

IFB STPD 12-001-B

Statement of Work

FOR CALNET 3, CATEGORY 6

SUBCATEGORY 6.1 – HOSTED IVR/ACD

TECHNICAL REQUIREMENTS

ADDENDUM 3

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IFB STPD 12-001-B

PART 2

BIDDER RESPONSE

Statement of Work (SOW)

Subcategory 6.1

Hosted IVR/ACD

Technical Requirements

TECHNICAL REQUIREMENTS

SUBCATEGORY 6.1 – HOSTED IVR/ACD

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TECHNICAL REQUIREMENTS

SUBCATEGORY 6.1 - HOSTED IVR/ACD

6.1.1 OVERVIEW

This Subcategory 6.1 IFB provides the State's solicitation for best value solutions for hosted Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

6.1.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____"

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

*"Bidder understands the requirements in Section xxx and shall meet or exceed them?
Yes _____ No _____"*

Description:"

6.1.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If Bidder provided unsolicited items include features described in the IFB and are not billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price unless it represents an unbundling of the mandatory service.

Services and features included in the Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

6.1.1.3 PACIFIC TIME ZONE

Unless specific otherwise, all times stated herein are times in the Pacific Time Zone.

6.1.2 NETWORK BASED CONTACT CENTER (NBCC) SERVICES

6.1.2.1 NBCC GENERAL REQUIREMENTS

Contractor shall provide an NBCC solution that does not include Customer premise equipment. The Contractor shall provide the necessary system components required for the NBCC including but not limited to hardware and software. The system components shall be owned and maintained by the Contractor, and shall be located within the Contractor's network.

Bidders shall describe their proposed NBCC solution, including original system manufacturer(s) and model(s) (even if rebranded in Bidder's name), the company that is physically hosting the NBCC, and the level of system integration, e.g., using the same manufacturer hardware and software platform with a single administrative database for all components, same manufacturer but separate platforms or products with separate administrative databases even if a single administrative interface, or separate manufacturers of major system components.

Bidders shall provide architecture component and network drawings for the NBCC solution proposed for CALNET 3 that shall include but not necessarily be limited to the following:

1. Geographic location of architecture components;
2. Interconnection of architecture components;
3. Example call flow voice channel; and,
4. Network connections between architecture components.

The Bidder's CALNET 3 NBCC descriptive text shall describe the labeled components and network elements identified in the drawings, and shall address:

1. Load Balancing – the ability to load balance calls across redundant and geographically diverse components/systems.
2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

3. Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.
4. Redundancy – having one (1) or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.
5. Geographic Diversity – distributed components and diverse network connections minimize the chance **of a single point of failure.**

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.1.1 Load Balancing and Automatic Failover

The NBCC solution must utilize load balancing and automatic failover between components.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.1.2 Geographic Distribution

The NBCC solution platform shall be geographically distributed and calls shall be distributed across platform locations.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.1.3 Redundancy

The NBCC solution platform shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.1.4 ACD and IVR

The NBCC shall include Automatic Call Distributor (ACD) as described in Section 6.1.2.3 and Interactive Voice Response (IVR) and described in Section 6.1.2.4.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

6.1.2.1.5 Virtual Contact Center Support

The NBCC shall allow for a virtual contact center that supports agents distributed throughout California, including single site, multiple site, and enterprise wide contact centers.

Bidder shall describe how its offering includes virtual contact center functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.1.6 Intelligent Call Routing

The NBCC shall intelligently route calls to agents associated with a virtual group according to Customer defined business rules including dialed number, calling number, time of day, caller location, agent skill set, and caller entered data. The NBCC shall support intelligent routing of calls to SIP endpoints.

Bidder shall describe its intelligent call routing.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.1.7 Network Queuing

The NBCC shall place callers in a network queue if no agent is available. The NBCC solution shall support multiple communication methodologies (channels) including voice, web, email, FAX and chat.

Bidder shall describe its network queuing functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.1.8 ACD and IVR Integration

When a Customer orders any of the services in this Section 6.1.2, those services shall be integrated with the NBCC. These services shall include:

1. Automatic Call Distributor (ACD) functionality as described in Section 6.1.2.3; and,
2. Interactive Voice Response (IVR) functionality as described in Section 6.1.2.4.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.2 NETWORK BASED CONTACT CENTER GENERAL FEATURES

In addition to the basic NBCC functionality requirements described above, the NBCC shall include the following features.

6.1.2.2.1 NBCC Web Call Back

The NBCC shall provide a web call back capability that allows a caller to request a call back by filling out a form on the Customer website. The call back algorithm shall be based upon the availability of a contact center agent. The call back request shall be automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria.

Bidder shall describe its NBCC Web Call Back capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.2 INTENTIONALLY DELETED

6.1.2.2.3 NBCC Real Time Text Chat Capability

The NBCC shall allow the contact center agents to engage in real time text chat with callers directed from their website. The text chat shall provide the following minimum capabilities:

1. Archive text chat session (create transcripts);
2. Allow agents to manage multiple text chat sessions;
3. Allow bidirectional file transfers;
4. Allow Agent to view the active web page the text chat caller is on;
5. Provide a log of text chat sessions;
6. Provide an automatic spell check and grammar check option that is enabled when an agent is typing in an active session; and,

Bidder shall describe its NBCC Real Time Text Chat capability.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Description:

6.1.2.2.4 NBCC Digital Recording Capability

The NBCC shall provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call shall be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. Archive recordings.
2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.
4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

This service is sold in per gigabyte increments.

Bidder shall describe its NBCC Digital Recording capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.5 NBCC Collaborative Browsing Capabilities

The NBCC shall provide collaborative browsing capability. This allows bi-directional sharing of web pages between the contact center agent and the caller. It shall enable a caller to request a co-browse session with a contact center agent. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page. The agent shall have the capability to push a web page to the caller and vice-versa. The Contractor shall allow the capability for an agent to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

Bidder shall describe its NBCC Collaborative Browsing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.6 NBCC Email Response Management (ERM) Capability

The NBCC shall provide an email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. The ERM shall provide the following minimum capabilities:

1. Auto response
2. Automatic acknowledgement
3. Email classification and prioritization
4. Email routing based upon business rules
5. Filtering capability

6. Content analysis and knowledge base for suggested and personalized responses
7. Management reports
8. Multiple language support (English and Spanish)
9. Real time exception reports

Bidder shall describe its NBCC Email Response Management capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.7 NBCC Workforce Management (WFM) System

The NBCC shall provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system shall enable Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The WFM system shall provide the following minimum capabilities:

1. Forecasting staffing needs including agents skills, skill levels and shifts
2. Forecast contact volumes and workload – overall call volume by contact channel
3. Provide agent scheduling and create optimized agent schedules by shift and skill
4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule.
5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

Bidder shall describe its NBCC Workforce Management System capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.8 NBCC Automated Preview Outbound Dialing

The NBCC shall provide a preview dialer that provides automated preview outbound dialing. The preview dialer shall support either centralized or distributed contact center environments. The preview dialer shall automatically initiate domestic and international outbound calls. The preview dialer shall allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed. The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer. Performance reports for the preview dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Bidder shall describe its NBCC Automated Preview Outbound Dialing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.2.9 NBCC Automated Predictive Outbound Dialing

The NBCC shall provide a predictive dialer that provides for predictive outbound dialing. The predictive dialer shall capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate. The predictive dialer shall integrate with centralized or distributed contact center environments. The predictive dialer shall automatically initiate domestic and international outbound calls. The predictive dialer shall have the capability to transfer to agent or to IVR for self service depending on the detected call result. The predictive dialer shall have the capability to detect busy, ring/no answer, answering machine and FAX. Performance reports for the predictive dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Bidder shall describe its NBCC Automated Predictive Outbound Dialing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

Description:

6.1.2.2.10 NBCC Voice Callback

The NBCC shall provide for the ability to allow a Customer contact utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time.

Bidder shall describe its NBCC Voice Callback capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

Description:

6.1.2.2.11 NBCC Quality Management

The NBCC shall provide for quality management. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution shall include reporting capability that allows managers to review results or identify trends at either the group or agent level.

Bidder shall describe its NBCC Quality Management capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

Description:

6.1.2.2.12 NBCC Screen Capture

The NBCC shall provide for screen capture. Screen captures shall be associated with the call recording described in 6.1.2.2.4 when an agent is handling a call. The solution shall provide synchronized playback of screen captures and audio recordings. The solution shall integrate with the quality management solution identified in 6.1.2.2.11 to facilitate scoring of agents.

Bidder shall describe its NBCC Screen Capture capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

Description:

6.1.2.2.13 NBCC Blended Agent

The Contractor shall provide NBCC Blended Agent. This feature adds the predictive dialing capability described in 6.1.2.2.9 or the preview dialing capability described in 6.1.2.2.8 to inbound agent described in 6.1.2.3.7.1.

Bidder shall describe its NBCC Blended Agent capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No_____

Description:

Table 6.1.2.2.a – NBCC General Features

	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
1	NBCC Web Call Back	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.		
	Bidder's Description:			
2	NBCC Real Time Text Chat Capability	Real time chat functionality as described in Section 6.1.2.2.3 Includes zero hours of application development.		
	Bidder's Description:			
3	NBCC Digital Recording Capability	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.		
	Bidder's Description:			
4	NBCC Digital Recording – Storage - Gigabyte	Storage for the digital recording functionality as described in Section 6.1.2.2.4.		
	Bidder's Description:			
5	NBCC Collaborative Browsing Capabilities	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.		
	Bidder's Description:			

<u>6</u>	NBCC Email Response Management (ERM) Capability	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.		
Bidder's Description:				
<u>7</u>	NBCC Workforce Management (WFM) System	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.		
Bidder's Description:				
<u>8</u>	NBCC Automated Preview Outbound Dialing	Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.		
Bidder's Description:				
<u>9</u>	NBCC Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.		
Bidder's Description:				
<u>10</u>	NBCC Voice Callback	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.		
<u>Bidder's Description:</u>				
<u>11</u>	<u>NBCC Quality Management</u>	<u>NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.</u>		
<u>Bidder's Description:</u>				
<u>12</u>	<u>NBCC Screen Capture</u>	<u>Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.</u>		
Bidder's Description:				

13	NBCC Blended Agent	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.		
Bidder's Description:				

The Contractor may offer additional Unsolicited NBCC General Features in Table 6.1.2.2.b.

Table 6.1.2.2.b Unsolicited NBCC General Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	Bidder's Product Description:		
2	Bidder's Product Description:		
3	Bidder's Product Description:		

6.1.2.3 NETWORK BASED AUTOMATIC CALL DISTRIBUTOR (NBACD)

The Contractor shall provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the Bidder's offered NBCC multimedia channels such as voice, email, FAX and a Customer website.

The intelligent routing and distribution of contacts shall be determined according to the real time operating status of the Customer's contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills. **Bidder shall describe its NBACD offering.**

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.3.1 NBCC Interoperability

The NBACD shall interoperate with all of the Customer's NBCC contact center communication channels such as their Internet website, email, voice and FAX.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.3.2 Queue Status

The NBACD shall provide the capability to inform the caller of the queue status including the caller's estimated wait time in queue when a queue threshold exceeds a Customer specified threshold. This can also include an option for announcing the caller's expected wait time prior to entering the queue. The Contractor shall provide Customers with the ability to change recorded announcements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.3.3 Music On Hold

The NBACD shall provide the capability to transmit and deliver music on hold (or recordings) to the originating caller. The music on hold source can be Contractor or Customer provided according to Customer needs.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.3.4 Service Observation - Voice

The NBACD shall provide service observation. Service observation provides Customer authorized personnel with the capability to monitor the NBACD agents and agent groups for call quality. Service observation shall provide options for silent monitoring and three-way audio conferencing. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers. Service observation shall be secure and available only to authorized Customer designated individuals. Service observation shall integrate with the preview and predictive dialers described in Section 6.1.2.2.

Bidder shall describe its service observation feature.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.3.5 NBACD Management

The NBACD shall provide the Customer with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The NBACD shall enable authorized Customer designated individuals to perform both real time and scheduled changes. The NBACD management system shall provide the following minimum administrative capabilities:

1. An audit trail and change log history.
2. Authentication with password protection for authorized administrators.
3. Ability to perform scheduled and real time changes.
4. Ability to view the Customer NBCC configuration.
5. Ability to manage and upload greetings and prompts.

Bidder shall describe its NBACD management feature.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Description:

6.1.2.3.6 NBACD Monitoring and Reporting Requirements

The NBACD shall provide historical reports and real time statistics with a unified view of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time. This shall include, but is not limited to, reporting on the queue, agent/skill levels, and agent groups. Both summary and detail reports shall be provided. Reporting archive data shall be available for a minimum of one (1) year. The NBACD shall provide remote access electronic exporting of reporting data, in standard file format (e.g. CSV) to Customer applications (i.e. spreadsheets, databases).

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.2.3.6.1 Historical Reporting

The NBACD shall provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Customer needs) and ad hoc historical reports. This shall include an annual report with monthly summaries and totals for all categories of NBACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The NBACD historical reports shall include:

1. Agent availability – shall include the identification of agents and the length of time signed into NBACD queues;
2. Agent availability summary – shall include the identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;
3. All queue activity – shall include the number of calls offered to an NBACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;
4. Handled calls in queue – shall include the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;
5. Abandoned call summary – shall include the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;
6. Abandoned calls – shall include the time a call was offered to a queue and the duration of the call before it was abandoned;
7. Agent call details – shall include the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;
8. Agent group activity – shall include report details by agent group; and,
9. Dialed number activity – shall include report details by the primary listed directory number dialed by the caller.

Bidder shall describe its historical reporting capability.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.3.6.2 Real Time Monitoring and Reporting

The NBACD shall provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting shall monitor performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports shall include summaries and totals (where applicable).

The agent statistics shall include:

1. Identification of agent;
2. The status of the agent; and,
3. The total time the agent has had that status.

The call statistics shall include:

1. Identification of caller;
2. Identification of agent handling the call;
3. The queue to which the call was assigned;
4. The status of the call;
5. The wait time of the call; and,
6. The time agent has handled the call.

The queue statistics shall include:

1. The total number of agents logged into a queue;
2. The total number of idle agents in the queue;
3. The total number of agents not available to take a call;
4. The total number of calls in the queue; and,
5. The average wait time of callers in the queue.

The statistics shall be reportable by queue.

. Bidder shall describe its real time monitoring and reporting compatibility

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.3.7 NBACD Packages

6.1.2.3.7.1 NBACD Basic Agent Package

The Basic Agent Package shall be provisioned on a concurrent agent basis and includes the following features:

1. Agent Inbound Line - Receives calls from the Call Center Listed Directory Numbers (LDNs);
2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;
3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;
4. Remote Agent Capability – Ability to route calls to telephone numbers outside the call center;
5. Position ID - Agent Position ID identifies a specific agent;
6. Call Present - Agent answers Call Center calls without pressing a key;
7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;
8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming Call Center call to another agent's line;
9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,
10. Call Source Identification – Displays calling number on agent Equipment.

Bidder shall describe its NBACD Basic Agent Package.

Bidder understands the Requirement and shall meet or exceed it? Yes____ No____

Description:

The Contractor shall offer the NBACD Basic Agent Package features detailed in Table 6.1.2.3.7.1.a.

Table 6.1.2.3.7.1.a NBACD Basic Agent Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Basic Agent Package - Agent	Basic Software package as described above.			
Bidder's Description:					
2	Basic Agent Package - Desktop Server	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.			
Bidder's Description:					
3	Abandon Call Clearing	Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.			
Bidder's Description:					
4	Automatic Overflow	Allows Customer to specify where new incoming calls overflow.			
Bidder's Description:					
5	Call Priority	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.			
Bidder's Description:					

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
6	Night Service	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.			
Bidder's Description:					
7	Overflow Scan	Scans up to four (4) other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.			
Bidder's Description:					
8	Ring Threshold	Reroutes call when agent does not answer after a predetermined amount of time.			
Bidder's Description:					
9	Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.			
Bidder's Description:					
10	Queue Status	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.			
Bidder's Description:					
11	Agent Queue Status Display	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.			
Bidder's Description:					
12	Called Number Display	Displays the dialed Call Center directory number on agent Equipment.			
Bidder's Description:					

	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
13	Call Tracking	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").			
Bidder's Description:					
14	Controlled Access to PSTN/Switched Network	Outbound dialing permission from total restriction to unrestricted access to the public network.			
Bidder's Description:					
15	Supervised Call Transfer – Off Net	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.			
Bidder's Description:					

The Contractor may offer additional Unsolicited NBACD agent package features in Table 6.1.2.3.7.1.b.

Table 6.1.2.3.7.1.b Unsolicited NBACD Agent Package Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
Bidder's Product Description:			
2			
Bidder's Product Description:			
3			
Bidder's Product Description:			

6.1.2.3.7.2 NBACD Basic Supervisor’s Package

The Basic Supervisor’s Package shall include all of the features from the Basic Agent’s Package as well as the following features:

1. Call Agent - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call;
2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller as described in Section 6.1.2.3.4;
3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent by pressing a key;
4. Answer Emergency - Allows supervisor to answer emergency calls on an “Emergency” key when an agent’s “Emergency” key is pressed; and,
5. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

Bidder shall describe its NBACD Basic Supervisor’s Package.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

The Contractor shall offer the NBACD Supervisor’s Package features detailed in Table 6.1.2.3.7.2.a.

Table 6.1.2.3.7.2.a NBACD Supervisor’s Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder’s Product Identifier
			Y	N	
1	Basic Supervisor’s Package	Basic Supervisor’s Package Software as described above.			
	Bidder’s Description:				

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)			
Bidder's Description:					
3	Controlled Overflow	Allows a supervisor to direct new Call Center calls to an overflow route.			
Bidder's Description:					
4	ACD Status Display	Supervisor(s) with display set can monitor Call Center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)			
Bidder's Description:					
5	Position Status Display	Provides supervisor with visual indication of agent activity in real time.			
Bidder's Description:					
6	Position Status Summary Display	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their System. Minimum Requirements: Display indicates total number of agents: i. On Call Center calls ii. On non Call Center calls (on virtual number) iii. Idle (logged in and waiting for call) iv. Not ready (clerical status) logged off			
Bidder's Description:					

The Contractor may offer additional Unsolicited NBACD supervisor's package features in Table 6.1.2.3.7.2.b.

Table 6.1.2.3.7.2.b Unsolicited NBACD Supervisor’s Package Features

	Feature Name	Feature Description	Bidder’s Product Identifier
1		Bidder’s Product Description:	
2		Bidder’s Product Description:	
3		Bidder’s Product Description:	

6.1.2.3.7.3 NBACD System Administrator Software Package

The System Administrator Software Package shall include the following features:

1. Provides "real time" display of agent and call activity by Call Center, by queue, by agent group, or network wide. Display is easily customized to show desired information;
2. Activate or deactivate the entire Call Center group or queues within the group;
3. Assign passwords to agents;
4. Increase or decrease number of agents;
5. Increase or decrease the number of queues;
6. Move agent(s) to another Call Center agent group within the System;
7. Control queues by changing the queue slots, queue size, and maximum wait time;
8. Change overflow routes and ring thresholds; and,
9. Change password levels of supervisors into System.

Bidder shall describe its NBACD System Administrator Package, including the minimum Hardware Requirements for the System Administrator Software Package.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

The Contractor shall offer the Network ACD System Administrator Package detailed in Table 6.1.2.3.7.3.a.

Table 6.1.2.3.7.3.a Network ACD System Administrator Software Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Basic Administrator's Package	Basic Administrator's Package Software as described above.			
	Bidder's Description:				

The Contractor may offer additional unsolicited NBACD administrator software package features in Table 6.1.2.3.7.3.b.

Table 6.1.2.3.7.3.b Unsolicited NBACD Administrator Package Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

6.1.2.4 NETWORK BASED INTERACTIVE VOICE RESPONSE (NBIVR) SYSTEM

The Contractor shall provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions shall occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech) recognition and text-to-speech (TTS). The IVR solution functionality shall include the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD identified in section 6.1.2.3 and the placement of outbound calls to deliver or gather information. The IVR solution shall include a usage based option. The usage charge shall be exclusive of any toll free network charges. Toll-free service associated with an IVR implementation shall be acquired from CALNET 3 Category 1.5 Contracts.

Bidder shall describe its NBIVR system offering.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Description:

6.1.2.4.1 Network Based

The NBIVR solution platform shall include all hardware and software necessary to run the NBIVR solution and shall reside in the Contractor's network.

Bidder shall describe its NBIVR system offering.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Description:

6.1.2.4.2 Multi-Platform Interface

The platform shall include the telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and integration with VoiceXML web application servers (WAS). The NBIVR platform's speech browser shall utilize open standards. Communications between the NBIVR and the applications servers shall utilize open standards.

Bidder shall describe its Multi-Platform Interface offering.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.4.3 IVR Standards

The IVR platform must be certified by the VoiceXML Forum for VoiceXML 2.0 and the NBIVR platform call control capabilities must be compliant with CCXML 1.0. The NBIVR platform shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards. The NBIVR platform shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IPSecurity standards, support encrypted call initiation and RADIUS authentication.

The Contractor shall be compliant with Payment Card Industry Data Security Standard (PCI DSS) 2.0 if the NBIVR platform processes cardholder data subject to PCI DSS 2.0.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.4.4 Load Balancing and Redundancy

The NBIVR solution must utilize load balancing and automatic failover between components. The NBIVR solution platform shall be geographically distributed and calls shall be distributed across platform locations. The NBIVR platform shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.4.5 WAS Hosting

The NBIVR solution shall support the hosting of dedicated WAS(s) in the Contractor's network. The Contractor shall offer the hardware required for the WAS(s), or as an option, support the hosting of Customer provided dedicated WAS hardware. The Contractor shall offer shared hosting, including hardware, of the WAS(s).

Bidder shall describe its WAS Hosting offering.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.4.6 NBIVR Applications

The Contractor shall offer customizable packaged NBIVR applications that can be modified by the Customer without the need for custom application development.

NBIVR platform shall support applications developed with any VoiceXML 2.1 compliant tools.

Bidder shall describe its customizable NBIVR applications.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.4.7 IVR Summary Reporting

The Contractor shall provide summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Description:

6.1.2.4.8 IVR Commercial Reports

Contractor shall provide any IVR reports that are available with its commercial offerings.

Bidder understands the Requirement and shall meet or exceed it? Yes____ No____

Description:

Contractor shall offer the NBIVR services and features detailed in Table 6.1.2.4.a.

Table 6.1.2.4.a Network Based Interactive Voice Response (NBIVR) Services and Features

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	NBIVR Usage	Usage charge associated with the IVR platform.			
	Bidder's Description:				
2	NBIVR Usage – Speech Recognition	Usage charge associated with the IVR platform with speech recognition input.			
	Bidder's Description:				
3	NBIVR Custom Environment	One-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.			
	Bidder's Description:				

The Contractor may offer additional unsolicited NBIVR services and features in Table 6.1.2.4.b.

Table 6.1.2.4.b Unsolicited NBIVR Services and Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			

	Feature Name	Feature Description	Bidder's Product Identifier
	Bidder's Product Description:		

6.1.3 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

6.1.3.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name - Each SLA Name must be unique;
1. Definition - Describes what performance metric will be measured;
2. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;
3. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
4. Objective(s) – Defines the SLA performance goal/parameters; and,
5. Rights and Remedies
 - a. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
 - b. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply an invoice credit or refund when an SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 6.1.2 (Call Center Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section 9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;

2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB STPD 12-001-B Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB STPD 12-001-B Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (IFB STPD 12-001-B Business Requirements Section B.9.5.1), SLA Provisioning Report (IFB-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (IFB STPD 12-001-B Business Requirements Section B.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Business Requirements Section B.9.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 6.1.3.8):

1. With the exception of the Provisioning SLA, the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;
8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;
9. The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor has committed to provide service. ;
10. The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;
15. SLAs apply 24x365 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID or Service ID in accordance with IFB STPD 12-001-B Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);
17. The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 6.1.3.7 and include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) for each application of a SCC.

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is utilizing the feature or service provided under the Contract.”

Stop Clock Conditions are limited to the conditions listed in Table 6.1.3.7.

Table 6.1.3.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User’s request is documented and time stamped in the Contractor’s trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor’s reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User’s responsibility to provide.

#	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ol style="list-style-type: none"> a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

6.1.3.8.1 NBCC Service Outage (M-S)

SLA Name: Call Center Service Outage				
Definition: The loss of an NBCC service feature at a single End-User location.				
Measurement Process: The Outage Duration begins when an application alarm/other fault indicator is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or application alarm, the Contractor shall compile a list for each End-User seat and feature at the End-User location for tracking and reporting of SLA rights and remedies. Each seat and feature is deemed out of service from the first notification until the Contractor determines all End-User seats and features are restored minus SCC. Any seat or feature reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
NBCC Services				
Objective (s): The objective restoral time shall be:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Service	≤ 6 hours	≤ 4 hours	≤ 2 hour	
Rights and Remedies	Per Occurrence: 20 percent of the TMRC and two (2) days of ADUC, when usage applies, for each NBCC seat and service/feature impacted by the service failure.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)				
Definition: Failure of any part of the NBCC architecture components (hardware, software, interconnection of components) based on a common cause that results in a contact center service feature failure at more than one (1) contact center location.				
Measurement Process: The Outage Duration begins when a network/application alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer(s) or Contractor, whichever occurs first. Upon notification from the Customer(s) or network alarm, the Contractor shall compile a list for each End-User seat and service feature affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User seat and service feature basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User seat or service feature is deemed out of service from the first notification until the Contractor determines the End-User seat or service feature is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
NBCC Services				
Objective (s): The objective restoral time shall be:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
NBCC Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of a Contractor's NBCC IVR and/or ACD service on a system wide basis.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer(s) or Contractor, whichever occurs first. Upon notification from the Customer(s) or network alarm, the Contractor shall compile a list for each End-User seat and service feature affected by a common cause. Outage Duration shall be measured on a per-End-User seat and service feature basis from information recorded from the network equipment/system or trouble ticket. Each End-User seat and service feature is deemed out of service from the first notification until the Contractor determines the End-User seat and service feature is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
Service(s):					
NBCC ACD			NBCC IVR		
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
NBCC ACD and/or IVR	≤ 30 minutes	N/A	≤ 15 minutes		
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.8.4 Excessive Outage (M-S)

SLA Name: Excessive Outage					
Definition: A service failure that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The seat or service feature is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.					
Service(s):					
NBCC Services					
Objective (s): The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
	NBCC Services	16 hours	12 hours	8 hours	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC, when usage applies for each seat and service feature out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.8.5 Notification

SLA Name: Notification	
<p>Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.</p>	
<p>Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB STPD 12-001-B Business Requirements Section B.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.</p>	
Service(s): All Services	
<p>Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response).</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response).</p> <p>This objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

6.1.3.8.6 Provisioning (M-S)

<p>SLA Name: Provisioning</p>		
<p>Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001-B Business Requirements Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer’s discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request; and</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p>Measurement Process:</p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>		
<p>Service (Features must be installed in conjunction with the service except when listed below)</p>	<p>Committed Interval Calendar Days</p>	<p>Coordinated/Managed Project</p>
<p>NBCC Services</p>	<p>N/A</p>	<p>Coordinated/Managed Project</p>

<p>Objective (s):</p> <p>Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.</p> <p>Objective 2: Successful Install Monthly Percentage per Service:</p>				
				Bidder's Objective Commitment (S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Services	N/A	≥ 90%	≥ 95%	
Rights and Remedies	<p>Per Occurrence: Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.</p>			
	<p>Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.</p>			

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.8.7 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.8.8 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 6.1.3 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.3.8.9 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 6.1.3.8.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____