

Cost Assumptions, Conditions, and Constraints

Please note the following regarding pricing information provided in Attachment D:

- Monthly Costs for Business User, Tier 1, Tier 2, and Tier 3 include the following:
 - Genesys FEDRAMP provisioning
 - Avtex Professional Services to transition each SOI Department/Agency to the Genesys Cloud platform. Due to platform differences, it is not a direct migration from Genesys PureConnect.
 - Avtex Genesys Cloud Support services
 - Avtex Training services for the duration of the contract term, to include training for new-hires and new features or product-enhancements.
- User license costs shown in Cost Proposal are based on Annual Pre-Pay rates. Rates are higher for customers choosing Annual Commit with Monthly Billing.
- Pricing shown for Tier 1-2-3 Agents are based on Named users. Concurrent licensing is available at a higher cost per user.
- Implementation Services Assumptions:
 - 5000 users
 - 18 Agencies/Departments
 - Carrier Integration
 - SOI will use the Genesys Cloud Voice service and port their applicable DID and Toll Free numbers to Genesys. SOI has the option for Bring Your Own Carrier, but additional implementation services would be required for connectivity.
 - Deployment Strategy
 - Pricing is based on a single project including design, development, testing, and delivery of the solution. However, the design and build stages of the Avtex Project Process will be staggered to accommodate the needs and schedules of the many agencies. The assumption is that most of the build-design sequences will include participation from multiple agencies rather than needing to repeat the entire process 18 times. Avtex will work with SOI to determine the most efficient strategy. For example, it may be based on agency size, which Genesys Cloud Org an agency is assigned to, or Shared Services vs. other larger agencies.
 - It is also assumed that the cutover/go-live events will be staggered with multiple agencies participating in each cutover to meet SOI's timeline requirements for getting all users live on the new platform.
 - Each cutover will include up to 2 weeks of dedicated post-cutover support.
 - Provisioning of multiple Genesys Cloud "Orgs" is included based on licensing and agency segmentation requirements. The exact quantity of Orgs needed is to be determined.
 - SSO and SCIM integrations to support authentication and identify management requirements.

- Training
 - 8 Administrator sessions
 - 36 Business User sessions
 - 36 Agent sessions
 - 36 Supervisor sessions
 - 36 Quality Management sessions
 - In addition to training sessions provided to each agency during their implementations, Avtex will provide services for the duration of the contract term, to include training for new hires and new features or product-enhancements.
- ACD and Routing
 - Configuration of up to 200 Queues/Workgroups. Exact quantity needed across all agencies is unknown.
 - Most agencies are voice-only (Tier 1)
 - Configuration of Callback, Chat, Email, SMS routing as needed for individual agencies and based on their licensing tier.
- Workforce Management
 - Implementation packages included for INDOT, DWD, DOR, BMV based on understanding of agencies using WFM today.
- Outbound Dialing
 - Configuration of up to 20 Agentless Campaigns. Exact quantity needed is unknown.
 - Includes custom API integration to automate the process of inserting records into the campaign call lists from the system of record/export.
- URL Web Browser Screen Pops
 - Included for up to 6 different applications
- IVR / Call Flows
 - Includes redesign of the RFP-supplied call flows to function in Genesys Cloud. Based on the diagrams included for BMV, DCS CSB, DCS Hotline, DFR, DOR, DWD, IOTSS.
 - Also includes configuration of up to 2 additional basic Auto-Attendant style inbound call flows for each agency if not covered by the supplied diagrams.
 - Assumption that most call flows are DTMF-only and that there is limited use of speech recognition today. Estimate includes replacing speech recognition where it is in use today. Redesign of existing IVRs to use new speech recognition and/or Bot technology will require additional Professional Services.
 - Assumption that Payment Processor integration is not required per the Vendor Q&A document.
- SOI Responsibilities
 - All data integration with Genesys Cloud, including throughout the IVR, is accomplished using REST-based web service calls to internet-accessible API's. The format must be in JSON. It is the responsibility of the customer to supply REST API contracts and samples

of all calls requested for data lookups and IVR self-service. Should the REST API not be available via internet to the back-end data, middleware would have to be developed to access the data. Avtex can provide the development services for custom middleware via a Change Order to the project.

- Firewall configuration to support Genesys Cloud ports and services:
<https://help.mypurecloud.com/articles/purecloud-ports-services/>
- Network readiness and configuration according to the Genesys Cloud requirements:
<https://help.mypurecloud.com/articles/customer-network-readiness/>
- Genesys requires that clients complete a network assessment prior to Go Live. Genesys provides a tool that must be run on one or more computers on SOI's network. The purpose of the assessment is to validate good connectivity between the SOI network and Genesys Cloud to help ensure a successful implementation. Avtex will assist SOI in accessing the tool and will review the results with SOI before submitting to Genesys. For more information, please see the following pages:
 - <https://help.mypurecloud.com/articles/genesys-cloud-network-readiness-assessment-faq/>
 - <https://help.mypurecloud.com/articles/run-the-genesys-cloud-network-readiness-assessment/>
- End-user workstations meet Genesys Cloud requirements:
<https://help.mypurecloud.com/articles/purecloud-requirements/>
- Appropriately sized internet connectivity for Genesys Cloud services. Bandwidth calculations are based on IP Endpoints and codecs utilized.
- Provide supported phones from the following list (where not using the WebRTC soft phone):
<https://help.mypurecloud.com/articles/managed-phones-models-and-features-matrix/>.
- If using SSO integration: Identity Provider configuration (example Azure AD)
- Voice-prompt recordings for Auto Attendant/IVR call flow configuration