



Delaware Department of Labor  
Division of Unemployment Insurance

June 4, 2015

ISSUED BY: Thomas Ellis  
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SUBJECT: **AWARD NOTICE**  
**DOL-15061-IVR**  
**Interactive Voice Response**

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**OF**  
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**KEY CONTRACT INFORMATION**

**1. CONTRACT PERIOD**

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Each contractor’s contract shall be valid for a 5 year period from September 1, 2015 through August 31, 2020. Each contract may be renewed for an additional one (1) year period(s) through negotiation between the contractor and DOL-UI. Negotiations may be initiated no later than ninety (90) days prior to the termination of the current agreement.

**2. VENDORS**

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Tom Porter, Executive Vice President and Chief Operating Officer  
**AUMTECH, INC.**  
 710 Old Bridge Turnpike  
 East Brunswick, NJ 08816 USA  
 +1.732.254.1875  
[tporter@aumtech.com](mailto:tporter@aumtech.com)

**3. SHIPPING TERMS**

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F.O.B. destination; freight pre-paid.

**4. PRICING**

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Prices will remain firm for the initial term of the contract.

<b>AUMTECH</b>	<b>OPTION ONE :</b>	<b>OPTION TWO :</b>
Start-up cost: \$ Provisos:	<b>\$81,600;</b> 5 year term	<b>\$10,000;</b> 5 year term
Licensing costs One-time or other frequency: Provisos:	INCLUDED One-time licensing fee is included	INCLUDED One-time licensing fee is included
Maintenance and Support cost: \$ What does this include: Provisos:	INCLUDED: Platform and Application Support: Phone/Web Support, Updates, Bug Fixes	INCLUDED: Platform and Application Support: Phone/Web Support, Updates, Bug Fixes
Per minute fees: \$ Provisos:	<b>\$0.07 per minute</b> 100,000 min. / month	<b>\$0.0825 per minute</b> 100,000 min. / month
Includes: <b>Implementation, Integration &amp; Testing;</b> <b>Training;</b> <b>Telecom software;</b> <b>Platform Monitoring;</b> <b>Application Monitoring;</b> <b>Hosting Charges; platform maintenance and support;</b> <b>application maintenance and support;</b> <b>licenses: 200 ports of IVR, 200 ports of Speech recognition, 200 ports of TTS.</b>	YES	YES

**ADDITIONAL TERMS AND CONDITIONS**

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**5. BILLING**

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

**6. PAYMENT**

The Agency will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

**7. PRODUCT SUBSTITUTION**

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by DOL-UI to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

**8. ORDERING PROCEDURE**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. The ordering agency will place their orders by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

**9. PURCHASE ORDERS**

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number DOL-15061-IVR on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

**10. REQUIREMENTS**

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

**11. HOLD HARMLESS**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

**12. NON-PERFORMANCE**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

**13. FORCE MAJEURE**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

**14. AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the State cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency must then formally contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.