

SCOPE OF SERVICES:

The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.

The Contractor shall provide the services related to customizing the Department of Human Services' (DHS) existing Cisco Unified Contact Center Enterprise (UCCE) reporting tools to enhance current reporting functionality.

- A.1. Contractor shall work with dedicated DHS staff to perform discovery and design to identify functional requirements as well as develop strategies to ensure successful outcomes and completion of services.
- A.2. Contractor will ensure the custom reports are accessible, viewable, executable, and fully functional in DHS' current CUIC reporting environment without the need of outside applications, additional licenses and/or software.
- A.3. Modify existing and/or develop new reports in accordance with the following criteria:
 - a. Calls Per Agent Report: Current functionality provides only average call time per agent. Revised functionality and/or new functionality shall provide reporting by second, minute, and hour and provide a calls per hour statistic.
 - b. Detailed Agent Report (to include a separate Summary Agent Report). "Agent Logout by Media" is the standard report; however it does not provide the full call detail per agent. Revised functionality shall provide the ability to report on the exact timestamp that an agent entered into a status or changed a status during a call. Current reporting functionality only provides the total time the agent was in the previous status.
 - c. Call Path Report. Revised functionality shall provide the ability to track the full lifecycle of a call to include the following timestamp elements:
 - Call received/entered UCCE;
 - Call transferred to various agents;
 - Time periods held in queues.Additionally, revised functionality shall provide the ability to report if the call was a local, remote, or a system disconnect.
 - d. Number Search Report. Shall provide ability to run reports on specific numbers to see a total of inbound/outbound calls.
 - e. Inbound/Outbound Call Reports. Shall provide ability to view each specific number entered.
 - f. Queue Period Statistics Abandon Report. The I3 comparable report shall provide functionality that shows the Abandoned Rate for each queue, Number of Calls Offered to Each Queue, Number of Calls Answered in Each Queue, and Average Speed of Answer.
 - g. Random Call Search Report. Ability to pull random calls, during a particular period (date/time), skill group, inbound/outbound, agent, and Caller ID/ANI. Report results included at least 4 random calls per agent, in order to perform sampling functions to include a sufficient/usable recording for grading.

- h. ANI/Caller ID Report. Provides ability to pull reports to show Caller ID info for callback purposes.
 - i. Wrap-Up Call Report. Daily, Weekly, Monthly report by agent and group with totals for each wrap-up code.
- A.4. Testing: The Contractor shall perform testing of all report templates for conformity to the requirements detailed in section A.3. DHS staff shall perform user acceptance testing and validate all revised functionality for existing reports and all new reports as detailed in Section A.3. to ensure conformity to specifications and end user requirements.
- A.5. Implementation to Production Environment: Contractor shall conduct knowledge transfer to dedicated DHS staff on proper procedures for reporting to ensure end user competencies in regards to all reporting aspects.
- A.6. Project Finalization and Completion of Deliverables: the Contractor shall provide all new and/or change documentation to DHS related to all existing report enhancements or new report development for future reference and internal maintenance. Issuance of payment for the final phase shall be the official notice of project acceptance.
- A.7. Pricing shall be inclusive of all expenses incurred by contractor including travel and lodging.
- A.8. Contractor shall work with DHS Security Administration to complete all security access and verification activities prior to the beginning of any project work functions. These activities shall begin within 5 business days of issuance of the State's Purchase Order according to the following timetable:
- a. Completion of DHS Security Access forms – 5 business days
 - b. Completion of Active Directory and JVPN accessibility to system – 5 business days
 - c. Completion of DHS Online Security Awareness Training – 15 calendar days

All information provided by the contractor for security purposes will be maintained as confidential information by the Department of Human Services.

- A.9. The project shall be conducted in four (4) phases as follows:
- Phase 1 – Discovery and Design (in accordance with A.1.)
 - Phase 2 – Report Creation and Testing (in accordance with A.2., A.3.a through A.3.i, and A.4.)
 - Phase 3 – Implementation to Production Environment (in accordance with A.5.)
 - Phase 4 – Project Finalization-Completion of Deliverables (in accordance with A.6.)
- a. Phase 1 Discovery and Design shall begin within 30 calendar days of issuance of the State's Purchase Order and completed within 15 business days following.
 - b. Including the completion timeline defined for Phase 1 in A.9.a, the Contractor shall also include completion timelines for Phases 2 through 4 in the Contractor's Statement of Work or during the Discovery and Design phase. Phases 2 through 4 shall not exceed 15 business days, in total, for completion.
 - c. Payment shall be based on completion of the project. Contractor shall not receive payment for any individual phase prior to the completion of all phases 1 through 4. Any deliverable that is not made within timeframes specified shall be subject to liquidated damages in accordance with the following schedule:

Business Days	Liquidated Damage Assessment
1 to 10 Business Days Beyond Completion	\$200.00 Per Day
11 to 20 Business Days Beyond Completion	\$275.00 Per Day
> 20 Business Days Beyond Completion	\$400.00 Per Day

- A.10. Contractor's Statement of Work: Contractor's Statement of Work shall not include any provisions contrary to the provisions set forth in this Scope of Services or Terms and Conditions.
- A.11. Malicious Software Control: All computing platforms that are attached to the State's enterprise technology infrastructure or operated on behalf of the State should be protected from intentional or unintentional exposure to malicious software. Malicious software includes, but is not limited to, software viruses, worms, Trojan horses, logic bombs and rootkits. Compromised systems should be removed from the operational environment. All computing platforms that are attached to the State's enterprise technology infrastructure will participate in the State's enterprise antivirus program if antivirus signatures are available for the computing platforms. OIR Security Management reserves the right to seize any compromised system for forensic analysis.
- A.12. Patch Management: All applications and processing devices that are attached to the State's enterprise technology infrastructure will have critical application, operating system, and/or security related patches made available by the software or hardware vendor applied within 90 calendar days or sooner if an acceptable date can be agreed upon by all affected parties. Emergency patches and updates will be applied as soon as possible following successful validation and testing.