

ADDENDUM 1 APPENDIX A- TECHNICAL SPECIFICATIONS (REVISED)

#052-20 JEA CISCO CONTACT CENTER & PHONE SYSTEM MANAGED SERVICES

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1.0 CONTACT CENTER SERVICES SCOPE

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor that can provide JE A Cisco Contact Center Managed Services and provide the best value to JE A (the "Work" or "Services"). "Best Value" means the highest overall value to JE A with regards to pricing, quality, design, and workmanship. The awarded Managed Services Provider (the Company) will need to provide support for JE A's contact center UC/UCCE Unified Contact Center Enterprise environment. The support provided will ensure JE A'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%.

1.1 SITES COVERED:

- Contact Center, Jacksonville Florida

1.2 SETUP FEES

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

- Installation of any required servers or virtual environments.
- Implementation of monitoring configurations and definitions
- Modification of 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/>)
 - eGain
- Citrix remote access VPN (Virtual Private Network) Access not supported
- Splunk and SolarWinds

2.0 CONTACT CENTER PLATFORM - FEATURE & DEVICES

JEA may encounter the need (i.e. Hurricane) to temporarily expand up to 250 agents.

Device type	Count
Cisco IP Phones	250
Agents	150
PRIs	16

eGain Production

JEAEGAINCT1P1	eGain Connector
JEAEGAINCT1P2	eGain Connector

A-Side Contact Center Enterprise Production

Equipment	Device	Device Role	Version
Cisco 3945	Voice Gateway	Combo Voice VXML	15.1(1r)T5
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	Rogger-A	Router and Logger	11.0.2
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	PG	Agent PG-1A PG/CTI/CTIOS	11.0.2
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	CUIC Reporting	Reporting Server	11.0.2
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	CUCM	Publisher	11.0.1.22900-14
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	PG	VRU PG	11.0.2
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	AW/HDS-DDS	Database Server	11.0.2
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	CVP	CVP-A/VXML	11.0.1
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	CUCM	Subscriber	11.0.1.22900-14
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	PG	PG-3A Mr Dialer PG	11.0.2
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	CVP Reporting-A	Reporting Server	11.0.1
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	Finesse-A	Agent Desktop	11.0.1
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	CVP Ops	Operations Console	11.0.1
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Live Data Server	Reporting Server	11.0.1
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	AW Client	AW Client	11.0.2

Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Call Flow Manager	Call Flow Manager	11.0.1
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B-Side Contact Center Enterprise Production

Equipment	Device	Device Role	Version
Cisco 3945	Voice Gateway	Combo Voice VXML	15.1(1r)T5
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	Rogger-B	Router and Logger	11.0.2
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	PG	Agent PG-1B PG/CTI/CTIOS	11.0.2
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	CUIC Reporting	Reporting Server	11.0.1
Serv-1 UCSC-C240-M4S2-ESXI-5.5x	CUCM	Subscriber	11.0.1.22900-14
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	PG	VRU PG	11.0.2
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	AW/HDS-DDS	Database Server	11.0.2
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	CVP	CVP-B /VXML	11.0.1
Serv-2 UCSC-C240-M4S2-ESXI-5.5x	CUCM	Subscriber	11.0.1.22900-14
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	PG	PG-3B Mr Dialer PG	11.0.2
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	CVP Reporting-B	Reporting Server	11.0.1
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	Finesse-B	Agent Desktop	11.0.1
Serv-3 UCSC-C240-M4S2-ESXI-5.5x	Splunk	Monitoring Server	11.0.1
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Live Data Server	Reporting Server	11.0.1
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	AW client	Jumpbox	11
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Vcenter Database	Database Server	5.5
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Vcenter	Hosted VM Service	5.5
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Call Studio	Script Editor	11.0.1
Serv-4 UCSC-C240-M4S2-ESXI-5.5x	Call Flow Manager	Call Flow Manager	11.0.1

3.0 SUPPORT SERVICES

The Company will submit a written response explaining in detail their work plan. JEA currently maintains an Network Operation Center (NOC), utilizing Solarwinds SAM, VNQM, DPA modules with SPLUNK as the primary log monitoring solution. The company will be required to utilize/integrate with ServiceNow, JEA's IT Service Management tool and interact with onsite JEA's telecommunication and network employees.

JEA shall determine which services are mandatory and which are optional.

- 1. Server & Application Monitoring**
- 2. Patch Management**
- 3. Database Performance Monitoring**
- 4. VoIP & Network Quality Monitoring**
- 5. Log Monitoring**
- 6. Change Management and Ticketing Process**
- 7. Emergency/Critical Events**
- 8. Enterprise Services (Optional Block of 1,000 Hours)**

9. QUARTERLY BUSINESS REVIEW

The Company and JEA (with appropriate operational and business representation) will conduct a Review (via conference call)

3.1 MAINTAIN LEVEL SERVICES

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.

3.1.1 **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.

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.

3.2 **PREVENTIVE MAINTENANCE SERVICES**

Preventive maintenance that is not related to patching may 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.

3.3 **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 during Critical events such as Hurricanes, Tornados, in the event special treatment is required for Call Center Calls.
- 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.
- 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.

4.2 COMPANY ROLES AND RESPONSIBILITIES

Company is responsible for performing the services as set forth in the contract