Center Technical RFP Response

SIDGS Introduction and Overview:

SID Global Solutions (SIDGS) stands at the forefront of digital transformation and technology solution services, with a rich history of empowering organizations across various sectors to achieve their digital transformation and innovation goals including State, Federal, & Local agencies.

With years of experience in delivering cutting-edge technology solutions, SID Global Solutions has established itself as a leader in the field of digital transformation. Our strengths include:

Comprehensive Expertise: A proven track record of implementing modernization across government and commercial sectors, ensuring operational excellence and enhanced customer/citizen engagement.
Innovative Approach: Our commitment to innovation is evidenced by our use of GenAI technologies, enabling organizations to automate processes, improve decision-making, and deliver personalized customer experiences.
Customer-Centric Solutions: At SIDGS, we prioritize understanding the unique needs and challenges of our clients, ensuring our solutions drive value, improve service delivery, and enhance customer satisfaction.
Strategic Partnerships: Leveraging our partnership with Google, we bring the latest in AI and cloud technologies to the forefront of our solutions, offering unparalleled efficiency and scalability.

As the West Virginia Department of Transportation, Division of Motor Vehicles (WVDMV) seeks to modernize its contact center operations, SIDGS presents a compelling proposition.

By combining our deep industry insights, technological expertise, and strategic partnership with Google, we propose a state-of-the-art cloud-based contact center solution. This initiative is designed to revolutionize WVDMV's customer service capabilities, aligning with both current needs and future growth aspirations. Building on our solid foundation and leveraging Google Contact Center AI, our proposal for WVDMV is designed to address the specific challenges identified in their current operations.

The solution & Benefits:

AI-Enhanced Service Capabilities: Utilizing Google's AI technology to automate routine inquiries, reduce call volumes, and enable real-time personalized interactions.
Unified Communication Platform: Integrating voice, email, chat, and document management to provide a seamless experience for citizens across all channels.
Advanced Analytics: Delivering actionable insights through advanced analytics and reporting capabilities, facilitating continuous improvement and operational efficiency.
Flexibility and Integration: Offering a flexible, scalable solution that integrates smoothly with existing systems and adapts to evolving service demands.

The Google Contact Center platform has had significant impact and some of them include 30% call deflection, 15% reduction in average call handling time, and 25% increase in customer satisfaction.

While different use cases have provided numerous quantifiable benefits, we are confident that our proposed solution will help achieve success for WV DMV Contact Center Modernization initiative.

The collaboration between SIDGS and WVDMV through this initiative is expected to yield significant benefits:

Enhanced Efficiency and Productivity: By automating routine tasks, WVDMV staff can focus on complex issues, enhancing overall productivity and service quality.
Improved Citizen Satisfaction: Faster response times, personalized services, and a unified communication approach will lead to higher levels of citizen satisfaction and engagement.
Operational Insights: Data-driven insights will empower WVDMV to make informed decisions, optimize service delivery, and identify areas for improvement.
Cost-Effective Solution: The efficiency gains and operational improvements provided by our solution will result in long-term cost savings for WVDMV.

Conclusion

SID Global Solutions, in partnership with Google, offers WVDMV an innovative and transformative solution to overhaul its contact center operations. Our proposal not only addresses the immediate challenges faced by WVDMV but also sets the stage for sustained operational excellence and enhanced citizen services. Leveraging SIDGS's expertise and Google's advanced AI capabilities, WVDMV can look forward to a future where technology drives efficiency, satisfaction, and success.

SID GLOBAL SOLUTIONS

Request for Proposal

West Virginia Division of Motor Vehicles (WV DMV)

Cloud-Based Contact Center Solution

CRFQ 0802 DMV2400000001
RFP Response: WV DMV Contact Center Technical RFP Response

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1. PROJECT GOALS

The requestor (WV DMV) is 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.
- 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. SCOPE & DEPENDENCIES

2.1. Requirements Traceability

The following list describes the level of compliance (Full/Partial/None) of the proposed solution for each requirement in the RFP.

Ref. #	Requirement Description (from RFP)	Support (F/P/N)	Comments
3.1.1.1	provide a unified and multi-channel experience	F	**Supported Channels**: 1. Voice: • Robust support with features like speech recognition, text-to-speech, natural language processing (NLP), and interactive voice response (IVR). • Integrates with existing SIP Trunk systems. 2. Web and Chat: • Supports text-based chat interactions with AI-powered responses, virtual agents, and human agent escalation. • Offers chatbot interface that can be integrated with Web or Mobile applications. 3. SMS • Supports sms based interactions. 3. AI • Single interface for Agents to manage interactions across all supported channels.
3.1.1.2	provide data unification, management, and analytics to provide a source of truth for DMV decision making	F	CCAI Insights can be used to gain valuable information about customer interactions and overall contact center performance. It provides dashboard and reports with analytics on performance, customer sentiment and agent activity.
3.1.1.3	interface with DMV's document management solution (currently Application Xtender)	F	CCAI supports integration with document management system APIs to trigger actions like uploading, retrieving, or updating documents based on user

			interactions or agent needs.
3.1.1.4	provide a method to authenticate the citizen's identity	F	CCAI solution supports integration with DMV backend for customer identity verification.
3.1.1.5	provide a citizen case management process	F	CCAI solution supports integration with case management systems
3.1.1.6	provide an intelligent virtual agent with natural language processing • handle multiple languages including: Spanish, German, Chinese, and French • provide an unlimited number of seamless transfers from virtual agent to human agent and back • incorporate large language model capabilities and make conversation transcripts searchable	F	CCAI solution use Natural Language Processor to manage the conversation flow based on user responses and context and guide the virtual agent. It can support 100+ languages Solution supports unlimited seamless transfers between virtual agent and human agent. The transfer policies, routing rules are configurable in the solution. CCAI Insights provides search capability for interaction transcripts.
3.1.1.7	provide smart device interactions like photo, video, channel blending, and convenient on device authentication • allow mobile device App integration	F	CCAI solution supports integration with passcode authentication systems
3.1.1.8	provide natural language processing to help contact center managers by identifying call drivers, sentiment, popular questions, and other information about customer interactions	F	CCAI Insights can be used to gain valuable information about customer interactions and overall contact center performance. It provides dashboard and reports with analytics on Call drivers, sentiments, popular questions and agent activity.
3.1.1.9	provide a robust recording system for recording, storing, and tagging calls	F	CCAI solution provides a recording system to capture, store and tagging customer interactions.
3.1.1.10	provide call search capability including the ability to search for sentiment	F	CCAI provides Call search capability and sentiment analysis.
3.1.1.11	provide AI-based omni-channel routing	F	CCAI provides AI-based omni-channel routing by utilizing various features to intelligently connect customers with the best available agent across supported channels
3.1.1.12	maintain 99% uptime	F	All services hosted on the Google Cloud platform are highly available 24x7x365 (99.999%). Trouble tickets are managed and addressed based on SLA's and severity assignments.
3.1.1.13	include Disaster Recovery	F	All services hosted on the Google Cloud platform are highly available 24x7x365 (99.999%).

			The degree of business continuity depends on the type of service, but data hosted on-premise must be backed up at regular intervals.
3.1.1.14	include an automatic call back function for dropped calls	F	Requires integration with third party solutions for call back.
3.1.1.15	capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications	F	**Supported Channels**: 1. Voice: • Robust support with features like speech recognition, text-to-speech, natural language processing (NLP), and interactive voice response (IVR). • Integrates with existing SIP Trunk systems. 2. Chat: • Supports text-based chat interactions with AI-powered responses, virtual agents, and human agent escalation. • Offers chatbot interface that can be integrated with Web or Mobile applications.
3.1.1.16	allow users to make voice calls using data instead of minutes	F	The mobile SDK of CCAI Solution supports integration with VOIP service providers.
3.1.1.17	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	F	The mobile SDK of CCAI Solution supports fallback calls. Requires integration with third party service providers.
3.1.1.18	provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue	F	• The queue can be configured to hold callers until an available agent joins offering the estimated wait time, leaving a voice mail or requesting a callback at a schedule time. • Virtual Agent can capture the contact information of caller and specific time window for call back. Requires integration with third party service providers for callback.
3.1.1.19	deliver high quality audio with a maximum packet loss less than 1%	N/A	Network SLA's are subject to the consistency and reliability of the underlying infrastructure
3.1.1.20	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	F	• The queue can be configured to hold callers until an available agent joins offering the estimated wait time, leaving a voice mail or requesting a callback at a schedule

			time. • Virtual Agent can capture the contact information of caller and specific time window for call back.
3.1.1.21	instantly verify users with their fingerprint, face, passcode, or account number	F	CCAI solution supports integration with passcode authentication systems
3.1.1.22	allow the agent to request photos, videos, screenshots, and input text	F	Mobile SDKs support smart actions
3.1.1.23	able to send SMS	F	CCAI solution supports integration with passcode authentication systems
3.1.1.24	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 voicemail	F	• The queue can be configured to hold callers until an available agent joins offering the estimated wait time, leaving a voice mail or requesting a callback at a schedule time. • Virtual Agent can capture the contact information of caller and specific time window for call back. Requires integration with third party service providers for callback.
3.1.1.25	provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message	F	• Pre-built guided responses can be configured for basic questions or process. • Hand-offs can be configured to trigger to escalate the interaction from virtual agent to human agent. • A custom script template can be configured within CCAI that automatically populates with the conversation transcript and relevant customer data to provide context for the specialist.
3.1.1.26	provide administrative functionality for WVDMV to create users, assign roles, and create reports	F	• IAM feature can be used to create users, assign roles. • CCAI Insights can be used to generate reports.
3.1.1.27	detect calls to the main support number from the device's dialer and convert the call to a mobile call	F	The call is transferred from the dialer to the specialist's soft phone
3.1.1.28	determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App	F	CCAI solution is capable to determine the queue, language and channel the constituent should reach based on routing rules and language detection configuration.
3.1.1.29	provide GenAI capabilities • personalize customer interactions by providing agents with insights into customer preferences and past interactions	F	• CCAI Insights can be used to create dashboard and generate reports to provide assistant to agents based on customer

	• automate tasks such as answering FAQs and routing calls to the appropriate agents • get insights from CRM data and understand call drivers and call topics		interactions. • Hand-off trigger rules can be configured to route calls between virtual agents and human agents. • CRM integration can be supported.
3.1.1.30	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	F	**Supported Channels**: 1. Voice: • Robust support with features like speech recognition, text-to-speech, natural language processing (NLP), and interactive voice response (IVR). • Integrates with existing SIP Trunk systems. 2. Web and Chat: • Supports text-based chat interactions with AI-powered responses, virtual agents, and human agent escalation. • Offers chatbot interface that can be integrated with Web or Mobile applications. 3. AI • Single interface for Agents to manage interactions across all supported channels.
3.1.1.31	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	F	CCAI Solution provides Visual IVR feature to offer self-service option to customers through web or mobile interfaces. This feature allows to create interactive menus and experiences that guide users through resolving their issues or finding information without needing to connect with a live agent.
3.1.1.32	provide inbound and outbound voice, SMS, and chat that can handle multiple channels simultaneously and pivot between channels during a customer interaction	F	CCAI Solution provides comprehensive multi-channel capabilities to handle inbound and outbound voice, sms and chat. It offers seamless support across different channels and pivot smoothly between then within a single customer interaction.
3.1.1.33	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	F	The delivery methodology and governance model has been described in the response.

	cloud infrastructure including consideration for network inbound and outbound traffic		
	Digital channels for customers to contact the DMV Contact Center via web and mobile devices	F	Enhancement of the existing DMV website, and implementation of a custom mobile application. These will leverage the Web and Mobile SDK's provided as part of the CCAI Platform.
	Provide an "Enterprise Search" capability on the public-facing DMV website, to enable unified access to available resources	F	Create a searchable index of publicly available web content on the DMV website to support unified search function. Build a user-friendly search widget that seamlessly integrates with the DMV existing website. NOTE: This assumes that the DMV web domain allows Google Text Record in DNS for Domain Verification

2.2. Significant Use Cases

2.2.1. Customer Experience

The conversation experience can be initiated by multiple channels like voice call, SMS or chat. The request is initially received by a **Virtual Agent** powered by Google Cloud **Dialog flow,** which can convert the speech to text using high quality **Automatic Speech Recognition** (ASR) Model. **Dialog flow** will then leverage its **Natural Language Processing** capabilities to understand the intent behind the conversation. It can use webhook functions to integrate with external systems like Mainframe for identity verification or a lightweight CRM for case management. The AI based intelligent routing can also help customers to seamlessly transfer their calls to live human agents if required.

2.2.2. Agent Experience

UJET Web SDK is a core component of CCAI which provides a unified desktop console that integrates all communication channels (voice, chat, SMS) into a single interface for Agents. The console leverages Google Agent Assist capability to make this process seamless. Google Cloud's Contact Center AI, with its built-in natural language understanding, grabs the context of the conversation to suggest articles and real-time, step-by-step guidance, so the agent can help the conversation move along. The human agent is also provided with the smart replies on the Agent Desktop. Agents can also provide feedback on the article suggestions, so the system can learn.

2.2.3. Platform Intelligence

The conversation experience is further enhanced through insights into your customer data, including top call drivers and associated sentiments. Data in the form of voice and chat transcripts can be uploaded to the platform, and then converted to text using speech-to-text. The insights gained from analytics processing become available via a live dashboard, showing real-time statistics such, as how many calls are being received, what is the percent split amongst intents, and more.

2.3. Dependencies

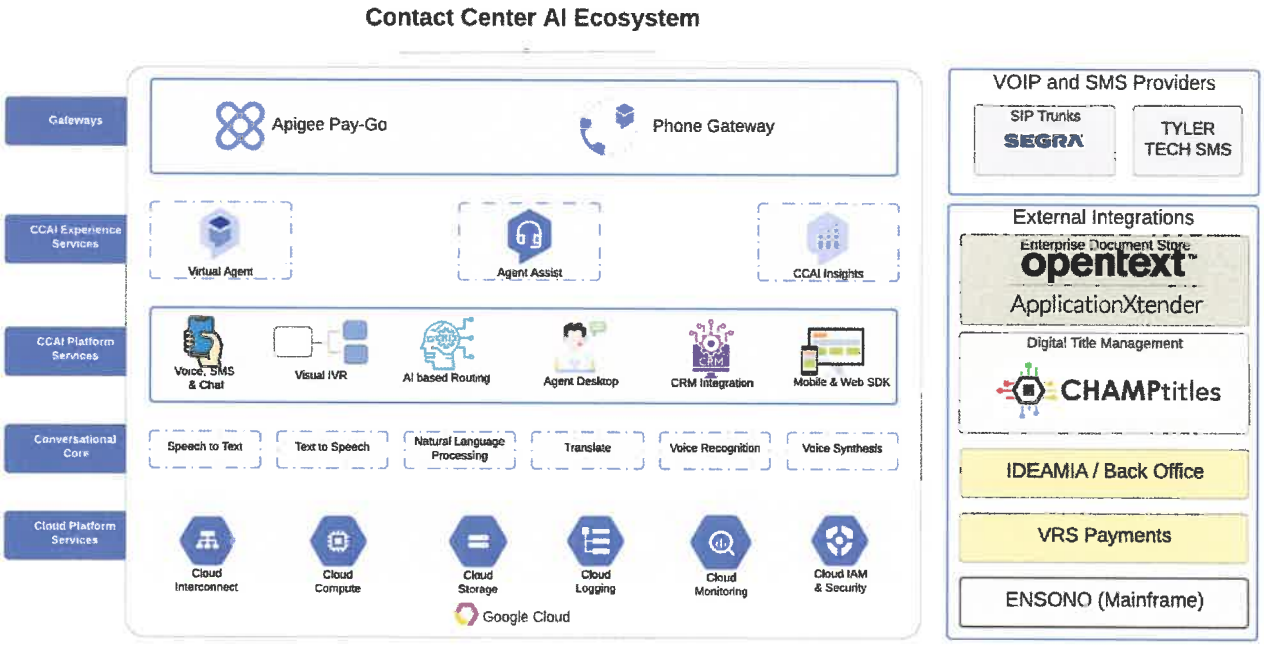
- GCP Org and access to entitlements
- API Interface to connect with backend systems such as Mainframe System, CHAMPS, IDEAMIA etc.
- Telephony (VoIP and PSTN) Provider
- SMS Provider
- APIs to connect with VRS Payment System
- CRM (Case Management) System
- Enterprise Applications and Systems

3. SOLUTION DESCRIPTION

The following sections describe the high-level elements of the proposed solution.

3.1. Core Contact Center Platform

The Contact Center solution is built on top of the Google Cloud Contact Center AI platform, which is a comprehensive suite of AI-enabled conversational services framework available as part of the Google Cloud Platform, and can be leveraged by Government agencies to improve customer satisfaction and deliver significant value along their digital transformation journey, while reducing the overall cost of customer engagement.



The CCAI platform provides intelligent customer experience across channels and devices to "supercharge the customer and agent experience" – by managing multiple channels, large volume of interactions, complexity of interactions and agent workforce challenges all in a single platform.

Contact Center AI Platform is purpose-built for customer relationship management, extending your ability to offer personalized customer experiences that are consistent across your brand, whether delivered through a virtual agent, a human agent, or a combination of both. It eliminates many long-running pain points, from managing data fragmentation to replacing rigid customer experience flows with more engaging, personalized, and flexible support.

- **Multimodal, omnichannel customer experience** – Web and mobile SDKs (iOs and Android) embed the support experience across all channels (VoIP) via WebRTC and PSTN, chat, and SMS for consistent customer experience across all devices.

- **Embeddable Experiences –** Provides the capabilities to not only embed voice and the digital channel suite into your app, but the entire customer journey - from visually navigating where they want to go, interacting with agents, sharing digital media, and making secure payments.
- **AI-Driven Routing –** AI powered operations for contact deflection, predictive routing, agent productivity and operational efficiency. Reduce handle time by providing deep interaction context and turn-by-turn guidance on the conversation flow based on customer intent.
- **Visual IVR –** Provides customers with self-service via Web or Mobile interfaces. Functions just like an IVR or Virtual Agent would function, just via a visual interface.
- **Inbound & Outbound Voice, SMS, & Chat –** Ability to handle multiple channels simultaneously and pivot between channels during an interaction.

3.2. Design Considerations

- Customer can contact the DMV call center through multiple channels such as online website, mobile app. etc.
- Customer can engage via multiple interfaces such as web chat, voice, text messages and email etc.
- Contact Center Interface can leverage conversational services like Speech to Text/Text to Speech, Natural Language Processing, Translation to interpret the customer request.
- Request can then further be processed by **DialogFlow Virtual Agent**.
- Based on **Intents and Entity recognition**, DialogFlow virtual agent can respond back to customer request by utilizing Generative AI capabilities of Vertex AI App Engine and Knowledge Store.
- Virtual Agent can also forward the request to Live Agent in case of unsatisfactory response or on customer demand.
- Handshaking between Virtual Agent and Live Agent can be configured based on various rules using **Intelligent Routing** mechanism.
- **Virtual Agent** can also be integrated with external applications and backend systems such as CRM systems, mainframe / enterprise applications like Appointment Scheduler, etc. via webhooks.
- **Agent Assist** can be utilized to assist Live Agents while talking to customers or processing customer request. This feature provides real-time assistance to agents based on the detected intents and entities while talking to customer.
- **Topic Modeler** can be utilized to analyze the call transcripts to identify "call drivers" during each conversation. This feature can help to gain valuable real-time insights into customer sentiments, key concerns, agent efficiency etc.
- **Contact Center Insights** can be utilized for Dashboards and Reporting to visualize significant context-specific performance metrics around customer engagement and agent capabilities.

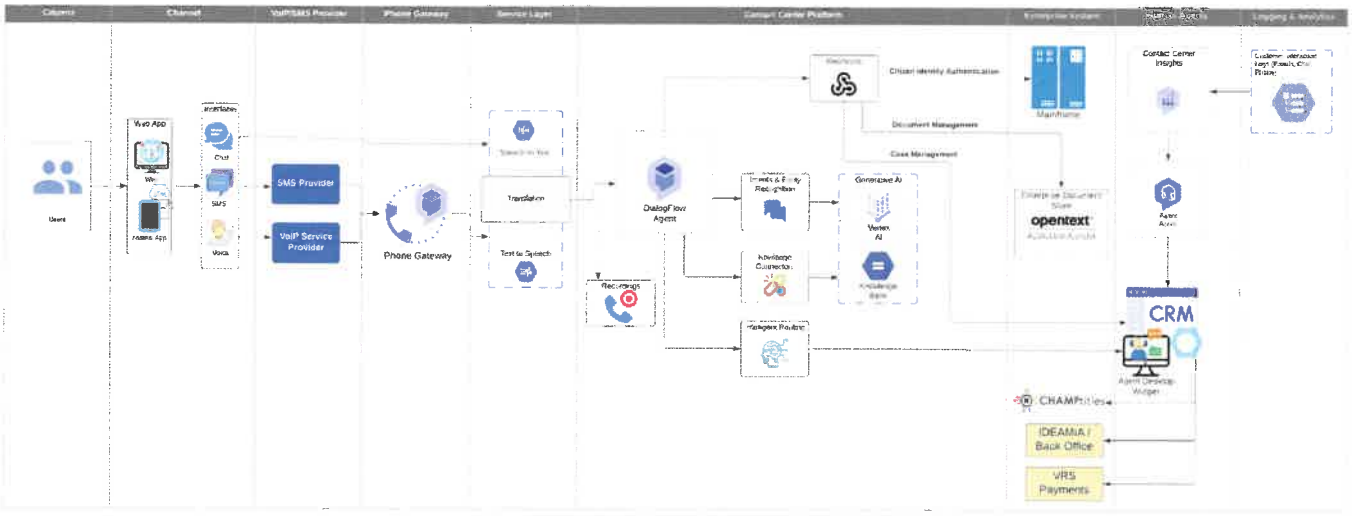
3.3. Proposed Solution

The solution represents an AI-driven **Contact Center as a Service** (CCaaS) platform that is built natively on Google Cloud and uses the other services from the **Google Cloud Contact Center AI** (CCAI) product suite at its core. **CCAI Platform** is a unified contact center platform purpose-built to work alongside CRM systems that provide a single source of truth for their customer journeys and accelerate the ability of organizations like WVDMV to leverage and deploy a Contact Center solution to innovate and transform their customer engagement journey.

CCAI Platform is a full-stack contact center platform for queuing and routing customer interactions across voice and digital channels. It provides easy routing of customer interactions to the appropriate resource pools, allow a seamless transition to human agents, along with reporting on contact center agent performance and customer satisfaction.

- Provides organizations with modern, embeddable APIs that are optimized for the smartphone era.
- Delivers AI-based omni-channel routing, intelligent Virtual Agent, Agent Assist, and Insights capabilities that enables organizations to streamline customer experiences.
- Provides smart device capabilities like photo and video sharing, channel blending, and convenient, on-device authentication.
- Reduces complexity and dependencies.
- Improves speed of deployment.

The functional building blocks of the proposed Contact Center Platform solution are shown below.



3.3.1. Single Sign On (SSO)

The CCAI Platform can be enabled to use enterprise Azure as an Identity Provider (IDP), allowing authentication to the CCAI Platform Portal and Agent Adapter using Azure credentials via SAML authentication protocol.

3.3.2. Voice / SMS Gateway

The Dialogflow phone gateway provides a telephone interface to the agent. It is used to build conversational IVR (interactive voice response) solutions that integrate with the rest of your call center network. It can be used to select and configure a telephone number hosted by Google and connect it to the agent. SMS chats are handled by agents in the same CCAI Platform Adapter as Mobile and Web chats, with a very similar experience.

3.3.3. Dialogflow "Virtual" Agents

AI-powered **Virtual Agents (VA)** introduce conversational artificial intelligence (AI) and Natural Language Processing (NLP) to CCAI Platform, and can be configured to act as the first line of customer engagement to handle support requests with limited to no human agent intervention.

- Configure multiple, distinct VAs that focus on specific issues and assign to a specific queue.
- Assign a virtual agent to answer incoming calls, chats, or leverage existing routing options at the queue level.
- Allow human agents to receive escalations from a VA, or transfer a session to a VA

3.3.4. Google Chat Integration

A Dialogflow "virtual agent" can be organically integrated with a Google Chat "bot" to provide a natural language understanding platform for automated conversations and dynamic responses, as well as interpret and fulfill user intents, e.g. to schedule appointments or process purchases.

3.3.5. Agent Assist

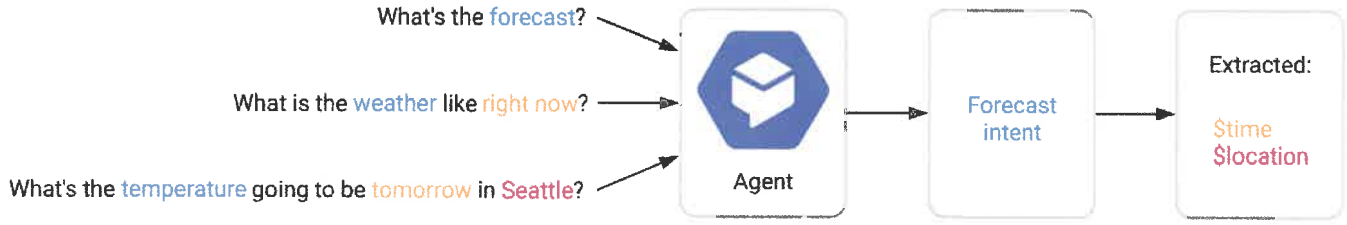
The **Agent Assist** supports and supplements conversations with human agents with powerful AI enablers.

- **Recommended responses to customers** – recommend phrases used by high-performing agents to improve the quality and consistency of customer experience.
- **Find answers from centralized knowledge base** – suggested knowledge base content to solve a customer's issue, reducing customer wait time and providing more accurate information to customers.
- **Live transcription for calls** – Transcribe calls in real time for agents to reference during or after the call for post-analysis.

3.3.6. Natural Language Recognition

Dialogflow virtual agents can be configured to detect natural language elements and constructs within the end-user input stream.

An **intent** categorizes an end-user's intention for one conversation turn. For each agent, you define many intents, where your combined intents can handle a complete conversation. When an end-user writes or says something, referred to as an *end-user expression*, Dialogflow matches it to the best intent in your agent. Matching an intent is also known as *intent classification*. More complex intents can include natural language context, and triggered by externally occurring events rather than the actual content of end-user communication.



An **entity** is a well-known natural language construct, e.g. proper nouns such as public figures, landmarks, etc. which can be recognized and related information about them returned when applicable.

It is common for an agent using knowledge connectors to also use defined intents. Knowledge connectors offer less response precision and control than intents. The best practice is to let knowledge connectors handle simple requests, and define intents to handle complex user requests.

3.3.7. Knowledge Bases and Connectors

A **knowledge base** represents a collection of *knowledge documents* available to Dialogflow, containing relevant information that may be useful during conversations with end-users. These are used when looking for a response to an end-user expression. A knowledge base is enabled at the agent level.

Knowledge connectors complement intent definitions, and can parse *knowledge documents* (for example, FAQ's or articles) to find automated responses from one or more document collections organized as knowledge bases.

3.3.8. Case Management

A seamless and well-orchestrated customer experience enabled by a holistic "Customer 360" view of all available history of past interactions lies at the heart of a successful Contact Center implementation. In the absence of an available commercial off-the-shelf (COTS) CRM implementation, a lightweight "case management" solution can be used to track, persist and provide real-time analytics to support the multi-channel customer (agent) journeys.

3.3.9. CRM Integration

The CCAI toolkit provides out-of-the-box "connectors" for several of the most popular third-party CRM platforms, including Sealesforce, Microsoft Dynamics, Zendesk, Kustomer, ServiceNow, Freshdesk, HubSpot, etc.

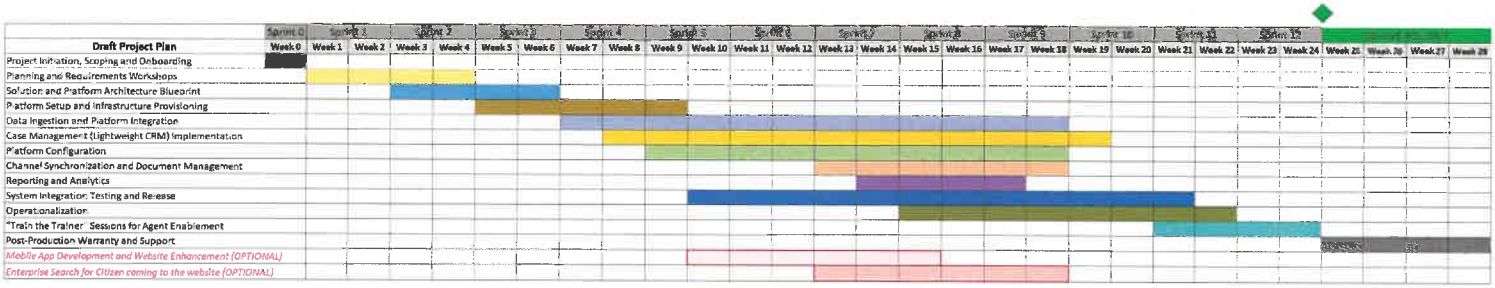
Beyond the above list of "usual suspects", the CCAI Platform Portal can also be configured for custom CRM's that are either homegrown or non-standard. Agents handle calls and chats, and supervisors can monitor and pull reports via the CCAI Platform Portal. All details about the call or chat session are stored in a session metadata file. This file can contain 20+ data points, including session information, transfers, handle duration, participants, diagnostic information, and much more. The session metadata file can be easily parsed and used for post-session analysis and tracking.

Session metadata and consumer-uploaded media files are pushed to an external storage service, and agents are able to see consumer-uploaded media files directly in the Agent Adapter during the session.

4. IMPLEMENTATION APPROACH

The solution will be delivered as incremental "minimum viable" releases, front-loaded with architectural and foundational frameworks defined and developed up-front to support reuse and scaling efficiencies downstream. Features in the overall solution scope will be prioritized and delivered based on detailed requirements planning and discovery workshops at the start of the engagement.

The high-level implementation plan, task breakdown and work streams for the first release are represented below.



NOTE: This is a **representative view** only and will be further refined and finalized early in the implementation.

4.1. Work Streams

4.1.1. Planning and Requirements Discovery

- Collaborate with stakeholders from the state-level agency and subsidiary agencies to gather requirements and understand specific translation needs and workflows.
- Conduct thorough analysis of existing systems, content repositories, and integration points to ensure seamless interoperability.
- Conduct a series of detailed workshops with visual UX storyboards and working prototypes and demonstrations on various critical topics related to Government-mandated security, privacy and compliance, accessibility for users with disability, robust access controls and auditability.

4.1.2. Solution and Platform Architecture Blueprint

- Detailed analysis of functional and non-functional requirements
- Creation of detailed backlog, prioritization, dependency mapping and MVBO releases
- Inventory existing technology stack including content management system, document formats and integration channels.
- Finalize technical solution and product stack for UX, middleware, data, and workflow layers.
- Technical views of solution components: data models/flows, integrations, network/deployment topology
- Security for platform/application/data elements: firewalls, AuthN/AuthZ, RBAC model, SSO/MFA

- Source Code Management, Testing/Deployment/Release Strategy, Dependency Management
- Operational Health, Observability and Resilience, Problem Management
- Non-Functionals e.g. HA, DR, scalability, throughput, etc.

4.1.3. Project Setup and Infrastructure

- **Create a GCP Project –** Setup a dedicated GCP Project for CCAI implementation.
- **Establish Network Connectivity –** Connect your on-premises network to GCP using Cloud VPN or Cloud Interconnect for secure and private access.
- **Configure Landing Zone –** Define a structured GCP environment with resources like folders, billing accounts, and IAM policies for centralized governance.

4.1.4. Data Ingestion and Platform Integration

- **Establish Connectivity** – Set up secure connectivity between CCAI, the mainframe, CRM, Active Directory, SMS gateway provider, and Xtender. This may involve using APIs, middleware, or other data integration tools.
- **Data Pipeline Development** – Build pipelines to continuously ingest, preprocess and export data to CCAI platform Knowledge Store and Insights
- **Mainframe Data Migration** – Clean, Enrich and Migrate relevant customer data from the mainframe to CCAI's data storage system. Ensure that CCAI has local access to all data for the initial Agent Desktop experiences.
- **Mainframe Data Integration** – Lookup Customer Master for Identity Authentication and CRM mashups
- **CRM Data Integration** – Establish a data synchronization mechanism between CCAI and CRM. Ensure that customer interaction data is exchanged seamlessly between the two systems, keeping records up-to-date and providing a unified view of customer interactions
- **VoIP Provider Integration**
- **SMS Provider Integration** – Integrate an SMS gateway provider with CCAI to enable SMS communication with customers. This will allow agents to send and receive SMS messages directly from the CCAI platform.
- **Xtender Integration** – Integrate Xtender with CCAI to enable seamless access to customer documents and information stored within Xtender. This could involve using APIs, middleware, or dedicated connectors.
- **Backend System Integration** – Integrate with WVDMV enterprise applications and backends using API's. Appointment Scheduler, ENSONO (Mainframe), CHAMPS (Digital Title Management), VRS (Payments), IDEAMIA/Back Office.

4.1.5. Platform Configuration

- **Agent Configuration** – Create agent profiles in CCAI and map them to corresponding Active Directory user accounts. This allows for seamless agent access to customer information, interaction history, SMS communication capabilities, and Xtender documents.

- **SSO Configuration** – Configure SSO settings in CCAI, CRM, and Active Directory to enable seamless user authentication and authorization across the systems.
- **Design Conversational Flows** – Plan the dialogue structure for virtual assistants, define flow triggers for AI interventions in agent conversations and create response templates.
- **Routing Configuration** – Configure routing rules in CCAI to determine which interactions are directed to human agents, virtual assistants, SMS communication, or require access to Xtender documents. Utilize data from CRM and Active Directory to personalize routing decisions based on customer attributes, interaction history, agent availability, preferred communication channel, and document requirements.
- **Model Training** – Seed data and train underlying models for Dialogflow routing and business logic
- **AI Integration** – Integrate AI capabilities from CCAI into your mainframe, CRM, SMS gateway systems, and Xtender. This could involve using AI-powered chatbots to handle common inquiries, AI-assisted agent workflows, predictive analytics for customer service optimization, and AI-powered document retrieval and analysis.
- **CCAI Platform Configuration** – queues, calback mechanism, call failure, wait times and thresholds, etc.
- **CRM Implementation** – implement lightweight CRM capabilities integrated with Agent Desktop (mashup) via Web SDK

4.1.6. Channel Switching, Synchronization and Document Management

- Channel Context Synchronization – Implement a mechanism to synchronize customer interaction context across web, mobile, SMS channels, and Xtender document access. This ensures that agents have access to the complete customer interaction history and relevant documents, regardless of the communication channel used.
- Document Search and Retrieval – Integrate AI capabilities to enable natural language search and retrieval of relevant documents from Xtender within the CCAI platform. Allow agents to easily search for and access documents based on customer context, interaction history, and keywords.
- Document Annotation and Tagging – Enable agents to annotate and search for relevant documents within the CCAI knowledge repository, providing additional context for customer interactions.

4.1.7. Mobile App Development and Website Enhancement (OPTIONAL)

- **Web and Mobile SDK Integration (OPTIONAL)** – Integrate CCAI's web and mobile SDKs into your existing web and mobile applications. This will enable seamless switching between web, mobile, SMS channels, and Xtender document access within the same customer interaction.

4.1.8. Enterprise Search on DMV Website (OPTIONAL)

- Provide an "Enterprise Search" capability on the public-facing DMV website, to enable unified access to available resources

4.1.9. System Integration, Testing and Release

- **Quality Assurance** – Conduct rigorous testing of the integrated systems to ensure data integrity, functionality, compatibility, seamless channel switching, document search, retrieval, annotation, and sharing capabilities. This includes testing data synchronization, routing rules, AI components, SSO functionality, channel context synchronization, and document management features.

4.1.10. Operationalization

- **Phased Deployment** – Start with a controlled deployment of the integrated system to a pilot group of users, gradually expanding to the entire organization as validation and feedback are gathered.
- **Continuous Monitoring** – Implement continuous monitoring of the integrated systems to identify and address any issues promptly, ensuring optimal performance, data integrity, SSO reliability, seamless channel switching, and document management functionality.

4.1.11. "Train the Trainer" Sessions for Workforce Enablement

- **User Training** – Provide comprehensive training to agents and relevant personnel on the integrated systems, covering data access, interaction handling, AI-powered features, SSO procedures, web, mobile, and SMS channel switching, document search, retrieval, annotation, and sharing.

4.1.12. Post-Production Warranty and Support

- **GO-LIVE ROLLOUT –** Incremental ramp-up and cutover.

4.2. DELIVERABLES

No	Persona	Capability	Detail	Assumption
1	Platform	Landing Zone	Organization, provisioning, access control, on-premises connectivity and perimeter security for all cloud resources	
2	Customers	Multi-Channel Experience	**Embedded Chat**: Integrates chat functionality into website and existing mobile app allowing customers to interact with agents or virtual assistants. **Embedded SMS**: Integration with a third-party SMS service provider **Embedded VoIP**: Integration with a third-party VoIP service provider	• SIDG will provide Web and Mobile (IOS, Android) SDKs. These SDKs have built-in integration connectors with Twilio for both call and sms. Integration with any other service provider requires additional efforts.

				• Integrate SDKs with Web and Mobile app requires additional efforts
3	Customers	Customer Identity Authentication	Integration with DMV Backend system for customer identity authentication	• APIs should be available for Mainframe integration
4	Customers	Multi Language Support	Ability to handle multiple languages	• 100 Guided Response (Intents) will be created for English, Spanish, German, Chinese and French under Drivers and Vehicle services.
5	Customers	Passcode Authentication	Multi-factor authentication of customers via integration with third party VoIP provider	APIs should be available for integration. CCAI Web and Mobile SDK also have built-in intgeration connectors with Twilio.
6	Customers	Schedule Call Back	• AI-powered algorithms for scheduling support calls. • Predicting and providing time slots based on agent availability	Web and Mobile SDKs have built-in integration connectors with Twilio for both call and sms. Integration with any other service provider requires additional efforts.
7	Customers	Visual IVR	Design Visual IVR using Dialogflow. Implement self-service option in Web and Mobile SDKs	Integrate Web and Mobile SDKs with Web and Mobile app requires additional efforts
8	Customers	Enterprise Search Widget (OPTIONAL)	User-friendly search widget that seamlessly integrates with the customer's existing website	The search widget will dynamically generate search result summaries in the same language used for the query, ensuring a consistent and intuitive user experience for those searching in different languages. • While summaries will be language-specific, the actual links to the underlying search results will remain in English. This ensures compatibility with existing content for now with potential for language support in future iterations.

				• DMV website type should support Google Text Record in DNS for Domain Verification • Data Store will only index the publicly accessible data on the DMV website
9	Customers	Enhancement of the existing DMV website, and implementation of custom mobile Contact Center application **(OPTIONAL)**	This will enable seamless switching between web, mobile, SMS channels, and Xtender document access within the same customer interaction	Any integration between the mobile app and existing DMV enterprise systems / applications will be scoped and prioritized during discovery workshops early in the engagement.
10	Agent	Multi-Channel Experience	Web-based console for agents to handle all interaction types (chat, voice, SMS) from a single UI	UJET Web SDK for Agent Desktop will be used as unified console
11	Agent	Recording and Call Search	Utilize GCP storage for call recording. Leverage CCAI for call search.	Google Cloud Storage will be used to store customer interactions.
12	Agent	Analytics	Integrate with CCAI Insights to gather real time analytics on customer interaction, agent performance etc.	Integration with CCAI Insights
13	Agent	Document Management System	Integration with OpenText Application Extender	APIs should be available for integration.
14	Agent	Case Management System	Customized "minimal" CRM solution to support "360 view" of customer interaction history linked with Mainframe SOR	A custom developed lightweight CRM system to store and retrieve customer interaction history
15	Agent	Automatic Call Back	Integration with a third-party VoIP service provider for voice calls	UJET Web SDK have built-in Twilio integration connectors for Callback functionality. Integration with any other service provide requires additional efforts.
16	Agent	Automatic Call Failover	Integration with a third-party service provider for VoIP and PSTN calls	UJET Web SDK have built-in Twilio integration connectors for PSTN calls. Integration with any other service provide requires additional efforts.

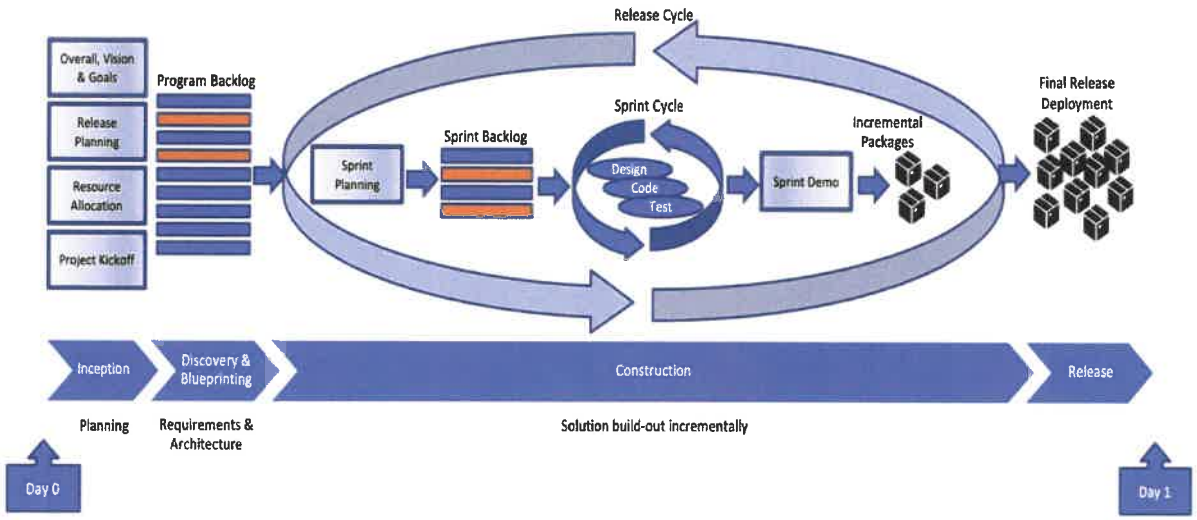
17	Agent	Agent Assist	AI-powered assistance for agents in handling customer interactions	
18	Agent	Knowledge Base	A repository of information to assist agents in providing accurate and consistent responses	
19	Admin	Administration	Agent On-boarding	
20	Admin	Reports	Call details, most common questions, agent unavailability, call disposition, call summary	
21		Integration	CHAMPS (Digital Title Management), VRS (Payments), IDEAMIA/Back Office, and Mainframe	API's available for integration
		Integration	Appointment Scheduler	API's available for integration
		Integration	Website	CCAI provides Web SDK for custom enhancement
		Integration	Google Chat, Gmail	Dialogflow provides a Google Chat plugin

4.3. ASSUMPTIONS

4.4. METHODOLOGY & GOVERNANCE

4.4.1. Delivery Methodology

This outlines the SIDGS's delivery methodology that serves as a strategic framework designed to orchestrate and optimize the entire project lifecycle. This comprehensive approach, from day zero planning to subsequent release cycles, aims to ensure efficiency, transparency, and successful project outcomes.



1. **Initiation and Planning:**
   - **Strategic Kickoff:** The methodology begins with a structured project kickoff, emphasizing thorough planning and setting clear objectives.
   - **Requirements Clarity:** Rigorous requirements gathering sessions ensure a deep understanding of project needs, stakeholders, and success criteria.
2. **Agile Principles:**
   - **Iterative Development:** Agile methodologies are integrated, facilitating iterative development cycles and continuous improvement.
   - **Adaptability:** Leveraging Scrum and Kanban frameworks enhances adaptability to changing requirements and promotes collaborative team efforts.
3. **Stakeholder Collaboration:**
   - **Early Engagement:** Engaging stakeholders from the outset fosters collaboration and aligns project goals with organizational objectives.
   - **Transparent Reviews:** Regular sprint reviews maintain transparency, allowing stakeholders to provide valuable input throughout the development process.
4. **Release Cycle Management:**
   - **Continuous Integration and Delivery (CI/CD):** The methodology embraces CI/CD principles for streamlined development, testing, and deployment.
   - **Frequent Releases:** Frequent feature releases reduce time-to-market and enhance the project's overall agility.
5. **DevOps Integration:**
   - **Collaboration:** Integrating DevOps principles enhances collaboration between development and operations teams.
   - **Infrastructure as Code (IaC):** Embracing IaC principles streamlines infrastructure management, promoting consistency across environments.

6. **User-Centric Design:**
    - **Continuous Feedback Loops:** Regular feedback loops with end-users throughout development ensure the final product meets user expectations.
    - **User Acceptance Testing (UAT):** Systematic UAT is conducted to validate that delivered features align with user requirements.
7. **Post-Implementation Support:**
    - **Monitoring and Optimization:** Robust monitoring tools facilitate post-implementation support and ongoing system optimization.
    - **Continuous Improvement:** Retrospective meetings drive continuous improvement initiatives, refining processes based on past project experiences.

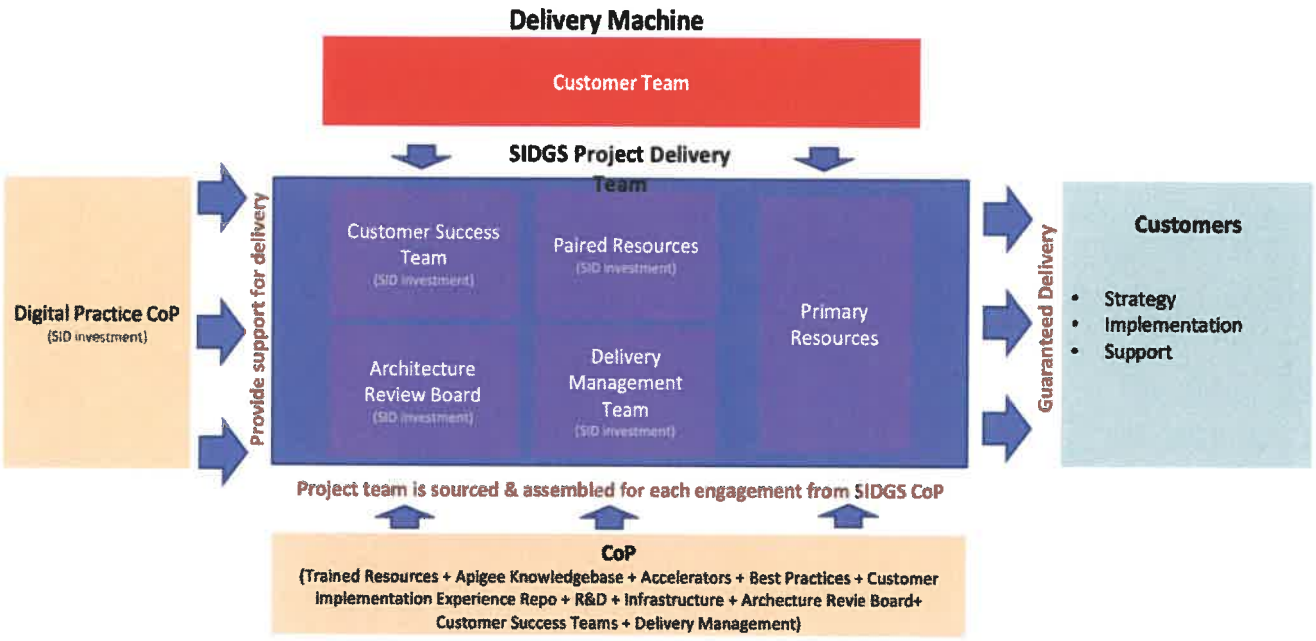
Assumptions

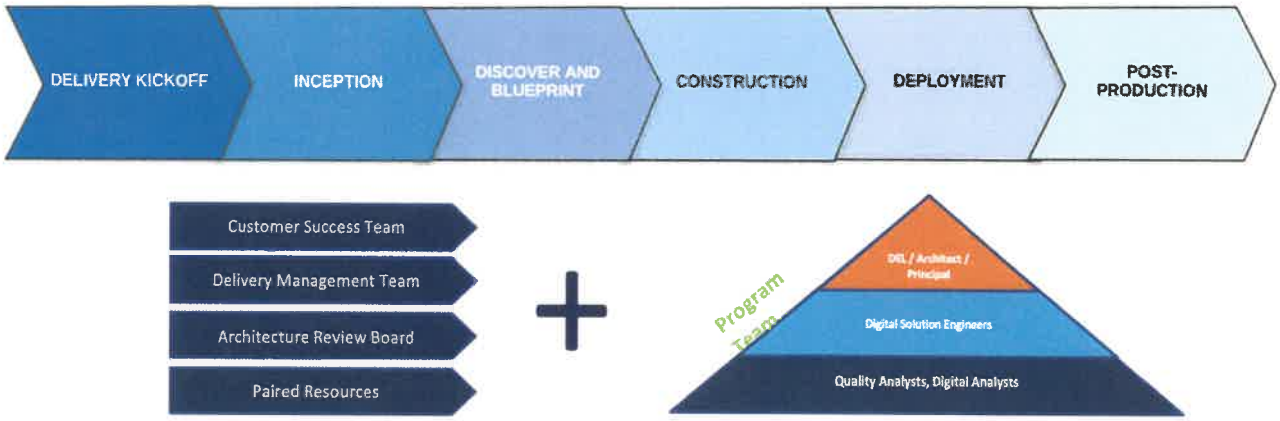
- "Client" will provide appropriate and timely access to mutually agreed upon infrastructure, software, software patches and upgrades to support project execution.
- Infra-Services will be available for development by a mutually agreeable date to support project execution.
- "Client" will create Virtual Desktop Infrastructures (VDIs) for developers that are available 24x7 within one (1) week of onboarding developers. SIDGS team will provide the required information 1 week prior to Developer Onboarding to assist with the VDI creation process.
- Named SIDGS team members will be able to access the required resources reliably and will have required connectivity to support project delivery.
- SIDGS resources will be operating remote from both On-shore (US) and Off-shore (India) locations from our office's pandemic permitting.

4.4.2. Project Management

- SIDGS Assembles a team that comprises Program Team that is directly engaged with the customer along with support from four additional pillars with a focus on Customer Success.
- Every project independent of the size will go through the six-step process.

- Every program for a customer starts with a Delivery kickoff where the Account team will engage the Resource planning & Delivery teams.





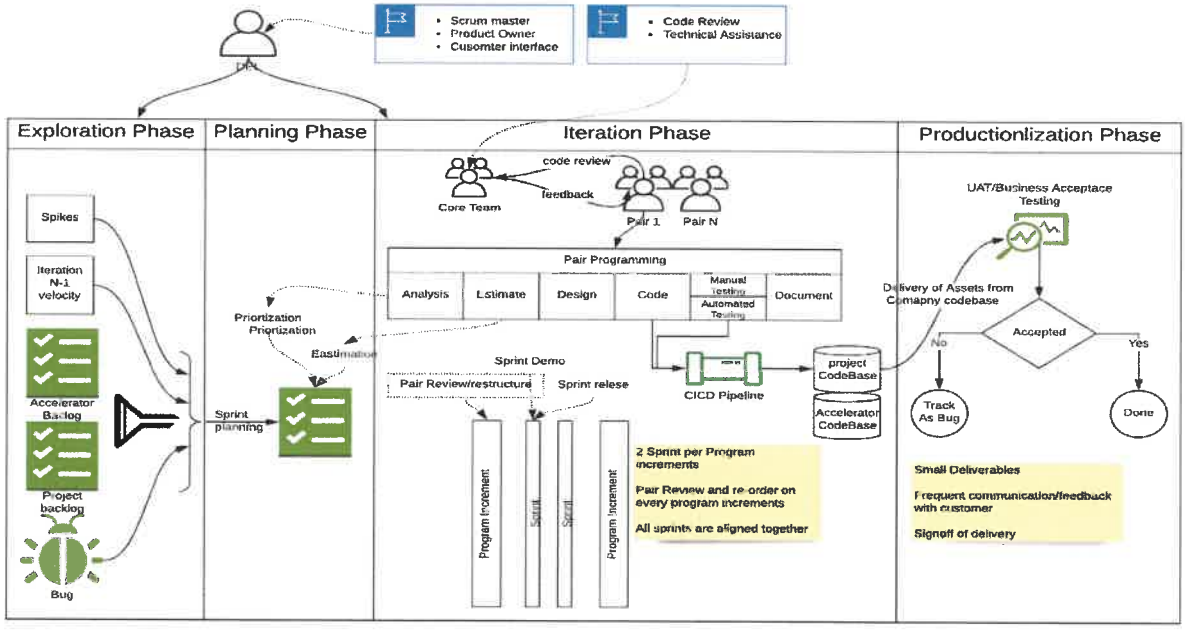
Assumptions

- The supplier will rely on the accuracy and completeness of the data supplied by the client to support all pricing, scheduling, and scope statements.
- "Client" will provide timely access to all documentation, data models, requirements, and others as per the project schedule.
- "Client" will participate in all meetings scheduled by the supplier. If attendance is not possible, "Client" will notify the Supplier and provide back-up or alternate.

- "Client" will promptly notify the supplier immediately of any changes which could impact the scope, program organization or budget.

4.4.3. Review, Approval & Acceptance

This describes the defined process by SIDGS for creating backlogs, progressing through the development phase, conducting code peer reviews, obtaining approvals, and executing testing phases within the planned & scheduled releases.



1. In the initial exploration and planning phase, the Scrum master and product owner collaboratively engage with stakeholders to define clear requirements. Backlogs are then created, complete with estimates, as part of this collaborative effort.
2. SIDGS adheres to Agile methodology, employing sprint planning and backlog prioritization to ensure an iterative and adaptive approach. During the development phase, developers write code and engage in a comprehensive peer code review cycle. This process involves stages where constructive feedback is provided, ensuring the establishment of robust code quality.
3. To streamline the code review approval process, SIDGS integrates automated systems. This not only facilitates real-time notifications but also enables efficient tracking for the development team, ensuring a seamless and transparent workflow.
4. Upon successful code approvals, the project progresses to the testing and deployment phases, aligning with the predetermined release schedule. This holistic approach from backlog creation to testing and

deployment reflects the SIDGS's commitment to delivering high-quality solutions within the framework of industry best practices.

Assumptions

- "Client" will have 10 (Ten) business days to approve artifacts submitted for review (business and technical).
- If approval is not provided within this window a change order may be required to re-plan to the current sprint and subsequent Sprints of the project unless the acceptance criteria are changed to auto approved after 5 business days.
- Each Application/API will have a single approver for acceptance criteria (AC) identified before the start of detailed requirement and design sprint. "Client" will identify the AC approver. The supplier will assist "Client" with preparing AC approvers before the start of a sprint. In the case of multiple AC approvers for an application, "Client" will designate a single person that the supplier will work with for acceptance management.
- Deliverables for Acceptance criteria will be predefined based on the category of the application (ex: lift-shift, re-design, etc.)
- Each User Story will have Client approved acceptance criteria before the start of the development. If the acceptance criteria changes during or after a development Sprint, the change management process will be invoked and may result in a change in price and/or schedule.

4.4.4. Deployment

- All delivered code will be managed in SCM repos provided by "Client."
- Code deployments to Development, QA and Production environments will be managed using supplier provided predefined build and deploy processes if CI/CD is part of the solution being implemented.
- SCM Repositories will be organized to support the standalone deployment of applications, content and backend services.
- GitFlow process will be used for release, hotfix, and feature management.
- Deployment up to Production environment will be managed by the Supplier.
- Deployment to the production environment will be managed by "Client."

4.4.5. Reporting

This describes the communication approach that will be used between the Supplier and the provider during the duration of the project. This includes:

Communication method (e.g. status reports, steering committee meetings, reviews)

- SIDGS PM will provide a bi-weekly status report working with "Client."
- SIDGS will coordinate a bi-weekly change management meeting throughout the project.

Communication frequency (e.g. weekly, monthly)

- Daily scrum call (SIDGS, "Client")
- Weekly project team meeting (SIDGS, "Client")
- Bi-weekly Status reports (SIDGS, "Client")
- Sprint meetings - Planning, Backlog Grooming, Sprint Demo, PI planning (SIDGS, "Client")

Communication & Escalation Path

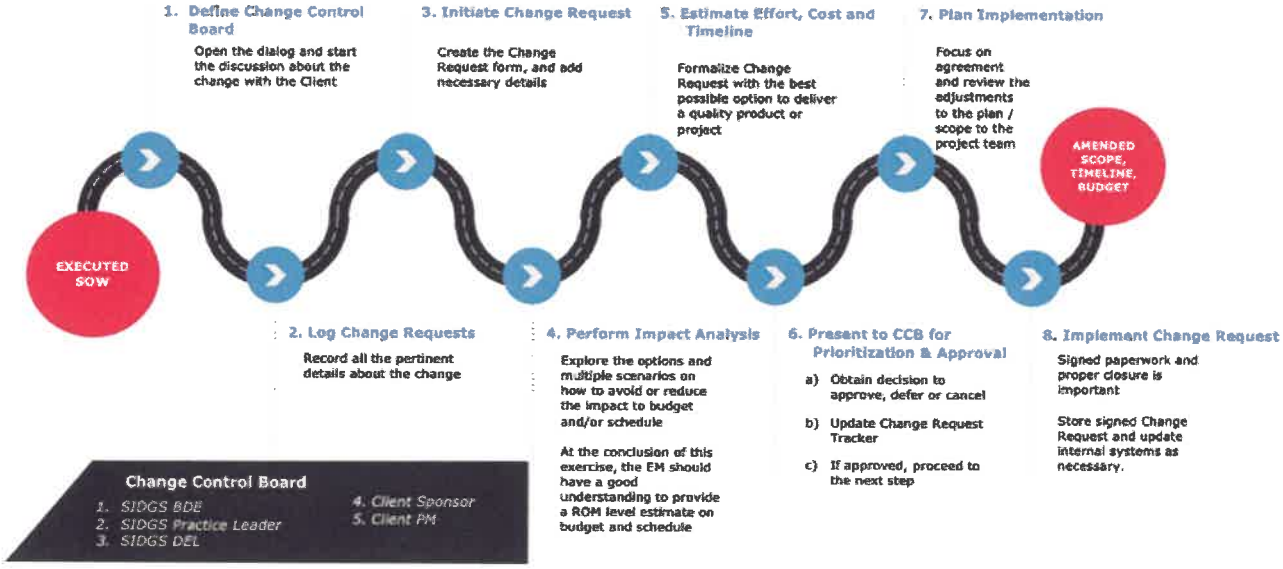
Communication Item	Purpose	Frequency	Media	Audience	Responsibility	Distribution
Project Team Meetings	Review progress, issues, risks, decisions needed and action items.	Weekly	Agenda and Meeting Minutes	Project Team	Project Manager	Agenda to be distributed prior to the meeting and the minutes will be distributed immediately after the meeting through email.
Sprint Backlog	Provide the work for the Sprint represented by a set of tasks.	During Sprint	Excel or Tool	Project Team and Product Owner	Scrum Master	Distributed after the Sprint Planning is complete.
Sprint Burndown Chart	Provide progress on the sprint expressed in points or hours.	As needed	Excel or Tool	Project Team and Product Owner	Scrum Master	Distributed during the sprint.
Issues, Risks, Action Items, Decisions - Submission	Submit items affecting the project and deliverables. To ensure items are identified and resolved as quickly as possible.	As needed	E-mail	Project Manager	Project Team	Sent via e-mail to the Project Manager. Project Manager will record, assign an owner and follow-up to resolution.
Code Review	Review code to ensure quality and adherence to provided standards.	As needed	Source code	Developers	Technical Lead	Sent via email
Client Acceptance	Obtain acceptance from the client on the deliverables of the projects and proceed with close down activities.	Once, end of the project	MS Word	Sponsor	Project Manager	Sent via e-mail.
Close Down Announcement	Formal announcement at the end of the project	Once, end of the project	MS Word	Project Team, Sponsor and Stakeholders	Project Manager	Sent via e-mail.

4.4.6. Change Management & Control

In the event of changes in the scope of work or other terms of this SOW, the parties will work together in good faith to agree upon an appropriate written change order, including any additional fees or changes in timetable, if applicable.

The process below represents the standard change control aka change management process to be used for this implementation.

Change Management Process



4.4.7. Problem Management

Mechanisms for problem resolution and issue escalation

- SIDGS PM will schedule an escalation meeting with appropriate stakeholders within 2 business days of identification of an escalation.
- If resolution is required between "Client" & SIDGS, both parties will assign a manager to close the issue or come up with a mutually agreed upon solution.
- SIDGS PM will work with "Client" PM to resolve the issues that will impact project success.

Risk Management

- SIDGS PM will maintain a registry of risks during the course of the program execution and will work closely with "Client" project/program manager and teams on both the sides to first assess the impact and have contingency plans to close the risks.

4.4.8. Managed Service &/or Support Model (Optionally priced)

SIDGS provides a comprehensive suite of Managed Services, delivering seamless operations, robust security, and strategic insights to empower organizations. Our services encompass shift coverage for platforms, application services, APIs, and data, ensuring continuous and reliable operations. Leveraging the capabilities and scalability of Google Cloud Platform for Contact Center AI (CCAI), our managed services guarantee optimal performance by efficiently managing critical services and components.

Contact Center AI

Managed Service - Operate, Maintain & Support Model

GCP Infrastructure

Cloud Interconnect
Cloud Compute
Cloud Storage
Cloud Logging
Cloud Monitoring
Identity and Access Management)

Core CCAI Services

Dialog flow CX
Agent Assist
Insights
Dataflow
Contact Center AI Platform

Incident Management

Incident detection, logging & categorization
Incident Response within SLAs
Escalation Procedures
Root Cause Analysis
Knowledge base & Training support

Operational Excellence & Reporting

Security and Compliance
Backup and Recovery
Performance Optimization
Integration Support
Reporting and Analytics

Integration Services

SEGRA
IDEAMIA
VRS Payments
ENSONO - Mainframe
CHAMPtitles
TYLER TECH SMS
Opentext ApplicationXtender

Shift Coverage

Monday – Friday
12/5 Technical Support
6:30 AM to 6:30 PM EST
(Excluding Public Holidays)

Resource Model

Incident Manager
Platform Engineer
Site Reliability Engineer
Integration Specialist
CCAI Engineer

4.5. ASSUMPTIONS

The performance of services, schedule, resources, fees, and expenses provided in this proposal are based upon the assumptions herein. Should these assumptions change, the fees, expenses, and schedule associated with this project may need to be adjusted.

4.5.1. General Assumptions

- Project estimates are based upon Google Cloud and Contact Center AI and as the target platforms.
- "Client" will provide licenses for the selected Digital Platforms for development, configuration-related activities. Licenses/software for development activities will be provided at least one week before development as per the project schedule.
- While Supplier may make recommendations concerning the project, Client shall be responsible for making all decisions concerning the project, whether or not based on Supplier's recommendations, and for implementing those decisions.
- The supplier may rely upon the data and information provided by the Client and its agents. The activities under this proposal involve a collaborative effort by the parties and the Supplier will rely upon "Client" participation in such activities. Client acknowledges that the results of the services will be based, in part, upon the information, materials, and guidance provided by Client.
- The supplier is not providing the Client with legal or accounting advice. To the extent applicable to any of the services, Client will consult with and rely exclusively on its attorneys, accountants, or other financial advisors for legal, accounting, and related advice.
- The client will provide Supplier personnel with appropriate, secure, and timely access to the technical environments identified below as is required for the Supplier to perform its responsibilities specified in this proposal.
- Firewall/security access to Client's servers for the Supplier team will be the sole responsibility of the Client.
- The supplier does not warrant any third-party software or hardware. Procurement of all hardware, software and peripheral devices is the responsibility of the Client. Supplier shall have no liability for any delays and/or damages caused by the lack of functionality of third-party software or hardware and/or the acts or omissions of Client or third-party providers and/or services performed other than by Supplier. Any description of software or hardware performance is based on information available to the public and is not a representation being made by the Supplier.
- Procurement of all hardware, software and peripheral devices is the responsibility of the Client. This proposal does not include any estimates for hardware or software costs.
- Staffing depends upon when the services commence, and the Supplier retains the discretion to staff resources as necessary.
- Client Business Subject Matter Specialists will work with Supplier resources to define detailed user stories, acceptance criteria and UI/UX designs within a sprint before the sprint for development and unit testing.
- The project schedule is based on Client resources availability. There could be spikes in utilization depending on the specific milestones.
- Suppliers change management process will be reviewed with the Client as part of the Project Kickoff meeting and followed during the project.
- The supplier will schedule a Project kick-off session to help facilitate the process, schedule, and communication channels for all team members between "Client" Teams & Supplier before the start of the project.

4.5.2. "Client" Stakeholder Allocation Assumptions

- Supplier will request access to appropriate Stakeholders and Subject Matter Experts (SMEs) throughout the project. These requests will be coordinated with the Client PM and will be done with reasonable lead time.

4.5.3. Functional Assumptions

- Any material enhancements (Functional and/or Non-functional) in the current legacy systems after the above date will be managed through the supplier change managed process.
- Supplier PM will setup a Change management meeting every 2 sprints to manage any change requests.
- The supplier will assess the impact of each change for impact to cost and schedule before acceptance.
- "Client" will provide supplier access to the Functional and IT teams as defined during the week zero of the initiative.

4.5.4. Testing Assumptions

- "Client" will provide test data to the supplier for testing. The exception of this rule will be unit testing. The supplier will be responsible for creating the test cases and data for unit testing.
- UAT will be led and driven by "Client" team.
- "Client" will provide the test cases and test data for UAT 2 Weeks before the execution of UAT.
- Test Cases for UAT will be reviewed between "Client" and the supplier and will be mutually agreed upon for compliance to scope.
- The supplier PM & Supplier team will assist in defect resolution and fixes during this period reported by the "Client" Team
- Any extension to the UAT period not caused by the supplier will be handled using the Supplier Change Management process.
- Acceptance criteria will support the agreed to delivery schedule between the Supplier and "Client". Impact to agreed schedule due to acceptance criteria will be managed through the change control process.
- The supplier assumes "Client" will leverage an internal security testing team and will coordinate with them for penetration-testing.
- The supplier will support runs of security tests and fix any Critical and High-security vulnerabilities due to implementation. Product related security issues will be managed with the OEM.
- Non-severe threats will be defined by "Client" Security team. Non-severe threats identified will be deferred to the next IT release cycle in production.
- The supplier has included 2 desktop browsers (Latest Versions of Internet Explorer & Chrome) for multi-browser testing; The version of these browsers will be published before development.

- The supplier and the client will jointly define defect severity criteria and adhere to them throughout the project. e.g. P1 -P4 ticket criteria.
- Definition of severity and criticality mentioned in SOW. We will close UAT once P1 & P2 defects are closed.

SID GLOBAL SOLUTIONS
Digital Transformation Experts

State of West Virginia
Centralized Request for Quote
CRFQ 0802 DMV2400000001

004 Exhibit A Contact Center Pricing Page

Table 1: Pricing for Response
CRFQ DMV24*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE

TOTAL INSTALLATION & DELIVERY COST							
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304							
Item Number	**QTY**	**Description**	**YEAR ONE**	**YEAR TWO**	**YEAR THREE**	**YEAR FOUR**	**Grand Total**
3.1.1	1	CCAI Solution Implementation and Integration - Go Live Post deployment support, Training and enablement for DMV to manage the solution	$ 997,000.00				$ 997,000.00
3.1.1	1	Google SKU's - Subscription Agreement + Google support	$ 296,119.00	$ 296,119.00	$ 296,119.00	$ 296,119.00	$ 1,184,476.00

Table 2: OPTIONAL ITEMS
CRFQ DMV24*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE

Optional Items for Contact center Modernization							
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304							
Item Number	**QTY**	**Description**	**YEAR ONE**	**YEAR TWO**	**YEAR THREE**	**YEAR FOUR**	**Grand Total**
3.1.1	1a	**Managed Support 12x5 for the solution Deployed** ***(1st Year @ 4 Months)*** ***Shared Support Model***	$ 55,000.00	$ 165,000.00	$ 165,000.00	$ 165,000.00	$ 550,000.00
3.1.1	1b	**Managed Services - Fully managed program with 10 resource pod (Global resourcing)**		$ 1,182,720.00	$ 1,182,720.00	$ 1,182,720.00	$ 3,548,160.00
3.1.1	2	**Enterprise Search enabled for DMV site with Gen AI**	$ 96,720.00				$ 96,720.00
3.1.1	3	**Mobile APP for Citizens (Integrations with SOR TBD & not included)**	$ 67,200.00				$ 67,200.00

DMV Can choose Managed support for the implemented solution at an optional cost or if they have a desire to engage us for fully managing the application for ongoing changes, we have offered a 10 member pod with our global resourcing model with 40% of the resources onshore. Choose 1a or 1b

Additionally we have two optional items that we can implement during the initial implementation, items 2 and 3 from the table