INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

Aspen Technology Group Inc.

Statement of Work

TECHNICAL REQUIREMENTS

10/27/2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

AMENDMENT LOG

Amendment #	Date	Amendment Description
1	2/24/21	Added Headers throughout document Table 27.2.2.a Removed Blank Spaces Table 27.2.2.b Updated Feature Name Table 27.2.3.7.1.a, Table 27.2.3.7.2.a, 27.3.7.3.a, and Table 27.2.3.7.3.b Modified Language
2	1/31/22	Table 27.2.2.a – Contact Center General Features – modified language Table 27.2.4.5.a – IVR Services and Features – modified language Table 27.2.2.b – Unsolicited General Features – modified language

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TECHNICAL REQUIREMENTS

CATEGORY 27 – Standard Contact Center Services

27.1 OVERVIEW

This Category 27 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standard Contact Center Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

27.1.1 Bidder Response Requirements

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

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands this requirement and shall meet or exceed it? Choose an item.**"**

Or,

2. Example B (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					**Choose an item.**

27.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets.

Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

27.1.3 Pacific Time Zone

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

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

27.1.4 Contractor Reference – Single Engagement Limitations

Contractors shall provide qualifying references in Part 1 Exhibits, Exhibit 4.1 Corporate Experience Summary and References. Contractors with references less than $1.5 million for a single engagement (as defined in Part 1 Exhibits, Exhibit 4.1) will be limited to engagements (single order) under $1.5 million.

Each Contractor's single engagement limitations will be published in the CALNET Customer User Instructions and where deemed appropriate by the CALNET Contract Management Office (CMO).

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

27.2 CONTACT CENTER SERVICES

27.2.1 General Requirements

Contractor shall provide a Contact Center solution that does not require major contact center components to reside on the Customer premise. The Contractor shall provide the necessary system components required for the Contact Center solution including but not limited to physical, logical or virtual hardware and software.

In accordance with General Provisions - eVAQ, Section 81 - Service Costs, all costs will include all elements necessary to configure an instance of working Service including activation, delivery, and training.

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

Bidders shall provide one electronic copy of the architecture components and network for the Contact Center solution proposed for CALNET DNCS. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. 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;
4. Network connections between architecture components; and,
5. Detail of the components available at each contact center.

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

The Bidder's CALNET DNCS Contact Center solution descriptive text shall label and describe 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.

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

2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

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

3. Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.

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

4. Redundancy – having one or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.

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

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

27.2.1.1 Load Balancing and Automatic Failover

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

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

27.2.1.2 Geographic Distribution

The Contact Center solution shall be geographically distributed and calls shall be distributed across contact center locations.

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

27.2.1.3 Redundancy

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

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

27.2.1.4 ACD and IVR

The Contact Center solution shall include Automatic Call Distributor (ACD) as described in Section 27.2.3 and Interactive Voice Response (IVR) as described in Section 27.2.4.

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

27.2.1.5 Virtual Contact Center Support

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

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

27.2.1.6 Intelligent Call Routing

The Contact Center solution 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.

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

27.2.1.7 Network Queuing

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

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

27.2.1.8 ACD and IVR Integration

The Contractor shall provide ACD and IVR Services that integrate with the Contact Center Solution, as identified in this Technical SOW.

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

27.2.2 Contact Center General Features

In addition to the basic Contact Center functionality requirements described above, the Contact Center solution shall include the following features.

27.2.2.1 Web Call Back

The Contact Center shall provide web call back functionality 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 understands the Requirement and shall meet or exceed it? Yes

27.2.2.2 Web and SMS Text Chat

Contact Center solution shall provide the contact center agents the ability to engage in web and SMS text chat with callers directed from their website. The text chat shall provide the following minimum functionalities:

1. Archive text chat session (create transcripts);

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

2. Allow agents to manage multiple text chat sessions;

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

3. Provide an automatic spell check option that is enabled when an agent is typing in an active session.

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

27.2.2.3 Digital Recording

The Contact Center solution shall provide digital recording and monitoring of inbound/outbound voice calls.

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

The Contractor shall offer the following minimum functionalities:

1. 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;

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

2. Archive recordings;

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

3. Playback of recording;

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

4. Provide the ability for the recording of an agent to be activated and deactivated on demand;

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

5. Remote monitoring and playback;

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

6. Reporting (management and administrative);

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

7. Scheduled and random call recording;

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

8. Selective recording (based on business rules); and,

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

9. This service shall be measured and charged in gigabyte increments.

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

27.2.2.4 Collaborative Browsing

The Contact Center solution shall provide collaborative browsing that includes:

1. Bidirectional sharing of web pages between the contact center agent and the caller;

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

2. Enable a caller to request a co-browse session with a contact center agent;

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

3. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,

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

4. The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

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

27.2.2.5 Email Response Management (ERM)

The Contact Center solution shall provide 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 Contractor shall provide the following minimum ERM functionality:

1. Auto response;

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

2. Automatic acknowledgement;

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

3. Email classification and prioritization;

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

4. Email routing based upon business rules;

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

5. Ability to filter;

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

6. Content analysis and knowledge base for suggested and personalized responses;

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

7. Management reports;

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

8. Multiple language support; and,

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

9. Real time exception reports.

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

27.2.2.6 Workforce Management (WFM) System

The Contact Center solution 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 Contractor shall provide the following minimum WFM system capabilities:

1. Forecasting staffing needs including agents skills, skill levels and shifts;

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

2. Forecast contact volumes and workload – overall call volume by contact channel;

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

3. Provide agent scheduling and create optimized agent schedules by shift and skill;

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

4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; and,

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

5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

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

27.2.2.7 Automated Preview Outbound Dialing

The Contact Center solution shall provide a preview dialer that provides automated preview outbound dialing. The Contractor shall provide the following preview dialing features:

1. The preview dialer shall support either centralized or distributed contact center environments;

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

2. The preview dialer shall automatically initiate domestic and international outbound calls;

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

3. 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; and,

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

4. 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.

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

27.2.2.8 Automated Predictive Outbound Dialing

The Contact Center shall provide a predictive dialer that provides for predictive outbound dialing. The Contractor shall provide the following predictive dialing features:

1. 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.

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

2. The predictive dialer shall integrate with centralized or distributed contact center environments.

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

3. The predictive dialer shall automatically initiate domestic and international outbound calls.

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

4. The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result.

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

5. The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX.

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

6. Performance reports for the predictive dialer shall be available to the Customers.

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

7. 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 understands the Requirement and shall meet or exceed it? Yes

27.2.2.9 Voice Callback

The Contact Center solution provides the ability to allow a caller 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 understands the Requirement and shall meet or exceed it? Yes

27.2.2.10 Quality Management

The Contact Center solution 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 functionality that allows managers to review results or identify trends at either the Group or Agent level.

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

27.2.2.11 Screen Capture

The Contact Center solution shall provide for screen capture. Screen captures shall be associated with the call recording 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 to facilitate scoring of agents.

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

27.2.2.12 Blended Agent

The Contractor shall provide Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.

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

The Bidder shall offer the Contact Center General Features in Table 27.2.2.a.

Table 27.2.2.a – Contact Center General Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Web Call Back	Web call back functionality as described.	contact flows can be created that provide the ability for customers to leave their phone number and get a callback from an agent.	ASPEN-DIALER	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.	Web and mobile chat for Amazon Connect, Genesys and TalkDesk other AWS hosted cloud-based contact center solutions. Customers can now choose between using chat or making a phone call to get their questions or concerns addressed. Conversation context is	ASPEN-OMNI	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			maintained across both chat and voice, giving customers freedom to move between channels without forcing them to start all over again or to wait for an agent.		
3	Digital Recording	Digital recording functionality as described.	Managers can monitor live conversations, and review and download recordings of past agent conversations. A conversation is recorded only when the contact is connected to an agent. The contact is not recorded before then, when they are connected to the IVR. If the call is transferred externally, the call recording stops when the agent drops from the call	INCLUDED WITH ASPEN-ACD	Yes
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.	Recordings are stored in encrypted S3, (Simple Storage Service) buckets and only available to users with proper permissions. S3 store and protect any	ASPEN-STORAGE	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			amount of data for a range of use cases, such as data lakes, websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics.		
5	Collaborative Browsing	Collaborative browsing functionality as described.	Aspen Collab is an open platform so it is easy to integrate with existing or third-party systems. Aspen Collab provides out-of-the-box integrations for leading customer relationship management (CRM) offerings, such as Salesforce and Zendesk, Workforce Management (WFM), and Analytics tools.	ASPEN-COLLAB	Yes
6	Email Response Management (ERM)	ERM functionality as described.	Email support also provides a "paper trail" for both customers and companies, enabling them to manually track issues and refer back to prior parts of a conversation. If one agent cannot resolve an issue, the	Included with Text Chat	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			email can be forwarded to another.		
7	Workforce Management (WFM) System	WFM functionality as described.	Aspen WFM -Verint® Enterprise Workforce Management™ (Verint WFM) on Amazon Web Services (AWS) is the ideal solution for planning, forecasting, and scheduling work, as well as managing resources and processes across the enterprise. From contact centers to branch and back-office operations, it enables you to produce optimal schedules that keep both customer service levels and employee satisfaction high while minimizing costs. Through seamless integration with Amazon Connect, Verint WFM leverages agent activity information, call volume and queue statistics that help you accurately forecast and schedule with a	ASPEN-WFM	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			single point of control. You can also Use Vernit WFM to build decentralized schedules that allow for decisions-making at individual sites. Intraday agent adherence functionality offers real-time schedule adherence management with alerts when events and metrics deviate from your plan. Vernit WFM also helps you realize the advantages of a virtual workforce, with the ability to pool and deploy available, cross trained resources in different functional areas		
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.	Two-way contact center communications are a powerful tool with which modern businesses can convey information, make inquiries, and report issues to customers—and	ASPEN-DIALER	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			vice versa. This action enables you to program outbound calls to contact customers. These contacts might take the form of automated reminders, follow-up calls, calls to schedule appointments, a first-time contact initiated from an online one-click call button, or a promotional outreach.		
9	Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described.	Two-way contact center communications are a powerful tool with which modern businesses can convey information, make inquiries, and report issues to customers—and vice versa. This action enables you to program outbound calls to contact customers. These contacts might take the form of automated	ASPEN-DIALER	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			reminders, follow-up calls, calls to schedule appointments, a first-time contact initiated from an online one-click call button, or a promotional outreach.		
10	Voice Callback	Voice callback functionality as described.	Aspen-Dialer provides the caller with an automatic callback. The automatic callback is a feature of an IVR system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When an agent becomes available, the system will call the customer and when they answer, they are connected to the agent.	ASPEN-DIALER	Yes
11	Quality Management	Quality management functionality as described.	Aspen-Analytics empowers a call center to analyze and track agent performance across 100% of customer interactions. This will assure that	ASPEN-ANALYTICS	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			customers are being treated properly and their issues resolved appropriately when they call in. This will also increase agent's productivity.		
12	Screen Capture	Screen capture functionality as described.	Amazon Connect, Genesys and TalkDesk other AWS hosted cloud-based contact center solutions are open platforms so, it is easy to integrate with existing or other third-party Systems that provide Screen Capture capabilities.	Included with QM	Yes
13	Blended Agent	Blended agent functionality as described.	Amazon Connect, Genesys and TalkDesk includes callback from queue, outbound API, and omnichannel outbound notification. All support inbound and outbound as a blended service.	INCLUDED WITH ASPEN-ACD	Yes

The Contractor may offer additional Unsolicited General Features in Table 27.2.2.b

Table 27.2.2.b – Unsolicited General Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Advanced Omni – Email, Chat, SMS, FAQ	ASPEN-OMNI-ADVANCED	As an optional solution to enhance Amazon Connect is Advanced Omni Channel which provides easy to use chatbots. FAQ, and AI beyond the normal channels of SMS, email, chat, and in-app chat.
2	Digital Bot	ASPEN-BOT	As an optional solution to enhance Amazon Connect, Genesys and TalkDesk which provides easy to use chatbots. FAQ, and AI beyond the normal channels of SMS, email, chat, and in-app chat.
3			

27.2.3 Automatic Call Distributor (ACD)

The Contractor shall provide 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 Contractor's offered multimedia channels such as voice, email, 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.

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

27.2.3.1 Contact Center Interoperability

The ACD shall interoperate with all of the Customer's Contact Center communication channels such as their Internet website, email, and voice.

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

27.2.3.2 Queue Status

The ACD shall provide the caller the queue status including the callers estimated wait time in queue when a queue threshold exceeds a

Customer specified threshold. This shall include an option for announcing the callers 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

27.2.3.3 Music on Hold

The ACD shall provide 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

27.2.3.4 Service Observation – Voice

The Contractor shall provide ACD service observation with the following capabilities:

1. Service observation shall provide Customer authorized personnel the ability to monitor the ACD agents and agent groups for call quality;

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

2. Service observation shall provide options for silent monitoring and three-way audio conferencing;

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

3. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers for agents and observers who are connected to the platform via private connection;

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

4. Service observation shall be secure and available only to Customer designated individuals; and,

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

5. Service observation shall integrate with the preview and predictive dialers described in Sections 27.2.2.7 and 27.2.2.8.

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

27.2.3.5 ACD System Administrator Functionality

The ACD shall provide the Customer with the ability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The ACD shall enable Customer designated individuals to perform both real time and scheduled changes. The Contractor shall provide an ACD management system with the following minimum system administrator functions:

1. An audit trail and change log history;

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

2. Authentication with password protection for authorized administrators;

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

3. Ability to perform scheduled and real time changes;

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

4. Ability to view the Customer Contact Center solution configuration; and,

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

5. Ability to manage and upload greetings and prompts.

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

27.2.3.6 Customer ACD Monitoring and Reporting Requirements

The ACD shall provide historical reports and real time statistics 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 detailed and summarized reports shall be provided. Reporting archive data shall be available for a minimum of one year. The ACD 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

27.2.3.6.1 Customer Historical Reporting

The ACD 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 ACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The Contractor shall provide ACD historical reports that include:

1. Agent Availability – this includes the identification of agents and the length of time signed into ACD queues;

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

2. Agent Availability Summary – this includes 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;

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

3. All Queue Activity – this includes the number of calls offered to an ACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;

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

4. Handled Calls in Queue – this includes 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;

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

5. Abandoned Call Summary – this includes 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;

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

6. Abandoned Calls – this includes the time a call was offered to a queue and the duration of the call before it was abandoned;

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

7. Agent Call Details – this includes 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;

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

8. Agent Group Activity – this includes report details by agent group; and,

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

9. Dialed Number Activity – this includes report details by the primary listed directory number dialed by the caller.

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

27.2.3.6.2 Real Time Monitoring and Reporting

The ACD 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 Contractor shall provide agent statistics that include:

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

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

The Contractor shall provide call statistics that 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.

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

The Contractor shall provide queue statistics that 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.

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

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

The Contractor shall provide a Basic Agent Package that 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);

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

2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;

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

3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;

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

4. Remote Agent– Ability to route calls to telephone numbers outside the contact center;

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

5. Position ID - Agent Position ID identifies a specific agent;

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

6. Call Present - Agent answers contact center calls without pressing a key;

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

7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;

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

8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming contact center call to another agent's line;

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

9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,

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

10. Call Source Identification – Displays calling number on agent Equipment.

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

The Contractor's ACD Basic Agent Package shall include the following features and functions:

1. Abandon Call Clearing - Removes calls from the contact center queue when the caller abandons while waiting in queue or after the call is presented to the agent.

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

2. Automatic Overflow - Allows Customer to specify where new incoming calls overflow.

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

3. Call Priority - Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.

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

4. Night Service - Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.

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

5. Overflow Scan - Scans up to four other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.

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

6. Ring Threshold - Reroutes call when agent does not answer after a predetermined amount of time.

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

7. Call/Delay Forced Announce - Provides recorded announcements(s) to callers when all agents are busy or the contact center is in Night Service Mode.

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

8. Queue Status - Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.

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

9. Agent Queue Status Display - Provides agents status of call queue. Shows either number of calls in queue, or amount of time oldest call has been queue.

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

10. Called Number Display - Displays the dialed contact center directory number on agent Equipment.

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

11. Call Tracking - Allows agents to indicate type of call being processed by pressing tracking key and entering a code ("account code").

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

12. Controlled Access to PSTN/Switched Network - Outbound dialing permission from total restriction to unrestricted access to the public network.

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

13. Supervised Call Center Transfer- Off Net - Allows an agent to transfer a call to any 10 digit phone number not serviced by the Contact Center, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.

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

Bidders shall provide the ACD Basic Agent Package described in Table 27.2.3.7.1.a

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Agent Package - Agent	Basic Agent Software package as described.	From a web browser, agents can answer, hold, transfer calls based on assigned queues, view reports if permitted by	ASPEN-ACD	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			supervisors / admin.		

The Contractor may offer additional Unsolicited ACD agent package features in Table 27.2.3.7.1.b.

Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.7.2 ACD Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package and Additional Supervisor Packages that include all of the features from the Basic Agent's Package in addition to the following features:

1. Call Agent - Allows supervisor to directly call an agent by pressing a single key;

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

2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;

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

3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and,

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

4. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

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

5. Controlled Overflow - Allows a supervisor to direct new contact center calls to an overflow route

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

6. ACD Status Display - Supervisor(s) with display set can monitor contact center call status displaying number of calls in incoming call queue and average time in queue and the total number of occupied agent positions (agents idle, active, or not ready)

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

7. Position Status Display - Provides supervisor with visual indication of agent activity in real time

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

8. Position Status Summary - 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. The minimum requirements include:
    - Display indicates total number of agents:
    - On contact center calls
    - On non-contact center calls (on virtual number)
    - Idle (logged n and waiting for call)
    - Not ready (clerical status) logged off

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

Bidders shall provide the ACD Supervisor's Package described in Table 27.2.3.7.2.a

Table 27.2.3.7.2.a – ACD Supervisor's Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Supervisor's Package-Agent	Basic Supervisor's Package Software as described.	From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent's calls.	INCLUDED WITH ASPEN-ACD	**Yes**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent's calls.	INCLUDED WITH ASPEN-ACD	**Yes**

The Contractor may offer additional Unsolicited ACD supervisor's package features in Table 27.2.3.7.2.b.

Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.7.3 ACD System Administrator Software Package

The Contractor shall provide a System Administrator Software Package that includes the following features:

1. Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide;

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

2. Activate or deactivate the entire contact center group or queues within the group;

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

3. Assign passwords to agents;

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

4. Increase or decrease number of agents;

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

5. Increase or decrease the number of queues;

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

6. Move agent(s) to another contact center agent group within the System;

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

7. Control queues by changing the queue slots, queue size, and maximum wait time;

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

8. Change overflow routes and ring thresholds; and,

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

9. Change password levels of supervisors in the System.

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

Table 27.2.3.7.3.a – ACD System Administrator Software Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic System Administrator's Package	Basic Administrator's Package Software as described.	From a web browser, an admin can manage contact flows including prompts, run and modify real-time reports, historical reports and dashboards, fully manage agents, fully manage queues and call routing.	INCLUDED WITH ASPEN-ACD	Yes

The Contractor may offer additional unsolicited ACD administrator software package features in Table 27.2.3.7.3.b.

Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.8 Physical Security Controls

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

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

27.2.3.9 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

Bidder understands this requirement and shall meet or exceed it? Yes

27.2.4 Interactive Voice Response Solution

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, voice (speech) recognition and text-to-speech. The IVR solution 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 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 understands the Requirement and shall meet or exceed it? Yes

27.2.4.1 Multi-Platform Integration

The solution shall provide the ability to integrate the following: telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and VoiceXML, and web application servers (WAS).

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

27.2.4.2 IVR Standards

1. The Contractor's IVR solution shall meet all applicable industry standards;

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

2. The IVR solution shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards;

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

3. The IVR solution shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IP Security standards, support encrypted call initiation and RADIUS authentication;

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

4. The Contractor shall be compliant with applicable Payment Card Industry Data Security Standard (PCI DSS) if the IVR solution processes cardholder data, and;

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

5. The IVR solution's speech browser shall utilize open standards. Communications between the IVR and the applications servers shall utilize open standards.

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

27.2.4.3 Load Balancing and Redundancy

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

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

27.2.4.4 IVR Applications

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

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

27.2.4.5 IVR Services and Features

Bidder shall describe its IVR features.

Table 27.2.4.5.a – IVR Services and Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	IVR Usage	Usage charge associated with the IVR solution.	Aspen-IVR is a pay-as-you-go service. There are no required up-front payments, long-term commitments, or minimum monthly fees.	ASPEN-IVR	**Yes**
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.	Aspen-ASR is a per min IVR with Speech recognition service.	ASPEN-ASR	**Yes**

The Contractor may offer additional unsolicited IVR services and features in Table 27.2.4.5.b.

Table 27.2.4.5.b – Unsolicited IVR Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.4.6 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

27.2.4.7 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

27.2.5 Contact Center Geographic Service Areas

The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations. Commitment to provide service is subject to facility availability as determined by the Bidder at time of bid submission and may be reassessed by Contractor at time of service order.

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

The bidder shall indicate geographic service areas where Standard Contact Center Services are available. The Bidder may indicate a statewide offering or provide specific geographic locations in Table 27.2.5.a.

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

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

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

Table 27.2.5.a – Standard Contact Center Service Locations

Line Item	Service Location
1	Global
2	
3	
4	
5	
6	
7	
8	
9	
10	

27.3 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 Program 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.

27.3.1 Service Level Agreement Format

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

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies

7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. 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 a credit or refund when a 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 this Requirement and shall meet or exceed it? Yes

27.3.2 Technical Requirements versus SLA Objectives

Section 27.2 (Contact Center Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

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

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET 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 (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

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 (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.4 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 specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 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 (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
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 Program; 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 Program.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 27.3.8):

1. With the exception of the Provisioning SLA (Section 27.3.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100% 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 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 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; and,
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands this requirement and shall meet or exceed it? Yes

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.

Bidder understands this requirement and shall meet or exceed it? Yes

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 Program for possible inclusion via amendments;
9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program 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 and/or the CALNET CMO Escalation Process 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 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24 x 7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager

shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET Program 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 DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 27.3.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands the requirements and shall meet or exceed them? Yes

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 27.3.7.a – Stop Clock Conditions (SCC)

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-

Line Item	Stop Clock Condition (SCC)	SCC Definition
		User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket

Line Item	Stop Clock Condition (SCC)	SCC Definition
		several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from

Line Item	Stop Clock Condition (SCC)	SCC Definition
		Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.

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

27.3.8 Technical Service Level Agreements (SLA)

27.3.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Contact Center service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

Contact Center Service

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≥ 99.2%	≥ 99.5%	≥ 99.9%	P

Rights and Remedies:

1. Per Occurrence:
    - End-User Escalation Process
    - CALNET CMO Escalation Process

2. Monthly Aggregated Measurements:
    - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC.
    - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
    - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

Bidder understands the requirements and shall meet or exceed them? Yes

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

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any failure of any part of the Contact Center 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 Contact Center location.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service 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 service seat and service basis from information recorded from the network equipment/system or a 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 service 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.

Services:

Contact Center Service

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TRMC and ten Business Days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

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

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of a Contractor's IVR and/or ACD service on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and 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 service 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 service 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.

Services:

IVR and ACD Services

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
IVR and/or ACD Service	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.4 Contact Service Outage (M-S)

SLA Name: Contact Center Service Outage

Definition:

The loss of a Contact Center service feature at a single End-User location.

Measurement Process:

The Outage duration begins when an application alarm/other fault indicator is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or application

alarm, the Contractor shall compile a list for each End-User seat and feature at the End-User location for tracking and reporting of SLA rights and remedies. Each seat and feature is deemed out of service from the first notification until the Contractor determines all End-User seats and features are restored minus SCC. Any seat or feature reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The objective restoral time shall be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≥ 6 hours	≥ 4 hours	≥ 2 hours	P

Rights and Remedies:

1. Per Occurrence:
    - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Contact Center seat and service/feature impacted by the service failure.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≤ 16 Hours	≤ 12 Hours	≤ 8 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business 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 Program, the Contractor shall provide a briefing on the excessive outage restoration.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.6 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program 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 threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
    - Senior Management Escalation

2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.7 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, 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 Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Contact Center Services	N/A	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.
Objective 2: Monthly Average percent by service type:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Contact Center Services	≤ 90%	N/A	≤ 95%	P

Rights and Remedies:

1. Per Occurrence:
    - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.
2. Monthly Aggregated Measurements:
    - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.8 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

27.3.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 27.3.8 for each unsolicited offering determined by the CALNET 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

27.3.8.10 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 Section 27.3.8.

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