



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

State of West Virginia
Master Agreement

Order Date: 06-29-2023

CORRECT ORDER NUMBER MUST
 APPEAR ON ALL PACKAGES, INVOICES,
 AND SHIPPING PAPERS. QUESTIONS
 CONCERNING THIS ORDER SHOULD BE
 DIRECTED TO THE DEPARTMENT
 CONTACT.

Order Number:	CMA 0323 9612 WWV2200000001 2	Procurement Folder:	1033818
Document Name:	IVR/IWR System Maintenance & Support. Please Exhibit "A"	Reason for Modification:	Change Order No. 01 is issued to renew the contract.
Document Description:	IVR/IWR System Maintenance & Support.		
Procurement Type:	Central Master Agreement		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2022-07-15
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2024-07-14

VENDOR				DEPARTMENT CONTACT		
Vendor Customer Code:	000000192076			Requestor Name:	Debra K Morgan	
DIAMOND TECHNOLOGIES INC				Requestor Phone:	(304) 558-2631	
4001 MILLER RD STE 3				Requestor Email:	debra.k.morgan@wv.gov	
WILMINGTON	DE	19802	<div style="font-size: 48px; font-weight: bold;">23</div> <div style="font-weight: bold;">FILE LOCATION _____</div>			
US						
Vendor Contact Phone:	999-999-9999	Extension:				
Discount Details:						
	Discount Allowed	Discount Percentage				Discount Days
#1	No	0.0000	0			
#2	No					
#3	No					
#4	No					

INVOICE TO	SHIP TO
FISCAL AND ADMINISTRATIVE MANAGEMENT - 5301 WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US	OFFICE OF ADMIN SUPPORT - 5302 WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 US

6-29-23 Bar

Purchasing Division's File Copy

Total Order Amount:	Open End
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ENTERED

[Signature]
 6/29/2023
 PURCHASING DIVISION AUTHORIZATION
 DATE: *[Signature]* 6/29/2023
 ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
 DATE: *[Signature]*
 ELECTRONIC SIGNATURE ON FILE
 6/29/2023

ENCUMBRANCE CERTIFICATION
[Signature]
 DATE: 6-29-2023
 ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order #01 is issued to renew the original contract according to all terms, conditions, prices and specifications contained in the original contract including all authorized change orders.

Effective date of renewal 07/15/2023 through 07/14/2024

Renewal Years Remaining: (2)

NO OTHER CHANGES

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-07-15	2023-07-14		0.00	

Commodity Line Description: IVR/IWR System Maintenance and Support Services

Extended Description:

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.
Year One Pricing shall be billed at \$382,904.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-07-15	2023-07-14		0.00	

Commodity Line Description: IVR/IWR Disaster Plan Maintenance and Support Services

Extended Description:

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.
Year One Pricing shall be billed at \$160,104.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2022-07-15	2023-07-14		0.00	

Commodity Line Description: Professional Services

Extended Description:

Professional Services pertains to work, additional training, or other customization described within the specifications.
Agency shall be billed at \$140.00 per hour rate as per the pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2023-07-15	2024-07-14		0.00	

Commodity Line Description: IVR/IWR System Maintenance and Support Services YR 2

Extended Description:

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.
Year Two Pricing shall be billed at \$128789.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2023-07-15	2024-07-14		0.00	

Commodity Line Description: IVR/IWR Disaster Plan Maintenance and Support Services YR 2

Extended Description:

Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.
Year Two Pricing shall be billed at \$18,520.00 per pricing page

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	43230000				0.000000
	Service From	Service To		Service Contract Amount	
	2023-07-15	2024-07-14		0.00	

Commodity Line Description: Professional Services YR 2

Extended Description:

Professional Services pertains to work, additional training, or other customization described within the specifications.
Agency shall be billed at \$140.00 per hour rate as per the pricing page

June 13, 2023

Diamond Technologies
4001 Miller Rd. STE 3
Wilmington, DE 19802

RE: CMA - WWV22*01 Change Order No. 1

WorkForce West Virginia is offering to renew the subject contract referenced above under the same terms and conditions and pricing as contained in the original contract and all approved change orders.

Change Order No. 1 will be adding the second year of services allowed under CMA WWV22*01. Please sign and date below indicating your agreement to renew the contract. The letter should be returned to me via email.

Should you have questions please let me know. Thank you for your help in this matter.

Regards,
Debbie



WorkForce West Virginia

6-27-23

Date



Diamond Technologies

June 27, 2023

Date

**Cost Sheet for Maintenance and Support Services
for the a Three Tiered System Encompassing an Interactive Web Response (IWR) System, Interactive Voice
Response (IVR) System, and Predictive Dialer/Auto System**

Revised

6/29/2023 8:24

ITEMS INVOLVED IN THE MAINTENANCE AND SUPPORT FOR THE SYSTEM				
<i>NOTE: Qualifications under 3 in the RFQ apply to Maintenance & Support, Secondary System, and Custom Programming.</i>				
Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
Maintenance & Support for the System - Reference the RFQ Sections 3.1.5, 3.1.7				
Maintenance & Support - Year 1	each	1	\$ 382,904.00	\$ 382,904.00
Maintenance & Support - Year 2		1	\$ 128,789.00	\$ 128,789.00
Maintenance & Support - Year 3		1	\$ 128,789.00	\$ 128,789.00
Maintenance & Support - Year 4		1	\$ 133,889.00	\$ 133,889.00
Subtotal for A. Maintenance & Support for Production System				\$ 774,371.00
Disaster Plan (Secondary System) - Reference the RFQ Sections 3.3				
Maintenance & Support - Year 1	each	1	\$ 160,104.00	\$ 160,104.00
Maintenance & Support - Year 2		1	\$ 18,520.00	\$ 18,520.00
Maintenance & Support - Year 3		1	\$ 18,530.00	\$ 18,530.00
Maintenance & Support - Year 4		1	\$ 23,620.00	\$ 23,620.00
Subtotal for B. Maintenance & Support for Secondary System				\$ 220,774.00
Professional services pertains to development work, additional training, or other work on an annual basis. - Reference the RFQ Section 3.4.2				
Professional services - Year 1	hours	300 (estimated)	\$ 140.00	\$ 42,000.00
Professional services - Year 2		300 (estimated)	\$ 140.00	\$ 42,000.00
Professional services - Year 3		300 (estimated)	\$ 140.00	\$ 42,000.00
Professional services - Year 4		300 (estimated)	\$ 140.00	\$ 42,000.00
Subtotal for C. Custom Programming				\$ 168,000.00
GRAND TOTAL FOR ALL AREAS OF MAINTENANCE & SUPPORT				\$ 1,163,145.00

Instructions for completing the above Cost Sheet. The excel spreadsheet has been formatted to automatically provide the Subtotals and Grand Total. You will enter the cost associated with each Section as well as each year (1-4). Please make sure you have entered costs in each line.

Professional service hours are estimated hours for evaluation purposes only. No other fees will be allowed that are not included on Exhibit A.

Do not alter this cost sheet or provide any additional pricing not specifically requested hereinabove. Doing so may result in disqualification of your bid.