

NOTICE OF CONTRACT AWARD
Interactive Voice Response Services Agreement
RFP 370-400-18-003

Vendor Selected for Award:

Name: DiRAD Technologies, Inc.

Address: 9 Corporate Drive
Clifton Park, NY 12065

Method: Request for Proposals (“RFP”) 370-400-18-003

Date of Posting: 5/7/2018

Date Bids/Proposals Due: 6/14/2018

Location Bids/Proposals were submitted:

400 West Monroe Street, Suite 401
Springfield, IL 62704

Phone/Fax: (217) 782-1708 (217) 524-3822

Nature of Contract: The Contractor will provide Interactive Voice Response Services for its Unclaimed Property Division, as described in the RFP.

Number of Unsuccessful Responsive Vendors: Two (2)

Price: \$102,600.00 for implementation costs, plus \$6,774.60 per month for forty (40) ongoing licenses; Treasurer may purchase additional licenses as necessary in accordance with the unit prices as further detailed on the following page.

Contract Term: Four (4) years, subject to the Treasurer’s option to extend the contract for additional periods agreed upon by the parties, not to exceed ten (10) years including the initial four (4) years.

Contract Award: 11/7/2018

Treasurer of the State of Illinois:
Michael Frerichs

Chief Procurement Officer:
Jim Underwood

Additional information, including copies of forms and disclosures, are on file at the bids/proposals location listed above.



Price Quote for:
Office of the Illinois State Treasurer

PureCloud Solution
Account Manager: John Michne

Assumption: 300,000 minutes per year

Part #	Item Description	Qty	Unit Price	Monthly
PureCloud Licensing Options (Only one level must be chosen for all agents)				
PC-170-NV-USR3	PureCloud Level 3 User (each, per month) Price denotes Annual Prepay. Includes PureCloud Level 2 user features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics.	40	\$ 129.99	\$ 5,199.60
DIR-SUPPY1	DiRAD Support	40	\$ 30.00	\$ 1,200.00
Voice Services Fees				
PCVSM	PureCloud Voice Services, Usage Per Minute (ESTIMATED)	25,000	\$ 0.015	\$ 375.00
Total Estimated Monthly Cost				\$ 6,774.60

One-Time Professional Services for Set-up and Implementation				
DIR-TS-01	Technical Services	275	\$ 125.00	\$ 34,375.00
DIR-SI-01	Project Management	175	\$ 175.00	\$ 30,625.00
DIR-EU-PS3	Onsite Training, Cutover Support and Configuration	188	\$ 200.00	\$ 37,600.00
Total One-Time Costs				\$ 102,600.00
One-Time costs per month				\$ 8,550.00
Total Estimated Monthly Cost				\$ 6,774.60
Year One Costs including setup fee, per month				\$ 15,324.60

Cost Proposal:				
Computations Based on Per-Minute Charges for entire project				
Year One:	Per-Minute Charges based on setup fees and monthly usage	25,000.00	\$ 0.61	\$ 15,324.60
Year Two:	Per-Minute Charges based on monthly usage	25,000.00	\$ 0.27	\$ 6,774.60
PLEASE NOTE: Agent pricing is based on annual subscription.				
Year 1 minimum charge per month (based on zero minutes used, 40 agents, includes setup fee)				\$ 14,949.60
Year 2 minimum charge per month (based on zero minutes used, 40 agents)				\$ 6,399.60

Optional Pricing - Spanish				
PC-170-NV-PCIVRCUSPEI	Custom IVR per Minute Charge - Spanish		\$ 0.3	
DIR-INIM	Spanish Integration/Implementation		\$ 10,000.00	