



Department of
Job and Family Services

**DEPARTMENT OF JOB AND FAMILY SERVICES
OFFICE OF INFORMATION SYSTEMS**

TELEPHONY AND CONTACT CENTER SERVICES

REQUEST FOR INFORMATION

RFI-OIS-12-001

February 29, 2012

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1. Executive Summary

This Request for Information (“RFI”) is issued, in support of the Telephony and Contact Center Services initiative, to provide the State of Ohio Department of Job and Family Services (“ODJFS”) with information to successfully procure the product or services for telephony and contact center system solutions. ODJFS expects these solutions to be implemented at various County and Program Area offices.

2. Goals and Objectives

Engage a professional services contract vendor to address telephony and contact center services processes from the time an ODJFS county or office request for telephony/contact center services is submitted through the eventual deployment and transition to production support. The telephony/contact center services involved will include Voice over Internet Protocol (VoIP) phone and Contact Center (Automated Call Distribution (ACD) & Interactive Voice Response (IVR)) functionality.

3. Calendar of Events

Request for Information Issued	February 29, 2012
Respondent Inquiry Period Begins	February 29, 2012
Respondent Inquiry Period Ends	March 7, 2012
RFI responses due	March 14, 2012

4. Inquiry Process

Vendors may ask clarifying questions regarding this RFI via the Internet during the Respondent Inquiry Period as outlined in Section 3. Calendar of Events. To ask a question, vendors must use the following Internet process:

- **Access the ODJFS Web Page at <http://jfs.ohio.gov/omis/rfq/>;**
- **Select RLB Number RFI-OIS-12-001;**
- **Follow the link to the dedicated web page;**
- **Select “Submit Inquiry” near the bottom of the web page; and**
- **Follow the instructions and guidelines as follows to send an e-mail question.**

The State will attempt to respond to all inquiries within forty-eight (48) hours, excluding weekends and holidays. ODJFS will not respond to any inquiry received after **8:00 a.m.** on the inquiry period end date. ODJFS may extend the RFI response due date.

5. RFI Response Submission

5.1 Response Instructions

It is specifically understood that any costs or information provided as part of the RFI process are not to be construed as binding upon either ODJFS or the vendor at such time as the competitive procurement may occur. Information obtained as a result of this RFI will be used for planning purposes. ODJFS intends to issue a Request for Proposal to procure the services outlined in this RFI. Vendors are advised that any information received is considered public information.

ODJFS requests two (2) printed copies and a CD with an electronic copy in PDF format for each RFI response no later than 10:00 A.M. on March 14, 2012.

RFI responses must be mailed or delivered to:

**Office of Information Services
Ohio Department of Job and Family Services
Attn: OIS IT Procurement Unit
4200 E. Fifth Ave.
Columbus, Ohio 43219**

6. Response Format

Vendors are asked to include only one solution in a single RFI response (submit an additional response for each additional solution) and to organize the response as indicated below. Additional information may be provided in the response at the vendor's discretion. The response must employ Arial size 10 font on 8.5x11 pages. The response is limited to twenty-five (25) pages plus up to one (1) additional page for a cover page and up to one (1) additional page for a table of contents.

6.1 Vendor Company Profile

The vendor shall provide a current Company Profile. The vendor shall also summarize experience in providing solutions to manage complex financial solutions that are similar in size, scope and complexity. An indication of the size, scope and complexity of the experience should be provided. This should include only the work done by the vendor. The role of the vendor (primary or sub contractor) in their past work should also be identified. Sub-divisions of a company cannot be references for the parent company.

6.2 Service Overview

Provide a description, diagrams, and other information regarding a solution that supports the Telephony and Contact Center Services initiative. At a minimum, the vendor's Service Overview should address the following:

6.2.1 Solution Overview

6.2.2 Implementation Process

6.2.3 Ongoing Support Services and or Licensing (IF APPLICABLE)

6.3 Functional Areas

Vendors are asked to describe in detail how the solution meets requirements described in section 7. Responses should define if the solution meets, partially meets, or can be customized to satisfy a requirement.

6.4 Critical Success Factors and Lessons Learned

Vendors should describe what they feel the critical success factors are for a project of this size, scope and complexity. In addition to the critical success factors described, the respondent should also describe the areas generally overlooked or underestimated by the client and include lessons learned from previous engagements.

6.5 Costing

Vendors should provide a cost estimate for a payment tracking solution that meets the Telephony and Contact Center project requirements. This cost estimate must include costs for all aspects of the solution, including, but not limited to software licensing and ongoing maintenance, estimated hardware investment, any third party software costs, and training and implementation services. If you have implemented this solution for other entities, please, provide costing for those engagements.

7. Requirements

This section identifies the requirements to address in the response. The maximum number of pages allowable for each requirement category is defined in its category heading; the requirements are categorized as follows:

7.1 Vendor Company Profile – one (1) page

7.2 Service Overview – two (2) pages

7.3 Critical Success Factors and Lessons Learned – one (1) page

7.4 Costing – one (1) page

7.5 Functional and System Requirements – twenty (20) pages

The selected vendor will address and track each request as a separate project, with a project manager assigned. Selected vendor will have the right (for 3 years, with 2 single year renewals) to address telephony/contact center services project requests submitted. Vendor must have the resources to address numerous projects and sub-projects concurrently. Vendor is required to be certified in Cisco Call Manager (CM), Cisco Call Manager Express (CME) and Cisco Unified Contact Center Enterprise (UCCE), and act as a Cisco Certified

Contact Center partner (for potential ACD or IVR requests). Vendors will be evaluated based on fixed price bids for VoIP solutions, labor rates for ACD and IVR development, proposed phase delivery times, competencies/experience of those proposed for the effort, and reference evaluations.

VoIP solutions will be based on Cisco Call Manager (CM) or Cisco Call Manager Express (CME), depending on size of the site and functionality required. For VoIP services, vendor will supply a professional services fixed priced bid per connection based on the following tier levels:

- Up to 75 connections
- 76 to 150 connections
- 151 to 300 connections
- 301+ connections

Contact center solutions will be based on the Cisco Unified Contact Center Enterprise (UCCE) architecture currently in place at ODJFS. For contact center services, vendor will supply professional services fixed price quotes once a request is evaluated. Labor rates for ACD and IVR development will be the basis for these fixed price quotes.

An ODJFS project manager will manage the vendor chosen. ODJFS PM will also oversee the relationship between the vendor and ODJFS county/office; procurement & inventory management of hardware, software & licenses; vendor invoice processing; county billing; and the eventual transition to production support. Billing of professional services and equipment (hardware, software, licenses) for county requests will use the TSSP process as the vehicle to collect payment from the county in order to pay vendor invoices.

ODJFS will be responsible for determining the various items to be deployed and supported. Architecture & Engineering will review and approve the vendor designs. A&E will work with selected vendor to interface with current telephony/contact center application vendors and program areas.

Vendor will abide by ODJFS/OIS standards and procedures for:

- Proposals
- Site Survey Documentation
- Requirements and Design Documentation (including cut sheet and call flows)
- Network Design Diagrams
- Router Configurations
- Midspan Port Assignments
- VoIP Phone Models
- Testing
- Implementation & Cutover

Current ODJFS team (Architecture & Engineering and Telecommunications Operations) addressing telephony/contact center services deployments will provide process knowledge transfer to selected vendor. Telephony/contact center support services will continue to be supplied by Network Operations and Telecommunications Operations. Service Level

Agreements with ODJFS county and offices will be negotiated and maintained by ODJFS/OIS.

Milestone checkpoints will exist for each phase as follows:

Proposal Phase

- Discovery, Initial Estimate & Site Survey
- Proposal with Parts List and Costs To Be Billed

Requirements & Design Phase

- Business & Systems Requirements Gathering
- Aid customer with interface to local telecommunications provider
- Business, Systems, Application & Network Design

Configuration & Development Phase

- Application Development
- System & Network Configuration

Implementation & Cutover Phase

- Installation
- Application & System Testing
- Training
- Deployment & Cutover
- Transition to State for Production Support

Checkpoints will occur at the end of each phase (Proposal, Requirements & Design, Configuration & Development and Implementation & Cutover) where ODJFS/OIS and the ODJFS county or office will review and approve of the vendors work effort before the next phase is allowed to begin. ODJFS/OIS standards and procedures will be used to certify the work performed by the vendor.

Significant travel throughout the State of Ohio will occur for VoIP solutions, as work would occur at client sites across Ohio's 88 counties. Significant travel would also occur for contact center solutions requested by county entities. Vendor will need to address this within the tier level fixed price bid for VoIP solutions, and within the labor rates for the fixed price quotes related to each contact center request.

Upon successful completion of the Requirements & Design and Implementation & Cutover phases, vendor will be allowed to bill ODJFS/OIS for professional services rendered. Professional services will be billed as a percentage of the total professional services quote in the approved proposal as follows: completion of Requirements & Design Phase (50%), completion of Implementation & Cutover Phase (50%).