

**#101-18 JEA CISCO CONTACT CENTER & PHONE SYSTEM MANAGED SERVICES**  
**APPENDIX A- TECHNICAL SPECIFICATIONS**

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## **1.0 CONTACT CENTER MANAGED SERVICES SCOPE**

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor that can provide JEA Cisco Contact Center & Phone System Managed Services and provide the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regards to pricing, quality, design, and workmanship.

The awarded Managed Services Provider (the Company) will need to provide support for JEA's Cisco business cluster, the contact center UC/UCCE Unified Contact Center Enterprise environment. The support provided will ensure JEA's system is capable of operating 24 hours a day /7 days a week/365 days a year. The agency will provide base support for an on premise environment located within Jacksonville FL, with a Service Level Agreement component of 99.99%.

**The Company shall be operationally ready within 60 days of contract approvals.**

### **1.1 SITES COVERED:**

- Contact Center
  - 21 West Church Street & 7720 Ramona Boulevard (approximately 250 devices)
- Business System
  - All JEA remote sites located in Northeast Florida (approximately 2,000 devices)

### **1.2 SETUP FEES**

Setup Fees shall include any engagement if any with JEA's current Managed Services vendor to ensure a seamless transition within 60 days of contract approval. In addition, setups fees shall include

- Installation of any required servers or virtual environments.
- Implementation of monitoring configurations and definitions with Splunk or similar tools
- Modification of Interactive Voice Response (IVR) scripting required for application monitoring

### **1.3 JEA CURRENT PLATFORM PRODUCTS**

- UCCE, CVP and Call Manager(s) version 11
- Third party Integrations
  - Verint Impact 360 Workforce Optimization interfaces
  - 2RING Wallboard and Dashboards (Cisco UCCE Adapter)
  - Tableau Reporting (<https://www.tableau.com/>)
- Citrix remote access VPN (Virtual Private Network) Access not supported
- CtiPath Framework ([Reference Exhibit 1 ATTACHED](#))
- Splunk and SolarWinds

## **2.0 BUSINESS & CONTACT CENTER PLATFORM - FEATURE & DEVICES**

Device	Count
AW Client	6
AW/HDS-DDS	6
Call Flow Manager	2
Call Studio	1
CER	2
CUC	2
CUCM	14
CUIC	4
CUIC Reporting	2
CVP	6
CVP Ops	3
CVP Reporting	6
Finesse	6
IM&P	2
Live Data Server	6
PG	18
Rogger	6
Splunk	1
Vcenter	1
Vcenter Database	1
Voice Gateway	6

Device type	Count
Cisco IP Phones	1600+
Agents	250+
Analog Phone	600+
PRIs	30+

## **3.0 SUPPORT SERVICES**

### **3.1 SERVER & APPLICATION MONITORING**

The Company will be required to utilize JEA's Solarwinds Server & Application Monitor (SAM) tool to fulfill the following requirements

#### **3.1.1 IIS/HOSTING & DATABASE MONITORING**

- Monitor availability of web based applications and application pools, report SSL certificate expiration, and perform remote actions to start/stop application pools
- Monitor connections, sessions, database transactions, disk I/O, storage, latches, locks, SQL agent job status, expensive queries by CPU time

#### **3.1.2 SERVER PERFORMANCE MONITORING**

- Monitor availability, response time, and hardware health of physical and virtual servers
- Track CPU, memory, and disk usage, and forecast when capacity will run out
- Remotely remediate server issues, including terminating runaway processes, starting/stopping services, rebooting servers

### **3.1.3 SERVER VOLUME MONITORING AND CAPACITY PLANNING**

- Monitor server storage volumes, disk usage, and capacity metrics

### **3.1.4 IT ASSET INVENTORY MANAGEMENT**

- Maintain a centralized view of current hardware and software asset inventory to include server warranty status, driver software, hard drive inventory, and custom properties, such as PO number and purchase price.

### **3.1.5 CORRELATED ALERTS AND PERFORMANCE REPORTING**

- Configure alerts for correlated events, sustained conditions, and complex combinations of device states.
- Utilize Applications Reports to view historical availability, response time, load, utilization and usage.

### **3.2 PATCH MANAGEMENT**

The Company will be required to utilize JEA's Patch Management software (Shavlik) to fulfill the following requirements

- Find online and offline systems, scan for missing patches, and deploy OS and third-party patches
- Take snapshots before Patching
- Provide reports of deployed patches for Audits

### **3.3 DATABASE PERFORMANCE MONITORING**

The Company will be required to utilize JEA's Solarwinds Database Performance Analyzer (DPA) tool to fulfill the following requirement

- Analyze all five key dimensions affecting database performance: SQL statement, context, system resources, the RDBMS waits, and database response-time bottlenecks.

### **3.4 VOIP & NETWORK QUALITY MONITORING**

The Company will be required to utilize JEA's Solarwinds VOIP & Network Quality Manager (VNQM) tool to fulfill the following requirement

- Monitor VoIP call Quality of Service (QoS) metrics including jitter, latency, packet loss, and MOS
- Correlates call issues with WAN performance
- Configure alerts when specific VoIP performance thresholds are reached
- Monitor VoIP gateway and performance including PRI trunk and channel utilization, distribution of VoIP and data
- Generate synthetic VoIP traffic to facilitate capacity planning and measure voice quality

### **3.5 LOG MONITORING AND KNOWN ERROR DATABASE**

The Company will be required to utilize JEA's SPLUNK tool to fulfill the following requirements

- Analyze log feeds for specific text patterns from SYSLOG, CVP Logs, Application logs, etc.
- Monitor and alert on based on number and/or frequency of occurrences
- Visualize SPLUNK data and discover insights thru Tableau

### **3.5.1 QUARTERLY BUSINESS / VENDOR PERFORMANCE REVIEW**

The Company and JEA (with appropriate operational and business representation) will conduct a Review (via conference call), which covers the following:

- Reviewing historical performance metrics over the past three (3) month period
- Reviewing a high level issues log of resolved issues over the past three (3) month period

- Discussing any areas where the managed services offerings are failing to meet the business or technical requirements, and conduct a gap analysis to determine how this can be addressed
- Discuss all areas where the managed services offerings are meeting and exceeding service level requirements (i.e. 99.99% SLA), and decide what (if anything) needs to be done.
- A report will be produced (which may be included in the monthly touch point report for that month) with a high level overview of the results of this procedure.

### **3.6 MAINTAIN SERVICE LEVELS**

All maintenance will be scheduled during outage windows preapproved by JEA, which is from 7:30 p.m. to 5:00 a.m. Eastern Standard / Daylight Savings Time, Monday through Saturday, excluding JEA observed holidays.

All system changes are required to follow the JEA Change Management process. The Company will supply documentation describing all maintenance and modifications. Links to CISCO information and items will be included. In some cases, the installation of Maintenance items should be done on the development environment and/or the QA environment prior to the production environment to gain familiarity with what to expect and time to perform tasks.

JEA's Change Management Process ensures that all elements are in place, all parties notified and trained, and the schedule for implementation is coordinated with all other activities in the organization prior to implementing changes in Technology Services systems and programs. This procedure applies to all individuals who install, operate and/or maintain production Technology Services systems and programs. The production systems and programs are defined as all Infrastructure (i.e. network components, servers, disk arrays and storage systems, tape librarians, etc.) and any subsystems, services or applications within these systems. Change Management is not required for Development and Quality Assurance environments; only Production.

Change Approval Board (CAB) will meet weekly to review high risk change requests and to ensure that change reviews and communications are being satisfactorily performed. The CAB will be composed of the Technology Services director team, and chaired by the Director, Technology Infrastructure (3 directors represent a quorum). All change requests not deemed high risk, by the Risk Assessment web form in the application used for Change Management, will be reviewed and approved by the manager or designee of the implementer.

#### **A. Testing**

1. Testing of a change, before movement to Production, will be completed in one of the following environments:
  - a) A Development or Quality Assurance environment that reflects the production environment.
  - b) A redundant environment where multiple of the same assets and configurations are running. Testing will be completed on one environment first; then implemented on other environment.
  - c) Vendor certification. When unable to test in JEA environment, will require vendor certification of change, to include requirement for vendor to provide testing evidence.
  - d) Peer devices – same asset type, but not in a redundant setup
  - e) When none of the above is available for testing, changes will require CAB approval and be implemented during a preapproved scheduled outage window

## **B. Change Management**

Any work that will result in the addition, modification, replacement or removal of approved supported or base-lined hardware, network, software, application, environment, system, desktop build or associated documentation must be approved via the Technology Services Change Management (CM) process.

1. A Change record must be submitted and approved for maintenance work, all vendor work, the addition of new equipment, the removal or disposal of old equipment, or changes to existing equipment. These conditions include:
  - a) A modification is made to a production system.
  - b) A permanent state change is made to a production system (enable/disable, turn on/turn off, etc.).
  - c) An installation or retirement of a production system.
  - d) Preventive maintenance activities that require a state change (perpetual change) to a production system.
2. Upon submission of a Change record the requester (In Planning task) must complete the Risk Assessment web form in the application used for Change Management control.
3. Actions that do not require a standard Change record:
  - a) Emergency repairs that do not result in a system modification or permanent state change
  - b) Preventive maintenance that does not result in a system modification or permanent state change
  - c) Front end changes in the application performed by application user
  - d) Non-perpetual changes such as clearing cache, restarting services and the aforementioned examples will be handled as Event Tracking CM's for tracking and problem management purposes.

The NOC is responsible for verifying the Change documentation. The overall Change Management Process is owned, controlled, updated, reported and enforced by Technology Infrastructure. In the event of any failed Changes from the previous week, these will be reviewed at the following CAB for Lessons Learned and next steps.

### **3.7 LIFECYCLE LEVEL SERVICES**

#### **3.7.1 LIFECYCLE MANAGEMENT**

The LifeCycle Level of support shall include continuous business and operational engagement, daily engineering reviews, root cause analysis of outages, high availability (99.99% uptime), full incident management, and additional customization related to experience monitoring and reporting. The purpose of LifeCycle Management is to close the loop between the existing contact center environment, the business/operational roadmap, market trends, and customer expectations.

#### **3.7.2 SUPPORT LEVELS**

The actual severity level of a particular issue will be initially designated by JEA. If the Company does not agree with such initial designation, the parties shall discuss and resolve the designation. Any designation may be mutually re-determined by both parties during the problem resolution process. The Company shall respond to problems with the System based upon the severity of the problem according to the following schedule:

Response target is defined as the elapsed time from the time the initial event is logged in the technical support system until a technical support representative acknowledges the issue and attempts to contact JEA.

Resolution and response time requirements exclude activities beyond the Company's control such as remote access issues and availability of JEA resources. Target response times apply to the software and custom application code and do not apply to any other third party software, hardware, or other components.

**Service Level Agreement** - Is the available up time of all telephony equipment, features, and applications and shall be available 99.99%. This will be measured as 4.38 minutes per month and 52.56 minutes per year.

### 3.8 **PREVENTIVE MAINTENANCE SERVICES**

Preventive maintenance that is not related to patching will be performed by the Company during normal business hours, which are from 9:00 a.m. to 4:00 p.m. Eastern Standard Time, Monday through Friday, excluding observed holidays. Preventive maintenance that is related to patching will be performed by the Company during a mutually agreed upon time that is in line with JEA policies.

- **Call-Flow Testing:** The Company will execute end-to-end calls for several JEA provided example scenarios including self-service applications.
- **Monitor and Alert:** The Company will monitor and alert based on service definitions defined for all contact center devices, important applications, and business or operational rules.
- **Dashboards:** Provide real-time dashboards that provide platform, call-flow, and experience statistics.
- **Third-Party:** Pull in information from JEA's monitoring platforms where applicable (CA Spectrum, SolarWinds, OneTouch, etc.)
- **Daily Platform Check:** The Company will check and evaluate that the UCCE platform is properly taking calls by monitoring the heads up display for call statistics. In addition, a cursory check of all platform servers will be initiated by viewing NMS server statistics. This cycle will be performed on once every day – 7 days a week at a mutually agreed upon time. This provides an early check of the UCCE platform and allows initializing of troubleshooting procedures if an anomaly is found.
- **Daily Log Review:** The Company will perform a manual review of custom application and platform-level alarms, alerts, and errors by an engineer.
- **Weekly System Review:** The Company will perform a weekly review on the production UCCE systems in the data centers once a week. For each system, the procedure includes:
  - Checking available drive space
  - Examining Operating System logs in detail for recurring errors
  - Checking associated processes for any CPU, memory, or process issues
  - Reviewing IVR Port Utilization
- **Weekly Ticket Review:** The Company's Service Delivery Manager will create a report that shows:
  - Ticket activity for the week, with new tickets highlighted
  - Up-to-date account of Enterprise Service hours remaining, with an accounting of how the weekly ticket activity affected these hours
- **Monthly Reboot:** A scheduled monthly reboot of all UCCE platform systems will be performed.
- **Configuration Validation:** The Configuration validation procedure includes a thorough examination of all UCCE servers and configuration settings as well as code versions to ensure that the server is configured as specified in the As-Built documentation.
- **Inventory:** Maintain current inventory list of hardware and software for Cisco Smartnet.
- **Monthly Touch Point:** The Company and JEA will have a monthly touch point conference call to discuss how the contact center is meeting business-level goals, and brainstorm on ways

in which the teams can work together to further improve contact center operations. As part of this, a monthly report is produced by the Company's Service Delivery Manager for the Client that details:

- Summary of ticket activity (incl. SLAs)
- Summary of support case activity
- Summary of ongoing / open issues
- Additional support items of interest, as determined by the Company

### **3.9 LOAD TESTING AND HIGH AVAILABILITY ASSURANCE**

Once per calendar quarter, the company will provide load testing to ensure that JEA's supported environment and devices function properly under load. The companies' engineers will place the load test calls into the system and monitor performance statistics of supported. A status report will be provided to JEA and set out at the end of the load testing session detailing the results, as well as providing feedback regarding recommended actions that JEA should take to ensure a service level of 99.99%.

### **3.10 AVAILABILITY AND COMPLIANCE MANAGEMENT**

Periodically JEA and Company will go through a mock incident escalation, to assure all involved are aware of who to contact and what they should expect and need to do.

- Company shall be available onsite at JEA or at a mutually agreed location during critical events (Hurricanes, Disasters, etc.) .
- Company shall dispatch employees to arrive onsite at JEA within 2 hours in the event the telephony environment is more than 50% unavailable.
- Compliance and Capacity Management -- Listing monthly of licensing allocation/usage and compliance. Any upcoming renewals and expected costs to maintain operations.
- Assist with identifying/providing changes in licensing requirements/cost in event JEA needs to modify hardware or software in support of Contact Center.
- Provide Version tracking of software components and items that may require updating of software/bios/etc... Have schedule/plan for when updates may be needed and recommend any prerequisite steps that may reduce risk when making updates (end of sale, end of life)

## **4.0 ROLES AND RESPONSIBILITIES**

### **4.1 JEA ROLES AND RESPONSIBILITIES**

The following sets forth the responsibilities of JEA in connection with this SOW.

- Participate in and give approvals as needed for all managed services activities.
- Provide Company with on-site access for server reboots.
- Manage all other components not specified as Company's responsibility
- Provide and manage continuous remote access for the Company (i.e., T1s, etc...).
- Provide access via JEA's established security access policies and procedures to the custom application code, software, and equipment to enable the Company to perform services on site when applicable.
- Provide a suitable on-site working environment for Company's personnel, if and when requested.
- JEA will be responsible for providing dial in phone numbers that are routed to the environment such that the delivery team may perform call-flow testing of the UCCE platform



## 4.2 COMPANY ROLES AND RESPONSIBILITIES

Company is responsible for performing the following services as set forth in this SOW.

- **ITIL Certification:** Per Section 1.2.1 of the Solicitation Document, If the Company is unable to provide certificate documentation that verifies Company as a Cisco Advanced Technology Partner, then the Professional staff assigned to JEA shall hold a current ITIL (Information Technology Infrastructure Library) Foundations certification.
- **Backup:** Services to maintain and periodically backup the various components are included in the implementation of the UCCE/CVP system. The Company will work with JEA to create and define the UCCE/CVP back-up strategy integrated into the existing enterprise back-up solution.
- **Monitoring:** Company monitoring as defined in this SOW.
- **Software Updates:** Cisco releases (if acquired through normal Cisco software services), Microsoft updates. Resources shall be knowledgeable and expected to assist within the updates.
- **Hardware Updates:** Changes to hardware components to support the custom application and UCCE software. JEA will purchase the hardware separate from this contract. Resources shall be knowledgeable and expected to assist within the updates.
- **Communication:** The awarded company may work directly with JEA's Cisco Contact Center Support technical team. The relationship between IT and internal business customers will be managed by JEA.

# Exhibit 1

## **CTIPATH FRAMEWORK**

the Call Flow Manager (**CFM**) platform is designed as an Application Server with the primary function of managing the Core data for the Dense Call Flow Framework (**DCFF**). It enables non-technical personnel to control Cisco contact center through a web-based interface with no scripting required. The system is configured to function in a highly available clustered arrangement, permitting full access to the interface if even one of the servers is running, and synchronizing any changes when the full cluster is restored.

### **Modules**

- Mass Reattributing Module
  - This module allows for the modification of Precision Routing Attributes for multiple agents at once.
- Finesse Gadget Module
  - Several custom Finesse gadgets have been developed using this module. This allows for the offloading of performance intensive functions from the Finesse servers, as well as employing server side scripting to perform tasks that would not be possible utilizing the base Finesse platform.
- Reporting Module
  - This module allows multiple data sources to be used to construct complex reports. This includes datawarehousing and customer dashboards.

### **Features**

- Holiday and Operating Hour Logic
- Emergency Shutoff Control
- Enhanced Estimated Wait Time
- Managing DN Targets for Call Flows
- Targeting media prompts
- Collecting Caller Input
- Configuration of Application Variables
- Interfaces with Web Services
- Adjustment of Queue Behavior

**Appendix B - Minimum Qualification Form**  
**101-18 JEA Cisco Contact Center & Phone System Managed Services**

**GENERAL**

**THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED RESPONDENT BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION/TECHNICAL SPECIFICATION.**

**THE RESPONDENT MUST COMPLETE THE RESPONDENT INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE RESPONDENT MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.**

**PLEASE SUBMIT THE ORIGINAL AND THREE (3) COPIES AND ONE (1) CD OF THIS FORM AND ANY REQUESTED ADDITIONAL DOCUMENTATION WITH THE BID SUBMISSION.**

**RESPONDENT INFORMATION**

COMPANY NAME: \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP CODE: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

PRINT NAME OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

SIGNATURE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

**MINIMUM QUALIFICATIONS:**

- I. Company shall provide certificate documentation that verifies Company as a Cisco Advanced Technology Partner. **Documentation shall be attached to this form.**

If the Company is unable to provide certificate documentation that verifies Company as a Cisco Advanced Technology Partner, then this minimum qualification shall be satisfied by the provision of the three (3) items below.

1. Respondent shall include ITIL (Information Technology Infrastructure Library) certificate documentation for at least two (2) professional staff members that will be assigned.  
**Documentation shall be attached to this form.**
2. At least one (1) engineer assigned to support JEA shall have a UCCE certification. Respondent shall provide documentation of certificate for assigned engineer(s).  
**Documentation shall be attached to this form.**
3. At least one (1) engineer assigned to support JEA shall have the Cisco CCIE (Cisco Certified Internetwork Expert) certification. Respondent shall provide documentation of certification for assigned engineer(s).  
**Documentation shall be attached to this form.**

AND

II. Company shall provide two (2) client references within the last five years ending January 2018 in which the Company provided managed services for a Cisco Contact Center solution. Respondent shall include a notarized statement from each of the client references that confirms provision of services.  
**Respondent shall provide information where indicated below.**

Client Contact Person Email Address \_\_\_\_\_

[illegible]