SUBJECT: MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER AND CTI INTEGRATION WITH ORACLE CX

BID #: ESC-0048-19 **OPEN DATE: 2019-01-09**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – FROM DATE OF AWARD THROUGH THE COMPLETION OF PROJECT

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 28 **NUMBER RECEIVED:** 2 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to amend the contract award with Presidio Networked Solutions, LLC for MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER AND CTI INTEGRATION WITH ORACLE CX to change the statement of work for Package B and to complete the Nuance server(s) configuration. The extension and completion of this Change Order CITY0222-PCR02v1 will cost a value of $26,000.00 but will not be charged to the City of Jacksonville. There is no cost to the City for this change order. All other terms and conditions of the contract shall remain in full force and effect.

To be executed by formal contract amendment through Office of General Counsel.

Attachments: Recommendation Memo, Vendor Service Request, Previous Award

Analyst: _____
RUBEN OLA

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: June 7, 2021

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth E. Lathrop, Chief of Information Technologies / CIO

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2021.06.07 14:01:56 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager

THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2021.06.07 10:20:59 -04'00'

RE: **ESC-0048-19 Migration of 630-City Call Center to Cisco Contact Center and CTI Integration with Oracle CX – Change Order CITYO222 -PCR02v1**

The Information Technologies Division (ITD) requests approval to execute Change Order CITYO222 - PCR02v1 for ESC-0048-19 Migration of 630-City Call Center to Cisco Contact Center and CTI Integration with Oracle CX with Presidio Networked Solutions, LLC (Presidio).

The change order will amend the Statement of Work for Package B dated February 25, 2020, version 1.7. The purpose of the change order is to extend the original project duration to complete the Nuance server(s) configuration. The extension is due to the City's determination that Presidio engineer(s) access to the City's Nuance server(s) will be monitored by ITD's technical team via a secured WebEx enabled session.

Although Presidio has determined that the extended timeline will increase the total project value by $26,000.00 and will forgo the cost, the City will not incur an additional cost. ITD Management recommends approving Change Order CITYO222 - PCR02v1 at no cost to the City. All other terms and conditions of the original contract and award shall remain in full force and effect.

Upon award approval, a request for a formal contract amendment to City Contract 10006-02 will be made through the Office of General Counsel.

Your favorable consideration of ITD's request is appreciated.

Tracy Geake — Digitally signed by Tracy Geake Date: 2021.06.07 11:03:13 -04'00'

Attachments: Bid No. ESC-0048-19
Contract 10006-02 Amendment No. 1
Change Order # CITYO222 - PCR02v1

CC: Robert Gray, Enterprise Technology Infrastructure Manager
Jeremy McDaniel, Network & Telecom Infrastructure Manager
Elizabeth Brown, IT Operations Manager
Alexander Ciprian, IT Contract Administrator

PRESIDIO
Future. Built.

Presidio Service Request

Project Information		Requestor Information	
Client Name	City of Jacksonville	**Requestor Name**	Robert Gray
Project Name	City of Jacksonville: 630-City Package B (3001042001535)	**Email Address**	grayr@coj.net
		Phone Number	(904) 255-8065
Original Sales Order #	3001042001535	**Prepared By**	Syd Shinn
Change Order #	CITYO222 -PCR02v1	**Date Requested**	3/3/2021
Change Order Title	Requirement Add & Delete	**Date Required By**	3/26/2021

Proposed Change and Rationale

Description of change, references, who will perform work, and assumptions as applicable.

Between Presidio and City of Jacksonville, under guidance of Statement of Work (SOW) 630-City Package B dated February 25, 2020, version 1.7, BID NO: ESC-0048-19, the following agreement has been modified due to City of Jacksonville system security requirements:

Key applications that are a part of the solution are as follows:

- Nuance Automatic Speech Recognition (ASR)
- Nuance Text to Speech (TTS)
- Nuance Address and Name Module

Nuance Speech Suite is a complete platform that delivers Automatic Speech Recognition (ASR) and Text to Speech (TTS) capabilities.

The Nuance Address Dialog Module collects United States residential, post office box, and rural route addresses. Address Dialog Module is for use in applications where the potential list of callers is unknown.

<u>Original agreement:</u>
The Presidio engineer(s) tasked with configuring the above Nuance components in support of the agreed upon solution. Original agreement per the SOW noted that City of Jacksonville agreed to provide Presidio engineer(s) with the necessary device access to support the configuration and development requirements.

Chapter 4 Assumptions

Contact Center

6. City of Jacksonville will provide Presidio administrative access on appropriate devices for the success of this project
21. Remote access will be provided to Presidio in support of this project

To support the above remote administrative access, the Presidio engineers completed the City of Jacksonville Information Technologies Division External User Technology Use Agreement. It was understood by Presidio the completion of the use agreement would allow for the necessary rights and approvals to access the necessary Nuance servers to complete agreed upon configuration.

Modified agreement:

The City of Jacksonville, as determined by its Information Security Officer, Craig Galley, will allow the Presidio engineer(s) access to the Nuance server(s), to include administrative control, through a City of Jacksonville WebEx enabled session. The Presidio engineer(s) will coordinate the Nuance server(s) access with a City of Jacksonville assigned administrator, who will provide administrative control of the WebEx session while monitoring the Presidio engineer(s) configuring the Nuance server(s).

Due to the modification of the SOW, the completion of the Nuance server(s) development and/or configuration will extend the original duration to complete the task. The extended duration is generated because the City of Jacksonville administrator will be required, but may not be available, when the Presidio engineer(s) conducts Nuance system configuration or testing.

Assumptions:

1. CoJ will have a resource available to work with Presidio Engineer and WebEx's will be scheduled.
2. Work will be performed Monday – Friday between 9:00 am and 5 pm
3. No other design changes are included in this PCR
4. No other scope changes are affected by this PCR
5. No travel requirements are necessary to support this PCR

Impact of Change

Impact of the proposed change to project elements (i.e., cost, schedule, deliverables, resources, etc.).

Change Affects: ☐ Cost ☒ Schedule ☐ Scope

Summary of Impact:

Due to the requirement of Nuance system administrative access management, the original schedule to support the Nuance configuration will increase. Actual duration increase is unknown as it is a determinant on the availability of the City of Jacksonville administrative support. The "Revised Amount" will not be invoiced to the City of Jacksonville by Presidio, but Presidio will perform work at no additional charge ($0) to the City of Jacksonville.

Pricing

FIXED FEE

Increase in Total Project Value:

Billing Milestone	Original Amount	Revised Amount
Presidio Professional Services - Nuance Configuration Begin	$0.00	$13,000.00
Presidio Professional Services - Nuance Configuration Complete	$0.00	$13,000.00

Purchase Order

Change Request Total: **$ 0.00** (*Include billable travel expenses amount, if applicable.*)

- ☐ Extend original PO #
- ☐ Issue new PO #
- ☒ No Purchase Order Required
- ☐ Reduced Amount in Total Project Change Request does not require revised or new PO

Authorization

Pursuant to the Statement of Work between Presidio and Client in effect at the time of this Change Request and in accordance with the change management procedures identified therein, parties certify by signature of an authorized representative, that the above Change Request will be incorporated into the existing SOW as appropriate.

Authorized Client Signature	**Title**	**Date**
Authorized Presidio Signature	**Title**	**Date**

SUBJECT: MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER AND CTI INTEGRATION WITH ORACLE CX

BID #: ESC-0048-19 **OPEN DATE: 2019-01-09**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – FROM DATE OF AWARD THROUGH THE COMPLETION OF PROJECT

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 28 **NUMBER RECEIVED:** 2 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to decrease the contract award with Presidio Networked Solutions, LLC to remove Configuration 10 in the amount of $95,000.00 in the scope of work and increase Contact Center Express (CCX) licenses in the amount of $9,780.20, implement a Courtesy Call Back (CCB) Telephone User Interface (TUI) in the amount of $21,894.74, and to implement an additional CCX Customer Service Queue (CSQ) in the amount of $2,736.84. Total contract award reduces by $60,562.22. The revised total award expenditure not-to-exceed $649,999.61.

Funding for this award to be encumbered by account 53106.113002.565091.000639, to be executed by purchase order(s) and formal contract amendment through Office of General Counsel.

Attachments: Recommendation Memo, Vendor Quote, Previous Award

Analyst: _____
RUBEN OLA

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division

---

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING 0 DATE: 5/20/2021

Thomas Osei _____ OTHER: _____

Jerald R. Eikner _____

Lilibeth Reed _____

ACTION OF AWARDING AUTHORITY DATE 5/20/21

APPROVED ✓ BH DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____
Brian Hughes
Chief Administrative Officer
For Mayor Lenny Curry
Under Authority of:
Executive Order No. 2019-02

AMENDMENT NO. 1
TO
SERVICES CONTRACT
BETWEEN
THE CITY OF JACKSONVILLE
AND
PRESIDIO NETWORKED SOLUTIONS LLC
FOR
CITY CALL CENTER MIGRATION AND INTEGRATION

10006-02
Amd 1

This Amendment No. 1 to Services Contract ("Amendment No. 1") is entered into this 1 day of July, 2020 (the "**Effective Date**"), by and between the **CITY OF JACKSONVILLE** (the "**CITY**"), a municipal corporation existing under the Constitution and the laws of the State of Florida, and **PRESIDIO NETWORKED SOLUTIONS LLC** ("**CONTRACTOR**"), a Florida limited liability company.

WHEREAS, CONTRACTOR and CITY are parties to that certain Services Contract dated March 22, 2019 (CITY contract #10006-02) (the "**Contract**") pursuant to which CONTRACTOR provides certain services to CITY; and

WHEREAS, the parties now wish to amend the Contract to include a new scope of work for an additional software license and implementation services necessary to achieve the optional functionality specified in Section 4.4 of the RFP ("**Package B**"), and to increase the CITY's maximum indebtedness under the Contract to reflect the cost of additional services to be provided by CONTRACTOR to CITY;

NOW THEREFORE, in consideration of the premises and the mutual covenants contained below, the parties agree as follows:

1. Capitalized terms used but not defined in this Amendment No. 1 shall have the meanings set forth in the Contract.

2. The Services to be provided under the Contract shall be amended to include the Scope of Work attached to this Amendment No. 1 as Exhibit B ("**SOW2**").

3. Section 2 of the Contract is hereby deleted in its entirety and replaced with the following:

> 2. Compensation. CITY will pay CONTRACTOR the fixed sum of $205,450.58 for the Services upon completion and Acceptance of the Billing Milestones set forth in Section 5 of the SOW. CITY will pay CONTRACTOR the fixed sum of $69,456.00 for the Services upon completion and Acceptance of the Services described in Section 3.3 of the SOW. CITY will pay CONTRACTOR $301,000.00 for implementation of Package B upon completion and Acceptance of each project milestone shown in Section 5 of SOW2 in the amounts shown for each milestone in Section 5 of SOW2. CITY will pay CONTRACTOR $115,675.25 for

the Nuance License upon Acceptance by CITY. The term Acceptance shall have the meaning given to the term in Section 3.17 of the RFP.

4. Section 3 of the Contract is hereby deleted in its entirety and replaced with the following:

3. Maximum Indebtedness. As required by Section 106.431, Ordinance Code, CITY's maximum indebtedness for all products and services under this Contract shall be a fixed monetary amount not-to-exceed **SEVEN HUNDRED TEN THOUSAND FIVE HUNDRED EIGHTY-ONE AND 83/100 DOLLARS ($710,581.83).** CITY's obligations under this Contract shall be contingent upon the existence of lawfully appropriated funds for the Services and this Contract.

5. The terms and conditions found on page 2 and 3 of Presidio's Quote 2001720006617-02 dated February 25, 2020 are hereby stricken and of no force and effect to the extent inconsistent with the terms and conditions found in the RFP.

6. This Amendment constitutes the entire agreement between the parties with respect to the matters addressed. No statement, representation, writing, understanding, agreement or course of conduct made by either party, or any representative of either party, which is not expressed herein shall be binding. All terms and conditions contained in the Contract and not specifically amended herein shall remain unchanged and in full force.

7. CONTRACTOR represents and warrants to CITY that CONTRACTOR has full right and authority to execute and perform its obligations under the Contract as amended by this Amendment, and CONTRACTOR and the person(s) signing this Amendment on CONTRACTOR's behalf represent and warrant to CITY that such person(s) is(are) duly authorized to execute this Amendment on CONTRACTOR's behalf without further consent or approval by anyone. CONTRACTOR shall deliver to CITY promptly upon request all documents reasonably requested by CITY to evidence such execution authority.

8. This Amendment may be executed in any number of identical counterparts, each of which, when taken together, shall be deemed to constitute one entire and original agreement. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Amendment will be deemed an original signature and will be fully enforceable as if an original signature.

[Remainder of page left blank intentionally. Signature page follows immediately.]

IN WITNESS WHEREOF, the parties have executed this Contract as of the Effective Date.

Witness:

Jay Staples
Type/Print Name
Assistant General Counsel
Title

PRESIDIO NETWORKED SOLUTIONS LLC

By: Trina Dennis-Carlson

Trina Dennis-Carlson
Type/Print Name
Director of Government Contracts
Title

ATTEST:

By: James R. McCain, Jr.
James R. McCain, Jr.
Corporation Secretary

CITY OF JACKSONVILLE

By: Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No: 2019-02

Lenny Curry
Mayor

In accordance with the Ordinance Code, of the City of Jacksonville, I do hereby certify that there is an unexpended, unencumbered, and un-impounded balance in the appropriation sufficient to cover the foregoing agreement; and that provision has been made for the payment of monies provided therein to be paid.

Director of Finance
CITY Contract Number: 10006-02 amd. #1

Form Approved:

Office of General Counsel

GC-#1369679-v4-Amendment_1_Presidio_Networked_Solutions_Contract_for_City_Call_Center_Migration_and_Integration.docx

Exhibit B

Package B

(immediately following)

PRESIDIO

630-City Package B

STATEMENT OF WORK

CITY OF JACKSONVILLE

FEBRUARY 25, 2020

BID NO: ESC-0048-19

PRESIDIO.

PROPOSAL TEAM

Name	Title	Email
John Behee	Account Manager	JBehee@presidio.com
James McGehee	Business Development Manager	jmcgehee@presidio.com
Chad Dotson	Solution Architect	cdotson@presidio.com

REVISION HISTORY

Revision	Revision Date	Name	Notes
1.0	01/08/2020	James McGehee	Initial Revision
[illegible]	[illegible]2/202[illegible]	Chad Dotson	[illegible]ernal Rev[illegible] Edits
[illegible]	02[illegible]/202[illegible]	[illegible]mes McGe[illegible]e	U[illegible]ted with [illegible]eduling a[illegible]lication: [illegible]CARE. [illegible]moved item 5 fro[illegible]ssumptions.
[illegible]	[illegible]05/2020	Jam[illegible] Mc[illegible]hee	Rem[illegible]d si[illegible]ture block. This d[illegible]ment is to be used as a reference guide supporting Presidio's response to the Package B RFP submission. Updated database integrations: Per Michael Rooney 2_5_2020 @2:50 PM call Internal engineering review
1.4	2/06/2020	Chad Dotson	Updates
1.5	02/13/2020	James McGehee	COJ/Presidio review call edits
1.6	2/23/20	James McGehee	Removed Travel and Expenses
1.7	2/27/20	James McGehee	Customer edits/acceptance (added "ivr" verbiage.

DRAFT

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1. EXECUTIVE OVERVIEW

1.1. Situation

This SOW encompasses services pertaining to the Information Technologies Division (ITD) of the City of Jacksonville, Florida's 630 City Call Center RFP Package B award (BID NO: ESC-0048-19). The city of Jacksonville wishes to enhance their Cisco Unified Contact Center Express (UCCX) IVR/ACD with features that are detailed in this SOW. Any feature not expressly detailed in this SOW is not considered in scope for the Florida's 630 City Call Center RFP Package B Package B award.

The following is a list of the requirements and functionality that is included in the Presidio SOW.

- Speech interactions will be provided for configuration items 9, 8,7 10,11 and 12 , with data collection and readback (text to speech) *(see example in table 1 below)* for the following:
- (9)Ability/IVR for callers to speak street number and street name, and have callers [illegible]cuation zo[illegible]tion read back
- (8)A[illegible]y/IVR [illegible] callers [illegible]peak stre[illegible]ber and st[illegible]t name, and have [illegible]llers emerg[illegible]cy sh[illegible]er infor[illegible]on read[illegible]ck.
- (7)Abi[illegible]IVR [illegible]o speak s[illegible]et num[illegible]r and st[illegible] and have [illegible]llers waste[illegible]llecti[illegible] sched[illegible] informa[illegible]
- (12)[illegible]ate an[illegible]R optio[illegible]r call[illegible] to create [illegible]w se[illegible]ce request, based [illegible]rmation co[illegible]cted from [illegible]st[illegible]er. The servic[illegible]equ[illegible] would be passed [illegible]COJ's Oracle system
- (11)Configure an IVR option for callers to check the status of existing service requests, based on a request number (number can be spoken or entered via phone keypad)
- (10)Configure an IVR option to play date and time for available appointments, and allow the citizen to make a selection to schedule the appointment. The IVR will access the Oracle and/or FAMCARE application to determine open slots, and then schedule that appointment in Oracle after a customer selection is made.
- (3) Configure an option for customers to receive a call back (aka courtesy call back) CCB application, reserving position in queue, instead of waiting on hold. The estimate only includes professional services, although there may be a need for additional UCCX IVR ports as the overall application utilization increases. The IVR and CCB applications will need to be evaluated periodically throughout the lifespan for utilization needs(not included in this scope.)
- (4) Configure a Predictive outbound dialing application

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TABLE 1
"Hello, thanks for calling the City of Jacksonville. To check the status of existing service requests *You can say, 'service request status, "* **["*service request status*"]** *"Thanks. Please tell me your service request number* **["B3321"]** *"Thanks. Your service request is approved."* Users can also say "agent" at any time to speak to customer services representative.

Key applications that are a part of the solution are as follows:

- Cisco Contact Center Express (UCCX)
  - Existing [illegible]
- Nuance Automatic Speech Recognition (ASR)
- Nuance Text to Speech (TTS)
- Nuance Address and Name Module

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2. Project Timeline

Based upon our process, Presidio will conduct the kickoff meeting and design sessions, where project timeline will be a major focus. As part of the planning and design phase, Presidio will deliver a project schedule with tasks, resources, timelines, and dependencies to make any agreed upon date. Presidio will be flexible and creative in meeting the required timelines, and we will also be realistic by not over committing and setting unrealistic expectations.

We have included the project timeline provided by the City of Jacksonville to acknowledge that we have seen and understand the requested timeline. This is not a commitment that Presidio will make these dates, but we will work with the City of Jacksonville to determine mutually agreed upon dates that fit into this timeline as close as possible.

This SOW address only the services components of Presidio's Package B submission. COJ will be responsible for purchasing from Presidio Package B configuration lines 5 & 6 & 7* to cover Nuance address collection software components associated with this SOW.

***Note: Item 7 in Presidio's response shows $ 72,129.25. That line is comprised of $22,129.25 worth of required software that was bundled in our RFP line response.**

2. SYSTEM ENGINEERING AND PLANNING PHASE

2.1. Introduction

The Systems Engineering Planning Phase of this project is the detailed planning and design that incorporates a discovery process, analysis, and knowledge transfer. The results of this phase are detailed design recommendations and a specific project plan. Detailed planning is necessary to ensure that the proposed solution will meet project requirements and help to reduce risk of an unsuccessful or unexpectedly expensive outcome. The Systems Engineering and Planning Phase documents are the technical and operational foundation for a successful Execution Phase.

Presidio maintains heavy client involvement during this phase by incorporating City of Jacksonville representatives as part of the project Systems Engineering and Planning Team. This is done to ensure that all decisions being made are sensitive to client input and needs. Key Presidio team members will be assigned during the planning phase and will include the following:

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Project Management

Presidio will provide a Project Manager (PM) who is familiar with the technology involved and experienced in project management best practice methodologies. Responsibilities will include:

- Work with City of Jacksonville and Presidio project personnel to prioritize and plan the activities for the duration of the engagement. Establish lines of communication and frequency of status reporting.
- Review and communicate the status of the project with periodic status reports or conference calls that highlight performance on planned tasks, as well as any issues or other areas requiring attention by Presidio and/or City of Jacksonville.
- Monitor quality on the project and establishing effective communications with City of Jacksonville staff, while maintaining focused, high-quality effort through project completion.
- Create an implementation schedule with all necessary tasks and associated timelines.
- Utilize both Presidio and City of Jacksonville resources, where applicable, to accomplish all tasks.
- Attend any appropriate Project Systems Engineering and Planning Phase Workshops that require PM participation and associated follow-up (Action Items, Resource Planning, etc.)

2.1.2. Engineering Personnel

Presidio will assign a lead senior consulting and systems architect who will lead this project from a technology and design perspective. This engineer will be responsible for

the engineering document(s) during the Systems Engineering and Planning Phase and will work closely with City of Jacksonville technical lead to ensure the design, configurations, equipment specifications, and methodology are accurate and in line with the overall project goals. This consulting engineer will also consider and make recommendations to ensure that the specifics of this project are in line with the greater system wide architecture and technology goals of City of Jacksonville.

2.2. Systems Engineering and Planning Phase Scope of Work

2.2.1. Project Kick-off

In order to introduce the appropriate parties from both City of Jacksonville and Presidio on the project, a project kick-off meeting will be held. The required attendees for the kick off meeting will be Presidio's project manager, lead engineer, and City of Jacksonville's project lead and technical representative.

During the project kickoff meeting the content of this Statement of Work (SOW) will be reviewed to ensure that there is a clear understanding between Presidio and City of Jacksonville as it relates to the roles and responsibilities of this project. The project kickoff phase should be held in person with the client and attended by as many Presidio resources as is reasonably possible.

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2.2.2. System Engineering Workshop (SEW)

The purpose of the planning phase is to allow for the lead senior engineers from Presidio to fully understand both the technical and business requirements as they relate to how to technically configure the equipment within this SOW. Presidio often uses design workshops as the method for the Presidio lead engineer to come away with all of the information required to pre-configure, test, and implement the solution.

If, during a systems engineering workshop, it is determined that additional tasks are required to be performed by Presidio that are not outlined in this SOW, or were not originally intended to be part of this project, a change order at the end of this SOW will be utilized to make modifications to this project's scope and SOW.

For this scope of work, Presidio has estimated a total of 1 workshops lasting up to five (5) days onsite. At the conclusion of the system engineering workshop(s), Presidio will deliver 1 System Engineering Report (SER), containing the following information – pertaining to infrastructure and IVR call flows.

2.3. Systems Engineering and Planning Phase Deliverables

The following deliverables will be created by Presidio and provided to City of Jacksonville as part of the Systems Engineering and Planning Phase Deliverables:

Key Focus	Key Activities	Deliverable
• Project Kickoff	• Establish teams, define roles, and review project scope and planning schedule	• Project Schedule
• Planning and Design	• SEW • Analysis • Recommendations • Design	• System Engineering Report(SER)
• Execution Phase Timeline	• Deployment strategy and scope of work will determine final execution phase timeline	• Project Timeline
• Systems Engineering and Planning Completion	• Communicate Systems Engineering and Planning Phase Completion	Systems Engineering Acceptance document

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3. EXECUTION PHASE

3.1. Introduction

The Execution Phase of this project consists of performing the detailed scope of work which will be developed and finalized in the Systems Engineering and Planning Phase. The Execution Team is comprised of both Presidio and City of Jacksonville experts, and is created to facilitate this process. During the Execution Phase, risk is continually mitigated by strong project management, technical leadership, detailed documentation, training, knowledge transfer tasks and a defined "freeze period" that fine tunes the solution and assures that the solution operates to functional specifications before project completion and handoff to the operations team. This is all done to ensure client satisfaction and unity with business goals and objectives.

Presidio approaches project execution from a skills-based perspective. Our Execution Team is made up of individuals who have specific skill sets that will be utilized at different times during a given project. This allows us to provide a very specialized workforce to City of Jacksonville and utilize the appropriate resource for the task required.

3.2. Execution Phase Scope of Work

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The following Execution Phase tasks will be performed during this phase:

Enhance ASR/TTS/Address Dialogues*:

- Configure up to (3) Database Integrations to the City's Enterprise Oracle Database and/or PeopleSOFT CARE to support the following: COJ will provide the database connection that allows the data to be read back to the caller. Presidio will connect to the appropriate COJ database using standard API's:
- Ability for callers to speak street number and street name, and have callers evacuation zone information read back. Presidio will connect to GIS to provide information to the caller.
- Ability for callers to speak street number and street name, and have callers emergency shelter information read back. Presidio will connect to GIS to provide information to the caller.
- Ability for callers to speak street number and street name, and have callers waste collection schedule information read back. Presidio will connect to GIS to provide information to the caller.
- Configure up to one (1) IVR self-service option for callers to create up to one (1*) type of service request, based on information collected from the customer. The service request would be passed to COJ's Oracle system. Customer Address, SSN, Phone Number and/or Date of Birth, one or more data fields for customer information will be passed to COJ's Oracle system.
  - *COJ will need to provide one (1) service request type to be used for this engagement: **Service request can be found at: https://myjax.custhelp.com**
  - Presidio included services for one service request that provides a caller up to 1 menu with up to 3 submenus; each submenu will have up to four

(4) speech tags. Speech tags are defined as options presented to the caller i.e. "*Garbage, bulk, yard*" as seen in the example below.

- *Example. <service request> (beginning of call flow)*

  1. *Waste collection (menu 1)*

  <what is your address> <caller gives address>

  2. "Say" *Residential Waste Collection Schedule*, or ***Submit Waste Collection Request*** (Submenu 1)
  3. "Say" *Missed Collection Type*: *My home* or *Entire Street* (Submenu 2)
  4. "Say" What was missed, *Garbage, bulk, yard*, etc…(Submenu 3)

  <we have entered your service request and a representative will be contact with you>

- Configure one (1) IVR option for callers to check the status of an existing service requests, [illegible] aller ANI or re[illegible]t ID (alpha [illegible] an[illegible] 415. T[illegible] numbe[illegible]n be spok[illegible] entered via [illegible]one keypad. This [illegible]ll only lo[illegible]p req[illegible]sts in C[illegible]s Oracle [illegible]ste[illegible]
- Co[illegible]gure [illegible]R option to [illegible]ay dat[illegible]nd time [illegible]e appoint[illegible]nts, an[illegible]llow [illegible] citize[illegible] make a [illegible]lection [illegible] schedu[illegible] the appointment. [illegible] IVR w[illegible] access [illegible]e FAM[illegible]RE sy[illegible]m to dete[illegible]ne op[illegible] slots for up to one [illegible]) COJ [illegible]partmen[illegible].e. Scho[illegible] Boa[illegible]or Employee [illegible]servic[illegible] and then schedule [illegible]at appointment in FAMCARE after a customer selection is made.)

*Out of box Nuance Provided Grammars will be used

<u>Courtesy Call Back (CCB)*</u>

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

- Configure one (1) Courtesy Call Back Script
- Enable Courtesy Call Back for one (1) CSQ (Customer Service Queue)

* There may be a need for additional UCCX IVR ports as the overall application utilization increases.

Predictive Outbound Dialer*

- Enable UCCX Subsystems needed to support the Outbound Dialer
- Configure one (1) Outbound CSQ
- Configure one (1) Dialing Time Range
- Configure one (1) Campaign
- Import / customer generated dialing file from one COJ source (flat file, CSV or FTP)

*Outbound dialer ports will need to be purchased by COJ and have not been included in Package B pricing

COJ Responsibilities for Phase 3:

- Provide required hardware (VMware compute)to support Nuance software
- Provide any Microsoft Server/SQL licensing
- Provide any Cisco licensing as needed (i.e. dialer or IVR ports)
- Provide web-services and Configurations as needed for Oracle, FAMCARE and GIS [illegible] standard[illegible] SQL ODBC, [illegible]P POST/G[illegible])
- Prov[illegible] all da[illegible]ase trou[illegible]shooting [illegible] to databa[illegible] Integrations (GIS, [illegible]acle, FAM[illegible]RE)
- Partici[illegible]e in [illegible]er testing
- Sign [illegible]on a s[illegible]cessfu[illegible]st scen[illegible]
- Pro[illegible] Dialin[illegible]st for th[illegible]redic[illegible]e dialer
- Provide Cisco [illegible]S Gatewa[illegible]ed for Outbou[illegible] Dia[illegible]

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3.3. Network Ready for Use Testing (NRFU)

Network Ready for Use (NRFU) testing provides system level testing of UCCX applications and focuses on the following areas:

- System Integrity to ensure that services and processes are set and running correctly, including a comprehensive review of the error logs
- Operational testing to ensure that deployed functionality adheres to the design
- Fault Tolerance testing to test failover functionality of appropriate components and resiliency of functionality during outages

Presidio will conduct NRFU testing as part of this engagement. A NRFU test plan will be developed and delivered to the Customer for review prior to conducting the testing event. NRFU test execution will be performed after the system is fully configured, and after Presidio's internal quality management system peer review process has been complete. The NRFU testing will be conducted with City of Jacksonville, and will be completed before the system is turned over to City of Jacksonville for user acceptance testing (UAT).

Per the City of Jacksonville requirements, applications will be tested and approved, via a City provided test number before go live

3.4. Knowledge Transfer

Cisco Administration knowledge transfer will be conducted over 1 day (8hours)

- Over the shoulder completed by onsite contact center engineer
- Knowledge transfer delivered on as-built system
- Covers Nuance administration
- Knowledge transfer will be provided at City of Jacksonville main office location
- WebEx can be used during the training for delivery.

3.5. Go Live and Support

Presidio understands the criticality of a smooth go-live ensuring the first day in service [illegible] eventful a[illegible]s to the end-[illegible]s. As such, [illegible] ring the [illegible]ng pha[illegible] and inc[illegible]es not on[illegible] Presidio but its [illegible]ndors and custom[illegible] A [illegible]tover plan [illegible]reate[illegible]nd revi[illegible]ed weekl[illegible]ith [illegible] team. T[illegible] plan is continuous[illegible]dated, and [illegible]confi[illegible]eed to by [illegible] partie[illegible] during th[illegible]o-go [illegible]mmunicati[illegible] call. [illegible]e cu[illegible]r plan an[illegible]lanning [illegible]cludes:

- Com[illegible]nicati[illegible] of cuto[illegible] and [illegible]S confere[illegible] brid[illegible] information
- [illegible]entification [illegible]esources [illegible]nsi[illegible] and remote) [illegible] rol[illegible] responsibilities, a[illegible] calendar schedule during the cutover and FDIS
- Identification of escalation personnel from Presidio, its vendor and customer with contact information if the need arises
- Identification, continuous review and update of pre-cut tasks with assigned dates of completion that are required before going live
- Identification, continuous review and update of cut task to be performed during the actual cutover event with detailed task description and estimated start and stop times
- Detailed list of Cisco SMARTnet contract numbers with associated detailed list of hardware/software coverage
- Backout/Rollback tasks with details of estimated timeline in case something prevents the go-live event from happening.
- A go-no-go conference call to ensure all pre-cut tasks are complete, cut risks discussed with strategy for handing risks agreed upon, and final concurrence by all stakeholders that collectively, cutover should proceed.
- Maintaining a single Issues Log for the reporting, classification, and prioritization of issues that may arise during the cutover or during FDIS.

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For this project, Presidio will provide 1 cutover events with 1 cut plans. FDIS will be 3-days onsite (1 days deployment and 2 days support); up to two (2) days remote support following the cutover event. Presidio will require two acceptance documents for each cutover and FDIS event to be signed at the end of each activity:

- Cutover Complete: This acceptance signifies that Presidio has moved the system into production; all cutover testing in preparation for FDIS is complete; and all issues are resolved with the exception of any item listed on the issues log.
- FDIS Complete: This acceptance signifies that the system is fully operational; all support provided by the professional services implementation team has been fulfilled and the system is turned over to the customer for support; and all issues are resolved with the exception of any item listed on the issues log.

3.6. Execution Phase Deliverables

The following deliverables will be created by Presidio and provided to City of Jacksonville as part of the Execution Phase Deliverables:

Key Focus	Key Activities	Deliverable
ecution	Installation • onfiguratio • sting o Live Freeze P od	Documentation
• Pr ct mpletion	• ommu mple n	Project Comple n and Acceptance doc ent

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3.7. Change Management Process

In the event both Presidio and City of Jacksonville agree to a change in this Statement of Work, a written description of the agreed change will be prepared, which both parties must sign. A Project Change Request (PCR) Form will be used to describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, Presidio may charge for the effort required to analyze it. When charges are necessary to analyze a change, Presidio will provide a written estimate and begin the analysis upon written authorization from the City of Jacksonville. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

4. ASSUMPTIONS

Presidio made the following assumptions when developing this Statement of Work. These assumptions serve as the foundation to which the project estimate, approach and timeline were developed. The following project assumptions will be verified in the planning and design phase.

Facilities

1. City of Jacksonville will comply with all physical and environmental requirements per vendor specifications and will provide all racking, cabling, power, and UPS needed for this project

Contact Center

2. Presidio will perform most of the Services under this Statement of Work during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except Presidio holidays, unless otherwise specified
3. Some of the Services provided will be performed during the night shift and weekends. City of Jacksonville will provide the required access to systems and resources, as required
4. [illegible] activities [illegible] project, where [illegible] propriate, w[illegible] m[illegible] premises
5. City of Jacksonville technical resources will be made reasonably available to the Presidio project
6. City of Jacksonville will provide Presidio administrative access on appropriate devices for the success of this project
7. [illegible]ional required tasks discovered after the execution of this SOW, that are not mentioned in this SOW are not included and will require a change order
8. Defective equipment provided by City of Jacksonville utilized for this solution that requires Presidio additional hours of troubleshooting may require a change order
9. Troubleshooting issues due to City of Jacksonville configuration changes may require a change order
10. Presidio will be provided all required physical access to the City of Jacksonville facilities (identification badge, escort, parking decal, etc.) as required by City of Jacksonville policies
11. City of Jacksonville technical resources will be made available to the Presidio project team for planning purposes and to answer questions about the existing environment
12. City of Jacksonville resources will participate in the acceptance and ready for use testing associated with this solution and sign off on those tests upon successful completion
13. All final configuration decisions as made by the City of Jacksonville will be addressed within documentation and signed by the customer prior to the start of any configuration
14. Any custom Cisco reporting outside of standard CUIC "out of the box" reports are not required under this Scope of Work.
15. Reports pertaining Nuance speech recognition where not requested as part of this RFP; this can be provided for additional cost.

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16. Wall boards are not reflected under the services included in this Scope of Work
17. City of Jacksonville is responsible for any required Microsoft licenses, unless City of Jacksonville has explicitly asked that Presidio include them in the Bill of Materials (BOM)
18. Presidio must receive a receive a purchase order from City of Jacksonville to assign a team. Based upon current workload, team assignment and scheduling may take up to 8-10 weeks
19. Services provided for database connectivity to Oracle, FAMCARE and/or GIS assume we can access data using API standards: ODBC or JDBC

Policies and Access

20. City of Jacksonville will provide to Presidio during the Planning Phase any change management policy and procedure that will need to be followed as part of the Execution Phase. City of Jacksonville will manage the internal change management process and any communications to end users
21. Remote access will be provided to Presidio in support of this project

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5. PRICING

Presidio will invoice City of Jacksonville based on the project milestone(s) listed below, upon customer sign off:

Package-B –ITEMS	Amount	Fixed / Estimated
Configuration Item 9: Configure an IVR option to allow callers to speak street number and street name, and have callers evacuation zone information read back. This information will be obtained from database APIs	20,000.00	Fixed
Configuration Item 8: Configure an IVR option to allow callers to speak street number and street name, and have recommended emergency shelter location read back. This information will be obtained f[illegible] APIs	20,000.00	Fixed
Configuration Item 7: Configure an IVR option to allow callers to speak street number and street name and have their solid waste collection schedule read back. This information will be obtained from database APIs ***Note: Item 7 in Presidio response shows $ 72,129.25. That line is comprised of $22,129.25 worth of required software that was bundled in our RFP line response.**	50,000.00	Fixed
Configuration Item 3: Configure an option for customers to receive a call back, reserving position in queue, instead of waiting on hold	$27,000.00	Fixed
Configuration Item 12: Configure an IVR option for callers to create a new service request, based on information collected from customer	$50,000.00	Fixed
Configuration Item 11: Configure an IVR option for callers to check the status of existing service requests, based on a request number. This information will be obtained from database APIs	$30,000.00	

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Configuration Item 10: Configure an IVR option to play date and time for available appointments, and allow the citizen to make a selection to schedule the appointment. This information will be obtained from database APIs	$95,000.00	Fixed
Configuration Item 4: Configure a Predictive outbound dialing application	$9,000.00	Fixed
Total	**$301,000.00**	

Expenses

Travel and incidental expenses incurred by Presidio in association with the execution of this Proposal are included in the pricing listed above.

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Finance

SUBJECT: MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER AND CTI INTEGRATION WITH ORACLE CX

BID #: ESC-0048-19 **OPEN DATE: 2019-01-09**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE 190370

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – FROM DATE OF AWARD THROUGH THE COMPLETION OF PROJECT

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 28 **NUMBER RECEIVED:** 2 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to increase the contract award to Presidio Networked Solutions, LLC, in the amount of $435,675.25 to utilize the Package B option to enhance the Cisco Unified Contact Center previously included in the bid. The revised total award expenditure not-to-exceed $710,581.83.

Funding for this award to be encumbered by account 53106.113002.565091.000639, to be executed by purchase order(s) and formal contract amendment through Office of General Counsel.

Attachments: Recommendation Memo, Previous Award

Analyst: RUBEN OLA

RESPECTFULLY SUBMITTED: Sr. GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING 0 DATE: 4/2/20

OTHER:

ACTION OF AWARDING AUTHORITY DATE 4/6/20

APPROVED ✓ BH DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

Requisition FAIT-500811-21

Requisitioning BU	FAIT: Information Technologies	**Requisition Amount**	0 USD
Entered By	Alexander Ciprian	**Justification**	
Status	Approved	**Funds Status**	Reserved
Description	ESC-0048-19 Migration of 630-City Call Center to Cisco Contact Center and CTI Integration with Oracle CX – Change Order CITYO222 - PCR02v1 NO FINANCIAL IMPACT		
Emergency Requisition	No		

Attachments

Title	File Name or URL	Description
Presidio - 630CITY Upgrade - C	Presidio - 630CITY Upgrade - Contract 10006-02 Amd 1.PDF	Contract 10006-02 Amd 1
ESC-0048-19 DECREASE.5.20.21.p	ESC-0048-19 DECREASE.5.20.21.pdf	Procurement Award
Presidio Change Order # CITYO2	Presidio Change Order # CITYO222 - PCR02v2.pdf	CITYO222 -PCR02v1
Presidio - 630CITY Upgrade - C	Presidio - 630CITY Upgrade - CO CITYO222 -PCR02v1 - Memo - FINAL 060721.pdf	ITD Memo

Lines

Line	Item	Description	Category Name	Quantity	UOM	Price	Amount (USD)	Status	Funds Status
1		ESC-0048-19 Migration of 630-City Call Center to Cisco Contact Center and CTI Integration with Oracle CX – Change Order CITYO222 - PCR02v1 NO FINANCIAL IMPACT	208.11 Application Software, Microcomp uter	1	Each	0.00 USD	0	Approved	Reserved

Requester	Robert Gray	**Supplier**	Presidio Holdings Inc
Urgent	No	**Supplier Site**	Ordering
Requested Delivery Date		**Supplier Contact**	JOHN BEHEE
Deliver-to Location	Ed Ball 9th Floor Charge	**Contact Phone**	
Deliver-to Address	214 North Hogan Street, 9TH FLOOR, Jacksonville, FL 32202, Duval, United States	**Charge Account**	53106.113002.565091.000639.00000000.00000.0000000
Note to Buyer	Please assign to Ruben.		

I CERTIFY THAT FUNDS FOR THIS PURCHASE WERE AUTHORIZED AND PROVIDED FOR IN THE CURRENT BUDGET.