HCL Cost Response

To

10-ITN-001-SS

Submitted By:

HCL America, Inc

1950 Old Gallows Road,

Suite 555, Vienna VA 22182

Date of Opening: July 16, 2010; 3.00 pm EST

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1. COVER SHEET - AWI SOLICITATION ACKNOWLEDGEMENT FORM

AGENCY FOR WORKFORCE INNOVATION

INVITATION TO NEGOTIATE

Solicitation Acknowledgement Form

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AGENCY RELEASE DATE: May 14, 2010

SUBMIT RESPONSE TO:
Agency for Workforce Innovation
Office of Procurement and Contract Administration
107 East Madison Street, B-647
Tallahassee, Florida 32399-4128
Telephone Number: 850-245-7455

SOLICITATION TITLE: Unemployment Compensation Claims and Benefits Information System Design, Development, and Implementation

SOLICITATION NO: 10-ITN-001-SS

RESPONSES WILL BE OPENED: July 16, 2010, 3:00 p.m., EST and may not be withdrawn within 365 days after such date and time.

RESPONDENT NAME:	HCL America, Inc.
RESPONDENT MAILING ADDRESS:	1950 Old Gallows Road, Suite 555
CITY – STATE – ZIP:	Vienna, VA 22182
PHONE NUMBER:	(408) 328-7666
TOLL FREE NUMBER:	
FAX NUMBER:	(703) 891-0401
EMAIL ADDRESS:	
FEID NO.:	77-0205035

*AUTHORIZED SIGNATURE (MANUAL)

Vasu. D. Srinivasan
Vice President, Public Services, Government

*AUTHORIZED SIGNATURE (TYPED), TITLE

*This individual must have the authority to bind the Respondent.

TYPE OF BUSINESS ENTITY (Corporation, LLC, partnership, etc.): Corporation

I certify that this Response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this response and certify that I am authorized to sign this response for the Respondent and that the Respondent is in compliance with all requirements of the Invitation to Negotiate, including but not limited to, certification requirements. In submitting a response to an agency for the State of Florida, the Respondent offers and agrees that if the response is accepted, the Respondent will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the State of Florida. At the State's discretion, such assignment shall be made and become effective at the time the purchasing agency tenders final payment to the Respondent.

RESPONDENT CONTACTS: Please provide the name, title, address, telephone number and e-mail address of the official contact and an alternate, if available. These individuals shall be available to be contacted by telephone or attend meetings as may be appropriate regarding the solicitation schedule.

PRIMARY CONTACT:		SECONDARY CONTACT:	
NAME, TITLE:	Brian Bennett, Director	NAME, TITLE:	Joseph Abraham, Sr. Vice President
ADDRESS:	1950 Old Gallows Road, #555, Vienna, VA 22182	ADDRESS:	1950 Old Gallows Road, Vienna, VA 22182
PHONE NUMBER:	(916) 941-6177 / (916) 798-2540	PHONE NUMBER:	(408) 328-7896
FAX NUMBER:	(703) 891-0401	FAX NUMBER:	(703) 891-0401
EMAIL ADDRESS:	bbennett@hcltech.com	EMAIL ADDRESS:	jabraham@hcltech.com

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

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2. COST RESPONSE SHEET

HCL understands and has complied with this requirement. Please refer to the Attachment S sheet for our cost response.

HCL Response to Attachment S- Cost R

HCL America, Inc. (HCL) is pleased to present our cost response for our technical proposal to the Agency for Workforce Innovation (AWI) for the Unemployment Compensation (UC) Claims and Benefits modernization. We are sensitive to the AWI budget allocated to this project and have made every effort to assemble cost figures that deliver maximum value to the agency and the State. HCL has assembled a professional UI team and solution that we expect will greatly exceed your expectations. Accordingly, we have been extremely aggressive in our costing while still fully complying with the technical UC modernization requirements. Below we provide a summary of our pricing as detailed in Attachment S. For clarity purposes, we have organized our pricing into Four categories of UC Claims and Benefits Modernization Integration Fee, Base Product one time Licensing fee, Call Center integration, and Hardware & Software required for the solution to roll out. The summary figures below represent all costs up to full implementation date including Operation and Maintenance Cost for mandatory 12 months after full implementation:

UC Claimants and Benefits Modernization Integration	$ 16,823,975.00
iGOVERN™ - Base Product Enterprise License*	$ 3,320,000.00
UC Call Center Integration**	$ 8,328,057.00
Hardware & Software	$ 5,528,238.00
Total Cost from HCL	$ 34,054,270.00

As discussed in our proposal, we offer a fully hosted solution for call center technology integration with HCL's iGOVERN™ UI solution as a complete solution for the AWI system of the future. We believe this approach represents the best value with the lowest risk for AWI. If AWI would prefer a non-hosted call center solution, HCL is fully prepared to offer another call center option as described in our value added services section of our technical proposal. HCL sincerely appreciates the opportunity to earn your business.

* We offer an unlimited user license to our iGOVERN™ UI product. As part of this license, HCL will include a copy of the iGOVERN™ UI source code for AWI future modification and enhancement solely for the State of Florida upon completion of the contract. Should AWI have interest in future maintenance and upgrades associated with our product, HCL can provide this service as an additional option.

** In previous UI call center implementations, HCL's acquired National UI Practice has seen tremendous benefits and cost savings when deploying advanced call center platforms and internet self-service applications. As the AWI claimants will have highly efficient internet options to file claims and provide weekly certifications, HCL expects that AWI will see a dramatic drop from current AWI IVR call volumes. Accordingly, we have priced our scope, sizing and bid assuming an annual call volume of 500,000 calls with an average call length of 3 minutes.

Commercial Assumption around Optional Pricing in Part 2 of Attachment – S

HCL recommends AWI contracts Verizon directly for optional support period after the first 12 months of Mandatory support. It will be more cost effective for the state and AWI will have the flexibility and ability to

directly manage the relationship and SLA with the vendor. The services provided by Verizon are Hosted IVR – Enhanced Call Routing (ECR), Call center, Host Connect, Speech Services, Speech Recognition and all services around these components.

The pricing provided in Part – 2 of Attachment S is based on the assumption that AWI will prefer to contract directly with Verizon and hence have not included the cost attached to their component.