



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM No. One (1)

Technical Assistance-Cisco IPCC Enterprise CVP/IVR/Studio/Audium Application RFP No. 2013-286

Effective: August 15, 2013

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Add Documents:

Attachment A-Pre-Proposal Q&A and Attendee List

Delete: IPCC Technical Assistance Specifications

Replace with: Revised IPCC Technical Assistance Specifications (Changes made in red)

Extended Question & Answer date to: Friday, August 23, 2013 at 5:00p.m.

Extended Bid End Date to: Thursday, August 29, 2013 at 2:00p.m.

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

Technical Assistance-Cisco IPCC Enterprise CVP/IVR/Studio/Audium Application
Pre-Proposal Conference
Questions and Answers
August 14, 2013, 2:00 p.m.

Questions & Answers:

- 1) How many physical servers do you currently have? **11**
- 2) How big is your call manager? **1 pub and 2 subs.**
- 3) Should we all respond to 5.11.5? **Yes, if you have a solution besides Nagios.**
- 4) Should we include a cost for a health check in the proposal? **Yes.**
- 5) What version of call manager do you currently have? **7.0**
- 6) What section requires responses? **Please refer to Section 6.0 and 5.11 and provide responses to the following questions/requirements.**
- 7) Do you have separate call manager clusters? **No, we have 1 for the county.**
- 8) Can we offer a monitoring tool? **Yes, we prefer an in house monitoring tool. However, you are welcome to propose this as an alternative.**
- 9) If we propose monitoring tool, would you like us to include training cost? **Yes.**
- 10) How often do you anticipate technical support on weekends/after hours? **More than likely we will not need support on the weekends and after hours is very seldom.**
- 11) Can we offer yearly pricing as an alternative? **Yes, please see Addendum No. 1.**
- 12) In Section 5.11.1 you state technical support is to be provided 7 by 24 with 3 hour response time for a major and 24 hour for a minor request/outage can you please explain. **This statement only applies if the County chooses option 1, annual maintenance per Addendum No. 1.**
- 13) On the hourly fees are you looking for pay as you go or a bucket of hours? **We are not necessarily looking for a certain amount of hours. We are looking at this option as more of a pay as you go situation. For instance, we will issue a P.O. for the hourly rate at a certain number of hours and adjust it as needed.**

Attendees:

Cari Cde' Baca, Presidio
Stephanie Barnes, Presidio
Tim Wellborn, Presidio
Mike Prawdzik, CDW
Rob Cooper, CDW
Mike Wellbourne, CDW
Dave Ferons, SpanLink
Jerahmie Aragon, Netsync Network Solutions
Melinda Clancy, Collin County I.T.

Casey Stone, Collin County I.T.
Sara Hoglund, Collin County Purchasing
Courtney Wilkerson, Collin County Purchasing

4.0 EVALUATION CRITERIA AND FACTORS

4.1 The award of the contract shall be made to the responsible offeror whose proposal is determined to be the lowest and best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government.

4.1.2 Detailed Proposal Assessment

4.1.2.1. Qualification of the Firm - 10%

4.1.2.1.1 Experience in Public Sector

4.1.2.1.2 Provide Current Client Experience

4.1.2.2 Qualification of the Staff (See Section 6.2) - 35%

4.1.2.2.1 Require 5+ years of experience

4.1.2.2.2 Require all technical certifications

4.1.2.3 Meeting Business Requirements (See Section 6.3.1) – 35%

4.1.2.3.1 Documentation

4.1.2.3.2 Response to Section 5.11

4.1.2.3.3 Diagrams

4.1.2.3.4 Return on Investment

4.1.2.4 Cost – 20%

5.0 SPECIAL CONDITIONS AND SCOPE OF SERVICES

5.1 Authorization: By order of the Commissioners' Court of Collin County, Texas sealed proposals will be received for Cisco IPCC Enterprise CVP/IVR/Call Studio/Audium Application – Technical Assistance.

5.2. Intent of Request for Proposal: Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal for Cisco IPCC Enterprise CVP/IVR Call Studio/Audium Application – Technical Assistance.

5.3 Term: Provide for a term contract commencing on the date of the award and continuing through September 30, 2014 with the option for two (2) additional one (1) year renewals.

5.4 A Pre-Proposal Conference will be conducted by Collin County on Wednesday, August 14th, 2013 at 2:00 p.m. at 2300 Bloomdale Road, Suite 3160, McKinney, TX 75071 in the Purchasing Conference Room. This is to provide an opportunity for all interested vendors to ask questions. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review documents to gain a full understanding of the requirements of the RFP.

5.5 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.

5.6 Price Reduction: If during the life of the contract, the vendor's net prices to other customers under the same terms and conditions for items/services awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.

5.7 Delivery/Completion/Response Time: Vendor shall place product(s) and/or complete services at the County's designated location according to the schedule proposed by offeror in section 6.5.

5.8 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.

5.9 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.

5.10 PROJECT OVERVIEW:

Collin County is in need and requires Cisco IPCC Enterprise CVP/IVR/Studio/Audium Application – Technical assistance maintenance-support. The County is only requiring “as needed application/technical support and assistance” except when it applies to monitoring or proactive maintenance. The County has Cisco Smartnet maintenance but requires additional assistance with applications that are not supported by Cisco.

Collin County is not looking for a vendor to take full control of the software.

Collin County currently is at the following releases of Cisco IPCC Enterprise:

- ICM –7.0.1
- CVP/VXML –7.0.1
- Audium –7.0.1
- Agent Desktop –7.0.1
- CVP ports – 300
- Agents - 300

Collin County has the following Cisco IPCC/CVP hardware:

- 4 – Gatekeepers – HSRP paired together – 2811's
- 2 – PG's
- 2 – Combo Boxes
- 2 – Roggers
- 2 - VXML/Audium
- 2 – HDS
- 1 – Cisco Operations Console

Collin County has two API self service applications to other applications, ie Jury Management and Jury On-Call. Another application allows for recording prompts via phone access.

All of Collin County Ingress gateways are processed thru the gatekeepers and depending, go on to IPCC or the Call Manager.

5.11 GENERAL SOLUTION/BUSINESS REQUIREMENTS

5.11.1 Technical support is to be provided 7 by 24 with 3 hour response time for a major and 24 hour for a minor request/outage. **This statement only applies if the County chooses option 1, annual maintenance.**

5.11.2 Vendor shall be CCVP, CCIE voice, IPCC Enterprise CVP Specialist, Contact Center certified engineer and shall be strong on all IPCC software versions, scripting logic in ICM, IVR, Cisco Call Studio/Audium, and API programming.

5.11.3 Vendor shall be fluent in Cisco's Best Practices and will be required to adhere to said practices.

5.11.4 Vendor shall offer a proactive Real-Time Intelligent Monitoring solution.

5.11.5 Vendor shall provide alerting and notification tailored to meet Collin County specific needs. The County currently uses Nagios as its monitoring platform. Collin County is looking for basic green light/red light scenario. Optional Tools would need to accomplish the following:

5.11.5.1 Optional Filter events intelligently to focus on the alerts that are most important.

5.11.5.2 Optional - Correlate vents to anticipate problems before they happen.

5.11.5.3 Optional - Enable Diagnostic Trend Analysis to discover "hidden" pitfalls based on prior alert history.

5.11.6 Vendor shall complete regular site audits of the covered components to review software patch levels from the OS layer up as well as device stability to help ensure the continued health of the Contact Center environment.

5.11.7 Vendor will review and apply Engineering Specials, Service, and new releases or provide Collin County with the information needed to make the right business decisions.

5.11.8 Vendor shall support and provide knowledge transfer to the Collin County IP Telephony's lead. Anytime maintenance, adds, or changes are done, knowledge transfer shall be provided to the County's lead.

5.11.9 Maintenance, changes, etc. are not to be done without prior knowledge or approval by Collin County.

5.11.10 Vendor will assist with any software upgrades needed to keep up with other application software upgrades, ie.. Call Manager, Unity, AD, Exchange, etc.

5.11.11 Vendor shall possess Call Manager, AD, Exchange, gateway, SQL Server etc. skills for how each interacts with IPCC. Example: correct IOS on gateways to not only work with the software release of IPCC but Call Manager as well.

5.11.12 Vendor will provide IP/DNS changes for API's, if other systems tied to the API's are upgraded or changed.

5.11.13 Vendor will assist and provide knowledge transfer for any script changes or new applications to the Cisco CVP/IVR/Call Studio/Audium or ICM programming.

6.0 PROPOSAL FORMAT

- 6.1 The proposal shall, at a minimum, include a Table of Contents detailing sections and corresponding page numbers, and shall fit on letter-size (8 1/2"x 11") paper and if submitting manually, assembled with spiral-type bindings or staples. **DO NOT USE METAL-RING HARD COVER BINDERS.**

Responsive proposals shall provide straightforward, concise information that satisfies the requirements of this solicitation. Responsive proposals will display conformity to the County instructions, requirements of this solicitation, and the completeness and clarity of content.

6.1.1 FIRM OVERVIEW

Offeror is requested to define the overall structure of the Firm to include the following

- 6.1.1.1 A descriptive background of your company's history.
- 6.1.1.2 State your principal business location and any other service locations.
- 6.1.1.3 What is your primary line of business?
- 6.1.1.4 How long have you been selling product(s) and/or providing service(s)?
- 6.1.1.5 State how many and the locations where your product/services are in use.

6.2 PROPOSED PROJECT TEAM/STAFF QUALIFICATIONS/EXPERIENCE/CREDENTIALS

- 6.2.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel that will be assigned to this project. This will include any technical certifications required to complete the project.
- 6.2.2 Offeror is requested to provide Project organization chart showing both the County and Offeror staff.

6.3 DOCUMENTATION

The Offeror shall provide a detailed plan for providing services detailed in section 5.0.:

- 6.3.1 Business Requirements - Respond to Section 5.11. Be sure to include any documentation supporting how your solution meets Collin County's Business Requirements.

6.4 REFERENCES

6.5.1 Offeror is requested to include at least three (3) references with names, addresses, e-mail addresses, and telephone numbers.

6.5 TIME SCHEDULE

6.5.1 Provide services detailed in Business Requirements upon receipt of Notice to Proceed.

6.5.2 Collin County requires support to be provided 24/7 with a 3 hour response time for major issues and 24 hour response for a minor request or outage.

6.6 PRICING/FEES

6.6.1 Provide an explanation of the total cost of the service(s) showing a breakdown by item. Be sure to include all items necessary to render services required. State your fees for Option 1 and 2.

6.6.1.1 Option 1-annual monthly-fees:

6.6.1.1.1 State annual monthly-fee to provide services described in this RFP including API maintenance.

See section 5.11.5 for pricing for optional features below.

6.6.1.1.2 State additional annual monthly-fee to provide, Filter events intelligently to focus on the alerts that are most important.

6.6.1.1.3 State additional annual monthly-fee to provide, Correlate vents to anticipate problems before they happen.

6.6.1.1.4 State additional annual monthly-fee to provide, Enable Diagnostic Trend Analysis to discover “hidden” pitfalls based on prior alert history.

6.6.1.2 Option 2-hourly fees:

6.6.1.2.1 State your hourly rate per Table 1: Hour Quantity Discount to provide services described in this RFP including API maintenance. Hours will be purchased on an as needed basis.

Number of Service Hours Purchased	Hourly Rate
Up to X hours	\$A per hour
More than X hours up to Y hours	\$B per hour
More than Y hours up to Z hours	\$C per hour
Greater than Z hours	\$D per hour

Table 1: Hour Quantity Discount

6.6.1.2.2 State price for after-hours production support. These hours will be billed separately from the common time bank at a fixed hourly rate to be specified as a line item rate in the response to this request.

6.6.1.2.3 State price for any additional fees. This needs to be included in the hourly rate. Collin County will not pay any additional fees or expenses outside of the hourly rate.

See section 5.11.5 for pricing for optional features below.

6.6.1.2.4 State additional hourly fee to provide, Filter events intelligently to focus on the alerts that are most important.

6.6.1.2.5 State additional hourly fee to provide, Correlate vents to anticipate problems before they happen.

6.6.1.2.6 State additional hourly fee to provide, Enable Diagnostic Trend Analysis to discover “hidden” pitfalls based on prior alert history.