



EXHIBIT A-1 – BIDDER’S CERTIFICATION

Competitive Solicitation:	No. 25523 – Toll-Free Calling and Support Services		
Bidder:	Go2Uno, LLC Type/print full legal name of Bidder		
Bidder’s Address:	9973 W. Interstate 10, San Antonio, TX, 78230 Type/print Bidder’s Address		
Bidder Organization Type: Check appropriate box	Corporation:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Limited Liability Company (LLC):	<input checked="" type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Partnership:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Sole Proprietorship:	<input type="checkbox"/>	
	* Note: A sole proprietorship is an unincorporated business owned and run by an individual with no distinction between the business and the owner. It is not a legal entity. It simply refers to a person who owns the business and is personally responsible for its debts and who pays personal income taxes on profits earned from the business. If you are a bidder who operates a business on your own, you automatically are a sole proprietor unless you have adopted a business structure (e.g., corporation, LLC, partnership).		
State of Formation for Corp./LLC/Partnership :	Texas Type/print the state where the corporation, LLC, or partnership is formed – e.g., ‘Washington’ if domestic and the name of the state if ‘Foreign’ (i.e., not Washington)		
Doing Business Under Another Name: Check appropriate box	State whether Bidder has been doing business under another name during the past five years: <input checked="" type="checkbox"/> Bidder has NOT done business under another name <input type="checkbox"/> Bidder HAS done business under another name If Bidder HAS done business under another name, provide the name(s) and addresses: Name: _____ Address: _____		

Bidder, through the duly authorized undersigned, makes this certification as a required element of submitting a responsive bid. Bidder certifies, to the best of its knowledge and belief that the following are true, complete, correct, and made in good faith:

1. **UNDERSTANDING.** Bidder certifies that Bidder has read, thoroughly examined, and fully understands all of the provisions in the Competitive Solicitation (including all exhibits) and the terms and conditions of the Contract and any amendments or clarifications to the Competitive Solicitation, and agrees to abide by the same.
2. **ACCURACY.** Bidder certifies that Bidder has carefully prepared and reviewed its bid and fully supports the accuracy of the same. Bidder further understands and acknowledges that Enterprise Services shall not be responsible for any errors or omission on the part of Bidder in preparing its bid. Bidder further certifies that the facts declared here are true and accurate. Bidder further understands and acknowledges that the continuing compliance with these statements and all requirements of the Competitive Solicitation are conditions precedent to the award or continuation of the resulting Contract.
3. **NO COLLUSION, ANTI-COMPETITIVE PRACTICES, OR SHARING BID INFORMATION.** Bidder certifies that Bidder has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this Competitive Solicitation. Bidder further certifies that Bidder's bid prices have been arrived at independently, without engaging in collusion, bid rigging, or any other illegal activity, and without for the purpose of restricting competition any consultation, communication, or agreement with any other bidder or competitor relating to (a) those prices, (b) the intention to submit a bid, or (c) the methods or factors used to calculate the prices offered. Bidder further certifies that Bidder has not been and will not knowingly disclose its bid prices, directly or indirectly, to any other bidder or competitor before award of a Contract, unless otherwise required by law. Bidder further certifies that Bidder has made no attempt and shall not make any attempt to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition. Bidder, however, freely may join with other persons or organizations for the purpose of presenting a joint bid. Whether done directly or indirectly, communicating bid information with other bidders, collusion, or anti-competitive actions among bidders are prohibited. If there is evidence of such communication, collusion, or anti-competitive activities among bidders, Enterprise Services reserves the right to disqualify such bidders.
4. **FIRM OFFER.** Bidder certifies that its bid pertaining to the above-referenced Competitive Solicitation is a firm offer which cannot be withdrawn for a time period of ninety (90) days from and after the bid due date specified in the Competitive Solicitation. Enterprise Services may accept such bid, with or without further negotiation, at any time within such period. In the event of a protest, Bidder's bid shall remain valid for such time period or until the protest and any related court action is resolved, whichever is later.
5. **CONFLICT OF INTEREST.** Bidder certifies that, in preparing its bid, Bidder has not been assisted by any current or former employee of the State of Washington whose duties relate (or did relate) to this Competitive Solicitation or prospective Contract and who was assisting in other than the employee's official, public capacity. Bidder further certifies that no such current or former public employee nor any member of such person's immediate family have any financial interest in the outcome of Bidder's bid.
6. **NO REIMBURSEMENT.** Bidder certifies that Bidder understands that the State of Washington will not reimburse Bidder for any costs incurred in the preparation of Bidder's bid. All bids become the property of the State of Washington, and Bidder claims no proprietary right to the ideas, writings, items, or samples unless so stated in the bid.

7. **PERFORMANCE.** Bidder certifies that Bidder understands that its submittal of a bid and execution of this Bidder's Certification certifies Bidder's willingness to comply with the Contract, if awarded such. By submitting this bid, Bidder hereby offers to furnish the goods and/or services solicited pursuant to this Competitive Solicitation in compliance with all terms, conditions, and performance requirements contained in this Competitive Solicitation and the resulting Contract or, if applicable, as detailed on a Contract Issues List, if permitted, in this Competitive Solicitation.
8. **INSURANCE.** Bidder certifies as follows (*must check one*):
- BIDDER HAS REQUIRED INSURANCE.* Bidder has attached a current, valid Certificate of Insurance for each and all of the required insurance coverages as specified in the Contract (*Note: Bidder must attach the Insurance Certificate*).

OR

- BIDDER WILL OBTAIN REQUIRED INSURANCE.* Bidder does not have a current, valid Certificate of Insurance for each and all of the required insurance coverages as specified in the Contract but, if designated as an Apparent Successful Bidder, Bidder will provide such a Certificate of Insurance, without exception of any kind, to Enterprise Services within twenty-four (24) hours of such designation or notification by Enterprise Services or be deemed a nonresponsive bid.

OR

- BIDDER DOES NOT HAVE REQUIRED INSURANCE.* As detailed on the attached explanation (Bidder to provide), Bidder does not have a current, valid Certificate of Insurance for each and all of the required insurance coverages as specified in the Contract and, if designated as an Apparent Successful Bidder would not be able to provide such a Certificate of Insurance to Enterprise Services within twenty-four (24) hours of such designation.

Note: The Contract requires proof that the awarded Contractor, unless exempt, has Worker's Compensation Insurance and Employer's Liability Insurance. Pursuant to Washington law, certain entities are not required to have Worker's Compensation Insurance (e.g., entities with no employees). If, under Washington law, bidder is not required to have Worker's Compensation Insurance, Bidder must check the following and provide the lawful basis as to why bidder is not required to have Worker's Compensation Insurance:

- BIDDER IS NOT REQUIRED TO HAVE WORKER'S COMPENSATION INSURANCE.* Pursuant to Washington law, bidder is not required to have Worker's Compensation Insurance because:

Bidder must state lawful basis as to why Bidder is NOT required to have Worker's Compensation Insurance

9. **DEBARMENT.** Bidder certifies as follows (*must check one*):
- NO DEBARMENT.* Bidder and/or its principals are not presently nor has ever been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with any federal, state, or local governmental entity within the United States.

OR

- DEBARRED.* As detailed on the attached explanation (Bidder to provide), Bidder and/or its principals presently are debarred, suspended, proposed for debarment,

declared ineligible, or voluntarily excluded from contracting with a federal, state, or local governmental entity within the United States.

10. **CRIMINAL OFFENSE.** Bidder (including Bidder's officers) certifies as follows (*must check one*):

- NO CRIMINAL OFFENSE.** Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Bidder further certifies that it is not presently indicted or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in this paragraph.

OR

- CRIMINAL Offense.** As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

11. **WAGE THEFT PREVENTION.** Bidder certifies as follows (*must check one*):

- NO WAGE VIOLATIONS.** Bidder has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of RCW 49.46, 49.48, or 49.52 within three (3) years prior to the date of the above-referenced Competitive Solicitation date.

OR

- VIOLATIONS OF WAGE LAWS.** Bidder has been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, a provision of RCW 49.46, 49.48, or 49.52 within three (3) years prior to the date of the above-referenced Competitive Solicitation date.

12. **CIVIL RIGHTS.** Bidder certifies as follows (*must check one*):

- COMPLIANCE WITH CIVIL RIGHTS REQUIREMENTS.** Bidder complies with all applicable requirements regarding civil rights. Such requirements prohibit discrimination against individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin.

OR

- NON-COMPLIANCE WITH CIVIL RIGHTS REQUIREMENTS.** Bidder does not comply with all applicable requirements regarding civil rights.

13. **STATUTORY NONDISCRIMINATION CLAUSES FOR STATE CONTRACTS.** Bidder certifies as follows (*must check one*):

COMPLIANCE WITH STATUTORY NONDISCRIMINATION CLAUSES FOR STATE CONTRACTS. During the term of an awarded Contract, Bidder, including any subcontractor, shall not discriminate on the bases enumerated at RCW 49.60.530(3). Bidder, including any subcontractor, also shall give written notice of this nondiscrimination requirement to any labor organizations with which Bidder, or subcontractor, has a collective bargaining or other agreement. In addition, Bidder, including any subcontractor, shall cooperate with any Washington state agency investigation regarding any allegation that Bidder, including any subcontractor, engaged in prohibited discrimination set forth in RCW 49.60.530(3).

OR

NON-COMPLIANCE WITH STATUTORY NONDISCRIMINATION CLAUSES FOR STATE CONTRACTS. Bidder does not comply with RCW 49.60.530.

14. **WORKERS' RIGHTS ([EXECUTIVE ORDER 18-03](#)).** Bidder certifies as follows (*must check one*):

NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. Bidder does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

15. **CONTRACT TERMINATION FOR DEFAULT OR CAUSE.** Bidder certifies as follows (*must check one*):

NO TERMINATION FOR DEFAULT OR CAUSE. Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

OR

TERMINATION FOR DEFAULT OR CAUSE. As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

16. **TAXES.** Bidder certifies as follows (*must check one*):

TAXES PAID. Except as validly contested, Bidder is not delinquent and has paid or has arranged for payment of all taxes due to the State of Washington and has filed all required returns and reports as applicable.

OR

DELINQUENT TAXES. As detailed on the attached explanation (Bidder to provide), Bidder has not paid or arranged for payment of all taxes due to the State of Washington and/or has not timely filed all required returns and reports as applicable.

17. **FINANCIALLY SOLVENT.** Bidder certifies as follows (*must check one*):

- FINANCIALLY SOLVENT.** Bidder is financially stable and solvent, has adequate cash reserves to meet all financial obligations, has not commenced bankruptcy proceedings voluntarily or otherwise, and is not subject to any judgments, liens, or encumbrances of any kind affecting title to any Goods or Services that are the subject of this Competitive Solicitation.

OR

- NOT FINANCIALLY SOLVENT.** As detailed on the attached explanation (Bidder to provide), Bidder is not financially stable and solvent – i.e., Bidder does not have adequate cash reserves to meet all financial obligations, has commenced bankruptcy proceedings voluntarily or otherwise, or is subject to a judgment, lien, or encumbrance that affects title to the Goods or Services that are the subject of this Competitive Solicitation.

18. **LAWFUL REGISTRATION.** Bidder, if conducting business other than as a sole proprietorship certifies as follows (*must check one*):

- CURRENT LAWFUL REGISTRATION.** Bidder is in good standing in the State of Washington and the jurisdiction where Bidder is organized, including having timely filed all required annual reports.

OR

- DELINQUENT REGISTRATION.** As detailed on the attached explanation (Bidder to provide), Bidder currently is not in good standing in the State of Washington and/or the jurisdiction where Bidder is organized.

Note: This certification applies only to bidders who are organized as separate legal entities (e.g., a corporation, partnership, limited liability company). If bidder is a sole proprietor, this certification should not be answered and Bidder should check the following:

- SOLE PROPRIETOR.** Bidder is a sole proprietor.

19. **REGISTRATION WITH WASHINGTON SECRETARY OF STATE.** Bidder certifies as follows (*must check one*):

- BIDDER IS REGISTERED WITH WASHINGTON SECRETARY OF STATE.** Bidder is registered with the Washington Secretary of State, is in good standing, and has the following Unified Business Identifier (UBI) number: 605-228-671.

OR

- BIDDER WILL REGISTER WITH WASHINGTON SECRETARY OF STATE.** Bidder is not registered with the Washington Secretary of State but, if designated as the/an Apparent Successful Bidder, Bidder will register with the Washington Secretary of State to obtain a UBI number and provide proof of such registration satisfactory to Enterprise Services within twenty-four (24) hours of such designation or notification by Enterprise Services or be deemed a nonresponsive bid.

OR

- BIDDER IS NOT REGISTERED WITH WASHINGTON SECRETARY OF STATE.** Bidder is not registered with the Washington Secretary of State and Bidder declines to register with the Washington Secretary of State. *Note:* Enterprise Services requires all awarded bidders (including Washington firms and out of state firms) to be registered with the

Washington Secretary of State. Bidders who are not registered will not be awarded a Contract.

Note: This certification applies only to bidders that are organized as separate legal entities (e.g., a corporation, partnership, limited liability company). If bidder is a sole proprietor, this certification should not be answered and Bidder should check the following:

SOLE PROPRIETOR. Bidder is a sole proprietor.

20. **REGISTRATION WITH WASHINGTON STATE DEPARTMENT OF REVENUE.** Bidder certifies as follows (*must check one*):

BIDDER IS REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE. Bidder is registered with the Washington State Department of Revenue, has a business license to do business in Washington, and has the following Unified Business Identifier (UBI) number: 605 228 671

OR

BIDDER WILL REGISTER WITH WASHINGTON STATE DEPARTMENT OF REVENUE. Bidder is not registered with the Washington State Department of Revenue but, if designated as the/an Apparent Successful Bidder, Bidder will register with the Washington State Department of Revenue for a business license and provide proof of such registration satisfactory to Enterprise Services within twenty-four (24) hours of such designation or notification by Enterprise Services or be deemed a nonresponsive bid.

OR

BIDDER IS NOT REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE. Bidder is not registered with the Washington State Department of Revenue and Bidder declines to register with the Washington State Department of Revenue. *Note:* Enterprise Services requires all awarded bidders (including Washington firms and out of state firms) to be registered with the Washington State Department of Revenue. Bidders who are not registered will not be awarded a Contract.

21. **SUBCONTRACTORS.** Bidder certifies as follows (*must check one*):

NO SUBCONTRACTORS. If awarded a Contract, Bidder will not utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation.

OR

SUBCONTRACTORS. As detailed on the attached explanation (Bidder to provide), if awarded a Contract, Bidder will utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation. In such event, Bidder further certifies that, as to the State of Washington, Bidder shall retain responsibility for its subcontractors, including, without limitation, liability for any subcontractor's acts or omissions. *Note:* Bidder must provide the precise legal name (including state of organization), business address, and federal tax identification number (TIN) for each subcontractor. *Note:* If the TIN is a SSN, do not provide the SSN.

22. **WASHINGTON SMALL BUSINESS.** Bidder certifies as follows (*must check appropriate boxes*):

WASHINGTON SMALL BUSINESS. Bidder is a Washington Small Business as defined in RCW 39.26.010. To qualify as a Washington Small Business, Bidder must meet three (3) requirements:

- Location.* Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.
- Size.* Bidder must be owned and operated independently from all other businesses and qualify as one of the following:
 - Bidder Qualifies as a Small Business – i.e.,
 - Bidder has fifty (50) or fewer employees; or
 - Bidder has an annual gross revenue of less than \$7,000,000 as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three (3) consecutive years.
 - Bidder Qualifies as a Minibusiness – i.e., Bidder has an annual gross revenue of less than \$3,000,000, but \$1,000,000 or more, as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue.
 - Bidder Qualifies as a Microbusiness – i.e., Bidder has an annual gross revenue of less than \$1,000,000 as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue.
- WEBS Certification.* Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution ([WEBS](#)).

OR

- NOT WASHINGTON SMALL BUSINESS.* Bidder does not qualify as a Washington Small Business as set forth above.

23. CERTIFIED VETERAN-OWNED BUSINESS. Bidder certifies as follows (*must check one*):

- CERTIFIED VETERAN-OWNED BUSINESS.** Bidder is a Certified Veteran-Owned Business under RCW 43.60A.190. To qualify as a Certified Veteran-Owned Business, Bidder must meet four (4) requirements:
 - *51% Ownership.* Bidder must be at least fifty-one percent (51%) owned and controlled by:
 - (a) A veteran as defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;

- (b) A person who is in receipt of disability compensation or pension from the department of veterans affairs; or
 - (c) An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.
- *Washington Incorporation/Location.* Bidder must be either an entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.
 - *WEBS Certification.* Bidder must have certified its Veteran-Owned Business status in Washington’s Electronic Business Solution ([WEBS](#)).
 - *WDVA Certification.* Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (WDVA – Veteran-Owned Businesses).

OR

- NOT A CERTIFIED VETERAN-OWNED BUSINESS. Bidder does not qualify as a Certified Veteran-Owned Business as set forth above.

24. **REFERENCES.** Bidder certifies that the references provided to Enterprise Services have worked with Bidder and that such individuals and firms have full permission, without any additional requirement or release, to provide such references and information to Enterprise Services. Bidder hereby authorizes Enterprise Services (or its agent) to contact Bidder’s references and others who may have pertinent information regarding Bidder’s prior experience and ability to perform the Contract, if awarded. Bidder hereby authorizes such individuals and firms to provide such references and release to Enterprise Services information pertaining to the same.

Bidder further certifies that it shall provide immediate written notice to Enterprise Services if, at any time prior to a Contract award, Bidder learns that any of its certifications set forth herein were erroneous when submitted or have become erroneous by reason of changed circumstances.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am duly authorized to make these certifications on behalf of the Bidder listed herein.

BIDDER NAME: GO2UNO, LLC

Print Name of Bidder – Print full legal entity name of the firm submitting the Bid If Bidder is a sole proprietor, print the full legal name of the individual who is the Bidder submitting the Bid

By: Jeff Watson
Signature of Bidder's authorized person

Jeff Watson
Print Name of person making certifications for Bidder

Title: President
Title of person signing certificate

Place: San Antonio, TX
Print city and state where signed

Date: 3/20/2024

Return this Bidder's Certification to Procurement Coordinator at:
DESContractsStrategy@des.wa.gov



EXHIBIT A-2 – BIDDER’S PROFILE

Competitive Solicitation:	No. 25523 – Toll-Free Calling and Support Services
Bidder:	Go2Uno, LLC <small>Type/print full legal name of Bidder</small>

BIDDER INFORMATION	
Legal name of Bidder: Address of Bidder: <i>Note: This information must match the information from Bidder’s Business License.</i>	Go2Uno, LLC <small>Business Name</small> 9973 W Interstate 10 <small>Address</small> San Antonio, TX 78230 <small>City, State, Zip Code</small>
Bidder’s Washington State Department of Revenue Registration Number/Unified Business Identifier (UBI) Number: <i>Note: A nine digit UBI number is assigned to each registered businesses in Washington.</i>	605 228 671
Taxpayer Identification No. (TIN): <i>Note: Your TIN will be either a number issued by the IRS (e.g., Employer Identification Number, Federal Tax Identification Number) or a number issued by the Social Security Administration (i.e., your Social Security Number). Do Not provide a Social Security Number.</i>	85-428549485
Is your firm certified as a minority or woman owned business with the Washington State Office of Minority & Women’s Business Enterprises (OMWBE)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide Bidder’s MWBE certification no.: _____
Is your firm a self-certified Washington State Small Business? <i>Note: See Exhibit A-1 – Bidder’s Certification for criteria to qualify as a Washington State Small Business.</i> <i>Note: Regardless of size, a qualifying business must be owned and operated independently from all other businesses. In regard to size, the gross revenue</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide the location for Bidder’s principal place of business: _____ <small>Street Address</small> _____ <small>City, State, Zip Code</small>

BIDDER INFORMATION	
<p>thresholds, as reported on Bidder’s tax returns, are as follows:</p> <ul style="list-style-type: none"> ▪ Microbusiness: Annual gross revenue of less than one million dollars. ▪ Minibusiness: Annual gross revenue of more than one million dollars, but less than three million dollars. ▪ Small Business: Annual gross revenue of less than seven million dollars over each of the three prior consecutive years. 	<p>If yes, what is your business size (based on annual gross revenue)?</p> <p>Microbusiness <input type="checkbox"/></p> <p>Minibusiness <input type="checkbox"/></p> <p>Small Business <input type="checkbox"/></p>
<p>Is your firm certified as a Veteran-Owned Business with the Washington State Department of Veteran Affairs?</p> <p><i>Note: See Exhibit A-1 – Bidder’s Certification for criteria to qualify as a Certified Veteran-Owned Business.</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, provide Bidder’s WDVA certification no.: _____</p>

CONTRACT MANAGEMENT POINTS OF CONTACT FOR BIDDER	
<p>Authorized Representative</p> <p>Name: Jeff Watson</p> <p>Email: jeff.watson@go2uno.com</p> <p>Phone: <u>206.829.0282</u></p>	<p>Contract Administrator</p> <p>Name: <u>Tim Nicholas</u></p> <p>Email: tim.nicholas@go2uno.com</p> <p>Phone: <u>206.829.0282</u></p>
<p>Sales Reporting Representative</p> <p>Name: Shawn Kearney</p> <p>Email: shawn.kearney@go2uno.com</p> <p>Phone: <u>206.755.4040</u></p>	<p>Sales Reporting Alternate</p> <p>Name: <u>Tim Nicholas</u></p> <p>Email : tim.nicholas@go2uno.com</p> <p>Phone: 206.829.0282</p>
<p>Management Fee Representative</p> <p>Name: Adriana Leal</p> <p>Email: cpq@go2uno.com</p> <p>Phone:</p>	<p>Management Fee Contact Alternate</p> <p>Name: Diana Golibart</p> <p>Email: cpq@go2uno.com</p> <p>Phone:</p>
<p>Address for Enterprise Services to send management fee invoices:</p> <p>Company name: <u>Go2Uno, LLC</u></p> <p>Attn: Accounts Payables</p> <p>Address: <u>9973 W Interstate 10</u></p> <p>City/State/Zip: <u>San Antonio, TX 78230</u></p>	

CONTRACT MANAGEMENT POINTS OF CONTACT FOR BIDDER

Address for Enterprise Services to send legal notices:

Company name: Go2Uno, LLC

Attn: Contracts Management

Address: 9973 W Interstate 10

City/State/Zip: San Antonio, TX 78230

Signature Authority (if awarded a contract)

Name: Jeff Watson

Title: President

ORDERING/SALES POINTS OF CONTACT (expand as necessary)

Name	Phone Number	E-mail	Area of Responsibility
Shawn Kearney	206.755.4040	<u>Shawn.kearney@go2uno.com</u>	Sales
Tim Nicholas	206.829.0282	<u>Tim.nicholas@go2uno.com</u>	Business Operations
Jeff Watson	210.771.4109	<u>Jeff.watson@go2uno.com</u>	Executive

REFERENCES

Provide a minimum of three (3) commercial or government references for which bidder has delivered goods and/or services similar in scope as described in the Competitive Solicitation.

REFERENCE 1	
Company Name:	<u>CCC</u>
Contact:	<u>Mike Billingsly</u>
Phone:	<u>214.850.2150</u>
Email:	<u>mike@ccctelecom.com</u>
REFERENCE 2	
Company Name:	<u>Atento</u>
Contact:	<u>Ricardo Garduno</u>
Phone:	<u>+52 55 3328 2029</u>
Email:	<u>Ricardo.garduno@atento.com</u>
REFERENCE 3	
Company Name:	<u>Simple Networks</u>
Contact:	<u>Hemant Patel</u>
Phone:	<u>908.230.3227</u>
Email:	<u>hemant@simple2call.com</u>

PURCHASE CARDS (I.E., CREDIT CARDS)

Please indicate which types of purchasing (credit) cards are accepted (note: any card fees must be included in the unit price of the bid):

Visa Master Card American Express Discover Other: JCB & Diners Club

Return this Bidder's Profile to Procurement Coordinator at:

DESContractsStrategy@des.wa.gov



EXHIBIT B-1 – PERFORMANCE REQUIREMENTS

Note: The following shall be included, as applicable, in the awarded Contracts (see Exhibit D – Contract) as the general expected performance requirements (Exhibit A Included Services):

LEVEL OF EXPERIENCE.

Contractor must have at least 3 years minimum of experience providing the service to customers of similar size to the state.

RESPONSIBLE ORGANIZATION.

Contractor guarantees they will remain the Responsible Organization (REP ORG) throughout the term of the contract. REP ORG plays a critical role in the management of the toll-free service. REP ORG is responsible for registering, indexing, and providing routing directions for toll-free telephone services. Specifically, they will be the entity that is responsible for managing and administering the toll-free number purchaser's record information in the nationwide SMS/toll-free database.

Contractor agrees to transfer Responsible Organization (RES ORG) authority upon notification by purchaser of intent to transfer service.

REGISTRATION.

Contractor must have the required registrations with federal, state, and local regulatory authorities, including Federal Communications Commission and the Washington Utilities and Transportation Commission necessary to provide Toll-Free Number Services.

FEDERAL COMMUNICATIONS COMMISSION REQUIREMENTS

Contractor must comply with FCC Targeting and Eliminating Unlawful Text Messages and Traffic Pumping requirements.

NETWORK ROUTING

Contractor must perform implementation of network routing among single or multiple toll-free number service providers.

Voice Transmission

Contractor must provide voice transmission quality measured at the Purchaser interface which is at or better than toll quality as defined within the ITU-T P.800 specification with an MOS not below 4.0 or the ITU-T P.861 specification utilizing a PSQM value not in excess of 0.5.

Grade of Service

Contractor must provide a P.01 or better grade of service to all locations on the Contractor network.

Call Setup Time

Contractor must provide call setup within 6 seconds. This is defined from the moment the Contractor receives the last digit of the dialed number to the point ringing is heard.

Continuous Operation

Contractor must support by switching sites and wire centers that are capable of continuous operation during a commercial power outage.

Diverse Routing

Contractor must provide support by facilities within the Contractor's network and capable of providing diverse routing between Contractor switching sites in the event of a Contractor network failure.

Coverage Outside Washington

Contractor must provide Toll-Free Number access to callers from Canada, Alaska, and Hawaii without requiring a number change.

Network Support Local Exchange Carriers

Contractor must provide support SS7 or equivalent signaling interconnection to the local exchange carriers and utilize SS7 or equivalent signaling within the proposed network for the routing of Toll-Free calls.

Predetermined Percentage Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number handled simultaneously by multiple long-distance carriers or routed to different locations on the basis of a predetermined percentage (e.g., 90 percent carrier #1, 10 percent carrier #2, etc.). This functionality must be provided at the Service Control Point (SCP) level rather than the serving switch level.

Geographical Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number handled simultaneously by multiple long-distance carriers or routed to different locations on the basis of geography (e.g., Eastern US carrier #1, Western US carrier #2, etc.). This functionality must be provided at the Service Control Point (SCP) level rather than the serving switch level.

Time of Day Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number handled simultaneously by multiple long-distance carriers or routed to different locations according to time of day (e.g., 8 a.m. to 5 p.m. carrier #1, other hours carrier #2, etc.). This functionality must be provided at the Service Control Point (SCP) level rather than the serving switch level.

Day of Week Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number handled simultaneously by multiple long-distance carriers or routed to different locations according to the day of the week. This functionality must be provided at the Service Control Point (SCP) level rather than the serving switch level.

Network Congestion Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number routed simultaneously to different call centers intelligently, on the basis of network congestion. This functionality must be provided at the Service Control Point (SCP) level rather than the serving switch level.

Originating Phone Number Routing

Contractor solution must have the capability to have calls to the same Toll-Free Number routed to different call centers intelligently, based on the originating phone number of a call (area code only, area code & prefix or the complete 10-digit number).

Carrier Automated Routing

Contractor solution must have the capability of carrier supplied automated routing, which allows callers to route their own calls, using the touch-tone pad of the telephone (e.g., entering account numbers, or department choice).

Emergency Routing

Contractor must provide the ability to control the routing pattern of a Toll-Free Number within thirty (30) minutes of Purchaser's emergency request.

Service Interruption Routing

Contractor must provide the ability to reroute traffic, in the event of service interruptions, within thirty (30) minutes of Purchaser requests to another number or a Contractor-provided recording.

ISDN & SIP Support

Contractor must provide support for ISDN Primary Rate Interface (PRI) T1s and if offered by the Contractor, support for Session Initiated Protocol (SIP) for terminating dedicated access traffic.

Contractor must provide attestation that Toll-Free number is not SPAM traffic.

ANI Support

Contractor must pass the Toll-Free call's originating Automatic Number Identification (ANI) to the purchaser's receiving switch to allow the customer to route callers based on their telephone number. This only applies to Toll-Free service provided over facilities utilizing ISDN Primary Rate Interface (PRI) or Session Initiated Protocol (SIP).

Local Calling Area Blocking

Contractor must provide the ability to block Toll-Free access to callers within the local calling area of the Toll-Free Purchaser's telephone system. Contractors must make available to Purchasers custom local number referrals for callers that are blocked on specific numbers in a given local area.

Originating Number Blocking

Contractor must provide the capability to block Toll-Free access to callers based on 10-digit ANI and Caller ID, area code (NPA), Area Code + Prefix (NPA NXX), calls originating from pay phones, and geographic location. This blocking capability could be required on a permanent basis, or in response to traffic spikes and toll fraud. In the case of toll fraud, the blocking must be activated within twenty-four (24) hours of notification by the Purchaser.

Co-location of CPE

Contractor must allow co-location or virtual co-location of CPE in situations where calls can be handled without being transported to Purchaser premise. In these situations, 24-hour access (with prior arrangements) must be made for contractors of the CPE equipment to make repairs and provide maintenance to the CPE. If escorted entry is required, Contractor must be able to provide escort within two (2) hours.

Disaster Recovery Plan

Contractor must make available, upon Purchaser request, the Disaster Recovery plans for catastrophic outages, such as power interruptions and circuit cuts.

DNIS Support

Contractor must provide the ability to support Dialed Number Identification Service (DNIS).

Service Locations

Contractor must provide Toll-Free Service to any location where a Purchaser may be located within the state of Washington.

Dedicated Service Minimum Usage

Contractor must provide the state the minimum usage requirements for providing Toll-Free Service over dedicated facilities.

Automatic Forwarding

Contractor must provide, in the event that a T-1 or SIP carrying service is unavailable, the ability to automatically send toll-free calls to a switched number for each toll-free number supported by that T-1. This routing must support the ability to forward multiple toll-free numbers to multiple switched Public Switched Telephone Network numbers.

TNT & TBCT Support

Contractor must provide Takeback-N-Transfer (TNT)(T1 - 24 channels) and/or Two B Channel Transfer (TBCT) (23 B channels + D) capabilities to Purchaser. Specify locations within the state of Washington where service is available. Equivalent functionally must be supported on SIP facilities. Equivalent functionality must be supported on SIP facilities.

Automatic Call Termination

Contractor must provide automatic call termination for calls over a predetermined duration. The minimum threshold will be 10 minutes.

Fax Support

Contractor must provide support for incoming fax calls. If SIP is utilized, the Contractor's network must support ITU standards T.38 & G.711 for Faxing.

Service Support Website

If available, the contractor will provide customers with a website which allows online account management, e.g., the ability to change toll-free number routing via an online interface, and/or the submission and monitoring of online trouble tickets.

TOLL-FREE SERVICE AVAILABILITY/RELIABILITY

Service Availability

Contractor must provide toll-Free Service must be available 24 hours per day, every day of the year.

Service Performance

Contractor must provide toll-Free Service must perform 99.99 percent of the time during a calendar month.

Out of Service Definition

Contractor service must provide the inability of Contractor to deliver a Toll-Free call to its predetermined destination due to carrier-related network problems shall be considered "Out of Service." This definition shall not cover problems due solely to Purchaser's network or equipment.

Extended Out of Service Conditions

Contractor must provide the existence of an Out of Service condition for 24 continuous hours (or more) shall allow the Purchaser, at its option, to terminate the affected Toll-Free Number Service without termination liability or receive a service credit of a three-monthly rate plus the average three month usage/30 days X Number of Outage Days."

The service credit will only apply to the TFS number or Site that is affected.

Toll-Free Number Outage

The existence of an Out of Service condition (due to carrier issues) for 24 continuous hours (or more) must allow the Purchaser, at its option, to terminate the affected Toll-Free Number Service without termination liability or receive an Out of Service credit in an amount equal to the monthly recurring charge for the affected Toll-Free Number Service for the month in which the outage occurred.

SERVICE INSTALLATION

For dedicated services, Contractor must provide to installing Toll-Free Number Service within forty-five (45) days of Purchaser's order. If a lack of facilities means that Contractor cannot meet the installation date, Contractor must notify Purchaser in writing of such circumstances within fifteen (15) days of Purchaser's order, to set a new installation date schedule.

For switched services, Contractor must commit to installing Toll-Free Number Service within five (5) Business Days of Purchaser's order.

PURCHASER SUPPORT

Contractor must provide at a minimum, Contractors must provide support services defined below.

Contractor must provide a single point of contact for issues (service, billing, problem resolution) along with having direct network management control.

Help Desk Function

Contractor must provide general Purchaser assistance and information. Contractor must include problem determination, tracking, reporting and follow-up with callers in the realm of the help desk function. In addition, the Contractor must supply Purchasers with an Escalation List with individuals or functions of increasing levels of responsibility to resolve issues not addressed to the Purchaser's satisfaction.

Contractor Support Functions

Contractor must provide the following:

- Database administration
- Single point of contact responsible for problem resolution
- Single point of contact for service orders

Adds/Moves/Changes

Contractor must provide response to Purchaser's request for adds, moves or changes within five (5) Business Days of the request.

Account Representatives

Contractor must dedicate a minimum of two (2) full time in-state account representatives (or one representative and one assistant) who will promote, market, and demonstrate the service to potential new subscribers and existing subscriber organizations.

Purchaser Service Number

Contractor must provide a 24-hour, Toll-Free number for Purchasers to use for service questions/assistance that will make direct contact with the above Account Representative.

Invoices

Invoices must be submitted to Purchasers no later than the end of the month, for the previous month's activities. Invoices must be available on paper, and via electronic delivery. Electronic delivery may be effected via password protected Internet website, or by electronic media (e.g., CD or DVD). Data delivered via electronic delivery must be provided in a format (e.g., tab delimited) which can be imported into generally available database or spreadsheet programs.

Invoices must show contracts rates on a per minute or per unit basis rather than as a discount off of a tariff or price list.

At a minimum, invoices must contain the following information

- Call date
- Call origination time
- Origination location information (NPA, NXX, and Station)
- Toll-Free Number dialed
- Call duration in minutes and seconds
- Contractor usage charge
- Intrastate/interstate/international indicator
- ANI (if provided to the Contractor).
- Payphone identifier, on a per call basis

At a minimum, invoices must allow for the following account coding structure:

- Number (5 alpha/numeric digits) and sub-agency number (4 alpha/numeric digits; however only 1 is used currently). Format = 99999-XXXX
- Account identification (4 alpha/numeric digits) and sub-account number (2 alpha/numeric digits). Format = 9999-XX

NOTE: Purchasers use various combination(s) of the above coding structure. For example, some use agency number without a sub-agency; there will be multiple billing addresses for one agency; some use only a one-digit sub-agency number rather than three-digits; some do not use an account number. Contractor must allow flexibility in invoice account coding to meet unique Purchaser needs. Contractor will be required to work with individual Purchasers to establish billing criteria whereby the number of minutes and the number of calls are a requirement. Electronic billing management software must be made available to Purchasers (reference 0 below).

Reporting

Contractor must provide Purchaser, upon request, management level reporting on their Toll-Free usage to include at a minimum call detail, peak and overall traffic volume, calls blocked, and distribution of calls by area code or location. Contractor must be able to provide information on the most frequent callers and the longest calls associated with a Toll-Free service. Contractor must also provide a line item disclosure stating precisely the rates for any surcharges, such as Universal Service recovery charges and originating calls from pay phones.

Electronic billing management software must be made available to all Purchasers.

At Purchaser's request, Contractor must be able to supply a summary level report of the information identified in Invoice section.

Contractor must provide Enterprise Services, upon request, management level statistical reporting on overall Contract usage.

Detail Call Records

Contractor must provide the Purchaser detail call records via electronic delivery. Electronic delivery may be affected via a secure encrypted Internet website, or by electronic media (e.g., CD or DVD). The detail call records must be suitably formatted for subsequent manipulation, either via proprietary software package or common software (e.g., ACCESS). The intent of this requirement is to provide the Purchaser the capability to do custom reports.

Protection of Purchaser's Confidential Information

Contractor must acknowledge that some of the material and information which may come into its possession or knowledge in connection with this acquisition or its performance may consist of confidential data, the disclosure of which to, or use by, third parties could be damaging.

Therefore, access to information contained in call detail records, among other items, shall not be granted except as authorized by law or agency rule or in accordance with this section. Contractor agrees to hold all such information in strictest confidence, not to make use of it for other than the performance of the Contract resulting from this acquisition, to release it only to authorized employees or subcontractors requiring such information, and not to release or disclose it to any other party.

Contractor agrees to release such information or material only to employees or other parties who have signed a written agreement expressly prohibiting disclosure. Contractor further agrees to either destroy or return all such information, at Purchaser's option, at the end of the term of this Contract.

In the event of unauthorized disclosure of such information or material, Contractor further agrees to comply with all state and federal statutory provisions and provisions of the Contract as applicable.

Maximum and Minimum Billing Increment

Contractor must bill in six-second increments or less. This means that a call, which lasts for one minute and five seconds, would be billed for a maximum of one minute and six seconds of usage.

Contractor billing will round all Toll-Free calls out to the fourth decimal place.

Contractor will not bill for busy signals or for calls abandoned prior to receiving answer supervision from the receiving switch.

Contractor must state minimum billing increments, if any. Minimum billing increment shall not be more than one (1) minute.

Transition Planning

Contractor must state that they will participate and cooperate fully in planning for and accomplishing the Purchaser's transition, either on to, or off of the Service. Contractor will be expected to accept reasonable duties required by Purchasers making a transition.

Solicitation No. 25523, Exhibit C Bid Price

Instructions

To be considered responsive all cells outlined above within each model must be completed AND all three (3) models must be completed.

1. Review all three (3) models detailed on Bid Price worksheet: Model A - Detailed Access (T1), Model B - Switched Access 1, Model C - Dedicated Access 2 Model (SIP).
2. Model A - Dedicated Access 1 (SIP Single Site): Bidder must enter their rate (column E) for each Item No. (A1-A11). Where there is no charge or rate for a service or product enter N/C (no charge) in the rate column. If the Bidder fails to provide a price, the State will assume the item is free. If the Bidder states “no charge” for an item in the model, the State will receive that item free for the period represented in the model. Do not enter data into the Total for Evaluation Scoring cells. This will automatically generate.
3. Model B - Switched Access 1: Bidder must enter their rate (column E) for each Item No. (B1-B6). Where there is no charge or rate for a service or product enter N/C (no charge) in the rate column. If the Bidder fails to provide a price, the State will assume the item is free. If the Bidder states “no charge” for an item in the model, the State will receive that item free for the period represented in the model. Do not enter data into the Total for Evaluation Scoring cells. This will automatically generate.
4. Model C - Dedicated Access 2 (SIP Cloud): Bidder must enter their rate (column E) for each Item No. (C1-C5). Where there is no charge or rate for a service or product enter N/C (no charge) in the rate column. If the Bidder fails to provide a price, the State will assume the item is free. If the Bidder states “no charge” for an item in the model, the State will receive that item free for the period represented in the model. Do not enter data into the Total for Evaluation Scoring cells. This will automatically generate.
5. OPTIONAL – Interactive Voice Response (IVR): If bidder is found to be an apparent successful bidder and wishes to offer IVR services, bidder must provide a description that details the services they offer (column B), enter in their setup fee (column D), and their rate (column E) for Item No. (D1). This will be evaluated for reasonableness and will not count towards your Bid Evaluation points.
6. Do not alter document formulas.
7. Submit the exhibit as an Excel document without modifying the format or layout.

Price Sheet Instructions – Model A - Model C

Item No. (column A) - Item numbers used by Enterprise Services to identify line items.

Model A – Dedicated Access 1 (SIP Single Site)

Based on the following criteria, please complete Model A.

Set up a turnkey dedicated access SIP based connection to a PBX at a Purchaser premise in Olympia, (NPA-NXX 360-352). The SIP connection will deliver service for four toll-free numbers to the Purchaser's call center. Each of the four (4) toll-free numbers will generate a specific DNIS code, which identifies the called number at the answering position of the ACD agent. Each of the four (4) toll-free numbers will overflow to a switched number equivalent if the dedicated facility is unavailable. The call center operates from 8:00 am to 5:00 pm Monday through Friday. Outside of working hours, callers will route to a PBX announcement. Anticipated traffic to these Toll-free numbers Monday through Friday will average approximately 120,000 minutes (40,000 calls) per month. The expected traffic distribution is usage will be 80% intrastate, 15% interstate, and 5% Canadian.

The address for the circuit is located at the State Data Center, 532 16th Avenue Southeast, Olympia, Washington 98501

Item No.	Description	Qty	Unit	Rate	Total
A1.	Setup fee SIP connection (10 Meg) (includes monthly recurring charge)	1	Each	N/C	N/C
A2.	Monthly fee SIP Sessions	40	Month	N/C	N/C
A3.	Usage Intrastate	96,000	Minutes	\$ 0.0049	\$ 470.40
A4.	Usage Interstate	18000	Minutes	\$ 0.0049	\$ 88.20
A5.	Usage Canadian	6000	Minutes	\$ 0.008	\$ 48.00
A6.	D.N.I.S (setup fee)	4	Each	N/C	N/C
A7.	D.N.I.S (usage)	40,000	Calls	N/C	N/C
A8.	Toll-Free Numbers (setup fee)	4	Number	N/C	N/C
A9.	Public Switched Telephone Network Overflow	4	Number	N/C	N/C
A10.	Area Code Restriction	1	One time	N/C	N/C
A11.	Toll-Free Numbers (monthly charge)	4	Month	\$ 0.50	\$ 2.00
Total for Evaluation Scoring					\$ 608.60

MODEL B – SWITCHED ACCESS 1

Based on the following criteria, please complete Model B.

Arrange for a switched toll-free number to terminate on a three-line hunt group at a Purchaser's premise. They will answer calls only from 8:00 am to 5:00 pm, off-hour calls will not be answered, and overflow calls receive a busy signal. They anticipate receiving 6000 hours of traffic (2,200 calls) per month, 80% of calls (88 hours) are intrastate, 15% are interstate, and 5% originate in Canada. It is anticipated that 150 of the calls will originate from pay telephones. Assume that intrastate usage will be 75% intralata and 25% interlata.

Item No	Description	Qty	Unit	Rate	Amount
B1.	Setup fee Toll-Free Number	1	Number	N/C	N/C
B2.	Monthly fee Toll-Free Number	1	Month	\$ 0.50	\$ 0.50
B3.	Usage Intrastate	4800	Minutes	\$ 0.006	\$ 28.80
B4.	Usage interstate	720	Minutes	\$ 0.006	\$ 4.32
B5.	Usage Canadian	300	Minutes	\$ 0.012	\$ 3.60
B6.	Usage Mexico	180	Minutes	\$ 0.015	\$ 2.70
Total for Evaluation Scoring					\$ 39.92

MODEL C – DEDICATED ACCESS 2 (SIP Cloud)

Based on the following criteria, please complete Model C.

Arrange for turnkey SIP based dedicated access toll-free service, which will service a cloud-based contact call center. Connection will be via an internet based SIP connection. Office hours are 8:00 am to 6:00 pm; off-hour calls will be routed to a short informational announcement with no capability for taking messages. The announcement will be a carrier network-based solution and should be no more than 30 seconds. Anticipated traffic to the toll-free number is 81,000 minutes per month. Assume that usage will be 75% intrastate, 15% interstate, 8% Canadian, and 2% Mexico calls.

Item No	Description	Qty	Unit	Rate	Amount
C1.	Toll-Free Number (setup fee)	1	Number	N/C	N/C
C2.	Toll-Free Number (monthly)	1	Number	\$ 0.50	\$ 0.50
C4.	SIP Concurrent Sessions Cloud	20	Month	N/C	N/C
C5.	Usage (8am to 5pm) Intrastate	64,800	Minutes	\$ 0.0049	\$ 317.52
C6.	Usage Interstate	9,720	Minutes	\$ 0.0049	\$ 47.63
C7.	Usage Canadian	4,050	Minutes	\$ 0.008	\$ 32.40
C8.	Usage Mexico	2,430	Minutes	\$ 0.008	\$ 19.44
C9.	Recorded Announcement (setup fee)	1	Occurrence	N/C	N/C
C10.	Recorded Announcement (usage)	2,000	Calls	N/C	N/C
Total for Evaluation Scoring					\$ 417.49

OPTIONAL – Interactive Voice Response (IVR)

Item No.	Description	Qty	Setup Fee	Rate
D1.	<p>UNO IVR Platform powered by AudioCodes Voca DTMF Channel Price includes unlimited IVRs/queues/reports, and each group within the State can have their own distinct IVRs on an as-needed basis. Price includes unlimited IVRs/queues/reports, and each group within the State can have their own distinct IVRs on an as-needed basis</p> <ul style="list-style-type: none"> •Rate includes hosting/management/monitoring of the platform, as well as basic Move/Add/Change/Disconnect activities performed. •Natural-Language Conversational IVR (including text-to-speech and speech-to-text in 13 languages) and integration with third-party applications or databases (e.g. Salesforce.com, ServiceNow, Oracle, etc.) can be added for an additional fee •Additionally, Voca can serve either as a full Microsoft Teams-based Contact Center with queueing/routing/reporting capabilities, included in the price above, or as a stand alone IVR-only solution at a reduced cost if the State desires to use it in that fashion. 	1	\$ 3,000.00	\$ 35.00