# AT&T

## IFB STPD 12-001-B, C3-B-12-10-TS-01

CalNet 3, Subcategory 6.1: Hosted IVR/ACD

***Volume 2: Response to Unique Category or Subcategory Requirements***

*SOW Technical Requirements Response*

## Amendment #9, Rev. April 11, 2018


Mark Roese
Executive Sales Director
AT&T
2700 Watt Ave
Sacramento, CA 95821
916-972-3297 (phone)
916-468-8418 (cell)
**mark.roese@att.com**

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# Exhibit 8: Contractor's License Information

Attached is Exhibit 8: Contractor's License Information.

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**EXHIBIT 8: CONTRACTOR'S LICENSE INFORMATION**

(Installation Services Only)

For Category/Subcategory: 6.1: Hosted IVR-ACD

Name of Bidder: AT&T Corp.

Bidder shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. A Contractor's license of appropriate Class C-7, Low Voltage Systems Contractor, is required before any Bidder can contract business (e.g. submit a bid) which includes the installation of cable and wiring, and minor electrical modification. In addition, if structural modifications are required, a Class B, General Building Contractor, license is required. Licensee must be in the name of the firm or a Responsible Managing Employee. See IFB Section 2.3.6, Contractor's License.

**CONTRACTOR**

Class C-7 and Class B License No: 760249
Licensee: Pacific Bell Telephone Company Expiration Date: 03/31/2019
Relationship of Licensee to Contractor: Wholly Owned Subsidiary

**SUBCONTRACTOR 1**

Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Subcontractor: _____

**SUBCONTRACTOR 2**

Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Subcontractor: _____

(Use additional sheets if necessary.)

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# Exhibit 10: Bidding Preferences and Incentives

Attached is the completed and signed Exhibit 10.

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**Exhibit 10: BIDDING PREFERENCES AND INCENTIVES**

For Category/Subcategory: 6.1: Hosted IVR-ACD

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

**1. SMALL BUSINESS PREFERENCE**

Bidder must check the appropriate box from the choices below.

☐ I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is: _____

☐ I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.

☐ I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.
*Bidder must complete and submit Exhibit 12, GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor.*
*Bidder must complete and submit an Exhibit 14, Commercially Useful Function Statement, for each Small Business subcontractor.*

☒ I am not claiming the DGS Small Business preference.

**2. DVBE INCENTIVE**

Bidder must check the appropriate box from the choices below.

☐ I am a DGS certified DVBE. A copy of my STD. form 843 is attached.

☐ I have recently filed for DGS DVBE certification, but have not yet received certification.

☐ I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.
*Bidder must submit a complete Exhibit 12, GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 11, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager.*
*Bidder must complete and submit an Exhibit 14, Commercially Useful Function Statement, for each DVBE subcontractor or supplier.*

x☐ I am not claiming the DVBE incentive.

**EXHIBIT 10, CONTINUED**

**3. ADDITIONAL BIDDING PREFERENCES**

The Bidder shall check the appropriate box or boxes from the choices below.

☒ I am not claiming the TACPA preference, the EZA preference, or the LAMBRA preference.

☐ I am claiming the TACPA bidding preference.
*Bidder must submit Exhibit 13, STD 830.*

Name of Bidder: AT&T Corp.

Signature and Date: March 5, 2014

# Exhibit 11: STD 843, DVBE Declarations

AT&T is not claiming a DVBE incentive

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# Exhibit 12: GSPD 05-105, Bidder Declaration

AT&T is not claiming SB preference using Subcontractors, nor claiming a DVBE incentive, nor will have any Subcontractors that will receive 15% or more revenue.

State of California—Department of General Services, Procurement Division
GSPD-05-105 (REV 08/09)

Solicitation Number Subcategory 6.1

## BIDDER DECLARATION

1. Prime bidder information **(Review attached Bidder Declaration Instructions prior to completion of this form)**:
   a. Identify current California certification(s) **(MB, SB, NVSA, DVBE):** _____ **or None** ☑ (If "None," go to Item #2)
   b. Will subcontractors be used for this contract? **Yes** ☐ **No** ☐ (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm, state if your firm owns the transportation vehicles that will deliver the products to the State, identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.
   c. If you are a California certified DVBE: (1) Are you a broker or agent? **Yes** ☐ **No** ☐
   (2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? **Yes** ☐ **No** ☐ **N/A** ☐

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

| Subcontractor Name, Contact Person, Phone Number & Fax Number | Subcontractor Address & Email Address | CA Certification (MB, SB, NVSA, DVBE or None) | Work performed or goods provided for this contract | Corresponding % of bid price | Good Standing? | 51% Rental? |
|---|---|---|---|---|---|---|
| CenturyLink<br>William Tullius<br>(W) 916.463.6268<br>(C) 916.307.7785 | 2377 Gold Meadow Way<br>Suite 200<br>Gold River, CA 95670<br>william.tullius@centurylink.com | None | Network Based Contact Center Services | <1% | ☑ | ☐ |
| | | | | | ☐ | ☐ |
| | | | | | ☐ | ☐ |

**CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.**

Page 1 of 1

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# Exhibit 13: STD 830, TACPA Preference Request

AT&T is not claiming TACPA preference.

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# Exhibit 14: Commercially Useful Function Statement

Attached is a copy of AT&T's completed Exhibit 14.

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## EXHIBIT 14: COMMERCIALLY USEFUL FUNCTION STATEMENT

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code (GC) Section 14837(d)(4)(A) (for SB) and Military and Veterans Code (MVC) Section 999(b)(5)(B) (for DVBE).

Please answer the following questions, as they apply to your company for the goods and services being acquired in this solicitation.

CALNET 3 Category or Subcategory being bid: Subcategory 6.1

Subcontractor Name:

Mark all that apply: DVBE: ☐ Small Business: ☐ Micro Business: ☐

| | | | |
|---|---|---|---|
| 1. | Will the subcontractor be responsible for the execution of a distinct element of the resulting CALNET Contract? | Yes ☐ | No ☐ |
| 2. | Will this subcontractor be actually performing, managing, or supervising an element of the resulting CALNET Contract? | Yes ☐ | No ☐ |
| 3. | Will this subcontractor be performing work on the resulting CALNET Contract that is normal for its business, services, and functions? | Yes ☐ | No ☐ |
| 4. | Will there be any further subcontracting that is greater than that expected to be subcontracted by normal industry practices for the resulting CALNET Contract? | Yes ☐ | No ☐ |
| 5. | Will this subcontractor be responsible, with respect to products, inventories, materials, and supplies required for the contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment? | Yes ☐ | No ☐ |

A response of “No” in questions 1 - 3 or a response of ”Yes” in question 4, may result in your claim for Small Business Preference or DVBE Incentive being deemed non-responsive and disqualified.

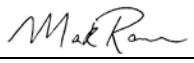
The bidder must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement.

AT&T is not using any DVBE, Small Business, and Micro Business Contractors, subcontractors or suppliers in the delivery of services related to this subcategory.

At the State’s option prior to award, bidders may be required to submit additional written clarifying information.

Per MVC Section 999.9(a)(6) and GC 14842.5 (a)(6) it is unlawful for a person to knowingly and with intent to defraud, fraudulently represent that a commercially useful function is being performed by a disabled veteran business enterprise in order to obtain or retain a bid preference or a state contract, and that doing so shall subject the person to the penalties stated in MVC Section 999.9 and GC 14842.5.

By signing this form, the undersigned bidder certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

Signature of Company Representative: 

Printed/Typed Name and Title of Company Representative: Mark Roese, Executive Sale Director

# 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 two (2) hard copies and one (1) electronic copy of the architecture components and network for the NBCC solution proposed for CALNET 3. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in standard D size. Drawings 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.

5. Detail of the components available at each contact center.

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 __X__ No_____*

*Description:*

The foundation of our NBCC solution is based on Genesys technology – Genesys Customer Interaction Management platform v8.1 (NBACD) and Genesys Voice Platform (NBIVR) v8.1. The Customer Interaction Management (CIM) Platform and Genesys Voice Platform (GVP), hosted in AT&T Internet Data Centers, or through our subcontractor, CenturyLink. Data Centers, are the powerful, proven core of the Genesys software suite.

- NBCC ACD **—** automatically captures, routes, manages, integrates, and reports on inbound and outbound customer interactions of all types to guarantee the timely and proper treatment of each individual interaction. The platform centralizes the creation, administration, and management of the customer interaction process, and integrates with the broadest range of contact center infrastructure, at both the network and premise levels. With the NBCC ACD platform, the State of California service processes will seamlessly align with your overall business processes.
- NBCC IVR – is a combination of software, call processing servers, reporting and management servers, and application servers that integrate with Voice over IP (VoIP) networks and TDM networks (using standard Media Gateways), to deliver web-driven dialog and call control services to callers. The IVR will provide the State of California with the ability to deliver interactive, media-centric applications to end users. Whereas IVR is commonly used in enterprise self-service environments using voice over telephone, many other applications, including those outside of the contact center, are possible.

The features of the NBCC IVR include:

- Support for a high-performance VoiceXML 2.1 Interpreter.
- Support for Call Control XML (CCXML) 1.0.
- Advanced media processing capabilities.
- Support for Nuance 5.0 Speech Server with Nuance Recognizer 9.0 (for ASR) and Nuance RealSpeak 4.5 (for TTS), as well as Nuance OSR 3.0 and RealSpeak 4.0.
- Full integration with the NBCC ACD platform.
- Support for the web-based management and configuration console, the NBCC Administrator.
- Support for an Eclipse-based application development tool.

The NBCC IVR supports Call Control Extensible Markup Language (CCXML) 1.0, Voice Extensible Markup Language (VoiceXML) 2.0, and VoiceXML 2.1. Web application servers that are part of the NBCC deployment are used to store and deliver VoiceXML and CCXML applications. VoiceXML and CCXML documents can be static documents or generated dynamically using any number of web-based technologies, such as Active Server Pages (ASP) or Java Server Pages (JSP).

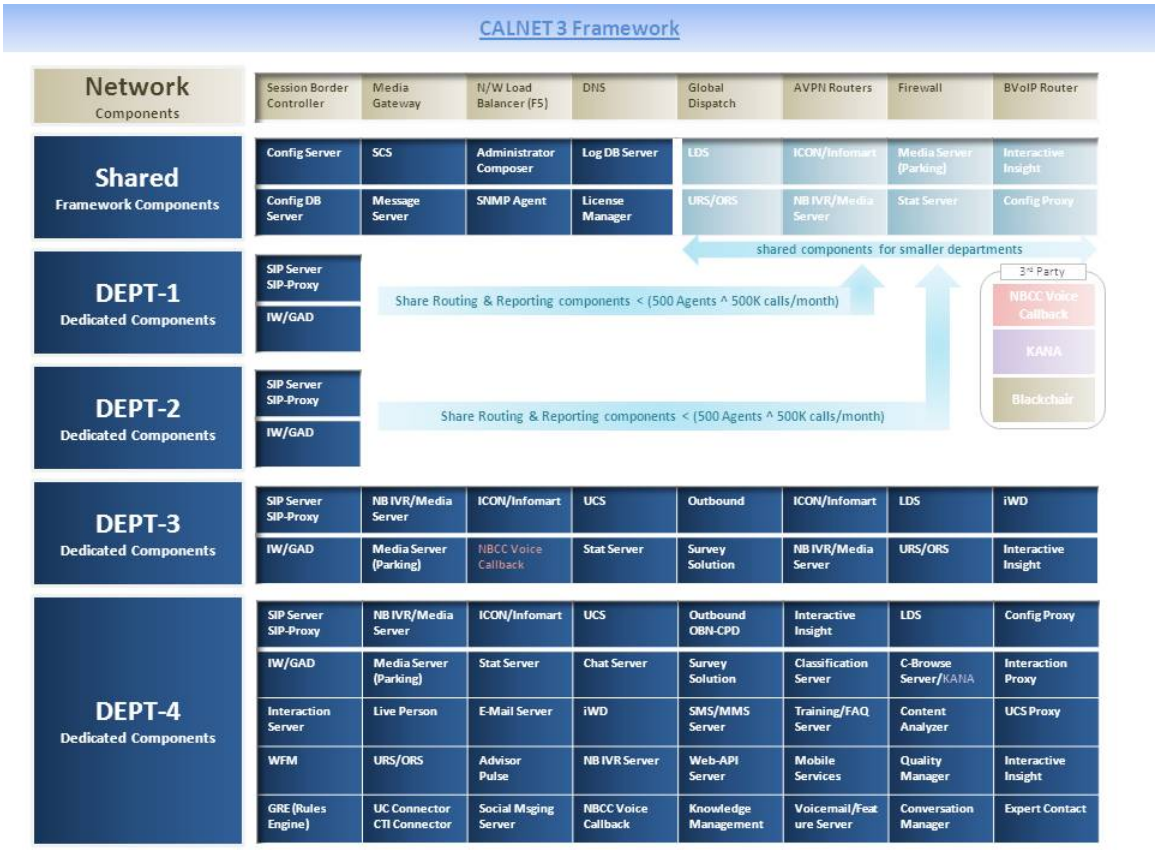
The IVR supports Automatic Speech Recognition (ASR) and speech synthesis (or Text-to-Speech [TTS]) as part of a VoiceXML dialog, through supported third-party ASR and TTS. Communication among the IVR, ASR, and TTS engines occurs by using the Media Resource Control Protocol (MRCP)v1 and MRCPv2. The IVR fully integrates with the ACD to deliver next-generation voice processing that meets advanced call-routing and voice self-service needs for the State of California's contact centers.

The IVR does not rely on proprietary hardware, and executes voice and call control applications that are created in nonproprietary coding languages—VoiceXML and CCXML. By using standards such as these, the NBCC IVR separates the voice and call control applications from the call processing environment. The IVR software resides on standard servers that contains the voice and call control browser that interprets VoiceXML and CCXML documents into call processing events. The IVR runs under standard operating systems, including Windows Server and Linux. The IVR also supports VoIP technology.

The IVR voice and call control applications reside on a separate web server. Access to these applications (IVR Profiles) are configured and managed through the NBCC Administrator. To complete the solution, a web server is included to the IVR deployment for hosting VoiceXML and CCXML applications.

NBCC Advantages:

- **Load Balancing:** Load Balancing is accomplished at various layers of the NBCC architecture from the network layer to the application server layer and will load balance calls across redundant and geographically diverse components/systems.
- **Scalability:** Provides the industry's most flexible and scalable engine for processing customer interactions, so that contact centers can add capabilities as their needs change. The architecture is based on carrier grade capacity and will enable the State of California to quickly and efficiently add new agents to the platform as needed. The service has been designed to handle thousands of simultaneous agents, and the modular approach allows for the addition of equipment to increase the capacity of the platform as needed in order to increase delivery of services in number and/or size within a reasonable timeframe.
- **Redundancy:** Each NBCC site is deployed in a High Availability configuration having one (1) or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover. High Availability configures software with multiple instances to run as primary and backup processes and leverages industry-standard SNMP and hardware redundancy capabilities.
- **Geographic Diversity:** The NBCC is hosted in geographically diverse AT&T Internet Data Center locations (Redwood City, CA and Mesa, AZ) or our subcontractors, CenturyLink, locations (Phoenix, AZ, Eckington, VA, Chicago, IL, Burbank, CA and Seattle, WA). As the platform expands, more sites may be added to enhance the geographic distribution model.
- **Survivability:** Traffic will be evenly distributed between the NBCC locations, resulting in confidence that the alternate site is fully operational. In the event of a failure (e.g., unanticipated incidents, disasters, catastrophes, or a fiber cut eliminating inbound traffic), traffic will automatically failover to the other geographic location. Additionally, both NBCC sites will have the ability to accommodate 100% of the traffic load.
- **Multi-channel:** Maximizes agent productivity by integrating real-time customer interactions such as voice, chat, fax, and e-mail with service-related activities such as off-line work item processing.
- **Intelligent Routing:** Creates a universal queue of all interaction types and routes by business priority to the best available resource, so all customer segments are serviced according to business objectives.




## Framework Layer

NBCC application components are distributed between two AT&T Internet Data Center sites (AT&T IDC's) or between five (5) CenturyLink Data Center sites. The NBCC Framework Layer (i.e. Configuration layer and Management Layer) active-components are deployed in SITE-1 and standby-components are deployed in SITE-2, in order to provide the High-Availability and Geographic Redundancy at the Framework Layer level. Configuration Layer clients are load-balanced between SITE-1 and SITE-2 using Global-Dispatch (Multi-site Load balancer). Configuration Layer database in SITE-1 is active and replicated to passive database in SITE-2 using Oracle dataguard. Framework Layer DB Servers are connected to database/schema's using LDAP.ora to prevent any manual intervention during geographic redundancy.

Solution Control Server part of the Management Layer is deployed across SITEs in warm-redundancy mode (one site ACTIVE – other site ready to take charge if heartbeat goes missing). This results in no Configuration Layer data loss and no Management Layer functionality interruption.

## Routing Layer

NBCC Routing components are deployed across both SITEs in hot-redundancy mode. Both instances of pair actively track and synchronize call routing states. If one instance goes down the second instance picks up active transactions and routes as per business rules defined with 'zero' call impact.

## Real-Time Metrics Engine (Stat Servers)

NBCC Real-Time statistics components are deployed across SITEs in:

1. Warm-redundancy mode. Both instances of pair actively tracking call stats and calculating real-time metrics. If one instance goes down second instance picks up active transactions and provides real-time stats. Stats do not start with count 'zero'.
2. Standalone mode. All instances are actively tracking call stats and calculating real-time metrics and if one instance goes down Global-Dispatch load-balances the client re-connect attempt to other active instances without losing any count.

## Reporting Layer

NBCC Reporting Layer components include Info Mart and Interaction Concentrator (ICON). Info Mart is a single, consolidated data source for business analytics and data-mining for the NBCC Contact Center, while ICON is a server application. ICON receives data from the NBCC data sources and stores this data into the Interaction Database (IDB). Both Info Mart and ICON will be deployed as ACTIVE-ACTIVE instances in SITE-1 and SITE-2. Info Mart ICON instances are capturing identical data in both SITEs. In the event of any disconnects or failures in SITE-1, SITE-2 will still be capturing the raw data.

Info Mart instance is deployed as ACTIVE-PASSIVE between SITE-1 and SITE-2. The Info Mart instance in SITE-1 collects and aggregates data from both the ICONs (SITE-1 and SITE-2) and replicates over to PASSIVE instance in SITE-2 for geographic redundancy.

## SIP Layer

NBCC SIP Servers are deployed in hot-redundancy model within SITE-1 with an identical deployment in SITE-2, providing true High-Availability within each site. F5 BIG IP LTM provides redundancy at the SIP Trunk Level.

Media Gateways and/or Session Border Controllers provide NAS (No Answer Supervision) to route calls to SIP Servers in SITE-2 and even if they fail, the PSTN/BVoIP performs ADR

(Alternate Destination Routing) to SITE-2 SBC/Media Gateway providing complete and transparent Geographic-Redundancy. Scalability will be achieved by introducing more SIP Server instances as agents are added.

## E-Services Layer

Multiple instances of the following multi-media channels are deployed across multiple SITEs to achieve load-balancing with geographic redundancy:

- E-mail server
- Chat Server
- SMS Server
- Web-API Server
- FAX Server

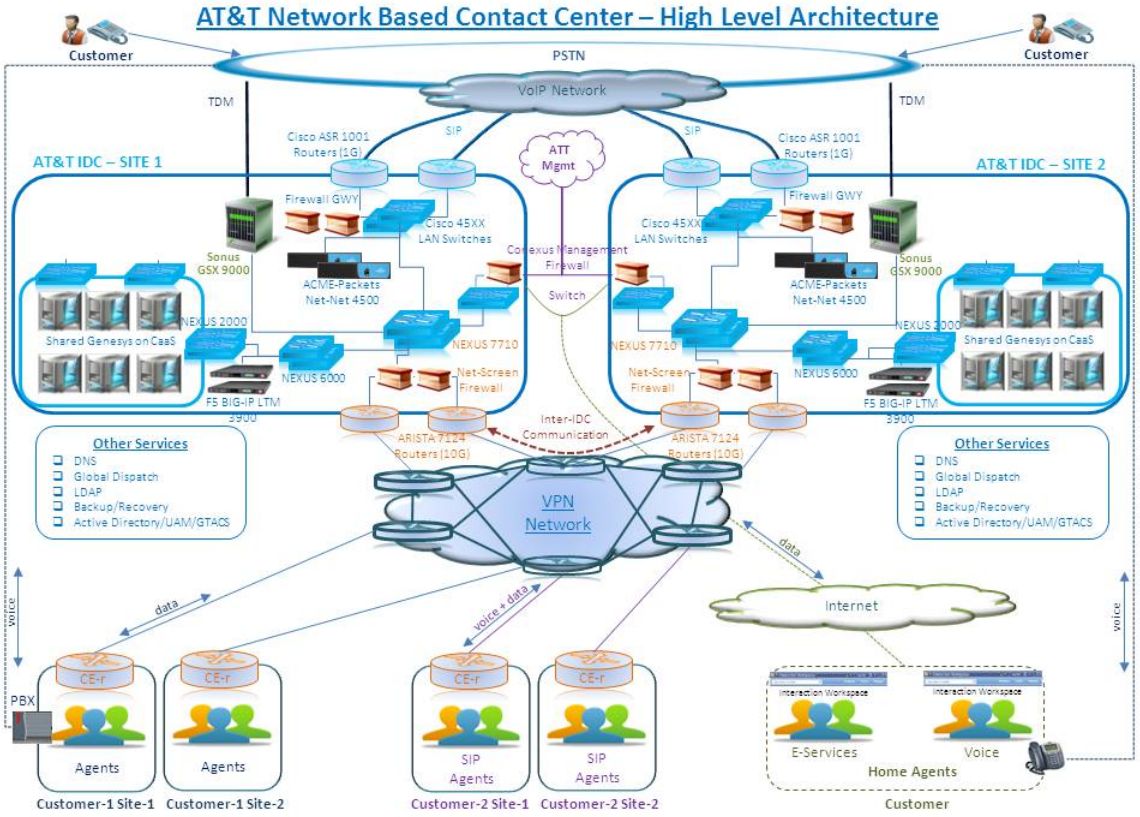
## Interaction/Contact Services Layer

Interaction Layer supports warm-redundancy and is deployed as Active instance in SITE-1 and Passive instance in SITE-2, providing High-Availability and Geographic Redundancy. Universal Contact Server supports warm-redundancy and is deployed as Active instance in SITE-1 and passive instance in SITE-2, providing High-Availability and Geo-Redundancy.

Active Interaction and UCS Databases are deployed in SITE-1 and replicated passive databases in SITE-2 to achieve business continuity. Scalability at Interaction routing/services layer is achieved by introducing geographically distributed Interaction Server Proxies. Scalability at UCS contact/services layer is achieved by introducing geographically distributed UCS Proxies.

## Voice Callback (Queue Management) Layer

Voice Callback) components are deployed in SITE-1 and SITE-2 - SITE-1 is active, while SITE-2 is in cold standby mode for Disaster Recovery.


AT&T Network Based Contact Center – High Level Architecture
Customer
PSTN
Customer
VoIP Network
TDM
TDM
SIP
SIP
Cisco ASR 1001 Routers (1G)
Cisco ASR 1001 Routers (1G)
ATT Mgmt
AT&T IDC – SITE 1
AT&T IDC – SITE 2
Firewall GWY
Firewall GWY
Cisco 45XX LAN Switches
Cisco 45XX LAN Switches
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Cenexus Management Firewall
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Shared Genesys on CaaS
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NEXUS 6000
NEXUS 6000
Net-Screen Firewall
Net-Screen Firewall
F5 BIG-IP LTM 3900
F5 BIG-IP LTM 3900
Inter-IDC Communication
ARISTA 7124 Routers (10G)
ARISTA 7124 Routers (10G)
Other Services
DNS
Global Dispatch
LDAP
Backup/Recovery
Active Directory/UAM/GTACS
Other Services
DNS
Global Dispatch
LDAP
Backup/Recovery
Active Directory/UAM/GTACS
VPN Network
data
data
Internet
voice
voice
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PBX
CE-r
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CE-r
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Agents
Agents
SIP Agents
SIP Agents
Interaction Workspace
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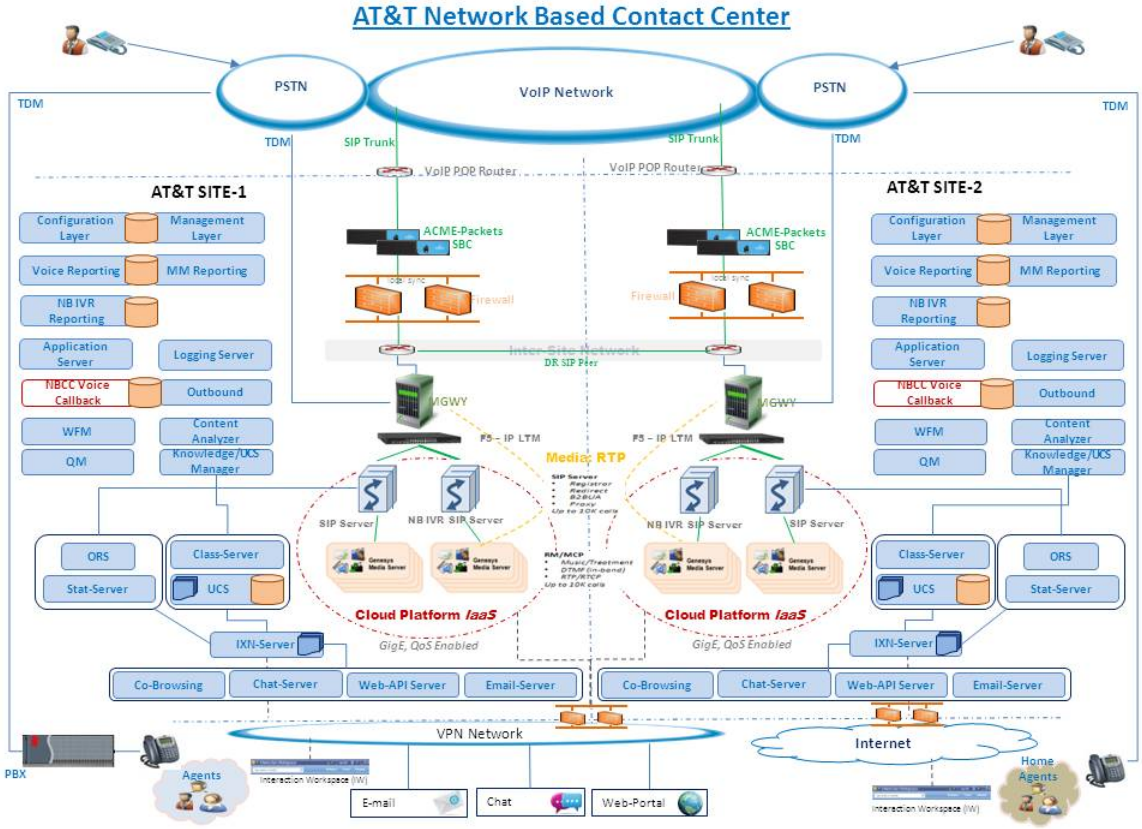
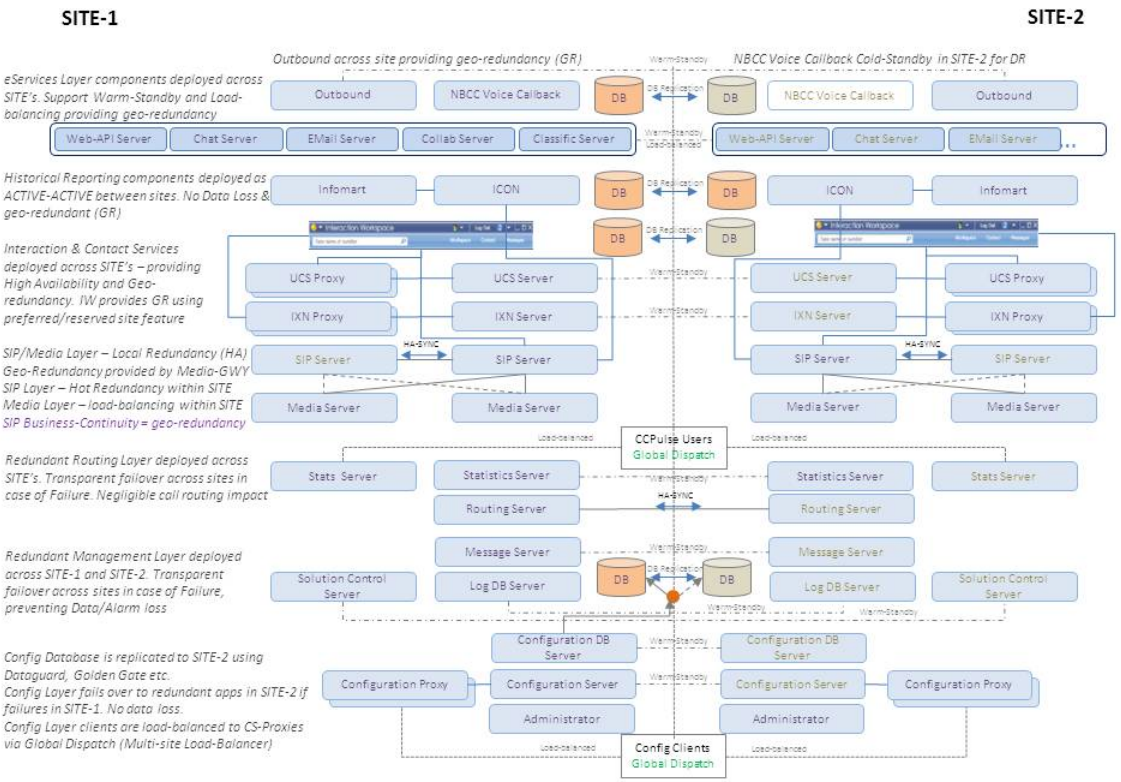
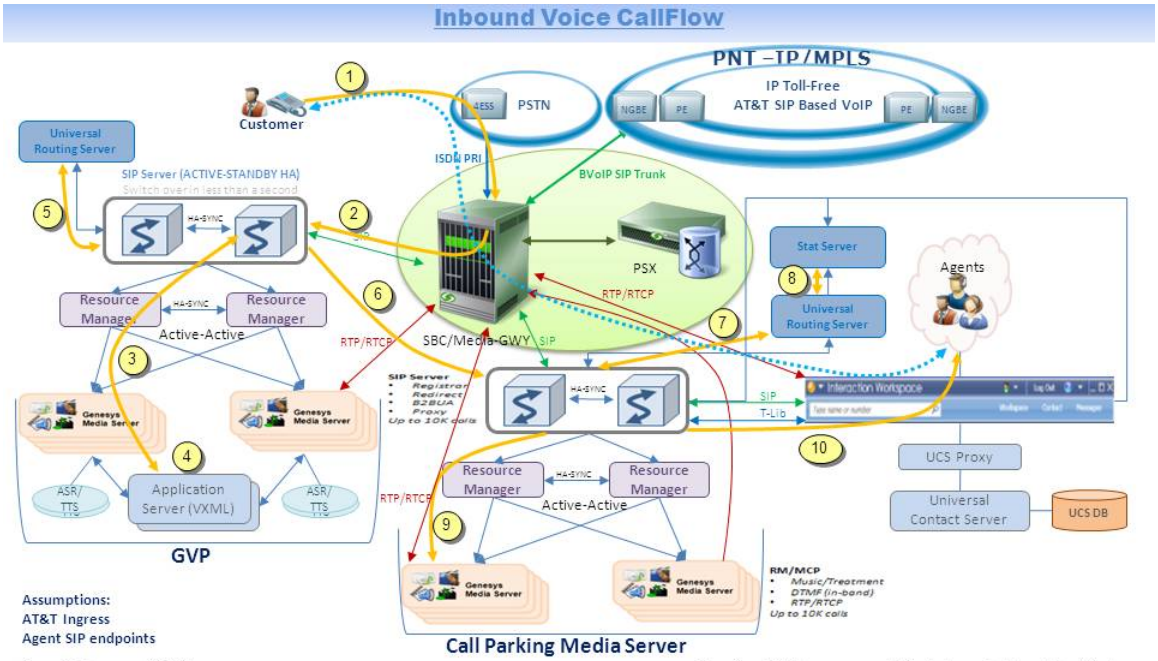

AT&T Network Based Contact Center
PSTN
VoIP Network
PSTN
TDM
TDM
SIP Trunk
SIP Trunk
TDM
TDM
VoIP POP Router
VoIP POP Router
AT&T SITE-1
AT&T SITE-2
Configuration Layer
Management Layer
Voice Reporting
MM Reporting
NB IVR Reporting
Application Server
Logging Server
NBCC Voice Callback
Outbound
WFM
Content Analyzer
QM
Knowledge/UCS Manager
ACME-Packets SBC
Firewall
Inter Site Network
DR SIP Peer
MGWY
F5 – IP LTM
Media: RTP
SIP Server
NB IVR SIP Server
ORS
Stat-Server
Class-Server
UCS
Cloud Platform IaaS
GigE, QoS Enabled
IXN-Server
Co-Browsing
Chat-Server
Web-API Server
Email-Server
VPN Network
Internet
PBX
Agents
Home Agents
E-mail
Chat
Web-Portal

## NBCC Application Layers & Redundancy

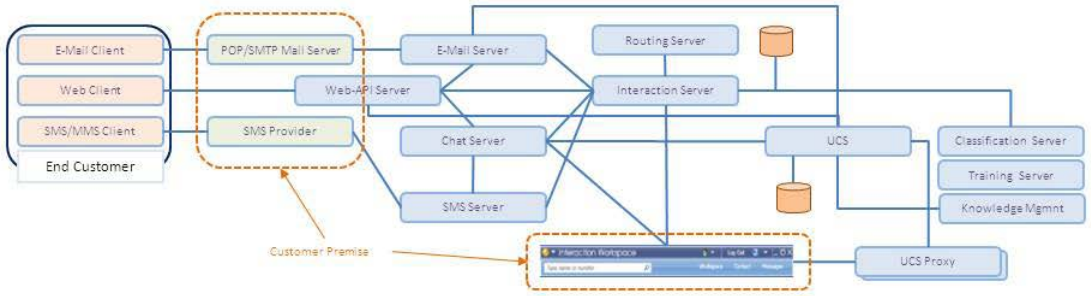




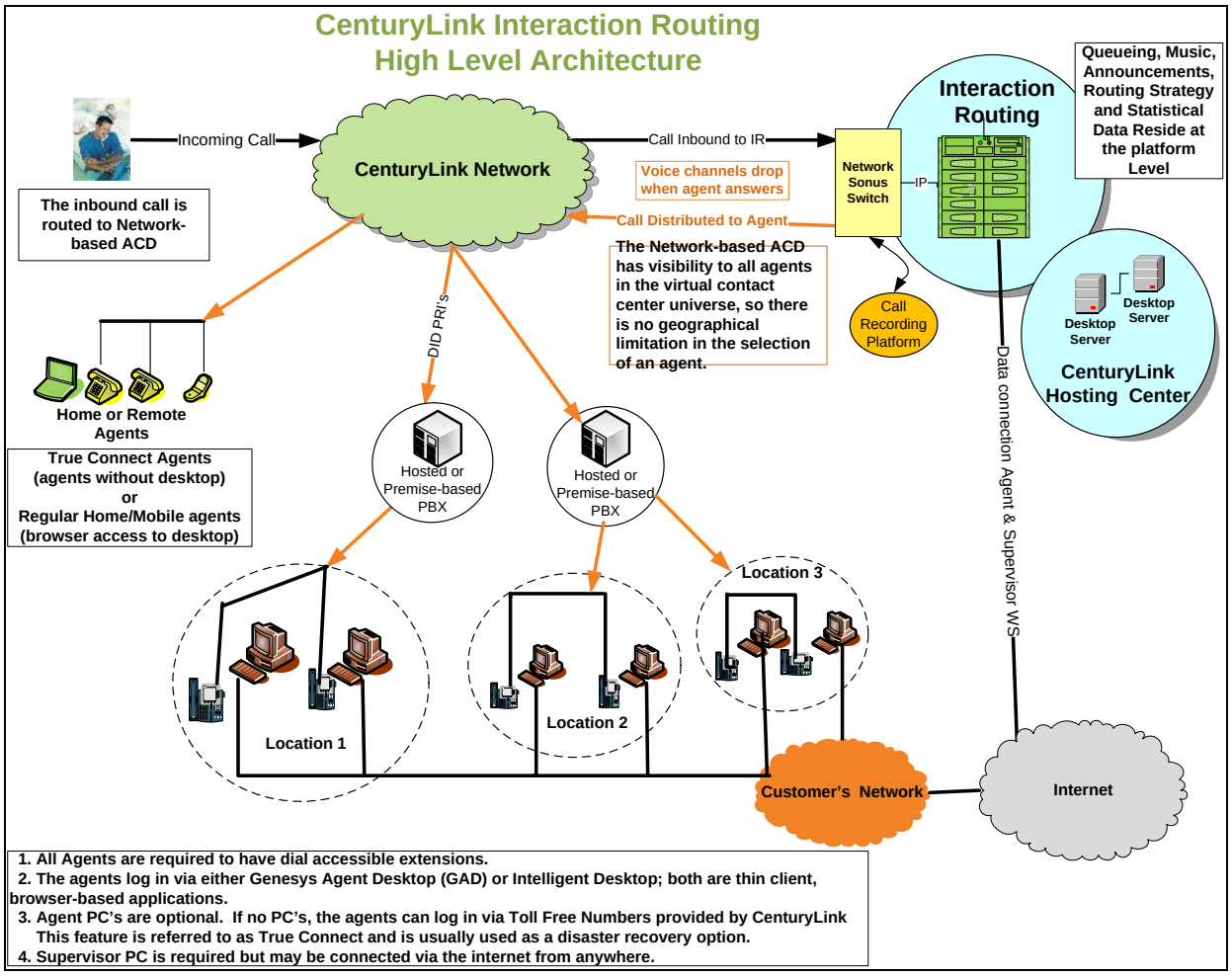

**Assumptions:**
**AT&T Ingress**
**Agent SIP endpoints**

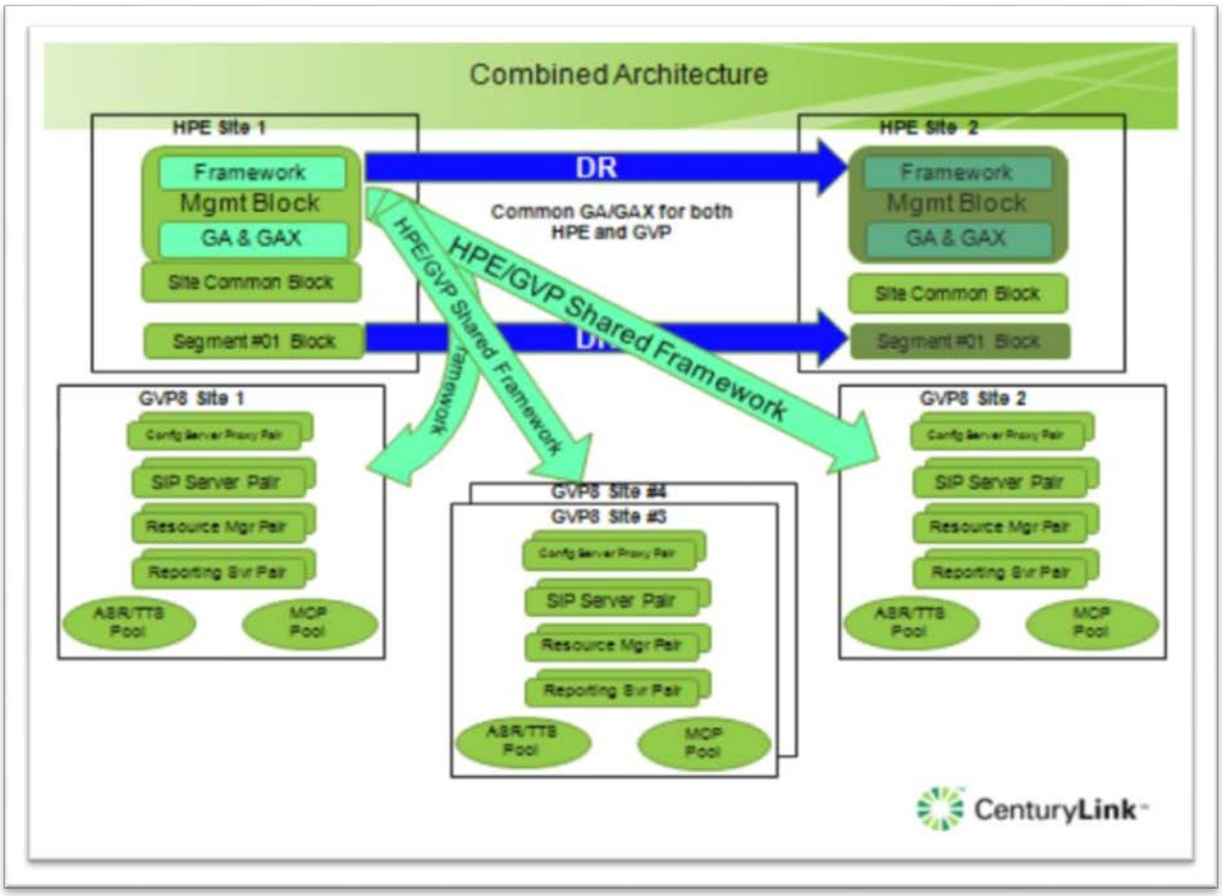
1. Customer calls 800#
2. Call routes to SIP Server
3. Call diverts to Media Server port and VXML is fetched from Application Server by MCP
4. Customer plays through the menu/self-service
5. URS runs the business routing rules and instructs the SIP Server where to route the call
6. SIP Server REFER's (Transfers) the call to Agent SIP Server
7. Agent SIP Server requests Router to route the call to skilled agent
8. URS requests Stat-Server for available agents as per business rules defined – if **none** Ready
9. Call gets parked on Media Server and treatment starts for customer
10. As soon as Agent becomes Ready – SIP Server reserves the Agents and routes the call to Agent. Agent and Customer are connected (Final Talk-Path)

**NBCC E-Services**

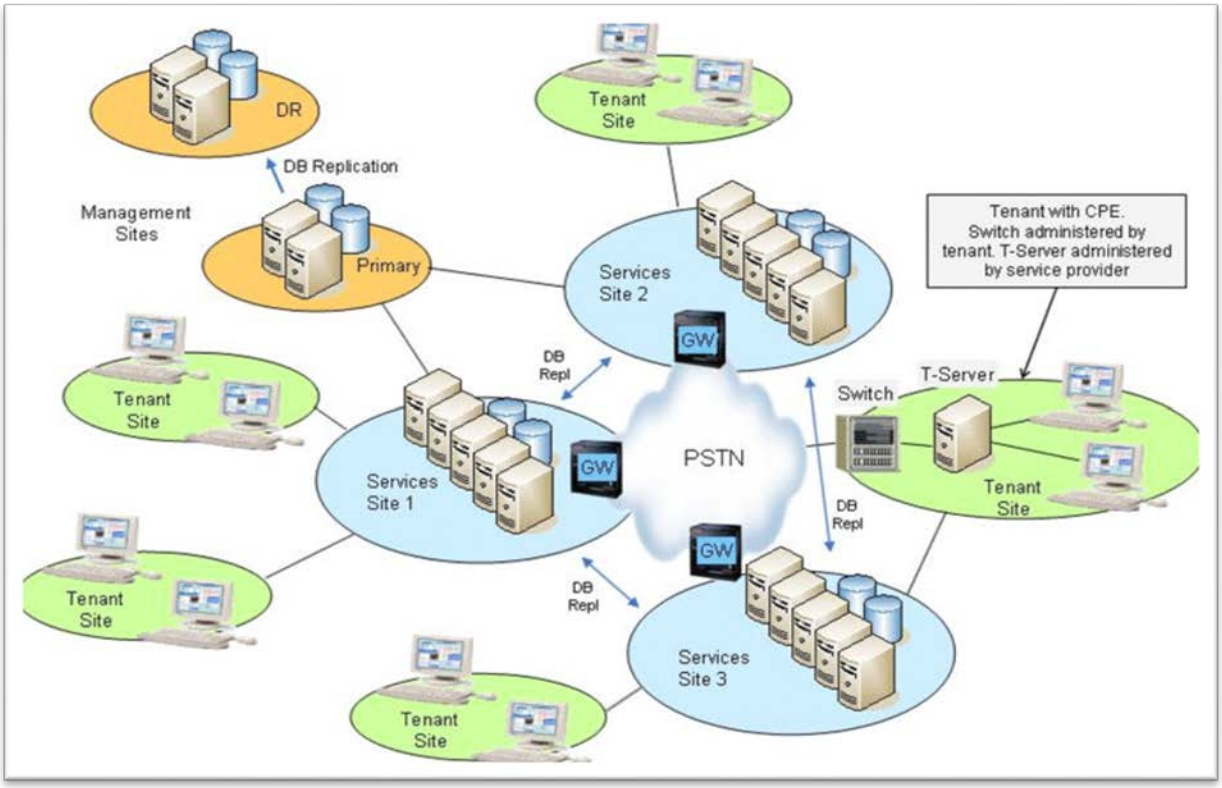


## CenturyLink Network Based Call Center – High Level Architecture

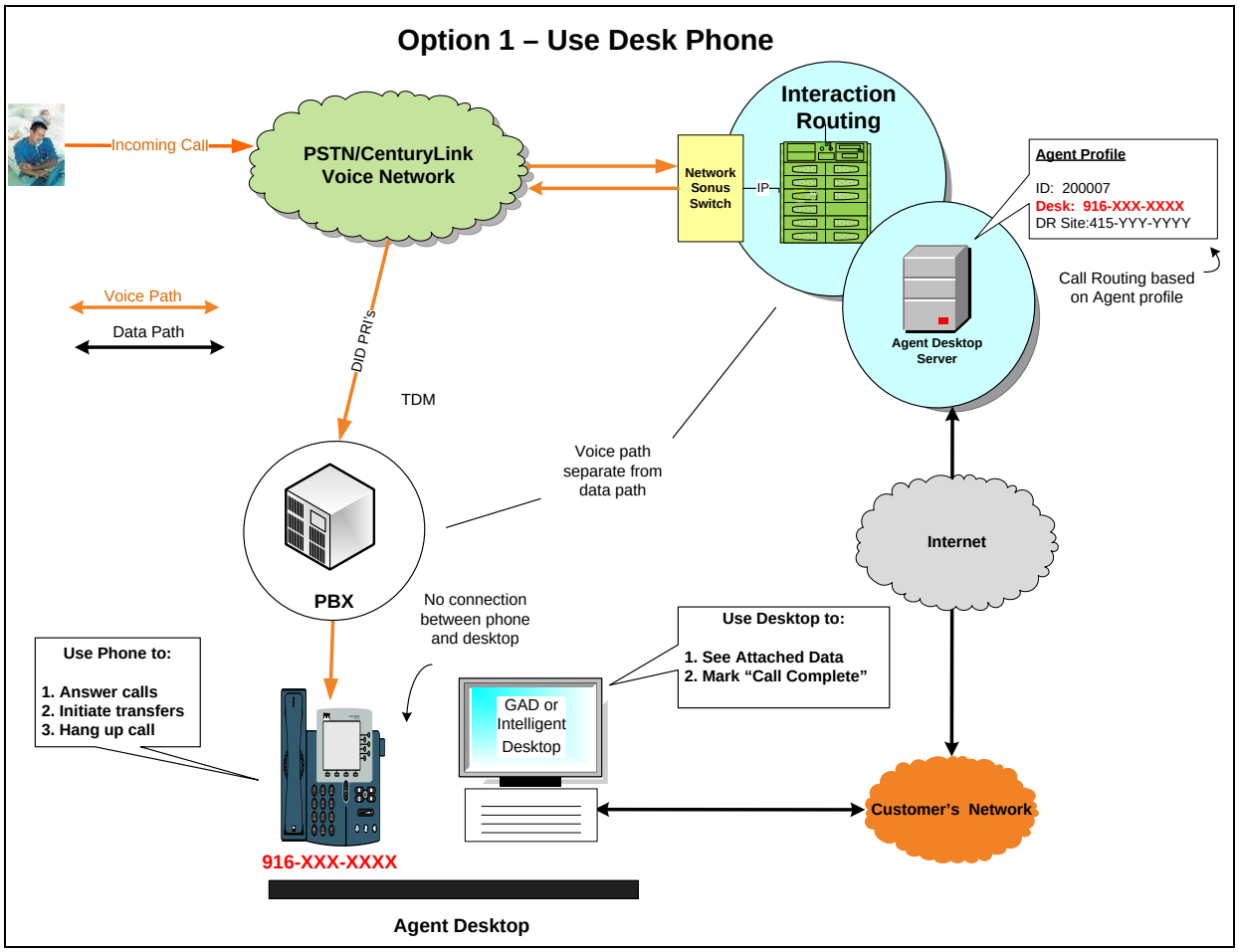



Combined Architecture
HPE Site 1
Framework
Mgmt Block
GA & GAX
Site Common Block
Segment #01 Block
DR
Common GA/GAX for both HPE and GVP
HPE Site 2
Framework
Mgmt Block
GA & GAX
Site Common Block
Segment #01 Block
HPE/GVP Shared Framework
HPE/GVP Shared Framework
GVP8 Site 1
SIP Server Pair
Resource Mgr Pair
Reporting Svr Pair
ASR/TTS Pool
MCP Pool
GVP8 Site #4
GVP8 Site #3
SIP Server Pair
Resource Mgr Pair
Reporting Svr Pair
ASR/TTS Pool
MCP Pool
GVP8 Site 2
SIP Server Pair
Resource Mgr Pair
Reporting Svr Pair
ASR/TTS Pool
MCP Pool
CenturyLink

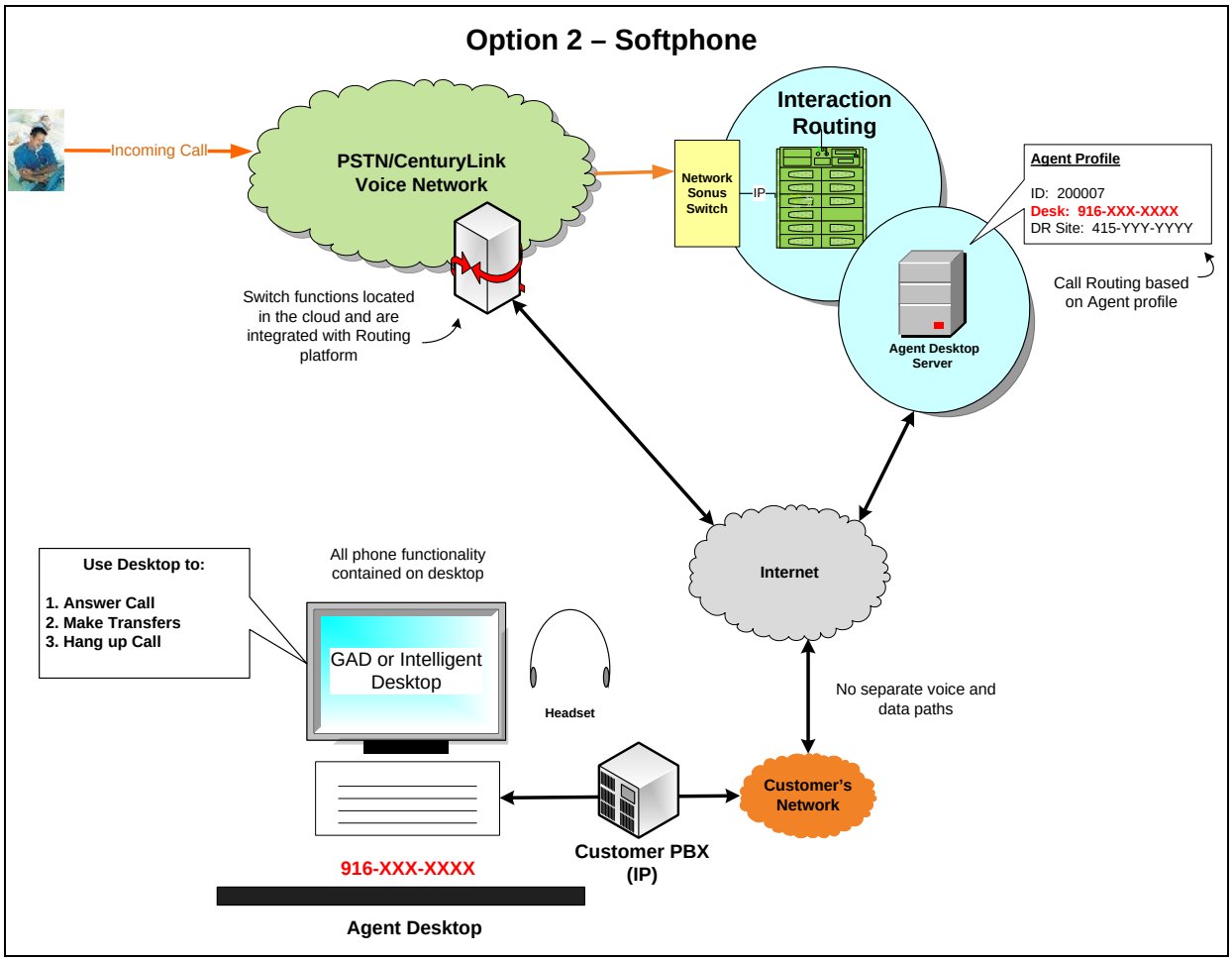
## CenturyLink Network Based Call Center

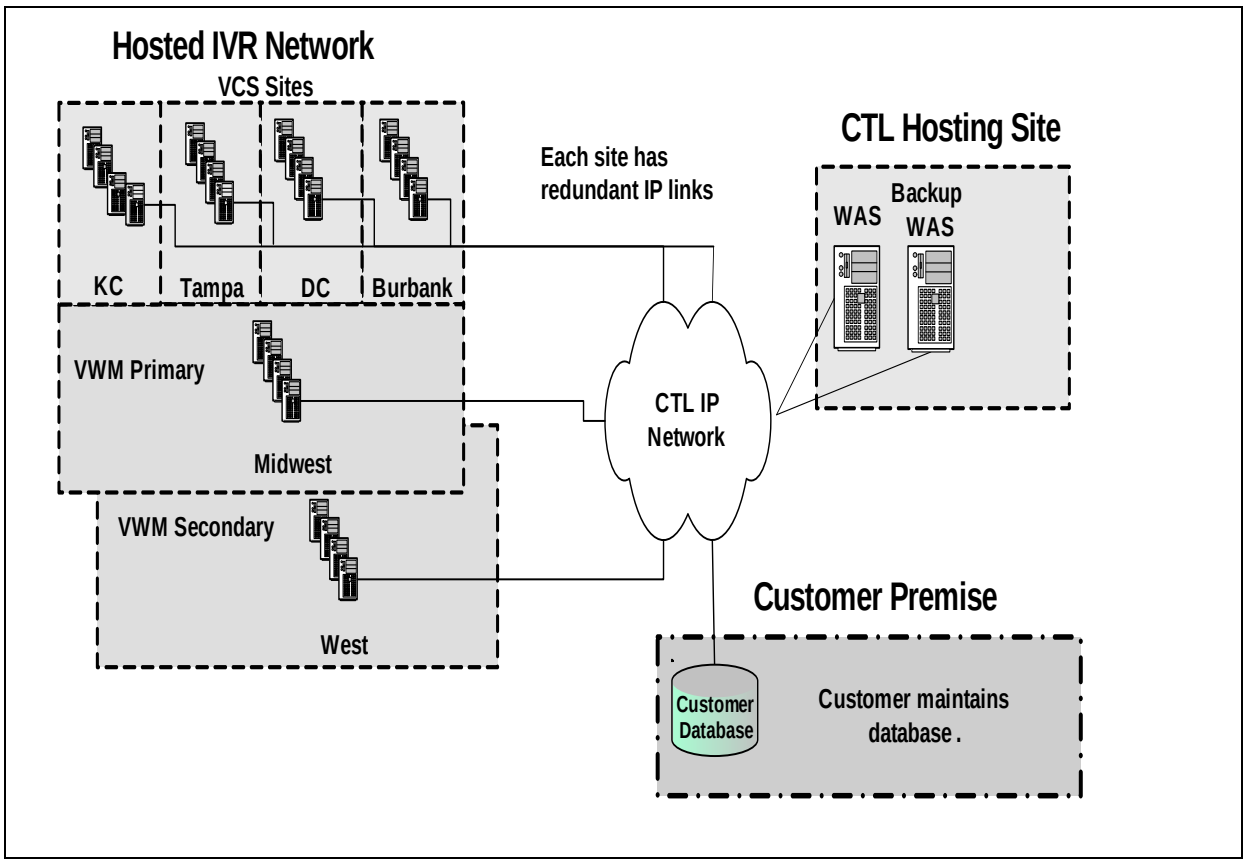


## CenturyLink Network Based Call Center – Inbound Voice Call Flow



## CenturyLink Network Based Call Center – Inbound Voice Call Flow






# Component/Element Descriptions

## Network Elements

### Session Border Controller

A Session Border Controller will be used as a SIP media demarcation between the Network based Contact Center (NBCC) service at the IDC and SIP Trunking Service, and enable the secure delivery of a broad range of interactive communications services and applications ranging from basic VoIP to presence-enabled unified communications. The session border controller (SBC) terminates RTP while the NBCC determines call routing. With a session border controller (SBC), multiservice security gateway (MSG) and session routing proxy (SRP) configurations, functions and features, the SBC provides all of the capabilities needed to deliver trusted, interactive voice communications—across IP network borders. It secures subscriber access and interconnect/peering borders and enables interoperability of heterogeneous

endpoints, service infrastructure elements and networks to maximize service reach. It controls admission, overload, IP network transport and session routing.

### Media Gateway

A media gateway is any device, such as a circuit switch, IP gateway, or channel bank that converts data from the format required for one type of network to the format required for another. A media gateway might terminate channels from a circuit-switched network (such as a DSO) as well as streaming media from a packet-switched network such as RTP streams in an IP network. Data input could be audio, video, or T.120 (real-time multi-point communications), which the media gateway would handle simultaneously.

### LAN Switch

On an Ethernet local area network (LAN), a switch determines from the physical device (Media Access Control or MAC) address in each incoming message frame which output port to forward it to and out of. In a wide area packet-switched network such as the Internet, a switch determines from the IP address in each packet which output port to use for the next part of its trip to the intended destination.

### Router

In packet-switched networks such as the Internet, a router is a device or, in some cases, software in a computer, that determines the next network point to which a packet should be forwarded toward its destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks to which it is connected. A router is located at any gateway (where one network meets another) and is often included as part of a network switch.

## Configuration Layer

- Config DB Server: Database Client for Configuration database houses all configurable NBCC resources
- Config Server: Manages configuration of all NBCC objects, applications, options, skills, agents, persons, routing, etc.
- Administrator: Web-based GUI for managing the Configuration
- Config Proxy: Helps in Load-balancing configuration layer read-only client traffic
- Database (Config): Stores the entire framework configuration

## Management Layer

- Message Server (Log): Captures messages from all Applications and forwards flagged messages to SCS for alarming
- Message Server (Router): Captures call routing messages which enables trace view on Routing strategies
- SNMP Agent: Enables sending trap to external tools like VizGems, LayerX
- Solution Control Server: Manages, Monitors and Alerts on NBCC applications, system errors
- Log DB Server: Database Client for Log Database
- Database (Management): Logs Standard messages from applications and changes in Config Layer

## SIP/NBIVR Layer

- SIP Server: This is SIP based VoIP B2BUA, Redirect Server, Proxy Server, Registrar, Subscription Server
- Resource Manager (RM-GVP): SIP based Load-Balancer front-ending Media Server (MCP). It manages MCP using Round-Robin, LRU, Weight-Balanced algorithm
- Media Control Platform (MCP/CCP-GVP): Media Server (RTP/RTCP) Music, Treatment, DTMF, Recording
- Network SIP Server: It's a VoIP (SIP) based Redirect Server, will be used for load-balancing the traffic in heavy traffic environment

## Routing Layer

- Load Distribution Server (LDS): Helps in load-balancing the Routing Traffic. Front-ends the URS/ORS
- Universal Routing Server (URS): Executes the Routing Strategies for routing interactions (voice, email, chat, etc.)
- Orchestration Server (ORS): Executes the Routing Strategies for routing interactions (Supports all kinds of interactions)

## Reporting Layer

- Stat Server: Metrics engine which calculates stats for real-time view and routing decisions

- Interaction Concentrator (ICON): Captures complete details of interactions in RAW format
- Info Mart: Aggregates the RAW data captured in ICON in readable format
- Database (Reporting): Stores RAW Interaction data for ICON and aggregated data for Info Mart - Interactive Insight/Business Objects use this data for pulling historical reports
- Interactive Insight: Workforce Analytics and Call Center Reporting by NBCC provides critical information required to streamline call center operations and performance

## Contact Services Layer

- Universal Contact Server (UCS): Stores Customer contact data history
- Database (UCS): Caches the customer contact history with interaction records/data
- UCS Proxy: Helps in load-balancing the Universal Contact History traffic
- UCS Manager: GUI Application for creating UCS Index, Pruning and Archiving the UCS database

## eServices Layer

- E-Mail Server: Helps Contact Centers expand contact options via E-mail channel
- Chat Server: Helps Contact Centers expand contact options via Chat channel
- Co-Browse Server: Web Collaboration with Live Chat Customer Service lets you add online channels to customer interactions while enjoying an integrated platform.
- Web-API Server: JavaScript Reference to define Business Events sent by your web pages to the Web Engagement Frontend Server
- Interaction Server Proxy: Helps balance the load on Interaction Server and provides scalability
- Interaction DB Server: Caches the Active interactions
- Classification Server: Applies screening-rules (pattern matches) and models (categorizes) to the interactions being routed
- Training Server: Trains the system to recognize categories
- Knowledge Manager: GUI component for Knowledge Management
- Interaction Server: Normalizes multi-channel (non-voice) interactions to uniform messaging set for NBCC to be able to route those interactions

- Content Analyzer: It uses NLP to analyze incoming interactions for assignment to the categories of the standard response category system

### Workforce Management Layer

- NBCC WFM: NBCC business work force management system

### Quality Management Layer

- NBCC QM: Records and automatically analyze every conversation, measure agent skills against objective criteria and gain understanding of agent's performance

#### 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* **X** *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* **X** *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* **X** *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* **X** *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 __X__ No_____*

*Description:*

The AT&T solution is a network-based ACD and IVR service that will provide the State of California with a virtual contact center without the complex integration of multiple premises-based platforms. It has all the feature-rich applications of any best-in-class traditional premises ACD/IVR system, with the advantage of being deployed in the network. The NBCC will distribute calls to agents based on the State of California business requirements, regardless of the geographic location of the agents.

### 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 __X__ No_____*

*Description:*

The NBCC platform is built upon Genesys technology, the industry's leader in intelligent, skills-based routing. The NBCC platform will 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 will utilize the Interaction Workspace (IW) desktop in support of intelligent routing to SIP endpoints.

### 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 __X__ No_____*

*Description:*

If an agent is not immediately available, the NBCC will queue the interaction until an agent becomes available. The NBCC solution shall support multiple communication methodologies (channels) including voice, web, email, FAX and chat.

### 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 __X__ 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 __X__ No_____*

*Description:*

NBCC Web Call Back enables your online customers to skip the call queues, request an immediate return call, or schedule a call from your customer service agents at a convenient time of their choosing by filling out a form on the customer website. Intelligent routing (call back algorithm) will ensure the customer is matched with the most knowledgeable agent available, and the system will reschedule the call to a customer if a call isn't completed due to no answer, a busy signal, or the person who scheduled the call isn't available. The call back request shall be automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria. No upgrade to agent desktop is required to support this feature.

### 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* **X** *No*_____

*Description:*

NBCC Real Time Text Chat interaction management lets your agents engage in real time text chat with callers directed from their website and provide live assistance to customers via the Web. The text chat interactions are managed by the same business rules that are applied to all other applications and enables integrated NBCC reporting of text chat sessions. Chat interaction management also provides agents with access to the same customer data that they have for voice calls, ensuring the same personalized service for chat contacts as for callers. No upgrade to agent desktop is required to support this feature.

Advantages:

- Archive text chat session (create transcripts)
- Allow agents to manage multiple text chat sessions
- Allow bidirectional file transfers
- Allow Agent to view the text chat caller's active web page
- Provide a log of text chat sessions, including transcriptions of chat interactions saved in customer history for agent reference

- Provide an automatic spell check and grammar check option that is enabled when an agent is typing in an active session and includes 14 dictionaries with ability to add custom words
- Routes chats to the best agent available to solve the customer's problem

### 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 __**X**__ No_____*

*Description:*

NBCC Digital Recording provides a set of products used to improve the customer service quality provided by agents and to meet enterprise liability/compliance recording needs.

Call Recording features include:

- Archive recordings (sold in per gigabyte increments)
- Playback of recording
- Provide the capability for the recording of an agent to be activated and deactivated on demand
- Remote monitoring and playback

- Reporting (management and administrative)
- Scheduled and random call recording
- Selective recording (based on business rules)

The NBCC Digital Recording feature will provide digital recording and monitoring of inbound/outbound voice calls, and will provide the date, time, duration, and caller ID information (if available). Dialogue and identity of the agent handling the call shall also 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.

### 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 __X__ No_____*

*Description:*

NBCC Web Collaboration allows customer service agents or callers to initiate co-browsing sessions that, in conjunction with a real-time chat or call, enable them to provide more effective, and personalized, online assistance. No upgrade to agent desktop is required to support this feature.

NBCC Web Collaboration integrates into the NBCC platform and can easily be used with Chat, ensuring that customer service agents can easily add this valuable visual aid to their real-time customer interactions.

Features:

- No Download Required — No software download is required for customers to accept a co-browsing (collaborative browsing) invitation, removing a significant barrier to co-browsing success.
- Security — Industry leading security ensures customers' private information remains safe. Account numbers, other sensitive data, and your site's "submit" button can be

blocked from the agent's view, and there is no sharing of desktops or files. Built-in customization capabilities let you tailor co-browsing to your security and privacy policies.

- Dynamic Start Page — Agents can pick things up right where the problem surfaces, without having to re-start a process when a customer asks for help.
- Page and Form Sharing Capabilities — Agents see exactly what customers are seeing on your site, enabling them to view problem areas first hand. They can also help customers fill out online forms completely and with confidence. The agent shall have the capability to push a web page to the caller and vice-versa. In addition, the agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page.
- NBCC Co-Browsing 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.
- Proactive Co-Browsing — When it becomes apparent during a chat or call that co-browsing may be the best way to solve a problem, an agent can initiate the collaborative browsing session and invite the customer to join. In addition, callers can initiate a Co-Browsing session via Text Chat.
- Agent Permissions — Includes configurable agent permissions to block selected content.

### 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 __X__ No_____*

*Description:*

The NBCC Email solution is an independent media option of the NBCC platform that supports integration to a host of enterprise mail systems by supporting POP-3 and IMAP-4 for email retrieval, and SMTP for email submission. Both POP-3 and IMAP-4 are widely implemented protocols found in popular email server products such as Microsoft Exchange. NBCC Email offers a comprehensive solution that supports SMTP and web-based communication channels.

The NBCC Email Solution takes advantage of the platform's routing capability, allowing the State of California to implement business rules that intelligently route interactions to the best qualified, currently available agent to handle the customer. This is done regardless of agent location. This precision routing enables customers to route by business objective, and maximizes existing technology and people resources. Contact centers can segment and prioritize customer interactions according to criteria. These criteria can include business value, desired service level, media type, required resources, current contact center traffic conditions or other specific needs as determined by the center.

No upgrade to agent desktop is required to support this feature.

Features include:

- Weighted (prioritized) Rules
- Business rules routing
- Email filtering capabilities
- Ability to classify categories to a specific address or any address
- Pattern matching in body or subject of email
- Testing with existing messages
- Suggested Responses
- Ability to personalize responses based on business data attached to the interaction such as account number or balance
- Automated Response or Acknowledgements
- Automated Forward Process
- Multi-language support (English & Spanish)

Routing conditions incorporate:

- Intelligent routing
- Service level routing
- Data driven routing
- Agent profile routing (e.g. skills-based)
- Last agent/relationship based routing
- Multimedia routing
- Predictive routing (with NBCC Workforce Management solution)
- Enable virtual contact center (universal queue routing)
- Load balancing
- Business priority routing

System Capabilities

- Auto Acknowledge
- Auto Response
- Suggested Response
- Screening and Content Analysis
- Both Push and Pull (Workbin) Distribution

Management Capabilities

- Real Time Displays and Reporting
- Integrated Management Reporting
- Queue Management

Agent Capabilities

- Collaborative Email
- Transfer Email
- Spell Check and option to add custom words
- HTML Email editor
- Support attachment
- Interim reply

- QA Review (Supervisor Capability)
- Forward/make a new Email from history

### 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* **__X__** *No_____*

*Description:*

NBCC Workforce Management is a comprehensive performance management application that will enable the State of California to confidently forecast staffing levels, flexibly manage agent schedules, and accurately track workforce performance and results in multi-site and multi-channel contact centers. This integrated workforce management solution offers automatic updates of historical data and agent skill information in real time across all media channels to ensure the most accurate planning.

No upgrade to agent desktop is required to support this feature.

Advantages:

- Enables the State of California to develop scheduling strategies based on skills, tasks, and shift preferences
- Helps managers determine if plan is being met through intra-day schedule views
- Provides click-and-drag interface and bulk schedule edits

- Sends alerts when variances exceed specified levels
- Enables managers to perform root cause analysis of changes made in workforce management
- Eliminates manual and error-prone skill-set updates

Features:

- Advanced forecasting that utilizes historical data and user-defined service objectives for accurate forecasts across all media and service types
- Flexible workforce scheduling that provides more control over scheduling and improves agent satisfaction
- E-mail notification that proactively notifies supervisors and agents of important events, increasing efficiency and reducing administrative costs
- Real-time adherence that provides an instant view of actual agent activities versus a static view of daily schedules
- Sophisticated contract rules that simplify compliance with local labor laws
- Comprehensive reporting that provides a wide selection of reporting for configuration, planning, forecasting, and scheduling
- Web-based architecture that provides contact center planners, supervisors, and agents with convenient access to the performance tools they need through a user-friendly Web browser-based interface

### 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* **X** *No*_____

*Description:*

The NBCC Automated Preview Outbound Dialing feature will provide automated preview outbound dialing functionality, supporting either centralized or distributed contact center environments. The preview dialer will automatically initiate domestic and international outbound calls and allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed. Performance reports for the preview dialer will 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.

No upgrade to agent desktop is required to support this feature.

### 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* **X** *No*_____

*Description:*

The NBCC Automated Predictive Outbound Dialing feature is a software dialer for creating, modifying, running and reporting on outbound campaigns. This feature intelligently leverages real-time statistics from the call queue and, using algorithms, dials more numbers than there are agents. This results in maximizing agent utilization while not exceeding the configured maximum abandoned call rate. The predictive dialer will integrate with centralized or distributed contact center environments and automatically initiate domestic and international outbound calls. Depending on the detected call result, the predictive dialer will have the capability to transfer to an agent or to the IVR for self service. The predictive dialer will have the ability 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 will work with outbound agents only – not inbound.

No upgrade to agent desktop is required to support this feature.

### 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 __X__ No_____*

*Description:*

The NBCC Voice Callback solution will allow the State of California constituents to receive a callback at a convenient time rather than wait in queue. They can choose to be called back when their spot in the current queue comes up, or set a preferred time for callback up to seven days in advance.

### 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 __X__ No_____*

*Description:*

Quality Management (QM) is a comprehensive contact center quality assurance product for scoring and improving an agent‘s performance. Quality Management enables the creation of questionnaires with multilevel scoring, scheduling and execution of evaluations, and the use of reports to spot trends.

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

### 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 __X__ No_____*

*Description:*

Screen Capture records agent screens, providing the State of California with the means to evaluate the performance of individuals or groups of contact center agents throughout the organization and their use of agent tools during an interaction and will integrate with the quality management solution identified in 6.1.2.2.11 to facilitate scoring of agents.

Screen Capture, when paired with Call Recording, provides a full view of an agents handling of customer interactions.

Screen Capture Features:

- Screen recording associated with call recording
- Synchronized playback of screen captures and audio recordings
- Selective Screen Recording based on Call Data
- Desktop platform independence
  - Windows, Linux, and Mac desktop operating systems
- Call/Screen synchronized playback
- File storage size control via variable quality selection
  - Frames per Second, screen resolution
- Media Lifecycle Management
  - Integration with Quality Manager evaluations

### 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 __X__ No_____*

*Description:*

The NBCC Blended Agent 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.

No upgrade to agent desktop is required to support this feature.

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. | Y | CC01 |
| | Bidder's Description:<br>NBCC Web Call Back enables your online customers to skip the call queues, request that they get an immediate return call, or schedule a call from your customer service agents at a convenient time of their choosing. | | | |
| 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. | Y | CC02 |
| | Bidder's Description:<br>NBCC Real Time Text Chat interaction management lets your agents provide live assistance to customers via the Web. The chat interactions are managed by the same business rules that are applied to all other applications and enables integrated NBCC monitoring and reporting. | | | |
| 3 | NBCC Digital Recording Capability | Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development. | Y | CC03 |
| | Bidder's Description:<br>Call Recording features includes search and playback, security/encryption, Media Lifecycle Management functionality, and easy web-based access. Call Recording uses and supports centralized management, access and control of the recording environment. | | | |
| 4 | NBCC Digital Recording – Storage - Gigabyte | Storage for the digital recording functionality as described in Section 6.1.2.2.4. | Y | CC04 |
| | Bidder's Description:<br>The NBCC will provide the storage of digital recordings in per gigabyte increments. | | | |
| 5 | NBCC Collaborative Browsing Capabilities | Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development. | Y | CC05 |

| | Feature Name | Feature Description | Meets or Exceeds? Y/ N | Bidder's Product Identifier |
|---|---|---|---|---|
| | Bidder's Description:<br>NBCC Web Collaboration allows customer service agents or callers to initiate co-browsing sessions that, in conjunction with a real-time chat or call, enable them to provide more effective, personalized, and online assistance. | | | |
| 6 | NBCC Email Response Management (ERM) Capability | ERM functionality as described in Section 6.1.2.2.6. | Y | CC06 |
| | Bidder's Description:<br>The NBCC Email solution is an independent media option of the NBCC platform that supports integration to a host of enterprise email systems by supporting POP-3 and IMAP-4 for email retrieval, and SMTP for email submission. Both POP-3 and IMAP-4 are widely implemented protocols found in popular email server products such as Microsoft Exchange. | | | |
| 7 | NBCC Workforce Management (WFM) System | WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development. | Y | CC07 |
| | Bidder's Description:<br>NBCC Workforce Management is a comprehensive performance management application that will enable the State of California to confidently forecast staffing levels, flexibly manage agent schedules, and accurately track workforce performance and results in multi-site and multi-channel contact centers. This integrated workforce management solution offers automatic updates of historical data and agent skill information in real time across all media channels to ensure the most accurate planning. | | | |
| 8 | NBCC Automated Preview Outbound Dialing | Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development. | Y | CC08 |
| | Bidder's Description:<br>The NBCC will provide a preview dialer that provides automated preview outbound dialing. | | | |
| 9 | NBCC Automated Predictive Outbound Dialing | Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development. | Y | CC09 |
| | Bidder's Description:<br>The NBCC shall provide a predictive dialer that provides for predictive outbound dialing. | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y/ N | Bidder's Product Identifier |
|---|---|---|---|---|
| 10 | NBCC Voice Callback | Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development. | Y | CC10 |
| | Bidder's Description:<br>The NBCC Voice Callback solution will allow the State of California constituents to receive a callback at a convenient time rather than wait in queue. They can choose to be called back when their spot in the current queue comes up, or set a preferred time for callback up to seven days in advance. | | | |
| 11 | NBCC Quality Management | NBCC Quality Management functionality as described in 6.1.2.211. Includes zero hours of application development. | Y | CC11 |
| | Bidder's Description:<br>Quality Management (QM) is a comprehensive contact center quality assurance product for scoring and improving an agent's performance. Quality Management enables the creation of questionnaires with multilevel scoring, scheduling and execution of evaluations, and the use of reports to spot trends. | | | |
| 12 | NBCC Screen Capture | Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development. | Y | CC12 |
| | Bidder's Description:<br>Screen Capture records agent screens, providing the State of California with the means to evaluate the performance of individuals or groups of contact center agents and their use of agent tools during an interaction. Screen Capture will integrate with the quality management solution identified in 6.1.2.2.11 to facilitate scoring of agents. | | | |
| 13 | NBCC Blended Agent | Blended agent functionality as described in 6.1.2.2.12. Includes zero hours of application development. | Y | CC13 |
| | Bidder's Description:<br>The NBCC Blended Agent 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. | | | |

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 | NBCC Application Development ACD | Provides custom Application Development for NBCC and NBACD features/functionality. | CC14 |
| | Bidder's Description:<br>Provides custom Application Development for NBCC and NBACD services. | | |
| 2 | Voice Callback - Concierge | Provides callers the option to receive a callback rather than wait in a queue. | CC15 |
| | Bidder's Description:<br>Voice Callback - Concierge will allow the State of California constituents to receive a callback when their place in the current queue comes up, rather than wait in queue. Whereas the mandatory feature allows callers to hold their place in queue as well as the option to receive a callback up to seven days in the future, this unsolicited feature will allow an agency to choose Concierge capability only. | | |
| 3 | Application Subscription Server | Customer requests a dedicated server environment rather than the virtualized server instance which comes standard with the Network Based ACD and IVR applications. | Q17877 |
| | Bidder's Description:<br>See feature description. | | |
| 4 | Display Board Adapter | Provides the ability for a Customer to connect to third-party display board technology from the Interaction Routing platform. This is required for each Customer building location needing connectivity. | Q17871 |
| | Bidder's Description:<br>See feature description. | | |
| 5 | Analog Access Connection | Analog line cross connection for managed access to Customer provided router. | Q18790 |
| | Bidder's Description:<br>See feature description. | | |
| 6 | Cross Connection for Transport | Cross Connection for Transport. | Q00722 |
| | Bidder's Description:<br>See feature description. | | |
| 7 | Cross Connect Extension | Extension of the transport service connection. | Q17959 |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| | Bidder's Description:<br>See feature description. | | |
| 8 | Analog Access Connection | Analog Pots Cross Connect to be used with Ethernet | Q05229 |
| | Bidder's Description:<br>See feature description. | | |
| 9 | Cross Connection for Transport (Ethernet) | Transport for Gig-E 50 Mbps Cyber Center Access | Q08519 |
| | Bidder's Description:<br>See feature description. | | |
| 10 | Cross Connect Extension - Ethernet | Extension to CAE – Telco without Private Entrance Cat5E | Q19583 |
| | Bidder's Description:<br>See feature description. | | |
| 11 | Call Back / Virtual Hold Platform Usage | Applies to Virtual Hold and Outbound agent features. Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call | Q17859 |
| | Bidder's Description:<br>See feature 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* **X** *No*_____

*Description:*

As an interaction arrives at the NBCC, the platform uses dynamic enterprise information, such as agent availability and queue statistics, customer preferences and service levels collected from enterprise databases, agent-profile data, and defined strategies, to determine the best agent for an interaction. With this solution, the State of California will seamlessly integrate and manage voice and other interactions such as e-mail, chat, VoIP, Web collaboration, and FAX. The NBACD routing engine funnels all incoming interactions into a single universal queue. Managers define strategies that automate interaction routing from the universal queue to the most appropriate agent based on factors such as inquiry type, customer value, and media channel.

The concept of a "universal queue" allows a company to route all incoming customers, regardless of contact media, to a single, integrated media queue.

Agent groups are dynamic. As contact center or business requirements dictate, agents can be added to/deleted from a group, or moved from one group to another, using the NB Administrator tool in the NBACD Platform. The routing engine and reporting applications are immediately notified of these configuration changes, allowing managers the flexibility to react to changing conditions.

### 6.1.2.3.1 NBCC Interoperability

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

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

*Description:*

Service Observation functionality is designed to enable contact center managers to monitor agents, and it also enables agents to invite their supervisors to the call when dealing with a customer. Service observation provides Customer authorized personnel with the capability to monitor the NBACD agents and agent groups for call quality. Service observation will provide options for silent monitoring and three-way audio conferencing. Service observation will be made available for monitoring both local and remote agents and support local and remote observers. Service observation will be secure and available only to authorized Customer designated individuals. Service Observation will integrate with the Preview and Predictive Dialers described in Section 6.1.2.2.

### 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.

Bidder shall describe its NBACD management feature.

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

*Description:*

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

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

The NBCC Administrator is a Web-based Graphical User Interface (GUI) that is used to manage all platform elements with a single user interface.

The NBCC Administrator is also the tool the State of California will use to monitor your call-center activity; it enables you to analyze call volumes, trends, and the effectiveness of your voice and call-control applications. NBCC Administrator provides multi-site reporting statistics—aggregating reports from multiple independent Reporting Servers, and allowing an administrator to view data that is aggregated across multiple sites. The NBCC Administrator allows administrators to view the NBCC configuration, create/modify agents and their skills, and set other system configuration parameters. The NBCC Administrator is the central location for virtually all NBACD configuration information. Changes can be performed in real-time or scheduled for activation at a future date/time.

### 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 __X__ 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 __**X**__ No_____*

*Description:*

NBACD Historical Reporting is a single, consolidated data source for business analytics and data-mining for NBACD Contact Center. Traditional operational metrics ensure efficiency, but not necessarily effectiveness. Reporting applications, performance and analytical applications

built with historical reporting data allows, a business manager to view call center metrics from different dimensions to truly understand the effectiveness of business strategies and resource utilization. NBACD Historical Reporting will 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. Critical business data such as skill utilization, revenue per customer segment, service level analysis per segment, and self-service success analysis can all be done more easily with NBACD Historical Reporting.

The Historical Reporting component collects interaction details from various NBACD products and then transforms the data into a ready-to-analyze format for end users. This data can then be accessed and further analyzed by preferred off-the-shelf reporting and analytical tools via industry standard interfaces, thereby leveraging existing decision support tools and investments.

NBACD Historical Reporting will provide:

- Agent availability – shall include the identification of agents and the length of time signed into NBACD queues;
- 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;
- 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;
- 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;
- 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;
- Abandoned calls – shall include the time a call was offered to a queue and the duration of the call before it was abandoned;
- 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;
- Agent group activity – shall include report details by agent group; and,

- Dialed number activity – shall include report details by the primary listed directory number dialed by the caller.

### 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* **__X__** *No_____*

*Description:*

The NBACD real-time monitoring and reporting application displays critical statistics and information in real time, allowing managers to stay on top of factors relevant to their business objectives. The NBACD real-time monitoring and reporting application will 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. It also maintains a constant status of all contact center resources-agents, groups of agents, queues and IVR ports-within a single site, or across a multi-site contact center. Managers can get enterprise-wide views or drill down to see the specific interactions for an individual agent.

The NBACD real-time monitoring and reporting application is a desktop-level reporting application that provides real-time and historical views of contact center operations via a graphical user interface. Designed to facilitate daily resource management tasks, it is an ideal tool for at-a-glance evaluation of present and past contact center performance and efficient operational decision-making.

The NBACD real-time monitoring and reporting application delivers real-time and historical reports to the contact center manager desktop. Designed primarily for users who supervise specific areas of contact center operation on a daily basis, the NBACD real-time monitoring and reporting application emphasizes operational simplicity, real-time content, exception-based management, and a high degree of interface personalization.

In addition to meeting the requirements set forth in 6.1.2.3.6.2 above, key benefits and features include:

- Flexible Architecture
- Real time monitoring across the enterprise regardless of the media type; voice, e-mail, web, VoIP, etc.
- Combination tabular and graphical views
- Integrated configuration wizard
- Ability to include business data in display
- Customizable monitoring views
- Out-of-the-box view templates and wizards for creating customized views of real-time/historical data, including business and operational statistics
- Displays agent, agent group, and queue statistics, including thresholds and alarms
- Real-time and historical display of interactions across all media channels

## 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 contact 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 contact center;
5. Position ID - Agent Position ID identifies a specific agent;
6. Call Present - Agent answers contact 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 contact 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 __**X**__ No_____*

*Description:*

The NBACD provides all features and functionality required in 6.1.2.3.7.1 and shall be provisioned on a concurrent agent basis. Core routing capabilities offered through the NBACD Platform include:

- Data-driven Routing
- Agent-level (last agent/relationship-based)
- Service level
- Agent Capacity
- Interaction life-cycle management
- Multimedia
- Predictive Routing

- Multi-site/Virtual Contact Center
- Business Priority Routing
- Cost Based Routing
- Shared Agent by SLA Routing
- Proactive Routing
- Routing to non-NBCC numbers
- Return to queue on no answer (RONA)

The NBACD Agent Desktop fully supports all inbound, outbound, and blended voice interactions and multimedia interactions such as chat, web collaboration, and e-mail/fax. For voice interactions, the agent desktop has an embedded soft phone to provide conference, displays all past interactions from the current customer, and some account information, such as Name, Phone Numbers, and Address.

Agents can access the following controls directly from the application:

- Log-in / Log-out
- Specify agent state
- Take Calls
- Place Calls
- Hold/Retrieve calls
- Transfer
- Conference

By using the NBACD Platform, agent positions can also activate an alarm notifying a supervisor of an emergency condition, automatically record the calling number, agent position involved, and activate a recording of the conversation (if Digital Call Recording option is provided).

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? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 1 | Basic Agent Package - Agent | Basic Software package as described above. | Y | | ACD01 |
| | Bidder's Description:<br>The NBACD will provide all features and functionality required in 6.1.2.3.7.1. | | | | |
| 2 | Basic Agent Package - Desktop Server | Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy. | Y | | ACD02 |
| | Bidder's Description:<br>The NBACD will provide the hosted servers required to support the Basic Agent Package. | | | | |
| 3 | Abandon Call Clearing | Removes calls from the contact center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent. | Y | | ACD03 |
| | Bidder's Description:<br>The NBACD will monitor queue status relative to incoming calls and will free-up/remove abandoned calls from the queue. | | | | |
| 4 | Automatic Overflow | Allows Customer to specify where new incoming calls overflow. | Y | | ACD04 |
| | Bidder's Description:<br>The NBACD Platform allows customers to overflow calls to other agent groups, an automated attendant, voice messaging, or voice response system. | | | | |
| 5 | Call Priority | Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs. | Y | | ACD05 |
| | Bidder's Description:<br>The NBACD uses a priority value (a numbering system) to indicate the service objective. The higher the value, the higher level of service, and the sooner the call is selected and routed. There is no limit to the value at which the priority level can be set, and the NBACD allows you to change caller priority as many times as required within the routing logic. | | | | |
| 6 | Night Service | Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls. | Y | | ACD06 |
| | Bidder's Description:<br>Using the NBACD Platform, in an after-hours condition, customers can redirect calls for a specific ACD group to a different extension, group, or announcement. A "Time of Day" decision can be added to the routing strategy to automate call redirection, and different call types can be sent to different destinations for personalized treatment. Each group can | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| | have different hours of operations. | | | | |
| 7 | Overflow Scan | Scans up to four (4) other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied. | Y | | ACD07 |
| | Bidder's Description:<br>The NBACD intelligently routes interactions arriving at the contact center to the best qualified, currently available agent, regardless of agent location. This allows the platform to scans up to four (4) other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied. | | | | |
| 8 | Ring Threshold | Reroutes call when agent does not answer after a predetermined amount of time. | Y | | ACD08 |
| | Bidder's Description:<br>NBACD Supervisor management offers the ability to change dynamics of different thresholds via the Pulse tool. Some of the thresholds include:<br>• Reroutes call when agent does not answer after a predetermined amount of time<br>• Thresholds for real-time statistics, historical statistics, and resource statuses<br>• Fully customizable threshold definitions<br>• Multiple threshold conditions<br>• Pre-defined threshold samples<br>• Fully customizable action definitions | | | | |
| 9 | Call Delay /Forced Announcement | Provides recorded announcement(s) to callers when all agents are busy or the contact center is in Night Service mode. | Y | | ACD09 |
| | Bidder's Description:<br>The NBCC platform's Stream Manager can play different media files, for various contact center music on hold and video on hold requirements, from a single instance of SIP Server. For example, Stream Manager can provide each queue on a single SIP Server with its own particular media file. The dynamics are programmable based on the status of the Contact Center. For example:<br>• Stream Manager plays a file associated with an agent DN if the agent places the call on hold.<br>• Stream Manager plays a file associated with an ACD Queue DN while the call is in the queue. | | | | |
| 10 | Queue Status | Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be | Y | | ACD10 |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| | | provided to a wall mounted display or a workstation. | | | |
| | Bidder's Description:<br>The NBACD Platform can provide visual indication when queue thresholds are exceeded. Custom views can be created using the Pulse tool and can be displayed on workstations and TV monitors. Workstations and TV monitors are hardware components independent of the NBACD service. | | | | |
| 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. | Y | | ACD11 |
| | Bidder's Description:<br>The NBACD Platform provides agents continual real-time display updates of ACD statistics via the agent desktop, such as agent statistics, group statistics, and a comparison of individual performance to group averages or objectives. Examples of real-time traditional telephony statistics include calls in queue, oldest call, abandonment calls and percentages, etc. Examples of agent statistics include login time, login duration, talk time, average handling time, etc. | | | | |
| 12 | Called Number Display | Displays the dialed contact center directory number on agent Equipment. | Y | | ACD12 |
| | Bidder's Description:<br>The NBACD supports providing the dialed Call Center directory number (Dialed Number Identification Service or DNIS) displayed on the agent's desktop. | | | | |
| 13 | Call Tracking | Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code"). | Y | | ACD13 |
| | Bidder's Description:<br>The Interaction Workspace Disposition Code (i.e. account code) enables users to assign to an ongoing or terminated interaction one or more codes that qualify or specify the outcome of the interaction. | | | | |
| 14 | Controlled Access to PSTN/Switched Network | Outbound dialing permission from total restriction to unrestricted access to the public network. | Y | | ACD14 |
| | Bidder's Description:<br>The ability to control outbound dialing permission from total restriction to unrestricted access to the public network via Class Of Service settings. Class of Service controls outbound dialing permissions. A simple Dial-Plan Service is created (internal to Genesys) so that we specify to which numbers we reject, allow and/or change the digits. | | | | |
| 15 | Supervised Call | Allows an agent to transfer a call to any ten (10) digit | Y | | ACD15 |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| | Transfer – Off Net | 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:<br>Agents have the ability to place a call on hold (transferred party), initiate a consultation with another agent or any 10-digit phone number not serviced by the NBCC (target party), remain on the 3-way conference or disconnect from the call while the transferred party remains connected to the target party. | | | | |

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 | Skills Based Routing - Add-on to basic agent | Add on to NBACD Basic Agent Package with Skills Based Routing on a per Agent basis. | ACD16 |
| | Bidder's Description:<br>Offers the State a bundled package of NBACD Basic Agent plus Skills Based Routing functionality on a per agent basis. | | |
| 2 | Web - Add-on to basic agent | Add on bundle to NBACD Basic Agent Package offers Web Call Back functionality as described in Section 6.1.2.2.1, Real Time Text Chat Capabilities as described in Section 6.1.2.2.3 and Collaborative Browsing Capabilities as described in Section 6.1.2.2.5 on per agent basis. | ACD17 |
| | Bidder's Description:<br>Offers the State a bundled package of Web Call Back capability, Real Time Chat Capability, as well as Collaborative Browsing capability on a per agent basis. | | |
| 3 | Standalone Web agent – No Voice | Provides standalone Web bundle to include Real Time Chat Capability and Collaborative Browsing capability for an agent who does not require voice services. | ACD18 |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| | Bidder's Description:<br>Provides Real Time Text Chat Capability and Collaborative Browsing Capability for an agent who does not require voice services. Allows a web user to request a real time text chat while on the Customer website. Additionally, Collaborative Browsing capabilities will be available to the web user and agent. | | |
| 4 | Standalone eMail agent – No Voice | Provides standalone ERM functionality for an agent that does not require Voice Services. | ACD19 |
| | Bidder's Description:<br>Provides ERM functionality for an agent who does not require voice services. Assigns a tracking ID to each email and routes email communications to the Agent based on the Customer specified business rules. | | |
| 5 | Premium Agent Package – Voice, Web, Email, Predictive Dialing | Bundles NBACD Basic Agent Package with Web Call Back, Real Time Text Chat, Collaborative Browsing, ERM, as well as Predictive Dialing on a per agent basis. | ACD22 |
| | Bidder's Description:<br>Provides a comprehensive NBCC package for NBACD Basic Agents. Includes a Basic Agent Package, Web Call Back, Real Time Text Chat, Collaborative Browsing, ERM, and Predictive Dialing on a per agent basis. | | |

## 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 __X__ No_____*

*Description:*

The NBACD Supervisor Desktop provides a unified display of the real-time status of contact center agents and interactions from voice, e-mail, fax, and chat channels, so that supervisors can monitor and improve the effectiveness of agents and the contact center. It also allows contact and call center planners to test hypothetical agent skill combinations, working rules, and skill prioritization without affecting current configurations or schedules.

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

- Call Agent - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call
- Observe Agent – Allows supervisor to listen to conversation between the agent and the caller as described in Section 6.1.2.3.4
- Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent by pressing a key
- Answer Emergency - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed
- Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions
- Searchable, unified display shows real-time status of agents and systems
- Monitoring and whisper coaching
- Supervisor hierarchy
- Visibility into items being routed and in queue including calls, chat requests, and e-mails
- Queue management including search, promote, and delete functions
- Configurable alarm threshold system

The Supervisor Work Area enables contact center supervisors and system administrators to perform the following tasks:

- Monitor statistics on the following contact center objects:
  - Agents
  - Agent Groups (including Virtual Agent Groups)
  - Places
  - Place Groups

- Queues, Virtual Queues, and Routing Queues
- Queue Groups
- Routing Points and Virtual Routing Points
- Routing Point Groups
- Interaction Queues
- ACD Queues

- View a comprehensive summary of available statistics for NBACD objects.
- Print group- and object-level statistical views.
- Utilize standard and custom statistical views.
- Define low and high thresholds for all quantitative statistics.
- Monitor threshold violations (alarms) at the tenant, group, and object levels.
- View the status of critical contact center objects while performing other tasks (handling interactions, managing e-mail queues, etc.).

In addition, by using the NBACD Platform, agent positions can activate an alarm notifying a supervisor of an emergency condition, automatically record the calling number, agent position involved, and activate a recording of the conversation (if recording equipment is provided.) Enterprise emergency status or a contact center emergency status can also be dynamically set thereby affecting the routing logic and handling of an emergency situation. Alternative routing arrangements and announcements can also be set for this situation within the Supervisor desktop. These emergency parameters can also work in conjunction with Routing Rules defined for a specific customer segment.

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? Y N | | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 1 | Basic Supervisor's Package | Basic Supervisor's Package Software as described above. | Y | | ACD24 |
| | Bidder's Description:<br>The NBACD Supervisor Desktop supports all features listed above. The Supervisor Desktop provides a unified display of the real-time status of contact center agents and interactions from voice, e-mail, and chat channels, so that supervisors can monitor and improve the effectiveness of agents and the contact center. It also allows contact center | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y N | | Bidder's Product Identifier |
|---|---|---|---|---|---|
| | planners to test hypothetical agent skill combinations, working rules, and skill prioritization without affecting current configurations or schedules. | | | | |
| 2 | Additional Supervisor Positions | Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.) | Y | | ACD25 |
| | Bidder's Description:<br>Additional supervisors can be added per group and the system supports multiple groups. | | | | |
| 3 | Controlled Overflow | Allows a supervisor to direct new contact center calls to an overflow route. | Y | | ACD26 |
| | Bidder's Description:<br>The NBACD Administrator tool will allow supervisors and managers to build, manage, and monitor strategies that determine how interactions are routed through the virtual contact center, including the ability to direct new contact center calls to an overflow route. | | | | |
| 4 | ACD Status Display | Supervisor(s) with display set can monitor contact center call status.<br>Minimum Requirements - Queue Status Display shows:<br>- Number of calls in incoming call queue and average time in queue<br>- Total number of occupied agent positions (agents idle, active, or not ready) | Y | | ACD27 |
| | Bidder's Description:<br>The NBACD Supervisor Desktop provides real-time reporting and statistics including Queue Status Display and agent detail information. | | | | |
| 5 | Position Status Display | Provides supervisor with visual indication of agent activity in real time. | Y | | ACD28 |
| | Bidder's Description:<br>The NBACD Supervisor Desktop provides real-time reporting and statistics and agent detail information. | | | | |

| | Feature Name | Feature Description | Meets or Exceeds? Y | N | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 6 | Position Status Summary Display | Allows supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. Minimum Requirements:<br>Display indicates total number of agents:<br>On contact center calls<br>On non contact center calls (on virtual number)<br>Idle (logged in and waiting for call)<br>Not ready (clerical status) logged off | Y | | ACD29 |
| | Bidder's Description:<br>The NBACD Supervisor Desktop provides real-time reporting and statistics and agent detail information. | | | | |

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 |
|---|---|---|---|
| | None | | |
| 1 | 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 contact center, by queue, by agent group, or network wide. Display is easily customized to show desired information;
2. Activate or deactivate the entire contact 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 contact 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 __X__ No_____*

*Description:*

The NBCC Administrator reduces both the overall operating costs and the time to deployment, by providing interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience, as well as by system administrators and line of business users.

NBCC Administrator provides the following functionality:

- 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;
- Activate or deactivate the entire Call Center group or queues within the group;
- Assign passwords to agents;
- Increase or decrease number of agents;
- Increase or decrease the number of queues;
- Move agent(s) to another Call Center agent group within the System;
- Control queues by changing the queue slots, queue size, and maximum wait time;
- Change overflow routes and ring thresholds; and,
- Change password levels of supervisors into System.

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? Y N | | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 1 | Basic Administrator's Package | Basic Administrator's Package Software as described above. | Y | | ACD30 |
| | Bidder's Description:<br>Basic Administrator's Package Software as described above. The NBCC Administrator reduces both the overall operating costs and the time to deployment, by providing interfaces that perform complex operations while at the same time preventing user error. | | | | |

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 | None | | |
| | Bidder's Product Description: | | |

## 6.1.2.4 Network Based Interactive 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.

Bidder shall describe its NBIVR system offering.

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

*Description:*

The NBIVR is a combination of software, call processing servers, reporting and management servers, and application servers that integrate with Voice over IP (VoIP) networks and TDM networks (using standard Media Gateways), to deliver web-driven dialog and call control services to callers. The NBIVR will provide the State of California with the ability to deliver interactive, media-centric applications to end users. Whereas NBIVR is commonly used in enterprise self-service environments using voice over telephone, many other applications - including those outside of the contact center - are possible.

The features of the NBIVR include:

- Support for a high-performance VoiceXML 2.1 Interpreter.
- Support for Call Control XML (CCXML) 1.0.
- Advanced media processing capabilities, including conferencing and video.
- Support for Nuance 5.0 Speech Server with Nuance Recognizer 9.0 (for ASR) and Nuance RealSpeak 4.5 (for TTS), as well as Nuance OSR 3.0 and RealSpeak 4.0.
- Full integration with the NBCC ACD platform.
- Support for the web-based management and configuration console, the NBCC Administrator.
- Support for an Eclipse-based application development tool.

| Features | Description |
|---|---|
| **Enterprise Voice Self-Service Solution** | The Network Based Interactive Voice Platform (NBIVR) is a voice self-service platform offering telephony communication software for carrier and PBX networks connectivity, speech engine support for advanced caller interactions, an open interface for application integration and a set of tools for application tuning and reporting. |
| **Platform Level** | |
| **Web-Based Applications** | NBIVR applications are created by writing the application in VoiceXML, using the NBIVR Composer Voice visual development tool or conventional web application development techniques. The application can reside on a customer provided web server and can be centrally located, serving multiple VoiceXML server locations. The NBIVR Composer Voice Eclipse-based development tool provides a rich suite of application tools in an open development environment. |
| **Multi-vendor Speech Integration** | By providing support for MRCP (see below), NBIVR offers smooth third party speech vendor integration and platform portability. |
| **Integration with NBACD Suite** | Call control and data sharing are key elements of managing calls within voice self-service processing. With NBACD, NBIVR can |

| Features | Description |
|---|---|
| | optimally work with the NBACD Suite of products to not only route calls but also share call information useful for desktop screen pop and backend reporting applications. |
| **Core NBIVR Functionality** | DTMF and Voice Input, Play Prompt, Play Music, Voice Recording, Use TTS for Prompting, transfer calls, access databases |
| **Configuration and Management** | NBIVR is integrated with the NBACD Configuration and Management capabilities, and includes a web-based management interface. |
| **Speech** | |
| **Text to Speech** | Text-to-Speech (TTS) provides a means of taking text and 'speaking' the words in clear sentences to the caller. Support for other vendors is forthcoming. NBIVR has been validated to support Nuance via MRCPv1 and MRCPv2, industry standards for speech engine interfaces. NBIVR can support multiple TTS languages in the same application environment. |
| **Advanced Voice Recognition** | The NBIVR supports Voice recognition, which allows customer voice self-service applications to be shorter in duration, and often more direct in determining the reason and intent of a customer call. Voice recognition replaces the need to use DTMF tones to indicate choice and multiple menu trees in the application. NBIVR leverages the high accuracy and multi-vendor availability of voice recognition technologies. NBIVR is able to pass tuning information to the underlying recognition servers to optimize the recognition process. |
| **Barge-In Capabilities** | Callers may not want to wait until the end of a prompt to be able to make their choice known. Barge-In permits callers to enter information in advance. NBIVR supports Barge-in for application steps using voice recognition, and for DTMF applications using DTMF only input. |
| **Open Speech Dialog Module Support** | The NBIVR supports Open Speech Dialog. Rather than directly develop specific, frequently used voice recognition applications directly in the voice application, OSDMs offer pre-designed and optimized recognition applets for collecting caller information such as credit card numbers, account numbers, dates, and items contained in custom grammars (see below). NBIVR supports Nuance's OSDM modules by working closely with Nuance to ensure testing of these components. |
| **Ability to leverage NBACD Platform** | NBIVR applications can be integrated with the NBACD Suite for call routing, call holding, notification to the caller of their expected waiting time or position in queue, attached data handling, desktop support, and both real time and historical reporting. |
| **NBACD Directed NBIVR Applications** | NBACD information created using its strategies can be used to determine how NBIVR answers a call and what web application will be first offered to the caller. |
| **Service Management** | |

| Features | Description |
|---|---|
| **Web Based Management** | NBIVR includes a comprehensive web-based management system, supporting configuration, monitoring and alarm functions. NBIVR 8.1 adds wizards for common management and configuration tasks. |
| **Integrated Reporting** | NBIVR 8.1 provides a range of system and application level operational reports, integrated with the web interface. |

### 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 __X__ No_____*

*Description:*

The NBIVR solution platform includes a combination of software, call processing servers, reporting and management servers, and application servers that integrate with Voice over IP (VoIP) networks and TDM networks (using standard Media Gateways), to deliver web-driven dialog and call control services to callers. The NBIVR will provide the State of California with the ability to deliver interactive, media-centric applications to end users. Whereas NBIVR is commonly used in enterprise self-service environments using voice over telephone, many other applications - including those outside of the contact center - are possible. The NBIVR will be hosted in geographically diverse AT&T Internet Data Center or CenturyLink Data Center locations to ensure the highest availability in the event of a site-affecting failure.

### 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 __X__ No_____*

*Description:*

The platform will 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 will utilize open standards. Communications between the NBIVR and the applications servers will utilize open standards. The NBCC IVR supports Call Control Extensible Markup Language (CCXML) 1.0, Voice Extensible Markup Language (VoiceXML) 2.0, and VoiceXML 2.1.

Web application servers that are part of the NBCC deployment are used to store and deliver VoiceXML and CCXML applications. VoiceXML and CCXML documents can be static documents or generated dynamically using any number of web-based technologies, such as Active Server Pages (ASP) or Java Server Pages (JSP), or by using a complete application development and execution environment, such as the Eclipse-based application development tool.

The NBIVR supports Automatic Speech Recognition (ASR) and speech synthesis (or Text-to-Speech [TTS]) as part of a VoiceXML dialog, through supported third-party ASR and TTS. Communication among the IVR, ASR, and TTS engines occurs by using the Media Resource Control Protocol (MRCP)v1 and MRCPv2.

The IVR does not rely on proprietary hardware, and executes voice and call control applications that are created in nonproprietary coding languages—VoiceXML and CCXML. By using standards such as these, the NBCC IVR separates the voice and call control applications from the call processing environment.

The IVR software resides on standard servers that contains the voice and call control browser that interprets VoiceXML and CCXML documents into call processing events. The IVR runs under standard operating systems, including Windows Server and Linux. The IVR also supports VoIP technology.

The IVR voice and call control applications reside on a separate web server. Access to these applications (IVR Profiles) are configured and managed through the NBCC Administrator. To complete the solution, a web server is added to the IVR deployment for hosting VoiceXML and CCXML applications.

NBIVR supports HTTPS/SSL for communication between the "voice browser" and application server, as well as the use of cookies for session management.

### 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 __X__ 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 __X__ 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 __X__ No_____*

*Description:*

The NBIVR solution will support WAS(s) hosting in the AT&T or CenturyLink network. Supported options include:

- AT&T-provided hardware, dedicated to the Customer, required for the WAS(s)
- Customer-provided dedicated WAS hardware, hosted in the network
- shared hosting, including hardware, of the WAS(s)

The standard model provides a shared WAS infrastructure where AT&T will develop the applications for the State of California.

### 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 __X__ No_____*

*Description:*

The Deployment tab in the NBIVR Administrator provides the interface to the Deployment Tool, which provides the ability to deploy NBIVR applications and solutions on remote hosts throughout your network. IVR Developers can design solutions based on dynamic VXML pages, where IVR menus and routing are driven based on elements in Cache or Database. Clients can control applications as needed without any overhead of custom application development.

At a minimum, the NBIVR Web Deployment Tool will create an Application or Solution object, and configure and install it as defined by application metadata in the Installation Package or solution metadata that is provided with the NBIVR Administrator. If a Template (with metadata) exists for an object, the NBIVR Web Deployment Tool will also export this metadata, and NBIVR Administrator will use a template to automatically configure the new object. This feature allows a site to provide custom configuration scenarios.

The NBIVR Web Deployment Tool uses two types of templates:

- Genesys Silent IP template — defines parameters for the Installation Package when performing a Silent Install.
- Application metadata — defines the application's installation process and default parameters.

The NBIVR Web Deployment Tool enables you to deploy components in a particular scenario. NBIVR Administrator comes with predefined scenarios. You can modify a predefined scenario to suit your requirements, or create a new scenario thus providing custom deployment configurations.

Composer, the NBIVR Web development tool, provides an integrated development environment, which both technical and non-technical Web Application developers can use, to build VoiceXML, CCXML, and SCXML applications. Composer provides the ability to develop applications by utilizing reusable out-of-the-box templates, which are provided. These templates can act as a starting point for new projects and visual flows and serve as guidelines and tutorials for routing and voice application development. Composer also provides templates for its rich editors with the ability to create user-defined custom code snippet templates, which can be exported and imported to share across team members. Additionally, the NBIVR platform will support applications developed with any VoiceXML 2.1 compliant tools.

### 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 __X__ No_____*

*Description:*

The NBIVR Historical Reporting will provide caller information, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis. Please see description in section 6.1.2.4.8 IVR Commercial Reporting.

### 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 __X__ No_____*

*Description:*

The NBIVR Reporting provides the following services:

- Accumulates key measurements and data that describes the calls being processed by the deployment
- Delivers the infrastructure for reliable delivery of data to a relational back end
- Provides services for near real-time reporting about operational aspects of the deployment
- Provides historical reporting about VoiceXML and CCXML application usage

The NB Administrator is the tool that is used to monitor and report on call-center activity. It enables you to analyze call volumes, trends, and the effectiveness of your voice and call-control applications.

The following reports available for the NBIVR:

- IVR Dashboard - The IVR Dashboard displays a high-level summary of the current usage for IVR Profiles and Resource Manager (RM), Media Control Platform (MCP), and Call Control Platform (CCP) components. The dashboard can be configured to auto-update its display at regular intervals.

- Real-time Reports - The real-time reports display statistics of the current call that is in progress however, real-time data updates are not instantaneous due to a slight delay while IVR components send data to the Reporting Server.
- Historical Reports - The historical reports display call detail records, call arrival and summary information over a selected period of time, based on a set of selected criteria.
- Voice Application Reports - The Voice Application Reports display the usability data for applications that have been divided into logical transactions.

| **Dashboard Reports** | |
|---|---|
| IVR Profile Utilization | The IVR Dashboard displays current IVR Profile activity for the current day and time up to and including the time viewing the dashboard |
| Component Utilization | The IVR Dashboard displays current activity for IVR Components (RM, MCP and CCP platforms) for the current day and time up to and including the time viewing the dashboard. |
| **Real-time Reports** | |
| Active Call List | The Active Call List report displays the list of calls that currently are being processed by the IVR. It also includes any call that the Reporting Server has not marked as timed out. |
| Active Call List Drill Down Report | The drill-down report breaks down the detail recorded of the selected call according to component type |
| **Historical Reports** | |
| IVR Profile Call Summary | The IVR Profile Call Summary report lists a summary of call arrival data that is submitted for each IVR Profile selected, for a given period of time. |
| Component Call Summary | The Component Call Summary report lists a summary of call arrival data that is submitted for each component selected, for a given period of time. |
| IVR Profile Peaks | The IVR Profile Peaks report provides the peak volume of calls during a given period of time for a given IVR Profile. |
| Component Peaks | The Component Peaks report provides the peak volume of calls during a given period of time for a given Component. |

| | |
|---|---|
| Historical Call Browser | The Historical Call Browser report displays a list of completed calls. It provides the ability to search for and browse call detail records. These records represent calls that either completed successfully or eventually were timed out by the Reporting Server. |
| Historical Call Browser Drill Down Report | The drill-down report breaks down the selected record according to component type. It displays the call detail records for all components that were involved in handling the call. There can be multiple call detail records for each component if there was more than one leg in the call. |
| **VAR Reports** | |
| VAR Call Browser | The VAR Call Browser report provides the ability to search and browse call data that relates to VAR reporting. It displays a list of all calls that occurred for a selected period of time. |
| Call Completion Summary | The Call Completion Summary report displays the relative frequency with which calls to a given VoiceXML application end in different states. |
| IVR Action Usage | The IVR Action Usage report displays statistics on individual IVR Actions that are within the <log> tag in a VoiceXML application. |
| Last IVR Action Used | The Last IVR Action Used report displays the details of the last IVR Actions that were used during the end of a call. |

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? Y N | | Bidder's Product Identifier |
|---|---|---|---|---|---|
| 1 | NBIVR Usage | Usage charge associated with the IVR platform. | Y | | IVR01 |
| | Bidder's Description:<br>Usage charge associated with the IVR platform. | | | | |
| 2 | NBIVR Usage – Speech Recognition | Usage charge associated with the IVR platform with speech recognition input. | Y | | IVR02 |
| | Bidder's Description:<br>Usage charge associated with the IVR platform with speech recognition input. | | | | |
| 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. | Y | | IVR03 |
| | Bidder's Description:<br>One-time charge to configure a custom IVR environment to support IVR applications to include 100 hours of professional services. | | | | |

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** | NBIVR DTMF Port | Per port charge for NBIVR DTMF. | IVR04 |
| | Bidder's Description:<br>Per port charge for NBIVR DTMF versus usage rate. | | |
| **2** | NBIVR Speech Recognition Port | Per port charge for NBIVR Speech Recognition. | IVR05 |
| | Bidder's Description:<br>Per port charge for NBIVR Speech Recognition versus usage rate. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **3** | NBIVR Text-To-Speech (TTS) – Add on to DTMF Port | Per port charge for NBIVR DTMF and Text-To-Speech. | IVR06 |
| | Bidder's Description:<br>Per port charge for NBIVR DTMF and Text-To-Speech (no Speech Recognition). | | |
| **4** | NBCC Application Development IVR | Provides custom Application Development for NBIVR features/functionality. | IVR07 |
| | Bidder's Description:<br>Provides custom Application Development for NBIVR services. | | |
| **5** | VoiceTone Application Development DTMF Category 1 | Application development that includes promotional announcements, using features including Courtesy Transfer Connect, ANI, DNIS processing, and standard reports. This offering will be sized and priced on a case-by-case basis. | VTCAT1 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop applications that include promotional announcements, using features including Courtesy Transfer Connect, ANI, DNIS processing, and standard reports. This offering will be sized and priced on a case-by-case basis. The pricing range is based on three to five business functions/transactions. | | |
| **6** | VoiceTone Application Development DTMF Category 2 | Application development associated with simple interactive applications (e.g., a calculation given a set of inputs). This can include any of these features: internal database, basic Automatic Speech Recognition (ASR, 0-9, Y/N), DTMF responses, and Conference Transfer Connect. | VTCAT2 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop simple interactive applications (e.g., a calculation given a set of inputs). This can include any of these features: internal database, basic Automatic Speech Recognition (ASR, 0-9, Y/N), DTMF responses, and Conference Transfer Connect. Pricing range is based on three to five business functions/transactions. | | |
| **7** | VoiceTone Application Development DTMF Category 3 | Application development to include more complex interactive applications that have no host interface but can include such features as ADDS, FSU via web, custom ASR grammars, voice capture, and transcription among others. | VTCAT3 |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| | Bidder's Description:<br>AT&T will work with the Customer to develop more complex interactive applications that have no host interface but can include such features as ADDS, FSU via web, custom ASR grammars, voice capture, and transcription. Pricing range is based on three to five business functions/transactions. | | |
| **8** | VoiceTone Application Development DTMF Category 4 | Application development that involves host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others. | VTCAT4 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop applications that involve host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others. Pricing range is based on three to five business functions/transactions. | | |
| **9** | VoiceTone Application Development DTMF Category 5 | Application development that includes multiple host interfaces or outbound calling. | VTCAT5 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop applications that include multiple host interfaces or outbound calling. Pricing range is based on three to five business functions/transactions. | | |
| **10** | VoiceTone DTMF applications, 60-second transactions, 0 to 100,000 minutes | AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at 0 to 100,000 minutes a month. | VTTT0 |
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on DTMF, 60-second transactions and are sized at 0 to 100,000 minutes a month. | | |
| **11** | VoiceTone DTMF applications, 60-second transactions, 100,001 to 500,000 minutes | AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at 100,001 to 500,000 minutes a month. | VTTT10 |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on DTMF, 60-second transactions and are sized at 100,001 to 500,000 minutes a month. | | |
| **12** | VoiceTone DTMF applications, 60-second transactions, more than 500,000 minutes | AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at more than 500,000 minutes a month. | VTTT50 |
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on DTMF, 60-second transactions and are sized at more than 500,000 minutes a month. | | |
| **13** | VoiceTone Bridging to AT&T Toll free Services | AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services. | VTBR1 |
| | Bidder's Description:<br>AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services. | | |
| **14** | VoiceTone Bridging to any 8YY service | AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service. | VTBR2 |
| | Bidder's Description:<br>AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service. | | |
| **15** | VoiceTone Bridging to POTS | AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line. | VTBR3 |
| | Bidder's Description:<br>AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line. | | |
| **16** | VoiceTone Outbound FAX | AT&T VoiceTone service Outbound Fax option allows the caller to request and receive info via fax. | VTFX |
| | Bidder's Description:<br>AT&T VoiceTone service offers an Outbound Fax option which allows the caller to request and receive info via fax; AT&T VoiceTone can fax requested information (forms, catalogs, etc.) to callers. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **17** | VoiceTone Speech Talent | Professional voice talent for custom recordings as part of developing a custom application. | VTSP |
| | Bidder's Description:<br>As part of developing a custom application, AT&T can provide professional voice talent for custom recordings. | | |
| **18** | VoiceTone Automatic Speech Recognition (ASR) Application Development Category 2 | Application development for simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No). | VTASR2 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No). Pricing range is based on 3 to 5 business functions/transactions. | | |
| **19** | VoiceTone Automatic Speech Recognition (ASR) Application Development Category 3 | Application development for complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications. | VTASR3 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions. | | |
| **20** | VoiceTone Automatic Speech Recognition (ASR) Application Development Category 4 | Application development for host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. | VTASR4 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **21** | VoiceTone Automatic Speech Recognition (ASR) Application Development Category 5 | Application development for multiple host interfaces or outbound calling applications that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. | VTASR5 |
| | Bidder's Description:<br>AT&T will work with the Customer to develop multiple host interfaces or outbound calling applications that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions. | | |
| **22** | VoiceTone Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes | AT&T VoiceTone applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month. | VTDD0 |
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month. | | |
| **23** | VoiceTone Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes | AT&T VoiceTone applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month. | VTDD10 |
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month. | | |
| **24** | VoiceTone Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes | AT&T VoiceTone applications that are based on ASR/Directed Dialog, over 500,000 minutes a month. | VTDD50 |
| | Bidder's Description:<br>AT&T VoiceTone offers applications that are based on ASR/Directed Dialog, over 500,000 minutes a month. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **25** | VoiceTone Incremental host connectivity, applications with 0 to 100,000 monthly minutes | AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes. | VTHST1 |
| | Bidder's Description:<br>AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes. | | |
| **26** | VoiceTone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes | AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes. | VTHST2 |
| | Bidder's Description:<br>AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes. | | |
| **27** | VoiceTone Incremental host connectivity, applications with over 500,000 monthly minutes | AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes. | VTHST3 |
| | Bidder's Description:<br>AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes. | | |
| **28** | VoiceTone Incremental host connectivity, applications with 0 to 100,000 monthly minutes | AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes. | VTHST4 |
| | Bidder's Description:<br>AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **29** | VoiceTone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes | AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes. | VTHST5 |
| | Bidder's Description:<br>AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes. | | |
| **30** | VoiceTone Incremental host connectivity—applications with over 500,000 monthly minutes | AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes. | VTHST6 |
| | Bidder's Description:<br>AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes. | | |
| **31** | VoiceTone Call Transfer to POTS | AT&T VoiceTone service with the ability to transfer a call to a POTS line. | VTPOTS |
| | Bidder's Description:<br>AT&T VoiceTone service with the ability to transfer a call to a POTS line. | | |
| **32** | VoiceTone Call Transfer to non-AT&T toll free | AT&T VoiceTone service with the ability to transfer a call to a non-AT&T toll free number. | VTOCC |
| | Bidder's Description:<br>AT&T VoiceTone service with the ability to transfer a call to a non-AT&T toll free number. | | |
| **33** | VoiceTone Recording | AT&T VoiceTone Whole Call Recording (WCR) allows the Customer to record the entire conversation or a portion of the call. | VTREC |
| | Bidder's Description:<br>AT&T VoiceTone offers Whole Call Recording (WCR), which allows the Customer to record the entire conversation or a portion of the call. This service is based on up to 100 calls per day. | | |
| **34** | IVR Speech Module | Speech recognition feature to look up names and addresses in a database. | Q09330 |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| | Bidder's Description:<br>See feature description. | | |
| **35** | Overflow Protection | IVR Enhancement to include Port Overflow. This feature allows IVR port bursting or port overflow for peak, seasonal or unusually high periods of IVR traffic. | Q09320 |
| | Bidder's Description:<br>See feature description. | | |
| **36** | Notify Monthly Service Fee | The Notify monthly service fee provides access to the Notify portal. IVR Dedicated Hosting (Carrier Provided Hardware) which is fully managed and monitored is needed to run the IVR Notify Application Programming Interface (API) application. | Q14428 |
| | Bidder's Description:<br>See feature description. | | |
| **37** | Notify Voice Message Delivery Fee | The Notify service can deliver messages to telephone numbers (land lines and cell phones). Messages may also be delivered to voicemail boxes. A message is considered delivered when the call is answered by an answering machine or a live person. Delivery attempts resulting in a busy, ring no answer, or operator intercept will not be charged a usage fee. The voice message delivery will be billed a minimum six second initial increment and six second increments for the remainder of the call. | Q14445 |
| | Bidder's Description:<br>See feature description. | | |
| **38** | Notify Bridging Fee | The Notify service can deliver messages to telephone numbers (land lines and cell phones). Messages may also be delivered to voicemail boxes. A message is considered delivered when the call is answered by an answering machine or a live person. Delivery attempts resulting in a busy, ring no answer, or operator intercept will not be charged a usage fee. The voice message delivery will be billed a minimum six second initial increment and six second increments for the remainder of the call. | Q14446 |
| | Bidder's Description:<br>See feature description. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **39** | Notify Fax Message Delivery Fee | The Notify service offers the capability to deliver fax messages to end recipients. The number of pages will be calculated based on the greater of the actual number of pages or the number of full or partial 60-second increments of transmission time, with each partial 60-second increment rounded up to a page. | Q14472 |
| | Bidder's Description:<br>See feature description. | | |
| **40** | Notify Email Message Delivery Fee | Email delivery includes all charges associated to delivering an email message. The email message can be text and or HTML. | Q14470 |
| | Bidder's Description:<br>See feature description. | | |
| **41** | Notify SMS Message Delivery Fee | SMS stands for Short Message Service but is also known as text messaging. SMS Messages are billed per message upon device connection. SMS standard pricing includes the QCC or vendor Short Code registry. Available with U.S. cell phone carriers only. | Q14471 |
| | Bidder's Description:<br>See feature description. | | |
| **42** | Notify Short Code Set-Up Fee | Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit *randomly* assigned number and the code can be 5 or 6 digits alphanumeric combination. | Q15344 |
| | Bidder's Description:<br>See feature description. | | |
| **43** | Notify Random Short Code Fee | Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit *randomly* assigned number and the code can be 5 or 6 digits alphanumeric combination. | Q15343 |
| | Bidder's Description:<br>See feature description. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **44** | Notify Vanity Short Code Fee | Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit code that can be a selected *vanity* number (based on availability) and the code can be 5 or 6 digits alphanumeric combination. | Q15342 |
| | Bidder's Description:<br>See feature description. | | |
| **45** | Notify Single Tenant Hosting | Application and Server provided in NBCC environment to support API for customer to securely upload list and input data files, and download output data (used for reporting) to the Contact Center Hosted Application environment in support of the Notify application. (Monthly) | Q15173 |
| | Bidder's Description:<br>See feature description | | |
| **46** | Notify Single Tenant Hosting | Application and Server provided in NBCC environment to support API for customer to securely upload list and input data files, and download output data (used for reporting) to the Contact Center Hosted Application environment in support of the Notify application. (Installation) | Q15174 |
| | Bidder's Description:<br>See feature description. | | |
| **47** | Review and Redesign of existing IVR applications | Use industry standard best practices & call flow documentation to assess existing IVR applications usage & improve call flow to help callers obtain the information they seek without the need for a real-time conversation with call center representatives. | TRGV07 |
| | Bidder's Description:<br>See feature description. | | |
| **48** | IVR Voice Prompt Translation and Recording | Written translation, professional voice talent and IVR prompt recording. | TRGV09 |
| | Bidder's Description:<br>See feature description. | | |

| | Feature Name | Feature Description | Bidder's Product Identifier |
|---|---|---|---|
| **49** | Targus Look Up | For Spanish callers, the application will prompt for phone number and query a Targus database to retrieve the associated address, and speak the information back for confirmation (the address playback will be via English Text-to-Speech). | QTARGUS |
| | Bidder's Description:<br>See feature 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;
2. Definition - Describes what performance metric will be measured;
3. 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;
4. Service(s) - All applicable Categories or Subcategories will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. 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 __X__ No_____*

## 6.1.3.2 Technical Requirements Versus SLA Objectives

Section 6.1.2 (NBCC 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 __X__ 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 __X__ 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 __X__ 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 __X__ 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 __X__ 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. |

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| 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. |
| 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:<br>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;<br>b. Site contact refuses access to technician who displays proper identification;<br>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,<br>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.<br>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. |

| # | Stop Clock Condition (SCC) | SCC Definition |
|---|---|---|
| 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 __**X**__ 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)

<table>
<tr><td colspan="2">SLA Name: Contact Center Service Outage</td></tr>
<tr><td colspan="2">Definition: The loss of an NBCC service feature at a single End-User location. End-User location is defined as Contractor's server or Customer's Contact Center location.</td></tr>
<tr><td colspan="2">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.</td></tr>
<tr><td colspan="2">Service(s):</td></tr>
<tr><td>NBCC Services</td><td>VoiceTone IVR</td></tr>
<tr><td colspan="2">Objective (s):<br>The objective restoral time shall be:
<table>
<tr><th></th><th>Basic (B)</th><th>Standard (S)</th><th>Premier (P)</th><th>Bidder's Objective Commitment (B, S or P)</th></tr>
<tr><td>NBCC Service</td><td>≤ 6 hours</td><td>≤ 4 hours</td><td>≤ 2 hour</td><td>S</td></tr>
<tr><td>Voice Tone IVR</td><td>≤ 6 hours</td><td>≤ 4 hours</td><td>≤ 2 hour</td><td>S</td></tr>
</table></td></tr>
<tr><td rowspan="2">Rights and Remedies</td><td>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.</td></tr>
<tr><td>Monthly Aggregated Measurements: N/A</td></tr>
</table>

*Bidder understands the Requirement and shall meet or exceed it? Yes __**X**__ 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 | Voice Tone IVR |

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 | S |
| Voice Tone IVR | ≤ 1 hour | ≤ 30 minutes | ≤ 15 minutes | S |

| | |
|---|---|
| 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 __**X**__ 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 |
| VoiceTone 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 | B |
| VoiceTone IVR | ≤ 30 minutes | N/A | ≤ 15 minutes | B |

| | |
|---|---|
| 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 __**X**__ 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 | VoiceTone IVR |
|---|---|

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 | S |
| VoiceTone IVR | 16 hours | 12 hours | 8 hours | S |

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 __**X**__ No_____*

### 6.1.3.8.5 Notification

| | |
|---|---|
| SLA Name: Notification | |
| 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. | |
| 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. | |
| Service(s): All Services | |
| 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).<br>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).<br>This objective is the same for Basic, Standard and Premier commitments. | |
| Rights and Remedies | Per Occurrence: Senior Management Escalation |
| | Monthly Aggregated Measurements: N/A |

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

### 6.1.3.8.6 Provisioning (M-S)

SLA Name: Provisioning

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).

Provisioning SLAs have two (2) objectives:

Objective 1: Individual Service Request; and

Objective 2: Successful Install Monthly Percentage by Service Type.

Note: Provisioning timelines include extended demarcation wiring, when appropriate.

Measurement Process:

Objective 1: Individual Service Request: 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.

Objective 2: Successful Install Monthly Percentage per service Type: 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.

| Service (Features must be installed in conjunction with the service except when listed below) | Committed Interval Calendar Days | Coordinated/Managed Project |
|---|---|---|
| NBCC Services | N/A | Coordinated/Managed Project |
| VoiceTone IVR | N/A | Coordinated/Managed Project |

Objective (s):
Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.
Objective 2: Successful Install Monthly Percentage per Service:

| | Basic (B) | Standard (S) | Premier (P) | Bidder's Objective Commitment (S or P) |
|---|---|---|---|---|
| NBCC Services | N/A | ≥ 90% | ≥ 95% | S |
| VoiceTone IVR | N/A | ≥ 90% | ≥ 95% | S |

| | |
|---|---|
| Rights and Remedies | Per Occurrence:<br>Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective. |
| | Monthly Aggregated Measurements:<br>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. |

*Bidder understands the Requirement and shall meet or exceed it? Yes __X__ 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 __X__ 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 __X__ 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 __**X**__ No_____*