

Cost Assumptions, Conditions, and Constraints

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

- Monthly Costs for Business User, Tier 1, Tier 2, and Tier 3 include the following:
 - BAFO Credit as explained below
 - Genesys FedRAMP Cloud-environment provisioning
 - Avtex and Subcontractor Professional Services to design and implement the Genesys Cloud solution for each SOI Department/Agency.
 - SOI rate has been reduced from the Avtex standard rate of **\$241/hour** to **\$170/hour**. The reduced Professional Services cost has been incorporated into the new Per User pricing.
 - Avtex Genesys Cloud Support services – In addition to the existing Managed Services contract for a dedicated Avtex Support resource, unlimited 24/7/365 access to the Avtex Support organization is included.
 - Training services for the duration of the contract term, to include training for new-hires and new features or product-enhancements.
- BAFO Price Reductions to Business User, Tier 1, Tier 2, and Tier 3 as follows:
 - **Genesys and Avtex Credits in the amount of \$1,347,815.**
 - **Credits have been distributed across 5000 users and a 4-year contract term and reflected in the revised per-user costs for BAFO.**
 - Credit amount is based on the following assumptions:
 - SOI will issue a single Subscription PO for at least 5000 users with distribution within 10% of percentages provided by SOI:
 - Business User: 21%
 - Tier 1 Agent: 69%
 - Tier 2 Agent: 6.6%
 - Tier 3 Agent: 3.3%
 - 4-year contract term
 - Annual Pre-Pay (rates are higher for Monthly Billing)
 - Named Users (rates are higher for Concurrent Users)

Attachment D - Telephony Services

- Genesys Cloud offers two options for carrier connectivity: Genesys Cloud Voice and Bring Your Own Carrier (BYOC).
- Genesys Cloud Voice is not currently FedRAMP compliant, however SOI could still choose to use Genesys Cloud Voice if they are not concerned with FedRAMP compliance for their voice connectivity.
- Telephony Services rates provided in Attachment D are for Genesys Cloud Voice.
- Under Call Center Services in Attachment D, we have provided the Genesys per-minute cost for using BYOC integration, and in that case, SOI would continue paying usage rates to their own carrier.

Attachment D - IVR Minutes

- What SOI has described in Attachment D for Basic and Intermediate IVR is covered under the Genesys Fair Use policy. Please see <https://help.mypurecloud.com/articles/routing-usage/> for more information including the per minute rate.
- Based on the number of total users expected, SOI will receive a substantial allowance of IVR minutes per month. It is unlikely that the cost per minute would ever be charged.
- The following IVR minutes are included for each user type:
 - Business User: 500 per month
 - Tier 1 Agent: 1750 per month
 - Tier 2 Agent: 2500 per month
 - Tier 3 Agent: 3250 per month
- Using an example scenario of 1055 Business Users, 3450 Tier 1, 330 Tier 2, and 165 Tier 3, SOI would have a total of 7,926,250 minutes per month.
- Advanced IVR (NLP) does have an additional usage cost that is provided in Attachment D.

Attachment D - Workforce Management

- Workforce Management is included with each of the following:
 - Tier 3 (CX 3) user license
 - Workforce Engagement Management (WEM) Add-On for a Tier 1 (CX 1) user license
 - Workforce Engagement Management (WEM) Add-On for a Tier 2 (CX 2) user license
- For the Workforce Management line item in Attachment D – Call Center Services, we provided the rate to for the Tier 2 WEM Add-On, which has a lower cost than the Tier 1 WEM Add-On. It is our belief that most or all of the users needing WFM would be among the Tier 2 users.
- The costs for the WEM Add-On options have also been added to the Call Center Services list.

Attachment D – Surveys

- There is not a Genesys cost specifically to add Survey capability. Web Surveys are included with either a Tier 3 Agent license or the WEM Add-On.
- There are third-party add-on products for voice surveys, however they cannot meet FedRAMP compliance at this time.

Attachment D - Agency Upgrades and Enhancements

Attachment D is using an estimated 6,000 hours per year to determine the cost of additional upgrade and enhancement services over the term of the contract.

Avtex would like to highlight the following important points:

- There are no platform upgrade costs with Genesys Cloud. The latest version of the Cloud services are always available to customers as part of the subscription fees.
- Avtex currently provides SOI with a dedicated Support resource who would assist with not only support issues, but also day-to-day moves/adds/changes support.
- Based on these reasons, we believe that 6000 hours is significantly higher than SOI should plan for as an ongoing management cost.

Professional Services / Implementation Assumptions:

- ~5000 users
- 18 Agencies/Departments
- 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 provided in the RFP 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.
- BYOC Cloud SIP Carriers:
 - Must be SIP-compliant

- Carriers must fully support Record-Routing as required by RFC 3261 to ensure proper routing of sequential SIP requests.
- Must support the UDP, TCP, or TLS transport type
- Must have a publicly routable IP address or hostname
- Additional SIP Carrier Genesys Cloud Requirements and Interoperability information:
 - <https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/>
 - <https://help.mypurecloud.com/wp-content/uploads/2018/01/PureCloud-Carrier-Interop-Spec.pdf>
 - 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