

**NWN**

**Statement of Work**

**IFB-STPD 12-001-B, C3-B-12-10-TS-12**

**FOR CALNET 3, SUBCATEGORY 6.1**

**HOSTED IVR/ACD**

**Amendment 1, Rev. September 25, 2014**

**Volume 2 – Response to Unique Category  
Requirements**

**SOW- Technical Requirements Response**

**TECHNICAL REQUIREMENTS**

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## TECHNICAL REQUIREMENTS

### SUBCATEGORY 6.1 – HOSTED IVR/ACD

#### TABLE OF CONTENTS

6.1.2.1.1	Load Balancing and Automatic Failover .....	7
6.1.2.1.2	Geographic Distribution .....	7
6.1.2.1.3	Redundancy .....	7
6.1.2.1.4	ACD and IVR.....	7
6.1.2.1.5	Virtual Contact Center Support.....	7
6.1.2.1.6	Intelligent Call Routing .....	8
6.1.2.1.7	Network Queuing .....	8
6.1.2.1.8	ACD and IVR Integration .....	9
6.1.2.2.1	NBCC Web Call Back.....	9
6.1.2.2.2	INTENTIONALLY DELETED.....	10
6.1.2.2.3	NBCC Real Time Text Chat Capability .....	10
6.1.2.2.4	NBCC Digital Recording Capability .....	10
6.1.2.2.5	NBCC Collaborative Browsing Capabilities .....	11
6.1.2.2.6	NBCC Email Response Management (ERM) Capability .....	12
6.1.2.2.7	NBCC Workforce Management (WFM) System.....	13
6.1.2.2.8	NBCC Automated Preview Outbound Dialing.....	14
6.1.2.2.9	NBCC Automated Predictive Outbound Dialing .....	15
6.1.2.2.10	NBCC Voice Callback .....	16
6.1.2.2.11	NBCC Quality Management .....	16
6.1.2.2.12	NBCC Screen Capture .....	17
6.1.2.2.13	NBCC Blended Agent.....	17
6.1.2.3.1	NBCC Interoperability.....	22
6.1.2.3.2	Queue Status .....	23
6.1.2.3.3	Music On Hold.....	23
6.1.2.3.4	Service Observation - Voice .....	23
6.1.2.3.5	NBACD Management.....	24
6.1.2.3.6	NBACD Monitoring and Reporting Requirements .....	25
6.1.2.3.6.1	Historical Reporting.....	25
6.1.2.3.6.2	Real Time Monitoring and Reporting.....	27
6.1.2.3.7	NBACD Packages.....	28
6.1.2.3.7.1	NBACD Basic Agent Package.....	28
6.1.2.3.7.2	NBACD Basic Supervisor’s Package .....	33
6.1.2.3.7.3	NBACD System Administrator Software Package .....	35
6.1.2.4.1	Network Based.....	38
6.1.2.4.2	Multi-Platform Interface .....	38
6.1.2.4.3	IVR Standards.....	38
6.1.2.4.4	Load Balancing and Redundancy.....	39
6.1.2.4.5	WAS Hosting.....	39
6.1.2.4.6	NBIVR Applications .....	39
6.1.2.4.7	IVR Summary Reporting.....	40
6.1.2.4.8	IVR Commercial Reports.....	40
6.1.3.8.1	NBCC Service Outage (M-S).....	51
6.1.3.8.2	Catastrophic Outage 2 (CAT 2) (M-S) .....	52

6.1.3.8.3	Catastrophic Outage 3 (CAT 3) (M-S) .....	53
6.1.3.8.4	Excessive Outage (M-S).....	54
6.1.3.8.5	Notification .....	55
6.1.3.8.6	Provisioning (M-S).....	56
6.1.3.8.7	Unsolicited Service Enhancement SLAs.....	58
6.1.3.8.8	Proposed Unsolicited Offerings .....	58
6.1.3.8.9	Contract Amendment Service Enhancement SLAs.....	58

## TECHNICAL REQUIREMENTS

### SUBCATEGORY 6.1 - HOSTED IVR/ACD

#### 6.1.1 OVERVIEW

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

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

##### 6.1.1.1 BIDDER RESPONSE REQUIREMENTS

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

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

*"Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_"*

Or,

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

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

*Description:"*

##### 6.1.1.2 DESIGNATION OF REQUIREMENTS

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

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

represents an unbundling of the mandatory service.

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

#### 6.1.1.3 PACIFIC TIME ZONE

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

### 6.1.2 NETWORK BASED CONTACT CENTER (NBCC) SERVICES

#### 6.1.2.1 NBCC GENERAL REQUIREMENTS

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

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

Bidders shall provide 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, .dxf, .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  No*

*Description:*

Network Based Contact Center:

NWN's Hosted IVR/ACD is a fully managed offering that is built on our Collaboration Solution platform. The IVR/ACD functionality is supported on a Unified Contact Center Enterprise (UCCE) in conjunction with a Unified Communication and Unity Connection (Multi-Platform connection) application platform. NWN's solution provides cloud-based Unified Communications and Collaboration Applications that are delivered within a highly secure, cloud-ready, virtualized platform under a centralized management system. Our hosted IVR/ACD service provides high availability (HA), quality of service (QoS), and security.

Security is implemented and managed at all layers; Network Access/Aggregation/Core Architecture, and Customer Applications. Each NWN customer is served by dedicated virtual applications (VM's) in our tier 3 data center(s), allowing the customer(s) to achieve the benefits of dedicated software that is secure with carrier-class flexibility and resiliency. All individual customer applications are secure and kept separate from one another by using Data Center "Best Practice" measures such as:

Access/Aggregation (Edge/Core)

- Extranet VPN
- Route Authentication and Filtering
- One way route visibility
- Multiple enterprise routes are available in SP extranet VPN
- One enterprise can NOT see another enterprise's routes
- Firewall inside extranet VPN
- Permit only management traffic ports and addresses
- Firewall between customer premise and DC
- Limit unwanted traffic from entering data center
- NAT between enterprise VLANs and extranet
- VPN provides an added layer of security
- VM – Level Security
- VSAN – Level Security

Services/Applications

- UCCE/UCS – Level Security
- Unified Communications Manager
- SIP Trunks
- TLS signaling authentication

- SIP Trunk TLS + Secure RTP (SRTP)
- SIP Trunk with Digest Authentication
- IP Phones
- TLS signaling authentication
- TLS+SRTP media encryption
- Secure indication tones
- Digest authentication
- CUBE-SP
- CAC per CUCM adjacency
- Event forwarding and blocking (Whitelist/Blacklist)

#### Scalable and Resilient Network

NWN's architectures adheres to Industry guidelines for a highly secure, scalable, and resilient infrastructure and network architecture that enables collaboration services with a high quality of service (QoS). Our design utilizes Session Initiation Protocol (SIP)-based architecture tightly integrated with the core infrastructure and MPLS networks to support rich collaboration services across the WAN which delivers the advanced services to our customers securely. Each layer of the core infrastructure has been designed with HA resiliency (High Availability) to ensure maximum uptime and performance for every customer. The HA design includes session border control integrated into the routing infrastructure and a centralized call-control element to enable both on-network routing between customers and off-network interworking with the public switched telephone network (PSTN), other SIP networks.

NWN hosts the core datacenter infrastructure in a Tier 3 facility in Raleigh, NC with redundant data centers in Waltham, MA and Raleigh, NC. Our architecture is fully redundant through the compute, network, storage and security layers. Our WAN connectivity to our datacenter is provided via redundant private WAN/MPLS connections which supports QoS and prioritization/optimization of voice and contact center traffic.

NWN' Architecture and network designs ensure high availability of your data and the applications on which it runs. In addition to critical data backups, NWN has selected redundant and geo-diverse locations for our data centers in the event of an outage at any of our data centers, your information is seamlessly accessed from the other sites. NWN operates in carrier-neutral data centers with connectivity to most tier 1 and 2 carriers. Our HA Design includes but is not limited to:

#### Data Center Redundancy

- Redundant Platforms (Power, Cards, etc.)
- Redundant Layers – Box – Box Redundancy
- Redundant Fiber Channel Storage
- Redundant Connections/Paths
- Virtualization – VM Toolset



Application Level Redundancy

- Different blades
- Different chassis
- Same datacenters
- Different datacenters

Network/Aggregation Layer

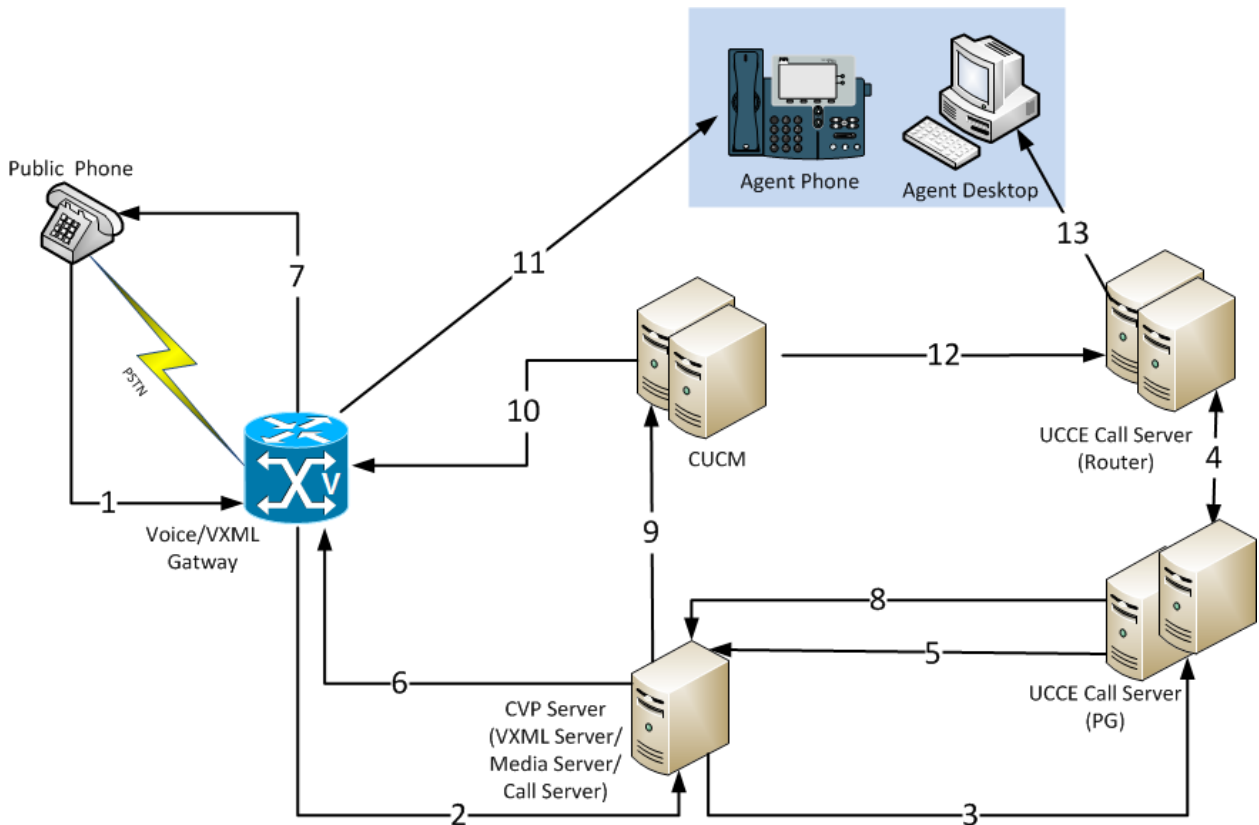
- WAN – MPLS Edge
- Nexus 7K
- 6140/6120 - Access Layer

[Network Based Contact Center Architectural Drawing:](#)



Figure 6.1.2.1  
Architectural Overview

[Network Based Contact Center –Call Flow Voice Channel:](#)



Description of Call Flow (numbers below map to the numbers on the Call Flow diagram)

1. A call from the public comes in from the PSTN and is routed to a dedicated VXML Gateway.
2. Configuration on the voice gateway matches the inbound call dialed number to a dial peer which instructs the initial "session target" for this call to be the CVP Server (Call Server).
3. The CVP Server (Call server) communicates with the UCCE CVP Call Server - Peripheral Gateway (PG) in order to determine how it should handle the call.
4. The UCCE CVP PG issues a new call/route request to the UCCE Call Server (Router) Router – Matching with a UCCE dialed number for the CVP PG which has an assigned Call Type and matches to a UCCE routing script. This script will begin execution. Within the UCCE routing flow, there is a "Transfer to IVR" node that results in communication to the CVP PG, telling it to take control of the call – sending to the Network VRU with an appropriate label number.
5. The CVP PG tells the CVP Call Server that the call needs to be handled as an IVR call and presents the Label needed to action this call handling.
6. CVP matches the label with a local static SIP route (or uses a SIP proxy) and sends a SIP invite to the Voice Gateway associated with this label. The gateway is programmed to initiate CVP specific TCL and VXML scripts when a dial peer matching the label number is received – it initiates the required code and the call is now connected at the gateway and CVP controls the call – but the UCCE Router instructs CVP what to do with the call via instructions from the ICM script triggered in step 4. Note: If the VXML functionality is on a different gateway than the ingress gateway, this step will initiate the VXML functionality on the relevant VXML enabled gateway – the call will remain connected at the ingress gateway.
7. The call is connected back to the public caller and they begin to hear CVP announcements as scripted by the UCCE call flow. Any announcements and music is retrieved from an HTTP media server and is cached locally on the VXML enabled gateway for future use. If the call is placed in a queue, the customer will hear queue music streamed from the voice gateway.
8. Once an agent becomes available, UCCE (via the CVP PG) will instruct CVP to transfer the call to the agent's extension. UCCE will "reserve" the agent for this call (the agent sees the state "Reserved" in their CAD/CTIOS/Finesse desktop application).
9. CVP looks for the agent extension in its static SIP route table (or uses a SIP proxy) and matches it with a CUCM server. A SIP invitation is sent down the SIP trunk to the CUCM server.
10. The CUCM server instructs the call to be transferred to the agent's phone.
11. The call is transferred from the voice gateway to the agent's phone and when the call is answered a voice RTP voice stream is established.
12. CUCM informs UCCE (via the CUCM PG) that the call is ringing and when it is answered on the desktop.
13. UCCE changes the agent state in CAD (agent client which is installed on the agents desktop) and real-time reporting as required – and pushes any call data to display in CAD as the call arrives. The server side component of CAD resides in the A and B UCCE APS server.

6.1.2.1.1 Load Balancing and Automatic Failover

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

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

6.1.2.1.2 Geographic Distribution

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

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

6.1.2.1.3 Redundancy

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

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

6.1.2.1.4 ACD and IVR

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

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

6.1.2.1.5 Virtual Contact Center Support

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

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

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

*Description:*

NWN's Unified Contact Center Enterprise (UCCE) scales from small, single-site and multi-site deployments up to large enterprise wide distributed deployments that supports agents distributed throughout California. Because the UCCE architecture is software-based, the system scales easily. Our UCCE is designed to accommodate changing contact center environments.

This combination of customer and contact center data is processed through user-defined routing scripts that graphically reflect the state's business rules, enabling UCCE to route each

contact to the correct location. The system also supports home based agents with the same experience as if an agent were working in an office based environment.

#### 6.1.2.1.6 Intelligent Call Routing

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

**Bidder shall describe its intelligent call routing.**

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

*Description:*

The Precision Queue Routing function of our Unified Contact Center Enterprise (UCCE) provides the intelligent distribution of contacts as according to Customer defined business rules. When a contact requires redirection, the contact center application applies business logic and intelligently routes the contact to the best available enterprise resource based on time of day, caller location, agent skill sets and other defined business rules.

For contacts flowing between sites or among agents, precision queues, or IVRs, the routing optimizes each customer's interaction by retaining collected data, eliminating the need for the customer to restate information.

The Pre-Routing function makes routing decisions for each call while it is still in the carrier's network, enabling our platform to effectively segment customers, balance calls across the enterprise, and deliver each contact to the best enterprise resource the first time.

The Post-Routing function provides the intelligent distribution of contacts already connected to a peripheral in the network, whether it is an ACD, PBX, IVR, or web or email server.

Our UCCE extends the sources of data available for making contact routing decisions and for populating agent desktop applications. For example, UCCE performs a lookup in a database during routing to guide its decisions, uses this information from CRM applications to match customers with agents and expands the data available to screen pop applications.

#### 6.1.2.1.7 Network Queuing

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

**Bidder shall describe its network queuing functionality.**

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

*Description:*

Our Unified Contact Center Enterprise (UCCE) queues places callers in a network queue if no agent is available. In addition, our UCCE allows multiple tasks from multiple communication channels (Universal Queue) while allowing the agent to be interrupted with high-priority tasks as required. For example, an agent who is assisting a customer using text chat could handle another chat request at the same time, increasing the agent's productivity.

Agents are allowed to deliver a task of a different channel type from their active task. For example, an agent responding to a customer's email message is sent a voice call, allowing the agent to handle the real-time voice call and then return to the email message.

6.1.2.1.8 ACD and IVR Integration

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

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

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

6.1.2.2 NETWORK BASED CONTACT CENTER GENERAL FEATURES

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

6.1.2.2.1 NBCC Web Call Back

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

**Bidder shall describe its NBCC Web Call Back capability.**

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

*Description:*

NWN's Unified Web Interaction Manager (WIM) allows customers to request a web callback from a contact center while browsing the website. Contact center will queue the request along with other requests and place a call to the customer when the right agent is available, rather than waiting in a voice or chat queue. While on the call, the agent has the ability to share webpages to answer questions quickly and effectively. Routing logic and setting the priority for the queues are scripted like other interactions such as In-bound call or email.

6.1.2.2.2 INTENTIONALLY DELETED

6.1.2.2.3 NBCC Real Time Text Chat Capability

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

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

**Bidder shall describe its NBCC Real Time Text Chat capability.**

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

*Description:*

NWN's Unified Web Interaction Manager (WIM) chat functions ensure that your online customers are connected easily and transparently to the right agent every time, even if the customer is connecting from behind a firewall. Our Unified WIM technology ensures that communication is established from a Web browser and allows bidirectional transfers.

NWN's Unified WIM facilitates text chat, proactive chat, mobile device chat, as well as webpage-sharing capabilities and provides automatic spell check and grammar check. Text chat is color-coded and includes time stamps. Chat transcripts are emailed to the customer upon completion of the interaction. WIM supports the sharing of Webpages during the session, allowing the agent to answer questions quickly and point to resources on your website. The easy to use multi-chat console allows experienced agents to handle multiple chat sessions at the same time.

6.1.2.2.4 NBCC Digital Recording Capability

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

1. Archive recordings.
2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.

4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

This service is sold in per gigabyte increments.

**Bidder shall describe its NBCC Digital Recording capability.**

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

*Description:*

The Call Recording and Quality Management component is a highly scalable voice and screen call recording and quality evaluation solution that supports agents, knowledge workers, and supervisors at any location. Our solution meets all requirements listed in this IFB with the date, time, duration, caller ID information, dialogue, and identity of the agent is captured and recorded.

6.1.2.2.5 NBCC Collaborative Browsing Capabilities

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

**Bidder shall describe its NBCC Collaborative Browsing capability.**

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

*Description:*

NWN's solution includes a Collaborative-Browse function which enables a step-by-step guidance to customers across rich web pages with field-by-field form filling, pointer sharing, and the ability to highlight text and scroll the browser screen to a specific section of a web page. This powerful WIM tool is used in conjunction with a phone call, web chat, or click-to-call session.

Our Unified Web Interaction Manager adds chat capability to our Unified Contact Center Enterprise. Like phone calls and emails incoming requests on the web portal are routed to the best qualified available agent based on business rules. Agents use their front-end software to access an integrated knowledge base that contains content that is be sent to clients , speeding up handling time and ensures that information is accurate. Agents have the ability to multiple chat in separate sessions simultaneously, decreasing wait times.

#### 6.1.2.2.6 NBCC Email Response Management (ERM) Capability

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

1. Auto response
2. Automatic acknowledgement
3. Email classification and prioritization
4. Email routing based upon business rules
5. Filtering capability
6. Content analysis and knowledge base for suggested and personalized responses
7. Management reports
8. Multiple language support (English and Spanish)
9. Real time exception reports

**Bidder shall describe its NBCC Email Response Management capability.**

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

*Description:*

NWN's Email Interaction Manager (EIM) provides email response management (ERM) that assigns tracking ID's to each email and routes them to the Agent based on the Customer specified business rules. EIM meets IFB STPD 12-001-B requirements and enables agent productivity through a full suite of tools, including suggested responses, a knowledgebase, multi-language support, and customer history. Matching the best available agent and relevant response with each email request is critical for improving contact center productivity. Based on the contents of the message, an automatic response is sent from the knowledgebase and suggested responses to be provided to the agent.

Easy-to-use reports in Unified EIM provide built-in reports, with "drill-down" options and export capabilities, allow contact center managers to track agent productivity, customer behavior, and department trends. For example, managers track how many email messages are processed per day and per agent, as well as the number of email messages in different queues and categories. Customized reports provide a complete picture of customer input and agent output, thereby allowing managers to tune operations for optimum performance.

Our UCCE or Hosted and Unified EIM provide automated, blended delivery of email requests with voice calls (inbound and outbound) for increased efficiency. Reporting statistics are provided for all interactions, allowing the ability to monitor and enhance contact center operations across channels.



UCCE makes the routing decision based on sender, recipient, key words and real-time contact center conditions such as queue length. If a customer submits a request using a web form the information on the web form is converted into an email, which is also routed based on key words. Our Unified Email Interaction Manager analyzes and routes emails to best-qualified, available agent based on customizable business rules. The software monitors service levels so that the contact center manager escalates emails that are overdue. Our Unified Email Interaction Manager and Unified Web Interaction Manager share the same queue with Contact Center Enterprise, which makes it possible to blend email requests, web chat requests and inbound and outbound voice calls so that each is answered in the order received. To accelerate handling time our Unified Email Interaction Manager suggests or even automatically sends auto-responses.

#### 6.1.2.2.7 NBCC Workforce Management (WFM) System

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

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

**Bidder shall describe its NBCC Workforce Management System capability.**

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

*Description:*

Work Force Management is a tool used in conjunction with our Agent Desktop and Supervisor Desktop (which unifies the tactical tools for supervisors). Work force Management supports supervisors and managers to provide the ability to forecast contact volumes and workload as well as staffing needs, take immediate action, plan evaluations, and make adjustments to optimize contact center team performance - the key to increasing customer satisfaction. Workforce management (WFM) is a browser application that is accessed by any user (agent, supervisor, scheduler and administrator) who has the Internet explorer browser.

WFM allows the scheduling of multiple queues and sites and a single WFM implementation maybe used worldwide. It also allows the managing of key performance indicators and real-

time adherence to schedules. WFM retrieves historical call volume information from the UCCE /ACD system and uses this information to define the contact center call distribution for a queue. WFM provides that ability to alter call distribution for special events (For example a public holiday or advertising campaign) that might artificially affect the historically anticipated call volume.

WFM allows the contact center to define work conditions for agents and teams. An unlimited number of working conditions may be created through the WFM interface to take into account the different work conditions required by the contact center. Call Center managers track forecasts throughout the day to see if there is any risk of understaffing or overstaffing based on contact activity levels. Adherence allows supervisors and managers to track agent compliance with their schedule in real-time and historical reports tracking agent adherence over time.

Agents use My Page to check their inbox, trade work shifts, view their schedules, post trades on the bulletin board, reviews their productivity and statistics, and request vacations. They have the ability to monitor their own productivity indicators on a daily basis to keep their performance on track.

#### 6.1.2.2.8 NBCC Automated Preview Outbound Dialing

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

**Bidder shall describe its NBCC Automated Preview Outbound Dialing capability.**

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

*Description:*

NWN's Outbound Option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of the UCCE platform. Our solution provides the ability to build campaigns to use predictive, progressive, or preview dialing, which is integrated with inbound calls and compliant with contact center service levels to offer a powerful blended solution. Allocate agents to handle only inbound, only outbound, or blend both inbound and outbound contacts, offering an effective way to increase resource use in a contact center. Our real-time (within 15 seconds) reporting tools provide full real-time and historical reporting on outbound and inbound activate.

The Outbound Option Dialer component is responsible for requesting campaign lists from our Outbound Option Campaign Manager, automatically placing domestic and international outbound calls, reserving agents, and classifying calls. Each dialer receives skill-group information from the contact center solution. Both Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) dialers are supported.

The Preview Mode allows the dialer to first reserve or "lock" an agent. When reserved, our Outbound Option posts a screen pop to the agent's CTI desktop, allowing the agent to dial, skip, or cancel the request. The Preview Mode allows to ability to place outbound calls from an agent's phone rather than from the dialer.

#### 6.1.2.2.9 NBCC Automated Predictive Outbound Dialing

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

**Bidder shall describe its NBCC Automated Predictive Outbound Dialing capability.**

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

*Description:*

NWN's Outbound Option Dialer component is responsible for requesting campaign lists from Our Outbound Option Campaign Manager, placing outbound calls, reserving agents, and classifying calls. Each dialer receives skill-group information from the contact center solution. Both Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) dialers are supported.

The Predictive dialing mode is a dedicated dialing mode that captures real time statistics and uses algorithms to continually adjust the number of call originations needed per agent to achieve optimal agent usage. The Predictive dialing mode has the ability to detect busy, ring/no answer, answering machines and faxes.

Our real-time (within 15 seconds) reporting tools provide full real-time and historical reporting on outbound and inbound activate with performance reports available to the Customers.

#### 6.1.2.2.10 NBCC Voice Callback

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

**Bidder shall describe its NBCC Voice Callback capability.**

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

*Description:*

NWN's Courtesy Callback reduces the time callers have to physically wait on hold or in a queue. The feature enables your system to offer callers the option to receive a courtesy callback by the system instead of waiting on the phone for an agent. The caller who has been queued by Unified CVP, or schedules a time, can hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).

Preemptive callback does not change the time a customer must wait to be connected to an agent, but rather enables the caller to hang up and not be required to remain in queue listening to music. Callers who have remained in queue or have undergone the callback treatment appears the same to agents answering the call.

If the caller decides to be called back by the system, they leave their name and phone number. Their request remains in the system and when the system determines that an agent will be available soon (or is available), then the system places a call back to the caller. The caller answers the call and confirms that they are the original caller and the system connects the caller to the agent after a brief wait.

In the event that the caller cannot be reached after a configurable max number and frequency of retries, the callback is aborted and the database status is updated appropriately. Our solution provides the ability to run reports to determine if any manual callbacks are necessary based on your business rules.

#### 6.1.2.2.11 NBCC Quality Management

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

**Bidder shall describe its NBCC Quality Management capability.**

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

*Description:*

NWN's Quality Management allows the State to review and assess the performance levels (KPI's) of individual agents and teams, with the speed and ease of software built in a Web 2.0 framework. You set business-driven parameters that automatically pinpoint and record the most relevant calls, providing optimal insight into service performance.

Our Quality Management software allows additional reporting calls using an extensive library of call, customer and business-related metadata. The intuitive user provides the ability to analyze business KPI's through tailored evaluation forms/customized scorecards.

Our Quality Monitoring software has voice and screen playback and evaluation tools that are unified and clear, and enable the evaluators to choose from a library of evaluation forms that fit the program. Forms include question level weighting, evaluator hints and KPI questions, which allow critical errors to "fail" the agent in the overall evaluation.

Our contact center quality management software gives you the ability to customize reports and provide insight into quality scores for individuals, teams and groups.

#### 6.1.2.2.12 NBCC Screen Capture

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

**Bidder shall describe its NBCC Screen Capture capability.**

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

*Description:*

Our Screen Capture Module integrates with the QM and is configured with the Voice Capture Module and Quality Management Module. All the recordings are stored and synchronized, so as the managers are playing back the session they see and hear the call and screen in synch. This allows the scoring manger to grade the entire call with visual tasks as well.

#### 6.1.2.2.13 NBCC Blended Agent

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

**Bidder shall describe its NBCC Blended Agent capability.**

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

*Description:*

NWN's Outbound Option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of our Unified Contact Center Enterprise platform. Build campaigns use predictive, progressive, or preview dialing, which is integrated with

inbound calls and compliant with contact center service levels to offer a powerful blended solution. Our solution has the ability to allocate agents to handle only inbound, only outbound, or both inbound and outbound contacts, offering an effective way to increase resource use in a contact center.

UCCE uses the central routing process for distribution and allocation of all contacts (inbound and outbound voice, email, web chats, etc.) blending is accomplished in real-time with the most appropriate contact being assigned to the agent based off business rules, routing logic and current system performance (queue load/outbound requirements).

**Table 6.1.2.2.a – NBCC General Features**

Item #	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
1	<b>NBCC Web Call Back</b>	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.	Y	WIM1
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Unified Web Interaction Manager (WIM) to provide customers with the ability to request a web callback from a contact center while they are browsing the website.				
2	<b>NBCC Real Time Text Chat Capability</b>	Real time chat functionality as described in Section 6.1.2.2.3 Includes zero hours of application development.	Y	WIM3
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages Unified Web Interaction Manager (WIM) to provide customers with chat functions that ensures that online customers are connected easily and transparently to the right agent every time, even if the customer is connecting from behind a firewall.				
3	<b>NBCC Digital Recording Capability</b>	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.	Y	WIMCAL
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that provides Call Recording and Quality Management component is a highly scalable voice and screen call recording and quality evaluation solution that supports agents, knowledge workers, and supervisors at any location.				
4	<b>NBCC Digital Recording – Storage - Gigabyte</b>	Storage for the digital recording functionality as described in Section 6.1.2.2.4.	Y	WIMCAL1GB
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that provides 1GB of Digital Recording Storage				

<b>Table 6.1.2.2.a – NBCC General Features (continued)</b>				
<b>5</b>	<b>NBCC Collaborative Browsing Capabilities</b>	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.	<b>Y</b>	WIM5
<p><b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages Unified Web Interaction Manager (WIM) to provide customers with Collaborative-Browse, a step-by-step guidance to customers across rich web pages with field-by-field form filling, pointer sharing, and web browsing. This powerful tool is used in conjunction with a phone call, web chat, or click-to-call session.</p>				
<b>6</b>	<b>NBCC Email Response Management (ERM) Capability</b>	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.	<b>Y</b>	WIM6
<p><b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Email Interaction Manager (EIM) and provides a full suite of tools with built-in reports and "drill-down" and export capabilities that allows contact center managers to track agent productivity, customer behavior, and department trends.</p>				
<b>7</b>	<b>NBCC Workforce Management (WFM) System</b>	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.	<b>Y</b>	EIMAz
<p><b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's WorkForce Management (WFM) tool that is used in conjunction with Agent Desktop and directly integrates with Supervisor Desktop (which unifies the tactical tools for supervisors with the key Workforce Management components they need to optimize team performance).</p>				
<b>8</b>	<b>NBCC Automated Preview Outbound Dialing</b>	Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.	<b>Y</b>	WIMCAL2
<p><b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Outbound Option Dialer component that provides Preview Mode that allows the dialer to first reserve or "lock" an agent. When reserved, our Outbound Option posts a screen pop to the agent's CTI desktop, allowing the agent to dial, skip, or cancel the request.</p>				

Item #	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
<b>Table 6.1.2.2.a – NBCC General Features (continued)</b>				
9	<b>NBCC Automated Predictive Outbound Dialing</b>	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.	Y	OUTO
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Outbound Option Dialer component that provides a Predictive dialing mode that is a dedicated dialing mode that handles contacts by continually adjusting the number of call originations needed per agent to achieve optimal agent usage.				
10	<b>NBCC Voice Callback</b>	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.	Y	CVPOUTO
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Courtesy Call Back Module that enables callers the option to the caller who has been queued by Unified CVP to hang up and subsequently be called back when an agent is close to becoming available (preemptive callback).				
11	<b>NBCC Quality Management</b>	NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.	Y	CVPUCE
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Quality Management that allows customers to review and assess the performance levels (KPI's) of individual agents and teams, with the speed and ease of software built in a Web 2.0 framework.				
12	<b>NBCC Screen Capture</b>	Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.	Y	UCCE
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages Screen Capture along with the Voice Capture Module and Quality Management Module to store and synchronize all the recordings, so as the managers are playing back the session they see and hear the call and screen in synch.				
13	<b>NBCC Blended Agent</b>	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.	Y	CALO
<b>Bidder's Description:</b> Fully Managed NBCC General Feature that leverages NWN's Outbound Option which complements the powerful inbound call-handling capability of the our Unified Contact Center Enterprise platform and build campaigns by using predictive, progressive, or preview dialing, which is integrated with inbound calls and compliant with contact center service levels to offer a powerful blended solution.				



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**

Item #	Feature Name	Feature Description	Bidder's Product Identifier
1	<b>Agent Greeting</b>	<b>Agent Recorded Greeting</b> to be played for the caller.	CVP1
	<b>Bidder's Product Description:</b> Fully Managed Contact Center service that provides a configurable, automated agent greeting to be played to callers, standardizing the caller experience. The agent greeting helps to keep agents' voices fresh by saving them from having to repeat the same greeting on every call. This solution is provided in addition to the NBCC General Features.		
2	<b>Agent Whisper</b>	A message will be " <b>Whispered</b> " to agent -- for example what type of call it is being delivered	CVP2
	<b>Bidder's Product Description:</b> Fully Managed Contact Center service that provides a configurable announcement is played to an agent right before the caller is connected, providing information about the type of call being delivered (for example, "sales" or "tech support") and other guidance. This feature gives agents information about the caller, speeding problem handling and improving first-call resolution. This solution is provided in addition to the NBCC General Features.		
3	<b>Courtesy ASAP Call Back</b>	Caller in the queue is given the option to hang-up and receive a <b>Courtesy ASAP Call Back</b> when they are number one in the queue.	CVP3
	<b>Bidder's Product Description:</b> Fully Managed Contact Center service that provides callers in queue the ability to request an ASAP callback immediately after an agent becomes available, reducing time spent on hold and lowering Caller frustration. This solution is provided in addition to the NBCC General Features.		
4	<b>Post-call survey</b>	<b>Post-call</b> customer automated <b>survey</b> .	CVP4
	<b>Bidder's Product Description:</b> Fully Managed Contact Center service that provides a support for caller surveys following the self-service session enhances customer satisfaction and provides valuable feedback to the business or organization. This solution is provided in addition to the NBCC General Features.		
5	<b>SocialMiner</b>	Tool to <b>mine social media</b> and feed information to the contact center	SM1
	<b>Bidder's Product Description:</b> Fully Managed Contact Center service that provides proactive responds to customers and prospects communicating through public social media networks like Twitter, Facebook, or other public forums or blogging sites. By providing social media monitoring, queuing, and workflow to organize customer posts on social media networks and deliver them to your social media customer care team to respond to customers in real time using the same social network they are using. This solution is provided in addition to the NBCC General Features.		

### 6.1.2.3 NETWORK BASED AUTOMATIC CALL DISTRIBUTOR (NBACD)

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

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

**Bidder shall describe its NBACD offering.**

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

*Description:*

NWN's Unified Contact Center Enterprise (UCCE) segments customers, monitors resource availability, and delivers each contact to the most appropriate resource in the enterprise. The software profiles each customer contact using related data such as dialed number and calling line ID, caller-entered digits, data submitted on a web form, and information obtained from a customer database lookup. Simultaneously, the system monitors the resources available in the contact center to meet customer needs, including agent skills and availability, interactive-voice-response (IVR) & ACD status, and queue lengths.

This combination of customer and contact center data is processed through user-defined routing scripts that graphically reflect your company's business rules, enabling UCCE to route each contact to the right place. Wherever an agent is based, the system delivers a rich set of call-event and customer-provided data as a contact arrives, personalizing service and increasing efficiency. Throughout the process, distributed fault tolerance ensures uninterrupted operation, and rich reporting provides the business intelligence necessary to effectively run your contact center.

#### 6.1.2.3.1 NBCC Interoperability

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

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

#### 6.1.2.3.2 Queue Status

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

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

#### 6.1.2.3.3 Music On Hold

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

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

#### 6.1.2.3.4 Service Observation - Voice

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

**Bidder shall describe its service observation feature.**

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

#### *Description:*

UCCE's Supervisory and Remote Silent Monitoring features allows supervisors to view agent states and call information, send text chat messages to agents interrupt or intercept calls, and record conversations. Our Remote Silent Monitor allows enterprises using UCCE to transparently access and monitor any calls in the enterprise by dialing in from anywhere with only a PSTN phone line.

#### Supervisory Monitoring Feature

With supervisor and agent chat capabilities, supervisors have the ability to send text messages to agents participating in a call; allowing supervisors to coach agents unobtrusively on cross-sell and up-sell opportunities and helping agents resolve customer situations. Supervisors have the ability to interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor has the ability to remove the

agent from a call using the intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.

Supervisors have the ability to change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when away from their workstation for an extended period. With our Unified Contact Center Enterprise, supervisors have the ability to easily log out missing agents or make unintentionally idle agents ready to take calls.

Supervisors also have the ability to change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

#### Remote Silent Monitor

The Remote Silent Monitor feature allows enterprises using our Unified Contact Center Enterprise or Hosted to transparently access and monitor any calls in the enterprise by dialing in from anywhere with only a PSTN phone line.

It enables service bureaus the ability to allow their corporate customers to listen in to how calls are handled on their behalf by the service bureau's agents. Also, in-house or third-party quality assurance groups have the ability to use remote silent monitoring to monitor calls anywhere in the enterprise, including agents in an offshore contact center.

The Remote Silent Monitoring feature provides companies with the confidence that their calls are being handled properly with the highest level of quality.

#### 6.1.2.3.5 NBACD Management

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

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

**Bidder shall describe its NBACD management feature.**

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

#### *Description:*

NWN's Unified Contact Center Management Portal (CCMP) provides a simple-to-use web-based user interface to streamline the day-to-day provisioning and configuration operations

performed by contact center managers, team leads, or administrators - such as moves, adds, or modifications of phones, agents, skill groups, teams, and other common contact center administrative functions. Our CCMP meets the minimum administrative capabilities as listed in Section 6.1.2.3.5 above.

Agents are also provided a unique interface on the Unified CCMP to make changes to their profile and work assignment. The unified configuration of the management portal is designed to simplify administration of both the applicable IP-based contact center elements and the Unified Communications Manager components. The Unified CCMP is a partitioned system that supports multiple business units with complete autonomy, and it offers hierarchical administration to support multiple business-level users with specific roles and responsibilities and provides audit-trail reports detailing all configuration changes and usage of the management portal.

#### 6.1.2.3.6 NBACD Monitoring and Reporting Requirements

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

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

##### 6.1.2.3.6.1 Historical Reporting

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

The NBACD historical reports shall include:

1. Agent availability – shall include the identification of agents and the length of time signed into NBACD queues;
2. Agent availability summary – shall include the identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;

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

**Bidder shall describe its historical reporting capability.**

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

*Description:*

NWN's Unified Intelligence Center is a web-based reporting application that provides historical reporting in an easy-to-use, wizard-based application for our Contact Center products and meets the historical reporting requirements listed in this IFB. It allows contact center supervisors and business users to report on the details of every contact across all channels in the contact center from a single interface (Figure 6.1.3.6.1-1). Our Unified Intelligence Center allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated and shared throughout the organization.

Figure 6.1.2.3.6.1-1. Unified Intelligence Center Dashboard



#### 6.1.2.3.6.2 Real Time Monitoring and Reporting

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

The agent statistics shall include:

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

The call statistics shall include:

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

The queue statistics shall include:

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

The statistics shall be reportable by queue.

**Bidder shall describe its real time monitoring and reporting compatibility**

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

*Description:*

Our Unified Intelligence Center provides the ability to create a comprehensive information portal where Contact Center reports and dashboards are developed and shared throughout an organization. This flexible and intuitive web-based reporting platform provides the ability to easily report on relevant business data. Unified Intelligence Center provides a dashboard-based canvas for grouping multiple reporting objects together, offering a comprehensive view of contact center statistics at a glance and includes summaries and totals as identified in this IFB.

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:*

Our NBACD Basic Agent Package is provisioned on a concurrent agent basis and includes the following features listed in this IFB. Our Basic Agent Package is configurable and automated with an Agent Greeting played to callers, standardizing the caller experience. Customers play a configurable announcement to an agent right before the caller is connected, providing information about the type of call being delivered (for example, sales or tech support) and other guidance. Agents get information about the caller through their headset, speeding problem handling and improving first-call resolution.

**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**

Item #	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Basic Agent Package - Agent</b>	Basic Software package as described above.	Y		UCCE1
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that provides a configurable and automated package that meets the IFB requirements.					
2	<b>Basic Agent Package - Desktop Server</b>	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.	Y		UCCEAz
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature hosted by NWN that supports the Basic Agent Package to meet the IFB requirements.					

Item #	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
<b>Table 6.1.2.3.7.1.a NBACD Basic Agent Package (continued)</b>				
3	<b>Abandon Call Clearing</b>	Removes calls from the contact center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.	Y	UCCE2
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that allows the removal of an abandoned call from the queue (An abandoned call is a call in which the caller hangs up before the call is answered).				
4	<b>Automatic Overflow</b>	Allows Customer to specify where new incoming calls overflow.	Y	UCCE3
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that allows the administrator or call center manager to easily determine where calls overflow to				
5	<b>Call Priority</b>	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.	Y	UCCE4
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that Changes the call priority based on the listed directory number.				
6	<b>Night Service</b>	Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.	Y	CVP/UCCE-1A
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that leverages the feature in UCCE and routes calls to another destination based on time of day and business rules. Calls are directed to other call centers, standby personnel or voicemail.				
7	<b>Overflow Scan</b>	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	UCCE5
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that scans up to 4 Call Centers and considers all agents to be part of one large contact center rather than separate contact centers				

Item #	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
<b>Table 6.1.2.3.7.1.a NBACD Basic Agent Package (continued)</b>				
8	<b>Ring Threshold</b>	Reroutes call when agent does not answer after a predetermined amount of time.	Y	UCCE6
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that provides Ring-No-Answer (RONA) feature that reroutes the call after predetermined number of rings.				
9	<b>Call Delay /Forced Announcement</b>	Provides recorded announcement(s) to callers when all agents are busy or the contact center is in Night Service mode.	Y	CVP-1A
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that allows calls to be sent to a destination number or announcement.				
10	<b>Queue Status</b>	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.	Y	CUIC1
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that measures queue status real-time and sends alerts to wallboards and supervisor dashboards				
11	<b>Agent Queue Status Display</b>	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.	Y	CUIC2
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that provides real-time reporting on a wallboard or a supervisor dashboard regarding the number of calls in queue and many more agent statistics				
12	<b>Called Number Display</b>	Displays the dialed contact center directory number on agent Equipment.	Y	CUCM1
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that displays the number that the end client dialed, for example 8007262xxx, for easy identification				
13	<b>Call Tracking</b>	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").	Y	UCCE7
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that assigns an account code to a specific call in order for the business to track the call.				

Item #	Feature Name	Feature Description	Meets or Exceeds? Y N	Bidder's Product Identifier
<b>Table 6.1.2.3.7.1.a NBACD Basic Agent Package (continued)</b>				
14	<b>Controlled Access to PSTN/Switched Network</b>	Outbound dialing permission from total restriction to unrestricted access to the public network.	Y	UCCE/CUCM-1A
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that allows the restriction of outbound calls				
15	<b>Supervised Call Transfer – Off Net</b>	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.	Y	UCCE/CUCM-2A
<b>Bidder's Description:</b> Fully Managed NBACD Basic Agent Package Feature that allows expanding the contact center into external parties				

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**

Item #	Feature Name	Feature Description	Bidder's Product Identifier
1	<b>Wrap-up Codes</b>	Allows the <b>Coding of calls</b> to be assigned to a certain bucket	UCCE8
	<b>Bidder's Product Description:</b> Fully Managed NBACD Basic Agent Package Feature that provides a wrap-up code to assign a call to a certain bucket to determine the type of call for reporting purposes or administration purposes. This solution is provided in addition to the NBACD Basic Agent Package Features.		
2	<b>Mobile Connect</b>	Allows Callers to <b>connect to contact center using their mobile devices</b>	UCC-MC1
	<b>Bidder's Product Description:</b> Fully Managed NBACD Basic Agent Package Feature that leverages NWN's Unified Mobile Agent which adds the capability to enable agents to choose their destination phone number during login time - and change the number as often as they want - giving the contact center the flexibility to adapt to a fast-moving mobile workforce. This solution is provided in addition to the NBACD Basic Agent Package Features.		

#### 6.1.2.3.7.2 NBACD Basic Supervisor's Package

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

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

**Bidder shall describe its NBACD Basic Supervisor's Package.**

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

*Description:*

NWN's Unified Contact Center Enterprise (UCCE) allows supervisors to: view agent status and call information; send text chat messages to agents; interrupt or intercept calls; record conversations; answer emergency calls; and silently monitor agent calls from the corporate network or through a remote dial-in connection.

With supervisor and agent chat capabilities, supervisors send text messages to agents participating in a call, allowing supervisors to coach agents unobtrusively on opportunities and helping agents resolve customer situations.

Supervisors have the ability to interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor removes the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.

Supervisors change an agent's state from their desktops. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when away from their workstations for an extended period. With UCCE, supervisors easily log out missing agents or make unintentionally idle agents ready to take calls. This function is critical to highly distributed contact center deployments.

Supervisors also change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

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

Item #	Feature Name	Feature Description	Meets or Exceeds?		Bidder’s Product Identifier
			Y	N	
1	<b>Basic Supervisor’s Package</b>	Basic Supervisor’s Package Software as described above.	Y		UCCE-FIN1
	<b>Bidder’s Description:</b> Fully Managed NBACD Supervisor’s Package Feature that leverages NWN’s Unified Contact Center Enterprise (UCCE) and allows supervisors to: view agent status and call information; send text chat messages to agents; interrupt or intercept calls; record conversations; and silently monitor agent calls from the corporate network or through a remote dial-in connection.				
2	<b>Additional Supervisor Positions</b>	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)	Y		UCCE10
	<b>Bidder’s Description:</b> Fully Managed NBACD Supervisor’s Package Feature that provides additional supervisor positions				
3	<b>Controlled Overflow</b>	Allows a supervisor to direct new contact center calls to an overflow route.	Y		UCCE11
	<b>Bidder’s Description:</b> Fully Managed NBACD Supervisor’s Package Feature that provides a Supervisor with the ability to reroute calls to an alternate call flow.				
4	<b>ACD Status Display</b>	Supervisor(s) with display set can monitor contact center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)	Y		CUIC3
	<b>Bidder’s Description:</b> Fully Managed NBACD Supervisor’s Package Feature that provides a dashboard to view statistics including ACD status display				
5	<b>Position Status Display</b>	Provides supervisor with visual indication of agent activity in real time.	Y		UCCE12
	<b>Bidder’s Description:</b> Fully Managed NBACD Supervisor’s Package Feature that provides the ability to view agent statuses and activity in real time on a dashboard				

Item #	Feature Name	Feature Description	Meets or Exceeds? Y N		Bidder's Product Identifier
<b>Table 6.1.2.3.7.2.a NBACD Supervisor's Package (continued)</b>					
6	<b>Position Status Summary Display</b>	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: Display indicates total number of agents: i. On contact center calls ii. On non-contact center calls (on virtual number) iii. Idle (logged in and waiting for call) iv. Not ready (clerical status) logged off	Y		UCCE13
<b>Bidder's Description:</b> Fully Managed NBACD Supervisor's Package Feature that provides the ability to view agent statuses and activity in real time on a dashboard					

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**

Item #	Feature Name	Feature Description	Bidder's Product Identifier
1	<b>Change Agent State</b>	Provides the ability to <b>change the agent's current state manually</b>	UCCE14
	<b>Bidder's Product Description:</b> Fully Managed NBACD Supervisor's Package Feature that provides the supervisor with the ability to change the status of agents when required. This solution is provided in addition to the NBACD Supervisor Package Features.		
2	<b>CRM Connector</b>	<b>CRM Connector</b> for CRM's such as SAP, SF.Com, etc...	UCCE/CRM-C1
	<b>Bidder's Product Description:</b> Fully Managed NBACD Supervisor's Package Feature that Enable the integration with CRM systems to present caller information on screen or to write back data to the database. This solution is provided in addition to the NBACD Supervisor Package Features.		

**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  No*

*Description:*

NWN's Unified Contact Center Management Portal (CCMP) includes the features listed in this IFB and provides a simple-to-use web-based user interface to streamline the day-to-day provisioning and configuration operations performed by contact center managers, team leads, or administrators - such as moves, adds, or modifications of phones, agents, skill groups, teams, and other common contact center administrative functions. Agents are provided a unique interface on the Unified CCMP on which they make changes to their profile and work assignment. The unified configuration of the management portal is designed to simplify administration of both the applicable IP-based contact center elements and the Unified Communications Manager components. The Unified CCMP is a partitioned system that supports multiple business units with complete autonomy, and it offers hierarchical administration to support multiple business-level users with specific roles and responsibilities. Administrators and managers keep track of contact center modifications. UCCM provides audit-trail reports detailing all configuration changes and usage of the management portal.

**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**

Item #	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>Basic Administrator's Package</b>	Basic Administrator's Package Software as described above.	Y		CCMP/CUI C1A
<b>Bidder's Description:</b> Fully Managed NBACD System Administrator Software Package Feature that provides streamlined administration that allows managers to perform all contact center administration centrally.					

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**

Item #	Feature Name	Feature Description	Bidder's Product Identifier

**6.1.2.4 NETWORK BASED INTERACTIVE VOICE RESPONSE (NBIVR) SYSTEM**

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

**Bidder shall describe its NBIVR system offering.**

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

*Description:*

[NWN's Unified Customer Voice Portal \(CVP\) provides IP-based self-service and call routing. It combines open-standards support for speech with intelligent application development and industry-best call control to deliver personalized self-service to callers.](#)

Our Unified CVP solutions provide incoming callers with automated, intelligent self-service using touch-tone input or speech recognition as well as text-to-speech capabilities. Callers access and modify their accounts, place orders, get status updates, retrieve information, and resolve problems - all without speaking to a live agent. If an agent's services are required, Unified CVP queues the call and then transfers it to an agent - along with information about the caller and the self-service session.

The IVR usage based fee is exclusive of the Toll-Free charge.

#### 6.1.2.4.1 Network Based

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

**Bidder shall describe its NBIVR system offering.**

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

*Description:*

Our Unified CVP is combined with the contact center software and runs in a virtualized environment hosted by this offering.

#### 6.1.2.4.2 Multi-Platform Interface

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

**Bidder shall describe its Multi-Platform Interface offering.**

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

*Description:*

NWN provides a multiplatform interface with a combination of the existing Unified CVP and the speech recognition capabilities and Text-to Speech capabilities. The solution utilizes VXML and is easily integrated into a web application server.

The multi-platform Interface functionality is provided by our Communications Manager and Unity Connection platforms that are provided by our Hosted Collaboration solution. All applications integrate/utilize open standards.

#### 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 IP Security standards, support encrypted call initiation and RADIUS authentication.

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

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

#### 6.1.2.4.4 Load Balancing and Redundancy

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

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

#### 6.1.2.4.5 WAS Hosting

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

**Bidder shall describe its WAS Hosting offering.**

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

#### *Description:*

NWN through our Infrastructure as Service solution provides WAS hosting for IVR and meets the IFB requirements. The solution supports the hosting of dedicated WAS(s) in our network and we will offer the hardware required for the WAS(s), or as an option, to support the hosting of Customer provided dedicated WAS hardware. NWN will offer shared hosting, including hardware, of the WAS(s).

#### 6.1.2.4.6 NBIVR Applications

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

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

**Bidder shall describe its customizable NBIVR applications.**

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

*Description:*

NWN's Unified Call Studio provides the ability to design, build, and deliver self-service voice applications. Our Unified Call Studio provides enterprise level intelligence, personalized self-service over the phone, allowing customers to efficiently retrieve the information they need from the contact center. Our Unified Call Studio is a visual Integrated Development Environment (IDE) that provides the ability to efficiently create, test, and deploy voice self-service applications that are personalized to meet each customer's needs.

Unified Call Studio empowers enterprise contact centers to deliver more relevant and personalized voice applications using touch tones or speech recognition. Developers use drag-and-drop techniques to visually construct applications and add any business logic desired to dramatically reduce time to market for new voice applications required in the contact center.

By using Unified Call Studio and its intelligent application development and management capabilities, enterprises deliver highly effective self-service solutions for the contact center that provide world-class customer service and increase customer satisfaction and overall business profitability.

6.1.2.4.7 IVR Summary Reporting

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

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

*Description:*

Summarized reporting that provides information on the caller, average call duration, caller opt out and disposition of call is provided through our Unified CVP reporting server on a daily, weekly, and monthly basis.

6.1.2.4.8 IVR Commercial Reports

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

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

*Description:*

IVR reporting is provided through our Unified CVP reporting server, our solution provides a built-in reporting database that enables businesses and organizations to create reports. Reports included with the offering are:

IVR Reports

- [IVR Ports Performance Historical](#)

**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**

Item #	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	<b>NBIVR Usage</b>	Usage charge associated with the IVR platform.	Y		NWNUSG1
<b>Bidder's Description:</b> Usage charge for a Fully Managed IVR Solution that provides automated interaction with telephone callers. This solution provides pre-recorded voice prompts and touch-tone keypad entry and includes the presentation of information and options, gathering of responses, retrieval of information by telephone callers the transfer of a telephone caller to the ACD service, and placement of outbound calls to deliver or gather information. This usage charge is exclusive of any toll free network charges.					
2	<b>NBIVR Usage – Speech Recognition</b>	Usage charge associated with the IVR platform with speech recognition input.	Y		NWNUSG2
<b>Bidder's Description:</b> Usage charge for a Fully Managed IVR Solution that provides voice recognition, and text to speech. This usage charge is exclusive of any toll free network charges.					
3	<b>NBIVR Custom Environment</b>	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		NWNCA-IVRAD100
<b>Bidder's Description:</b> 100 hours of professional services to custom configure a customer's IVR solution					

**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**

Item #	Feature Name	Feature Description	Bidder's Product Identifier
4	<b>Additional IVR Capacity</b>	Fully Managed NBIVR Ports to provide additional IVR capacity.	NWN-IVR-PRT
<b>Bidder's Description:</b>			

Item #	Feature Name	Feature Description	Bidder's Product Identifier
<b>Table 6.1.2.4.b Unsolicited NBIVR Services and Features (continued)</b>			
<b>5</b>	<b>Custom Application Development</b>	Custom Application Development for NBIVR Services and Features	NWN-IVR-AppDev
	<b>Bidder's Description:</b> Custom Application Development for NBIVR Services and Features that enhance the customers Network Based Interactive Voice Response System (as detailed in the Customers Statement of Work)		
<b>6</b>	<b>Custom Help Desk</b>	Customized Help Desk Services	NWN-IVR-HD
	<b>Bidder's Description:</b> Customized Help Desk specifically designed to support Custom Applications as provided by NWN		

### 6.1.3 SERVICE LEVEL AGREEMENTS (SLA)

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

#### 6.1.3.1 SERVICE LEVEL AGREEMENT FORMAT

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

#### 6.1.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 6.1.2 (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\_  \_\_\_ No\_\_\_\_\_*



### 6.1.3.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

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

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

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

### 6.1.3.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

### 6.1.3.5 CONTRACTOR SLA MANAGEMENT PLAN

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

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (IFB STPD 12-001-B Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB STPD 12-001-B Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (IFB STPD 12-001-B Business Requirements Section B.9.5.1), SLA Provisioning Report (IFB-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports

(IFB STPD 12-001-B Business Requirements Section B.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Business Requirements Section B.9.2);

4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

#### 6.1.3.6 TECHNICAL SLA GENERAL REQUIREMENTS

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

1. With the exception of the Provisioning SLA, the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges;
6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;
7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

6.1.3.7 TROUBLE TICKET STOP CLOCK CONDITIONS

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

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

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

**Table 6.1.3.7 – Stop Clock Conditions (SCC)**

Item #	Stop Clock Condition (SCC)	SCC Definition
1	<b>END-USER REQUEST</b>	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	<b>OBSERVATION</b>	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	<b>END-USER NOT AVAILABLE</b>	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor’s reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	<b>WIRING</b>	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	<b>POWER</b>	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	<b>FACILITIES</b>	Lack of building entrance Facilities or conduit structure that are the End-User’s responsibility to provide.

Item #	Stop Clock Condition (SCC)	SCC Definition
7	<b>ACCESS</b>	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: <ol style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>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,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ol> 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	<b>STAFF</b>	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	<b>APPLICATION</b>	End-User software applications that interfere with repair of the trouble.
10	<b>CPE</b>	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	<b>NO RESPONSE</b>	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	<b>MAINTENANCE</b>	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	<b>THIRD PARTY</b>	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	<b>FORCE MAJEURE</b>	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

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

6.1.3.8 TECHNICAL SERVICE LEVEL AGREEMENTS

The Contractor shall provide and manage the following Technical SLAs.

6.1.3.8.1 NBCC Service Outage (M-S)

<b>SLA Name:</b> Contact Center Service Outage				
<b>Definition:</b> 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.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
NBCC Services				
<b>Objective (s):</b> The objective restoral time shall be:				
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
NBCC Service	≤ 6 hours	≤ 4 hours	≤ 2 hour	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

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

<b>SLA Name:</b> Catastrophic Outage 2 (CAT 2)				
<b>Definition:</b> 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.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
NBCC Services				
<b>Objective (s):</b> The objective restoral time shall be:				
				<b>Bidder's Objective Commitment (B, S or P)</b>
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	
NBCC Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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



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

<b>SLA Name:</b> Catastrophic Outage 3 (CAT 3)					
<b>Definition:</b> The total loss of a Contractor's NBCC IVR and/or ACD service on a system wide basis.					
<b>Measurement Process:</b> 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.					
<b>Service(s):</b>					
NBCC ACD			NBCC IVR		
<b>Objectives:</b> The objective restoral time shall be:					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B or P)</b>
NBCC ACD and/or IVR	≤ 30 minutes	N/A	≤ 15 minutes	<b>P</b>	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.				
	<b>Monthly Aggregated Measurements:</b> N/A				

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

6.1.3.8.4 Excessive Outage (M-S)

<b>SLA Name:</b> Excessive Outage				
<b>Definition:</b> A service failure that remains unresolved for more than the committed objective level.				
<b>Measurement Process:</b> 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.				
<b>Service(s):</b>				
<b>NBCC Services</b>				
<b>Objective (s):</b> The Unavailable Time objective shall not exceed:				
				<b>Bidder's Objective Commitment (B, S or P)</b>
	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	
NBCC Services	16 hours	12 hours	8 hours	<b>P</b>
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> 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.			
	<b>Monthly Aggregated Measurements:</b> N/A			

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

6.1.3.8.5 Notification

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

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

6.1.3.8.6 Provisioning (M-S)

<b>SLA Name:</b> Provisioning					
<p><b>Definition:</b> Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001-B Business Requirements Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer’s discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:                  Objective 1: Individual Service Request; and                  Objective 2: Successful Install Monthly Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>					
<b>Measurement Process:</b>					
<p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>					
<b>Service (Features must be installed in conjunction with the service except when listed below)</b>		<b>Committed Interval Calendar Days</b>	<b>Coordinated/Managed Project</b>		
NBCC Services		N/A	Coordinated/Managed Project		
<b>Objective (s):</b>					
<p>Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.</p> <p>Objective 2: Successful Install Monthly Percentage per Service:</p>					
		<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder’s Objective Commitment (S or P)</b>
NBCC Services	N/A	≥ 90%	≥ 95%		<b>P</b>

<b>SLA Name:</b> Provisioning (Continued)	
<b>Rights and Remedies</b>	<b>Per Occurrence:</b> Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.
	<b>Monthly Aggregated Measurements:</b> 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\_  \_\_\_ No\_\_\_\_\_*

6.1.3.8.8 Proposed Unsolicited Offerings

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*

6.1.3.8.9 Contract Amendment Service Enhancement SLAs

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

*Bidder understands the Requirement and shall meet or exceed it? Yes\_  \_\_\_ No\_\_\_\_\_*