SUPPLEMENTAL INFORMATION HEADER

The following pages contain supplemental information for this competitive document. The supplemental information is contained between this header and a trailer page. If you receive the trailer page, all supplemental information has been received.

If you do not receive the trailer page of this supplement, use the inquiry process described in the document to notify the Procurement Representative.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.

Supplement One

W-9 Form

Form **W-9**
(Rev. November 2005)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See **Specific Instructions** on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/ Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here **Signature of U.S. person ▶** **Date ▶**

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments (after December 31, 2002). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 4 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules regarding partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line. Check the appropriate box for your filing status (sole proprietor, corporation, etc.), then check the box for "Other" and enter "LLC" in the space provided.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt From Backup Withholding

If you are exempt, enter your name as described above and check the appropriate box for your status, then check the "Exempt from backup withholding" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

Exempt payees. Backup withholding is not required on any payments made to the following payees:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),

2. The United States or any of its agencies or instrumentalities,

3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,

4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or

5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,

7. A foreign central bank of issue,

8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,

9. A futures commission merchant registered with the Commodity Futures Trading Commission,

10. A real estate investment trust,

11. An entity registered at all times during the tax year under the Investment Company Act of 1940,

12. A common trust fund operated by a bank under section 584(a),

13. A financial institution,

14. A middleman known in the investment community as a nominee or custodian, or

15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt recipients listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt recipients except for 9
Broker transactions	Exempt recipients 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt recipients 1 through 5
Payments over $600 required to be reported and direct sales over $5,000 [1]	Generally, exempt recipients 1 through 7 [2]

[1] See Form 1099-MISC, Miscellaneous Income, and its instructions.

[2] However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees; and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at *www.socialsecurity.gov*. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at *www.irs.gov/businesses* and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting *www.irs.gov* or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: *A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.*

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt recipients, see *Exempt From Backup Withholding* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account [1]
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor [2]
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee [1]
b. So-called trust account that is not a legal or valid trust under state law	The actual owner [1]
5. Sole proprietorship or single-owner LLC	The owner [3]
For this type of account:	**Give name and EIN of:**
6. Sole proprietorship or single-owner LLC	The owner [3]
7. A valid trust, estate, or pension trust	Legal entity [4]
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

[1] List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

[2] Circle the minor's name and furnish the minor's SSN.

[3] You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one). If you are a sole proprietor, IRS encourages you to use your SSN.

[4] List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules regarding partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

Supplement Two

Interim Deliverable Agreement Format

Medicaid, UC, UCRC, SETS and Interactive Communications (MUUSIC)
Interim Deliverable Agreement
IDA FY06_2 (January 1, 2006 – June 30, 2006)
December 29, 2005

Table of Contents

1 Executive Summary **3**
2 IDA Summary and Sign-off **9**
3 I-OHP-1 IVR Enhancements **10**
4 I-OCS-1 Customer Inquiry Interface **15**
5 I-UC-1 UC Benefits IVR **19**
6 I-UCRC-1 UCRC IVR **23**
7 I-UCCDIS-1 Unemployment Claim Calls Delivery Improvement System **25**
8 I-SWTS-1 Statewide Telephone System **29**
9 I-CCTS-1 Campus Consolidation Telephony Solution **33**
10 I-TS-1 Technical Services **37**
Vendorachment A: UC Tax ACD Group Summary ..... Error! Bookmark not defined.
Supplement A: OHP IVR Enhancements – Understanding of Scope ..... Error! Bookmark not defined.
Supplement B: OCS Customer Inquiry Interface – Understanding of Scope ..... Error! Bookmark not defined.
Supplement C: UC Benefits IVR – Understanding of Scope ..... Error! Bookmark not defined.
Supplement D: UCRC IVR – Understanding of Scope ..... Error! Bookmark not defined.
Supplement E: Unemployment Claim Calls Delivery Improvement System – Understanding of Scope ..... Error! Bookmark not defined.
Supplement F: Statewide Telephone System – Understanding of Scope ..... Error! Bookmark not defined.
Supplement G: Campus Consolidation Telephony Solution – Understanding of Scope ..... Error! Bookmark not defined.
Supplement H: Maintenance ..... Error! Bookmark not defined.

1 Executive Summary

This Interim Deliverable Agreement (IDA) documents deliverables and services to be provided to the Ohio Department of Job and Family Services' Ohio Health Plan Medicaid Management Information System (OHP/MMIS) Interactive Voice Response System (IVR) and Automated Call Distribution (ACD) System, Office of Child Support - Child Support Tracking System (OCS/SETS) IVR and Web Application, Unemployment Compensation (UC) IVR, the Local Operations Statewide Telephone System (SWTS), Unemployment Claim Calls Delivery Improvement System (UCCDIS), the Unemployment Compensation Review Commission (UCRC) IVR, and the Campus Consolidated Telephony Solution (CCTS) subprojects during the second six month period of State Fiscal Year 2006. All subprojects are collectively referred to as the MUUSIC Project.

This IDA covers the time period from January 1, 2006 through June 30, 2006.

The project cost for the fixed price deliverables in this IDA period is [redacted]
The project cost for time and material services to be performed in this IDA period is [redacted]
The project cost for equipment maintenance in this IDA period is [redacted]
The total estimated cost for the execution of this IDA, excluding the administrative offset, is [redacted]
The total estimated cost for execution of the IDA, including an administrative offset of $0.00, is [redacted]

In the event of an omission or a conflict between the scope requirements of this IDA and the original RFP (#0A02016, dated 8/14/01 – Contract signature 12/10/01), the requirements contained in the original RFP will prevail.

1.1 Summary of Project Objectives and Deliverables for the period

The primary objectives of the MUUSIC project during this IDA period are described below and are associated with the relevant initiatives (I) and services (S).

MUUSIC Project Goal	Initiative	Services
Implement IVR enhancements for Nursing Home Facilities, EOB (ERR) code increase, Hospice eligibility span entry component, complete requirements for integrating NPI, CAFs and ICFMRs into the IVR, and perform system sustainability.	I-OHP-1 IVR / ACD Improvement and Implementation	I-TS-S.1 OHP - IVR PARTNER IVR Technical Service
Complete IVR & Web reports build out, implement a predictive dialer solution, complete requirements for a Web Hotsite, and perform system sustainability.	I-OCS-1 Customer Inquiry Interface	I-TS-S.2 OCS - IVR PARTNER IVR Technical Service

MUUSIC Project Goal	Initiative	Services
Implement IVR Phrase Review, complete and implement the IVR Hotsite and ODJFS Re-architecture design, implement Employer Filed Claims and IVR Enhancements, and perform system sustainability.	I-UC-1 UC Benefits IVR	I-TS-S.3 UC -IVR PARTNER IVR Technical Service
Perform system sustainability of the IVR	I-UCRC-1 IVR Sustainability	I-TS-S.4 UCRC - IVR PARTNER IVR Technical Service
Integrate Workforce Management and Quality monitoring software, implement multichannel email communications, perform disaster recovery planning, expand ACD Partner ACD for Processing Center agents, upgrade the ACD Partner ACD systems, implement a predictive dialer, enable VoIP functionality on the ACD Partner, add up to 12 Services to Families help desk call center to the ACD Partner and perform system sustainability.	I-UCCDIS-1 Unemployment Claim Calls Delivery Improvement System	I-TS-S.6 UCCDIS - ACD Partner Technical Services
Complete the design and installation of office phone systems to maintain the ODJFS Agency Transition Plan timeline, implement OTM, pilot CDR, upgrade the PBX Partner 81C and Columbus S1K switches, pilot VoIP at Columbus, perform traffic studies, modify IP addressing at all SWTS sites and perform system sustainability.	I-SWTS-1 Statewide Telephone System	I-TS-S.5 SWTS - PBX Partner Systems Engineering
Complete implementation of a PBX Partner CS1000-E VoIP telephony solution for the 1st phase of the Campus Plan at 4020 E. 5th Ave., build out a Qwest PoP at the SOCC, add the UC Tax ACD group to the ACD Partner and perform systems sustainability.	I-CCTS-1 Campus Consolidation Telephony Solution	I-TS-S.7 CCTS - Systems Technical Services

1.2 Fixed Price Initiatives

Fixed Price Initiative Description	Reference Number	Completion Date	Cost
OHP IVR	I-OHP-1	6/30/06	[redacted]
OCS IVR and Web	I-OCS-1	6/30/06	[redacted]
UC Benefits IVR	I–UC-1	6/30/06	[redacted]
UCRC IVR	I-UCRC-1	6/30/06	[redacted]
Unemployment Claim Calls Delivery Improvement System	I-UCCDIS-1	6/30/06	[redacted]
Statewide Telephone System	I-SWTS-1	6/30/06	[redacted]
Campus Consolidation Telephony Solution	I-CCTS-1	6/30/06	[redacted]
		Fixed Price Initiatives Total:	[redacted]

1.3 Time & Materials Services

Time and Materials Service Description	Reference Number	Completion Date	Cost
PBX Partner, ACD Partner, and IVR PARTNER Systems Engineering and Technical Support	TM-S	6/30/06	[redacted]
		Time and Materials Totals:	[redacted]

1.4 Equipment Maintenance (Incremental)

Equipment Maintenance Description	Completion Date	Cost
Ohio Health Plans Equipment Maintenance	6/30/06	[redacted]
Office of Child Support Equipment Maintenance	6/30/06	[redacted]
Unemployment Compensation Equipment Maintenance	6/30/06	[redacted]
	Equipment Maintenance Totals:	[redacted]

1.5 Total Cost by Program Area

Program Area	Completion Date	Cost
Ohio Health Plans	6/30/06	[redacted]
Office of Child Support	6/30/06	[redacted]
Unemployment Compensation	6/30/06	[redacted]
Unemployment Compensation Review Commission	6/30/06	[redacted]
Campus Consolidation Telephony Solution	6/30/06	[redacted]
	Grand Total:	[redacted]

Administrative Offset Calculation

VENDOR and its subcontractors will not be provided administrative support (i.e. workspace, supplies, and equipment) during this IDA period. No Administrative Offset will be calculated or charged this IDA period.

1.6 Project Risks and Assumptions

In this section VENDOR documents the general project-level risks and assumptions considered in the development of the Interim Deliverable Agreement.

1.6.1 Project Risks

Failure to complete the IDA and secure the purchase order on January 1, 2006 may result in a work stoppage for the vendor and sub-project timelines may be affected.

Risk Mitigation

- Involvement of experienced project management staff from the State, Advocate Consulting Group and VENDOR, familiar with the original RFP, prior IDAs and specific program areas, to ensure project continuity and success.

- Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings.
- Tiered approval process for all deliverables.
- Extensive and layered review of requirement and design documentation.
- Extensive internal and user acceptance testing.

1.6.2 Project Assumptions

- VENDOR is required to make all necessary updates to project documentation (i.e. As Built documents) for any changes that occur to existing configurations as a result of any deliverables within this IDA
- VENDOR and ODJFS sub-project stakeholders will sign off for each designated deliverable as described in the sections that follow.
- ODJFS Project and Sub-Project Stakeholders from MIS, UC, UCRC, OHP, OCS, and Local Operations will be available to address project issues, provide project direction, and participate in planning activities.
- ODJFS Subject MVendorer Experts will be available to support the project initiatives.
- VENDOR and its subcontractors identified in the ODJFS_MUUSIC_IDA_2_2006 project plans will be committed to work on their assigned tasks and deliverables as defined in the ODJFS_MUUSIC_IDA_2_2006 project plans.
- VENDOR and its subcontractors will update all project and system documentation as a result of any implementation or deliverable mentioned within this IDA.

2 IDA Summary and Sign-off

Total Cost of Statement of Work Deliverables (Fixed Price)	[redacted]
Total Cost of Statement of Work Services (Time & Materials)	[redacted]
Total Cost of Equipment Maintenance (Incremental)	[redacted]
Travel and Training Cost	[redacted]
Administrative Charge for Workspace, Supplies, and Equipment (per FTE)	[redacted]
Total Cost of Interim Deliverable Agreement ODJFS_MUUSIC_IDA_2_2006	[redacted]

3 I-OHP-1 IVR Enhancements

Initiative I-OHP-1 IVR Enhancements	
Description:	**I-OHP-1.1 IVR National Provider Identifier Integration Requirements and Design** The contractor will be required to participate in a series of JADs (3-4) to discuss the integration of National Provider Identifier (NPI) into MMIS environment and the resulting impact on the IVR. These JAD sessions are to begin once the State has completed internal design and are to complete prior to the end of the FY06_1 IDA period. The Contractor is responsible for delivering updated system design documentation (e.g. Appendices A, B, C, and H), meeting minutes from the JAD sessions and a document outlining the high-level response strategy. **I-OHP-1.2 IVR National Provider Identifier Integration Development and Testing** The Contractor will be required to complete development, testing, and user acceptance testing (UAT) for NPI integration into the MMIS system as defined in the design and requirements documentation. The contractor is also responsible for producing comprehensive test plans for UAT. The vendor is required to have the ability to support multiple versions of code. **I-OHP-1.3 IVR National Provider Identifier Integration Implementation** The Contractor will be responsible for the implementation and post implementation support for the integration of NPI into the IVR environment. The Contractor is also required to deliver a comprehensive Implementation Plan and Post Implementation Plan. **I-OHP-1.4 IVR Community Alternative Funding Requirements and Design** The Contractor will be required to complete requirements and design to accommodate the addition of Schools and Counties to the IVR user community. These entities are part of the Community Alternative Funding (CAF) initiative. This initiative was established to provide a method for these entities to utilize the Medicaid system. As a result they will be issued individual provider number and become part of the provider community. Details surrounding how this is to be handled within the IVR will be determined during the JAD sessions. The Contractor is responsible for delivering updated detailed design documentation (e.g. Appendices A, B and C). **I-OHP-1.5 IVR Increase of EOB Code Length Requirements and Design** The contractor is required to complete requirements and design for handling the increase of the EOB (ERR) codes from 3 digits to 4 or 5 digits. The Contractor will be responsible for updating all system documentation (Appendices B, C, and H) to reflect any and all changes to system processes as a result of this enhancement. **I-OHP-1.6 IVR Increase of EOB Code Length Development and Testing**

	The Contractor will be required to complete development, testing, and user acceptance testing (UAT) for the increase of the EOB (ERR) codes from as defined in the design and requirements documentation. The contractor is also responsible for producing comprehensive test plans for UAT. The vendor is required to have the ability to support multiple versions of code. **I-OHP-1.7 IVR Increase of EOB Code Length Implementation and Post Implementation** The Contractor will be responsible for the implementation and post implementation support for the increase of the EOB (ERR) codes developed in I-OHP-1.6. The Contractor is required to implement these enhancements once changes have been made on the host and FTP processes. The Contractor is also required to deliver a comprehensive Implementation Plan and Post Implementation Plan. **I-OHP-1.8 IVR Hospice Provider Input Mechanism Requirements and Design, Development, and Testing** The Contractor is required to complete the requirements and design, development, testing, and user acceptance testing for the Hospice Initiative as defined in the requirements and design completed in the previous IDA. The Contractor will also be required to document all changes to the IVR in the detailed system design documentation (e.g. Appendix B, C, D and H) and provide a comprehensive test plan for UAT. The vendor is required to have the ability to support multiple versions of code. **I-OHP-1.9 IVR Hospice Provider Input Mechanism Implementation and Post Implementation** The Contractor is required to implement and provide post implementation support for the Hospice Initiative as defined in the requirements and design completed in the previous IDA. The Contractor is also required to deliver an updated and accurate Post Implementation Plan. **I-OHP-1.10 IVR Hospice Provider Input Mechanism Communications and Training** The Contractor will be required to provide communication and training for the Hospice IVR enhancements. The Contractor will create a PDF document for the Hospice Provider Communication. The Contractor will supply the State with the new PDF file to post on the web site at http://jfs.ohio.gov/ohp/bpo/pnms/ivrs/index.stm. The State will be responsible for any printing and/or distribution of the Hospice communication document. Training materials should include a PowerPoint presentation that informs the CSR's of changes to the IVR application as a result of the Hospice initiative. The Contractor is responsible for presenting this material to the OHP staff. **I-OHP-1.11 Custom Phrase Changes and EOB Edits** The Contractor is required to perform up to three (3) IVR phrase change releases containing from one (1) to five (5) phrase changes within each release. The releases will be as follows: one (1) interim release using existing professional voice talent; one (1) interim release using ODJFS voice talent; one (1) release that will be implemented during a scheduled release that falls outside the scope of the planned (scheduled) release within this IDA section. The release will utilize existing professional voice talent. All phrases will be recorded in English and Spanish. The contractor is required to create, test and implement each phrase change release within ten (10) business days of the request. If EOB edits are necessary, ODJFS will provide the Vendor with the appropriate EOB code, any associated

	mapping, and the phrase to be recorded. ODJFS will complete authentication of dialect or verification of Spanish translation within a timeframe necessary for the Contractor to complete implementation within the ten (10) business day timeframe. The Contractor is not required to create formal implementation plans for these phrase change releases performed on an interim basis. Testing of phrase change releases will first be performed on the Contractor's external test environment before placement into the ODJFS production environment. The Contractor is required to perform all necessary updates to existing Detailed System Design documents (i.e. Appendix C and D) to reflect changes made in the course of implementing any phrase changes. Phrase change releases are not expected to require application programming changes to implement. In the event application programming changes will be necessary, it will be executed at an approved, additional cost to ODJFS. **I-OHP-1.12 Requirements and Design OHP Call Center** The Contractor is required to review and update the existing Medicaid ACD Discovery Requirements document previously produced by VENDOR to ensure that all details are current and relevant. **I-OHP-1.13 Development Testing and Implementation of OHP Call Center** The Contractor is required to build, test and implement the OHP Provider Enrollment and Assistance call center based on the updated requirements and design document. The vendor is required to have the ability to support multiple versions of code. **I-OHP-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the OHP project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary. **I-OHP-1.99 System Sustainability** The Contactor must provide system sustainability to accommodate modifications that will be required as a result of host screen changes, FTP file changes, Phrase Changes / EOB edits (beyond those indicated in the I-OHP-1.09 deliverable), internal and customer requests for IVR application enhancements and modifications that will affect 1) Claim Status, 2) Eligibility 3) Provider Information, 4) Payment Status, 5) Drug and Procedure, 6) Prior Authorization 7) Hospice and 8) Authentication. The Contractor will be required to update existing IVR requirements and design documentation (e.g. Appendices A, B, C, D, and H) to reflect any changes to the IVR.
Risk:	If requirements, design, development and testing activities are not properly executed: Customer satisfaction may not be realized. OHP Management Team functional requirements and implementation timeline will be jeopardized. Increased calls to Call Center and other OHP areas

	Mitigation Methods: Extensive and layered review of requirement and design documentation. Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings. Tiered approval process for all deliverables. Involvement of experienced project management and staff, to ensure project continuity. Extensive internal and user acceptance testing.
Assumptions:	Funding and timely approval of purchase order must be maintained to ensure start date and project timeline. State personnel will be available for requirements gathering immediately after receipt of PO and throughout the engagement as required. State personnel will be scheduled to Vendorend agent / supervisor training on concurrent days.

Cost Summary: Initiative I-OHP-1 IVR Enhancements		
Deliverables / Milestones	**Due Date**	**Cost**
I-OHP-1.1 IVR National Provider Identifier Integration Requirements and Design	6/30/06	[redacted]
I-OHP-1.2 IVR National Provider Identifier Integration Development and Testing	6/30/06	[redacted]
I-OHP-1.3 IVR National Provider Identifier Integration Implementation	6/30/06	[redacted]
I-OHP-1.4 IVR Community Alternative Funding Requirements and Design	6/30/06	[redacted]
I-OHP-1.5 IVR Increase EOB Codes Requirements and Design	6/30/06	[redacted]
I-OHP-1.6 IVR Increase EOB Codes Development and Testing	6/30/06	[redacted]
I-OHP-1.7 IVR Increase EOB Codes Implementation and Post Implementation	6/30/06	[redacted]
I-OHP-1.8 IVR Hospice Provider Input Mechanism Requirements and Design, Development and Testing	6/30/06	[redacted]

Cost Summary: Initiative I-OHP-1 IVR Enhancements		
Deliverables / Milestones	**Due Date**	**Cost**
I-OHP-1.9 IVR Hospice Provider Input Mechanism Implementation and Post Implementation	6/30/06	[redacted]
I-OHP-1.10 IVR Hospice Provider Input Mechanism Communications and Training	6/30/06	[redacted]
I-OHP-1.11 Custom Phrase Changes and EOB Edits	6/30/06	[redacted]
I-OHP-1.12 Requirements and Design for OHP Call Center	6/30/06	[redacted]
I-OHP-1.13 Development Testing and Implementation of OHP Call Center	6/30/06	[redacted]
I-OHP-1.98 Project Management Deliverables	6/30/06	[redacted]
I-OHP-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

4 I-OCS-1 Customer Inquiry Interface

Initiative I-OCS-1 Customer Inquiry Interface	
Description	**I-OCS-1.1 IVR and Web Reports Development and Testing** The Contractor will be responsible for the development, system testing, and User Acceptance Testing of the enhanced IVR and Web Reports as defined in the design and requirements documentation. Requirements may dictate use of a third-party Web reporting tool. The Contractor will be required to provide consolidated reports from multiple data sources and self-service access for ad-hoc reporting. **I-OCS-1.2 IVR and Web Reports Implementation and Post Implementation Support** The Contractor will be responsible for the implementation, and post implementation support of the enhanced IVR and Web reports as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. **I-OCS-1.3 Predictive Dialer Requirements and Design** The Contractor is required to perform requirements and design for implementing a predictive/auto dialer system for the OCS agency, within the existing ACD Partner ACD and PBX Partner PBX environments. This system must support the origination of outbound calls based on data gathered from an OCS database, informing call recipients of support payments which have been issued. **I-OCS-1.4 Predictive Dialer Development and Testing** The Contractor will be responsible for the development, system testing, and User Acceptance Testing of the Predictive Dialer as defined in the design and requirements documentation. **I-OCS-1.5 Predictive Dialer Implementation and Post Implementation Support** The Contractor will be responsible for the implementation, and post implementation support of a Predictive Dialer as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. **I-OCS-1.6 Predictive Dialer Training** The contractor is also required to conduct training classes on how to use and administer the auto dialer system. These classes may include on-site, off-site, and or Computer Based Training (CBT). **I-OCS-1.7 Custom Phrase / TDD / Text Changes** The Contractor is required to perform up to three (3) IVR phrase change releases containing from one (1) to five (5) phrase

	/ text changes within each release. The releases will be as follows: one (1) interim release using existing professional voice talent; one (1) interim release using ODJFS voice talent; one (1) release that will be implemented during a scheduled release that falls outside the scope of the planned (scheduled) release within this IDA section. This release will utilize existing professional voice talent. All phrases will be recorded in English, Spanish and TDD. The contractor is required to create, test and implement each phrase / text change release within ten (10) business days of the request. ODJFS will complete authentication of dialect or verification of Spanish translation within a timeframe necessary for the Contractor to complete implementation within the ten (10) business day timeframe. The Contractor is not required to create formal implementation plans for these phrase / text change releases performed on an interim basis. Testing of phrase / text change releases will first be performed on the Contractor's external test environment before placement into the ODJFS production environment. The Contractor is required to perform all necessary updates to existing Detailed System Design documents (i.e. Appendix C, D, W and WS) to reflect changes made in the course of implementing any phrase / text changes. Phrase / text change releases are not expected to require application programming changes to implement. In the event application programming changes will be necessary, it will be executed at an approved, additional cost to ODJFS. **I-OCS-1.8 Web Hotsite Requirements and Design** The Contractor is required to complete requirements and design for adding a Hotsite for the OCS Payment Status Web application. This initiative may involve the movement of existing Web servers or the installation of new equipment at the Cincinnati Hotsite location. The Contractor is required to document all changes to the Web in the detailed system design documentation. **I-OCS-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the OCS project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary. **I-OCS-1.99 System Sustainability** The Contactor must provide system sustainability to accommodate minor modifications to the IVR and Web that will be required as a result of internal and customers request for enhancement and modifications to 1) Payment Functionality 2) Authentication Processes, and 3) Customer Information Content. The Contractor will be required to update existing IVR and Web requirements and design documentation (e.g. Appendices A, B, C, D, R, W and WS) to reflect any changes to the IVR and Web system.
Risk	If testing and modifications to add additional functionality activities are not properly executed: ▪ Customer satisfaction may not be realized.

	▪ OCS Management Team functional requirements and implementation timeline may be jeopardized. Mitigation Methods: ▪ Extensive and layered review of requirement and design documentation. ▪ Project management expertise including maintenance of project work plan, project status documentation, risk identification and mitigation, and weekly progress meetings. ▪ Tiered approval process for all deliverables. ▪ Involvement of experienced project management and staff, to ensure project continuity. ▪ Extensive internal and user acceptance testing
Assumptions	▪ Funding and timely approval of purchase orders must be maintained to ensure start date and project timeline. ▪ Internal software tools will be utilized (e.g., Microsoft Web Reporting within AccessNet) to accommodate the IVR and Web Reports ▪ State personnel will be available for requirements gathering immediately after receipt of PO and throughout the engagement as required.

Cost Summary: Initiative I-OCS-1 Customer Inquiry Interface		
Deliverables / Milestones	**Due Date**	**Cost**
I-OCS-1.1 IVR and Web Reports Development and Testing	6/30/06	[redacted]
I-OCS-1.2 IVR and Web Reports Implementation and Post Implementation Support	6/30/06	[redacted]
I-OCS-1.3 Predictive Dialer Requirements and Design	6/30/06	[redacted]
I-OCS-1.4 Predictive Dialer Development and Testing	6/30/06	[redacted]
I-OCS-1.5 Predictive Dialer Implementation and Post Implementation Support	6/30/06	[redacted]
I-OCS-1.6 Predictive Dialer Training	6/30/06	[redacted]
I-OCS-1.7 Custom Phrase / TDD / Text Changes	6/30/06	[redacted]

Cost Summary: Initiative I-OCS-1 Customer Inquiry Interface		
Deliverables / Milestones	**Due Date**	**Cost**
I-OCS-1.8 Web Hotsite Requirements and Design	6/30/06	[redacted]
I-OCS-1.98 Project Management Deliverables	6/30/06	[redacted]
I-OCS-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

5 I-UC-1 UC Benefits IVR

Initiative I–UC-1 UC Benefits IVR	
Description	**I-UC-1.1 IVR Phrase Review** The Contractor is required to provide limited assistance in the State's extensive internal review of IVR English and Spanish phrases. The Contractor will be required to provide up to four (4) hours of assistance per week for a twelve (12) week period. The Contractor will record the updated phrases in English, Spanish and TDD. Phrases to be recorded will be done in one recording session. Phrase modifications are not expected to exceed 100 phrases (300 total phrases for English, Spanish and TDD). Testing of phrase change releases will first be performed on the Contractor's external test environment before placement into the ODJFS production environment. The Contractor is required to perform all necessary updates to existing Detailed System Design documents (i.e. Appendix C and D) to reflect changes made in the course of implementing any phrase changes. Phrase change releases are not expected to require application programming changes to implement. **I-UC-1.2 Complete IVR Hotsite and ODFJS Re-architecture Requirements, Analysis and Design** The Contractor is required to complete requirements, analysis, and design for adding a Hotsite for the UC IVR. The Contractor is required to complete an assessment for potentially re-architecting the IVR systems/platforms across various program areas to allow more efficient use through sharing. The Contractor must deliver design documentation that outlines the modifications required to make this change, architecture diagrams, and equipment and labor quotes for implementing this change. **I-UC-1.3 IVR Hotsite and ODFJS Re-architecture Development and Testing** The Contractor will be responsible for the development, system testing, and User Acceptance Testing of the Hotsite and Re-architecture as defined in the design and requirements documentation. **I-UC-1.4 IVR Hotsite and ODJFS Re-architecture Implementation and Post Implementation Support** The Contractor will be responsible for the implementation, and post implementation support of the Hotsite and Re-architecture as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. **I-UC-1.5 Employer Filed Claims Requirements and Design** The Contractor is required to complete requirements, analysis, and design for claimant certification of employer filed information regarding citizenship, IRS Deduction and Application Certification. The design may require an additional menu selection in the IVR. Data for playback to claimants will be obtained from OJI either via daily ftp file or stored procedure.

	Certification of these responses will be stored in a file that will then be exported to OJI. **I-UC-1.6 Employer Filed Claims Development and Testing** The Contractor will be responsible for the development, system testing, and User Acceptance Testing of the Employer Filed Claims as defined in the design and requirements documentation. **I-UC-1.7 Employer Filed Claims Implementation and Post Implementation Support** The Contractor will be responsible for the implementation, and post implementation support of the Employer Filed Claims as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. **I-UC-1.8 IVR Enhancements** The Contractor is required to complete requirements, design, testing, implementation and post implementation support for Work Search Phrases revision to be synchronized with the OJI Web Application; 2) to support an additional Continued Claims question for Bureau of Workers' Compensation for all affected claim types including IVR Lite logic; 3) for OJI Disabled logic in the IVR to ensure that callers have the same options to regenerate their PIN as those who are locked out (3 failed Vendorempts) in addition to updating the LDAP Disabled to False (once a caller has regenerated their PIN); and 4) an addition of an Event Code in Step 300.40 to report the occurrences of missing data in Inquiry Stored Procedure 2 for Application Status Code, Continued Claim Detail Code and Continued Claim Week Ending. The Contractor will be responsible for the development, system testing, and User Acceptance Testing as defined in the design and requirements documentation. The Contractor will be responsible for the implementation, and post implementation support as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. **I-UC-1.9 Custom Phrase / TDD Changes** The Contractor is required to perform up to three (3) IVR phrase change releases containing from one (1) to five (5) phrase changes within each release. The releases will be as follows: one (1) interim release using existing professional voice talent; one (1) interim release using ODJFS voice talent; one (1) release that will be implemented during a scheduled release that falls outside the scope of the planned (scheduled) release within this IDA section. This release will utilize existing professional voice talent. All phrases will be recorded in English, Spanish and TDD. The contractor is required to create, test and implement each phrase change release within ten (10) business days of the request. ODJFS will complete authentication of dialect or verification of Spanish translation within a timeframe necessary for the Contractor to complete implementation within the ten (10) business day timeframe. The Contractor is not required to create formal implementation plans for these phrase change releases performed on an interim basis. Testing of phrase change releases will first be performed on the Contractor's external test environment before placement into the ODJFS production environment. The Contractor is required to perform all necessary updates to existing Detailed System Design documents (i.e. Appendix C and D) to reflect changes made in the course of

	implementing any phrase changes. Phrase change releases are not expected to require application programming changes to implement. In the event application programming changes will be necessary, it will be executed at an approved, additional cost to ODJFS. **I-UC-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the UC project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary. **I-UC-1.99 System Sustainability** The contactor must provide system sustainability to accommodate minor modifications to the IVR that will be required as a result of internal and external customers request for enhancement and modifications to 1) Claim Inquiry, 2) Continued Claim Processing, 3) Authentication Processes, and 4) Interface/Integration Testing. The Contractor will be required to update existing IVR requirements and design documentation (e.g. Appendices A, B, C and D) to reflect any changes to the IVR system.
Risk	The new code may alter or negate existing coding Coordination of OJI back-end programming resources to assist with the stored procedure necessary for IVR Lite and TRA2 for OJI Enhancements Coordination of OJI back-end programming resources to assist with required test data for IVR Lite If testing and modifications to add additional functionality activities are not properly executed: ▪ Customer satisfaction may not be realized ▪ UC Program Team functional requirements and implementation timeline may be jeopardized. Mitigation Methods: Extensive and layered review of requirement and design documentation. Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings. Tiered approval process for all deliverables. Involvement of experienced project management and staff, to ensure project continuity. Extensive internal and user acceptance testing. Contingency planning. Conversion strategies and planning.

Assumptions	▪ Appropriate OJI project team members will be available to coordinate technical and user acceptance testing. ▪ Funding and timely approval of purchase orders will be maintained to ensure start date and project timeline.

Cost Summary: Initiative I–UC-1 UC Benefits IVR		
Deliverables / Milestones	**Due Date**	**Cost**
I-UC-1.1 IVR Phrase Review	6/30/06	[redacted]
I-UC-1.2 Complete IVR Hotsite and ODFJS Re-architecture Requirements, Analysis and Design	6/30/06	[redacted]
I-UC-1.3 IVR Hotsite and ODFJS Re-architecture Development and Testing	6/30/06	[redacted]
I-UC-1.4 IVR Hotsite and ODJFS Re-architecture Implementation and Post Implementation Support	6/30/06	[redacted]
I-UC-1.5 Employer Filed Claims Requirements and Design	6/30/06	[redacted]
I-UC-1.6 Employer Filed Claims Development and Testing	6/30/06	[redacted]
I-UC-1.7 Employer Filed Claims Implementation and Post Implementation Support	6/30/06	[redacted]
I-UC-1.8 IVR Enhancements	6/30/06	[redacted]
I-UC-1.9 Custom Phrase / TDD Changes	6/30/06	[redacted]
I-UC-1.98 Project Management Deliverables	6/30/06	[redacted]
I-UC-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

6 I-UCRC-1 UCRC IVR

Initiative I-UCRC-1 IVR Requirements and Design	
Description	**I-UCRC-1.1 Custom Phrase Changes** The Contractor is required to perform up to three (3) IVR phrase change releases containing from one (1) to five (5) phrase changes within each release. The releases will be as follows: one (1) interim release using existing professional voice talent; one (1) interim release using ODJFS voice talent; one (1) release that will be implemented during a scheduled release that falls outside the scope of the planned (scheduled) release within this IDA section. This release will utilize existing professional voice talent. All phrases will be recorded in English and Spanish. The contractor is required to create, test and implement each phrase change release within ten (10) business days of the request. ODJFS will complete authentication of dialect or verification of Spanish translation within a timeframe necessary for the Contractor to complete implementation within the ten (10) business day timeframe. The Contractor is not required to create formal implementation plans for these phrase change releases performed on an interim basis. Testing of phrase change releases will first be performed on the Contractor's external test environment before placement into the ODJFS production environment. The Contractor is required to perform all necessary updates to existing Detailed System Design documents (i.e. Appendix C and D) to reflect changes made in the course of implementing any phrase changes. Phrase change releases are not expected to require application programming changes to implement. In the event application programming changes will be necessary, it will be executed at an approved, additional cost to ODJFS. **I-UCRC-1.99 System Sustainability** The Contactor must provide system sustainability to accommodate minor modifications that will be required as a result of internal and external customer requests for enhancement and modifications to the IVR system The Contractor will be required to update existing IVR requirements and design documentation (e.g. Appendices A, B, C and D) to reflect any changes to the IVR system.
Risks	Mitigation Methods: ▪ Extensive and layered review of requirement and design documentation. ▪ Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings. ▪ Tiered approval process for all deliverables. ▪ Involvement of experienced project management and staff, to ensure project continuity.

Assumptions	Appropriate UCRC project team members will be available to coordinate technical and user acceptance testing. Funding and timely approval of purchase orders will be maintained to ensure start date and project timeline.

Cost Summary: Initiative I-UCRC-1 UCRC Requirements and Design		
Deliverables / Milestones	**Due Date**	**Cost**
I-UCRC-1.1 Custom Phrase / TDD Changes	6/30/06	[redacted]
I-UCRC-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

7 I-UCCDIS-1 Unemployment Claim Calls Delivery Improvement System

Initiative I–UCCDIS-1 Unemployment Claim Calls Delivery Improvement System	
Description	**I-UCCDIS-1.1 Enhance Witness Integration** The Contractor is required to complete any necessary programming / changes to include additional ACD Partner ACD applications within the existing Witness / ACD Partner integration with both GODJ and GODO. Knowledge transfer opportunities will be provided for selected ODJFDS personnel. **I-UCCDIS-1.2 Integrate Workforce Management Software System** The contractor is required to integrate and test a Workforce Management Software system of ODJFS' choosing with the existing dual ACD Partner ACD systems. **I-UCCDIS-1.3 Multichannel Communications Requirements and Design** The contractor is required to participate in a joint application design (JAD) requirements and design session for implementing multichannel communication functionality within the existing dual ACD Partner ACD systems. The initial build out of this feature is a small-scale rollout utilizing the existing multichannel licensing and may be limited to routing of emails only. **I-UCCDIS-1.4 Multichannel Communications Development, Testing and Implementation** The contractor is required to implement, test and create a User Acceptance Test script, and provide post implementation support for the multichannel communications system. **I-UCCDIS-1.5 ACD Partner ACD Expansion to Support Processing Center Agents** The contractor is required to expand the ACD Partner GODJ and GODO systems as needed in order to add approximately 400 Processing Center agents and supervisors to the systems. These activities are to include, but not limited to, installing additional PDI, DPT/DPX and DAS cards and potential reconfiguration of the WPA servers. **I-UCCDIS-1.6 ACD Partner ACD Programming to Support Processing Center Agents** The contractor is required to perform all necessary programming, telescripts design, agent and group programming and programming to replicate the existing EZ Route platform functionality within both ACD Partner ACD systems. **I-UCCDIS-1.7 Predictive Dialer Complete Requirements and Design** The Contractor is required to complete requirements and design for a predictive dialer system and application for Local Operations and SCOTI, within the existing dual ACD Partner ACD and PBX Partner PBX environments. This system must integrate with the SCOTI application and database for dialing list generation.

	I-UCCDIS-1.8 Predictive Dialer Development and Testing The Contractor will be responsible for the development, system testing, and User Acceptance Test script of the Predictive Dialer and applications as defined in the design and requirements documentation. **I-UCCDIS-1.9 Predictive Dialer Implementation and Post Implementation Support** The Contractor will be responsible for the implementation, and post implementation support of a Predictive Dialer system and applications as defined in the design documentation. The Contractor must deliver an Implementation Plan and provide post implementation support for this initiative. It is expected that the integration of the auto dialer system will have no negative impact upon existing functionality and capability of the ACD Partner ACD systems. **I-UCCDIS-1.10 Predictive Dialer Communications, Marketing, and Training** The Contractor will be responsible for the design and development of internal and external marketing and communication material for the Predictive Dialer initiative. These materials may include, but not limited to messages posted to the Website, flyers/documents and/or graphics to educate internal customers and external customers. The contractor is also required to conduct training class for up to 20 people on how to use and administer the auto dialer system. **I-UCCDIS-1.11 Integrate Quality Monitoring & Recording System** The Contractor is required integrate and test a Quality Monitoring and Recording system for the six Local Operations Call Centers. The system must integrate with the ACD Partner switches (GODO and GODJ) through transaction links. **I-UCCDIS-1.12 Upgrade ACD Partner ACD System to Software Version 10.0** The Contractor is required to upgrade (install, configure, and test) the existing ACD Partner ACD system (and all ancillary components) to the new software version 10.0. The State expects that all current functionality and reporting will be maintained in addition to any new features/enhancements introduced by the upgrade. **I-UCCDIS-1.13 Requirements and Design for Renumbering of ACD Partner ACD Programming** The Contractor is required to participate in JAD sessions to determine requirements and design a solution for renumbering / reconfiguring the ACD Partner ACD programming. **I-UCCDIS-1.14 Implement and Test Renumbering of ACD Partner ACD Groups / Agents** The Contractor is required to make and test necessary programming / database changes as required by the design solution. **I-UCCDIS-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the UCCDIS project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary.

	I-UCCDIS-1.99 System Sustainability The Contactor must provide system sustainability to accommodate minor modifications that will be required as a result of internal and external customer requests for enhancement and modifications to the ACD Partner ACD systems. The Contractor will be required to update existing requirements and design documentation to reflect any changes to the ACD systems.
Risk	Mitigation Methods: ▪ Extensive and layered review of requirement and design documentation. ▪ Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings. ▪ Tiered approval process for all deliverables. ▪ Involvement of experienced project management and staff, to ensure project continuity. ▪ Extensive internal and user acceptance testing. ▪ Contingency planning. ▪ Additional Conversion strategies and planning.
Assumptions	▪ The implementation of WPA will occur only after the product is successfully piloted in a Call Center environment. ▪ The implementation of a Quality Monitoring and Recording system will occur only after the product is successfully piloted in a Call Center environment. ▪ In the event that monitoring or reporting functionality of the ACD Partner system is affected by the WPA implementation, VENDOR is required to take necessary corrective action to fix the problem at no additional cost to the State. ▪ Funding and timely approval of purchase orders will be maintained to ensure start date and project timeline.

Cost Summary: I-UCCDIS-1 Unemployment Claim Calls Delivery Improvement System

Deliverables / Milestones	Due Date	Cost
I-UCCDIS-1.1 Enhance Witness Integration	6/30/06	[redacted]
I-UCCDIS-1.2 Integrate Workforce Management Software System	6/30/06	[redacted]
I-UCCDIS-1.3 Multichannel Communications Requirements and Design	6/30/06	[redacted]

Cost Summary: I-UCCDIS-1 Unemployment Claim Calls Delivery Improvement System		
Deliverables / Milestones	**Due Date**	**Cost**
I-UCCDIS-1.4 Multichannel Communications Development, Testing and Implementation	6/30/06	[redacted]
I-UCCDIS-1.5 ACD Partner ACD Expansion to Support Processing Center Agents	6/30/06	[redacted]
I-UCCDIS-1.6 ACD Partner ACD Programming to Support Processing Center Agents	6/30/06	[redacted]
I-UCCDIS-1.7 Predictive Dialer Complete Requirements and Design	6/30/06	[redacted]
I-UCCDIS-1.8 Predictive Dialer Development and Testing	6/30/06	[redacted]
I-UCCDIS-1.9 Predictive Dialer Implementation and Post Implementation Support	6/30/06	[redacted]
I-UCCDIS-1.10 Predictive Dialer Communications, Marketing, and Training	6/30/06	[redacted]
I-UCCDIS-1.11 Integrate Quality Monitoring & Recording System	6/30/06	[redacted]
I-UCCDIS-1.12 Upgrade ACD Partner ACD System to Software Version 10.0	6/30/06	[redacted]
I-UCCDIS-1.13 Requirements and Design for Renumbering of ACD Partner ACD Groups / Agents	6/30/06	[redacted]
I-UCCDIS-1.14 Implement and Test Renumbering of ACD Partner ACD Groups / Agents	6/30/06	[redacted]
I-UCCDIS-1.98 Project Management Deliverables	6/30/06	[redacted]
I-UCCDIS-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

8 I-SWTS-1 Statewide Telephone System

Initiative I-SWTS-1 Statewide Telephone System	
Description	**I-SWTS-1.1 Large Site (Cleveland Regional Office)** The Contractor is required to design, configure, implement and test new PBX Partner Succession 1000 telephone system at one (1) large site and conduct end-user training. The Contractor will respond to schedule changes that may occur due to, including but not limited to: construction schedule, telecommunication orders, etc. The Contractor will include in their cost for site installations the following tasks and any other tasks necessary to complete a site installation: ▪ Additional Music on Hold and RAN port licenses ▪ Least cost routing ▪ IP addressing ▪ BARS programming ▪ S1K installation and programming ▪ SOCC SOMACs installation ▪ 81C / Call Pilot configuration ▪ Additional follow-up visits per site ▪ PBX Post Implementation Reprogramming ▪ Succession 3.0 Software Upgrades **I-SWTS-1.2 PBX Partner 81C and S1K Changes to Support Processing Center Agents** The contractor is required to make necessary changes to the PBX Partner 81C and outlying SWTS Succession 1000 switches to accommodate the moving of Processing Center agents to the ACD Partner ACD systems. The vendor will revue the existing Master As Built document to determine potential capacity and needed programming changes. This is to include, but not limited to, adding / removing / swapping of trunk cards, reprogramming of switches to decommission PBX Partner ACD queues, BARS / NARS programming and updating of the Master As Built Document. **I-SWTS-1.3 Moves, Adds and Changes (MAC) Work** The Contractor will provide technicians and programming support for all SWTS project activities and requested moves, adds, and changes (MAC) work.

	I-SWTS-1.4 Network Traffic Study for six (6) call center sites and Cleveland Regional Office Network traffic studies will be done for six (6) call center sites and an initial study for the Cleveland Regional Office, including a traffic study at the SOCC 81C for each site. **I-SWTS-1.5 PBX Partner Software v4.5 Upgrade for the Call Centers** The Contractor is required to perform an upgrade of the PBX Partner Succession 1000 switches at the Local Operations' Akron, Cincinnati, Dayton, Lorain and Toledo Call Centers to PBX Partner software version 4.5. **I-SWTS-1.6 PBX Partner Software v4.0 Upgrade for the 81C and Columbus Call Centers** The Contractor is required to perform an upgrade of the PBX Partner Succession 1000 switch at the Local Operations Columbus Call Center and upgrade the PBX Partner 81C at the SOCC to PBX Partner software version 4.0. **I-SWTS-1.7 VoIP Enable Columbus Call Center** The Contractor is required to install, configure, and test a VoIP telephony system (based on a Cisco network infrastructure) at the Columbus Call Center location and to provide end-user IP telephone training. The intent is to convert to a complete IP based system. This may include phased steps of replacing digital phones with IP phones, upgrading and reconfiguring the Succession 1000 switch, converging the voice and data traffic, implementing QoS, and implementing IP trunking on the PBX Partner 81C Succession at the SOCC. The state will be responsible for the network infrastructure, i.e. Cisco LAN and WAN connections. **I-SWTS-1.8 Modify IP Addressing** For all the Processing Center and Call Center PBX Partner switches, the Contractor is required to modify the IP addressing and connect the sites (as needed) to the data network using the existing ODJFS Cisco Network infrastructure equipment (Columbus Call Center, Chillicothe and the SOCC have already been completed). Modification to the IP addressing (to include a Chillicothe revisit) and connection to the data network will be phase based on the MIS initiative to upgrade the WAN equipment and as identified by ODJFS to perform the connectivity (as needed). **I-SWTS-1.9 Implement OTM Administration Module and Provide Training** The Contractor is required to install, configure, integrate, and test the previously provided OTM administration software at all Processing Center and Call Center sites. The implementation of OTM will occur only after the product is successfully piloted at Chillicothe and the Columbus Call Center . The Contractor must provide training for up to 10 people on the OTM administration module. **I-SWTS-1.10 Implement Call Detail Reporting Module** After a successful OTM deployment, the Contractor is required to pilot the OTM billing module at the Columbus Call Center for cost accounting and call detail reporting. **I-SWTS-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the SWTS project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through

	resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary. **I-SWTS-1.99 System Sustainability** The Contactor must provide system sustainability to accommodate minor modifications that will be required as a result of internal and external customer requests for enhancement and modifications to SWTS System components (i.e. PBX Partner 81C, Succession1000 and Call Pilot).
Risks	Construction Delays, Power Problems, Network Installation Issues, Cabling installation and paperwork and Communication between all departments. Delays in ODJFS providing equipment for installation. Date and data changes following the sites determined freeze. Mitigation Methods: ▪ Extensive and layered review of requirement and design documentation. ▪ Project management expertise including maintenance of project Workplan, project status documentation, risk identification and mitigation, and weekly progress meetings. ▪ Tiered approval process for all deliverables. ▪ Involvement of experienced project management and staff, to ensure project continuity. ▪ Extensive internal and user acceptance testing. ▪ Testing will encompass the entire system including PBX Partner PBXs, Qwest EZ Route and ACD Partner ACD. ▪ Inclusion in this IDA period of two (2) full-time dedicated VENDOR technicians.
Assumptions	▪ The implementation of OTM will occur only after the product is successfully piloted in Chillicothe. ▪ Modifications to the IP addressing may need to be changed more than once based on the schedule for the MIS WAN upgrade project. ▪ Date changes are subject to a change control process. ▪ Weekly Project meetings will occur. ▪ VENDOR coordination with weekly facility meeting for the local processing central moves. ▪ A VENDOR Network Project Manager will be assigned to the VENDOR network orders at no additional cost to the State. ▪ Environmental Specifications will be adhered to at each site. ▪ Telco requirements must be identified and ordered to meet installation deadlines.

	▪ JFS will be responsible for all telecommunications facilities requirements / orders. ▪ The state will Vendorempt to allow for a cut over date of two (2) weeks from the date the equipment room is ready for occupancy (all environmental specifications are to meet PBX Partner standards). In the event this does not occur due to unforeseen scheduling problems, VENDOR will be able to respond accordingly (see risk mitigation section). ▪ The State has a goal of no more than two (2) installations per week.

Cost Summary: Initiative I-SWTS-1 Statewide Telephone System

Deliverables / Milestones	Due Date	Cost
I-SWTS-1.1 Large Site (Cleveland Regional Office)	6/30/06	[redacted]
I-SWTS-1.2 PBX Partner 81C and S1K Changes to Support Processing Center Agents	6/30/06	[redacted]
I-SWTS-1.3 Moves, Adds and Changes (MAC) Work	6/30/06	[redacted]
I-SWTS-1.4 Network Traffic Studies	6/30/06	[redacted]
I-SWTS-1.5 PBX Partner Software v4.5 Upgrade for the Call Centers	6/30/06	[redacted]
I-SWTS-1.6 PBX Partner Software v4.0 Upgrade for the 81C and Columbus Call Center	6/30/06	[redacted]
I-SWTS-1.7 VoIP Enable Columbus Call Center	6/30/06	[redacted]
I-SWTS-1.8 Modify IP Addressing	6/30/06	[redacted]
I-SWTS-1.9 Implement OTM Administration Module and Provide Training	6/30/06	[redacted]
I-SWTS-1.10 Implement Call Detail Reporting Module	6/30/06	[redacted]
I-SWTS-1.98 Project Management Deliverables	6/30/06	[redacted]
I-SWTS-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

9 I-CCTS-1 Campus Consolidation Telephony Solution

Initiative CCTS-1 Campus Consolidation Telephony Solution	
Description	ODJFS expects the Contractor to provide knowledge transfer opportunities for ODJFS staff throughout the implementation of the project deliverables. **I-CCTS-1.1 PBX Partner CS1000-E, MCS5100 and Call Pilot Implementation** The Contractor is required to move, complete installation, configure, test, and implement all PBX Partner equipment as identified in the VENDOR equipment order (PO W50H13) (i.e. call, terminal and signaling servers, media gateways, MCS5100 system and Call Pilot). The MCS5100 will be implemented to support audio-bridge functionality. The new Call Pilot is a new, independent, voice-mail server that will be located at 4020 East 5th Avenue. The Contractor is required to work with MIS and EBS staff to understand, integrate and implement the CS1000-E and MCS5100 equipment to the ODJFS/MIS Cisco data IP network environment (i.e. ELAN, TLAN, and VLAN). The new systems will be implemented in a dual-network environment (i.e. separate voice and data networks). The Contractor is required to perform latency and jitter testing to measure voice quality on the voice network which should be configured for Quality of Service (QOS) standards when implemented. The Contractor must integrate and test the CS1000-E to all associated connections to voice lines (PRI & POTS) and to the Core switch (81C) located at the SOCC (multiplexed DS3). The Contractor must install, configure and test all IP telephones at the new location. **I-CCTS-1.2 Dial Plan Programming** The contractor is required to participate in JAD sessions to determine necessary changes and is required to perform and test all programming changes in the 81C and remote S1K switches to accommodate an LCR tail-end hop off change for inbound calls to the 614 area from exiting at the Columbus S1K switch to exit from the 81C at the SOCC instead. The contractor is required to perform necessary programming changes required for a Qwest PoP at the SOCC. The contractor is required to integrate these changes into the 4020 dial plan. The contractor is required to participate in alternative routing discussions to be held relative to campus dial plan integration. **I-CCTS-1.3 Implement Partitioning Solution for the ACD Partner GODJ and GODO Systems** The Contractor will work with ODJFS to identify a workable partitioning solution for both ACD Partner switches that will enable partitioning of all data viewed via Enterprise Administrator, Total Recall Reports, Web Monitor and Web Reports applications. The selected partitioning solution can have no negative impact upon any existing system feature or function. Once a suitable solution is agreed upon, the Contractor will be required to configure, test and implement the partitioning solution and to perform training and provide knowledge transfer opportunities for selected ODJFS staff.

	I-CCTS-1.4 UC Tax ACD Group Addition to ACD Partner Spectrum GODJ The Contractor is required to perform testing, implementation, and post implementation support of the new UC Tax Application on the ACD Partner system. This includes telescript development, agent and supervisor user definition, and testing. The Contractor is required to modify the UC Tax IVR to record and implement new IVR phrases for telephone number changes. Please see Vendorachment A for additional information. **I-CCTS-1.5 End-user PBX Partner IP Phone Training** The Contractor is required to provide on-site end-user training. **I-CCTS-1.6 End-user and Supervisor ACD Partner Training for UC Tax Group** The Contractor is required to provide on-site end-user and supervisor training for 115 agents and 32 supervisors. **I-CCTS-1.7 Changes for ACD Partner Users Moving from 145 South. Front** The Contractor is required to ensure the dial plan supports call routing from the ACD Partner ACD systems to the PBX Partner 81C to the CS1000-E (i.e. voice path creation from the SOCC to the agents) for Special Claims, Trade, Re-determination, SCOTI, and TANF groups moving to 4020 East 5th Avenue. **I-CCTS-1.8 Centralizing VoIP Infrastructure / MCS5100 at SOCC** The contractor is required to participate in planning and designing a solution for centralizing VoIP infrastructure and the MCS5100 at the SOCC with a focus on establishing Campus redundancy. The contractor is required to perform any necessary prestaging, configuration and testing of equipment effected by this deliverable. **I-CCTS-1.9 Requirements and Design for VoIP at 4200 E. 5th Ave.** The Contractor is required to participate in requirements and design JAD sessions to implement a limited test of VoIP communications at the 4200 E. 5th Ave. facility. **I-CCTS-1.98 Project Management Deliverables** The Contractor is required to develop and maintain a project plan and timeline for all deliverables within the CCTS project. The contractor will develop and maintain an Action Items and Issues Log that tracks all action items and issues through resolution and/or completion. The Contractor will organize and conduct weekly status meetings, provide meeting agendas, meeting minutes, and update all project documentation as necessary. **I-CCTS-1.99 System Sustainability** The Contactor must provide system sustainability to accommodate minor modifications that will be required as a result of internal and external customer requests for enhancement and modifications.
Risks	If requirements, design, development and testing activities are not properly executed:

	▪ Customer satisfaction may not be realized. ▪ CCTS Management Team functional requirements and implementation timeline will be jeopardized. Mitigation Methods: ▪ Extensive and layered review of requirement and design documentation. ▪ Project management expertise including maintenance of project Work plan, project status documentation, risk identification and mitigation, and weekly progress meetings. ▪ Tiered approval process for all deliverables. ▪ Involvement of experienced project management and staff, to ensure project continuity. ▪ Extensive internal and user acceptance testing.
Assumptions	▪ Funding and timely approval of purchase order must be maintained to ensure start date and project timeline. ▪ State personnel will be available for requirements gathering immediately after receipt of PO and throughout the engagement as required. ▪ State personnel will be scheduled to Vendorend agent/supervisor training on concurrent days.

Cost Summary: Initiative CCTS-1 Campus Consolidation Telephony Solution		
Deliverables / Milestones	**Due Date**	**Cost**
I-CCTS-1.1 PBX Partner CS1000-E, MCS5100 and Call Pilot Implementation	6/30/06	[redacted]
I-CCTS-1.2 Dial Plan programming	6/30/06	[redacted]
I-CCTS-1.3 Partitioning of ACD Partner GODJ and GODO Systems	6/30/06	[redacted]
I-CCTS-1.4 UC Tax ACD Group Addition to ACD Partner Spectrum GODJ	6/30/06	[redacted]
I-CCTS-1.5 End-user PBX Partner IP Phone Training	6/30/06	[redacted]
I-CCTS-1.6 End-user and Supervisor ACD Partner Training for UC Tax Group	6/30/06	[redacted]
I-CCTS-1.7 Changes for ACD Partner Users Moving from 145 South. Front	6/30/06	[redacted]
I-CCTS-1.8 Centralizing VoIP Infrastructure / MCS5100 at SOCC	6/30/06	[redacted]
I-CCTS-1.9 Requirements and Design for VoIP at 4200 E. 5th Ave.	6/30/06	[redacted]

I-CCTS-1.98 Project Management Deliverables	6/30/06	[redacted]
I-CCTS-1.99 System Sustainability	6/30/06	[redacted]
	Total:	[redacted]

10 I-TS-1 Technical Services

Initiative TS-1 Technical Services	
Description	The Contractor is required to provide on a not-to-exceed time and materials basis: IVR PARTNER, PBX Partner & ACD Partner systems engineering and technical support for project and organization initiatives as requested during the IDA period (i.e. SOCC power or network outage). In the event, multiple vendor services are needed, the Contractor is required to provide a single VENDOR Point of Contact (i.e., Project Manager), on a not-to-exceed time and materials basis, to provide coordination of vendor activities for planned power and network outages.

Cost Summary: Initiative TS-1 Technical Services

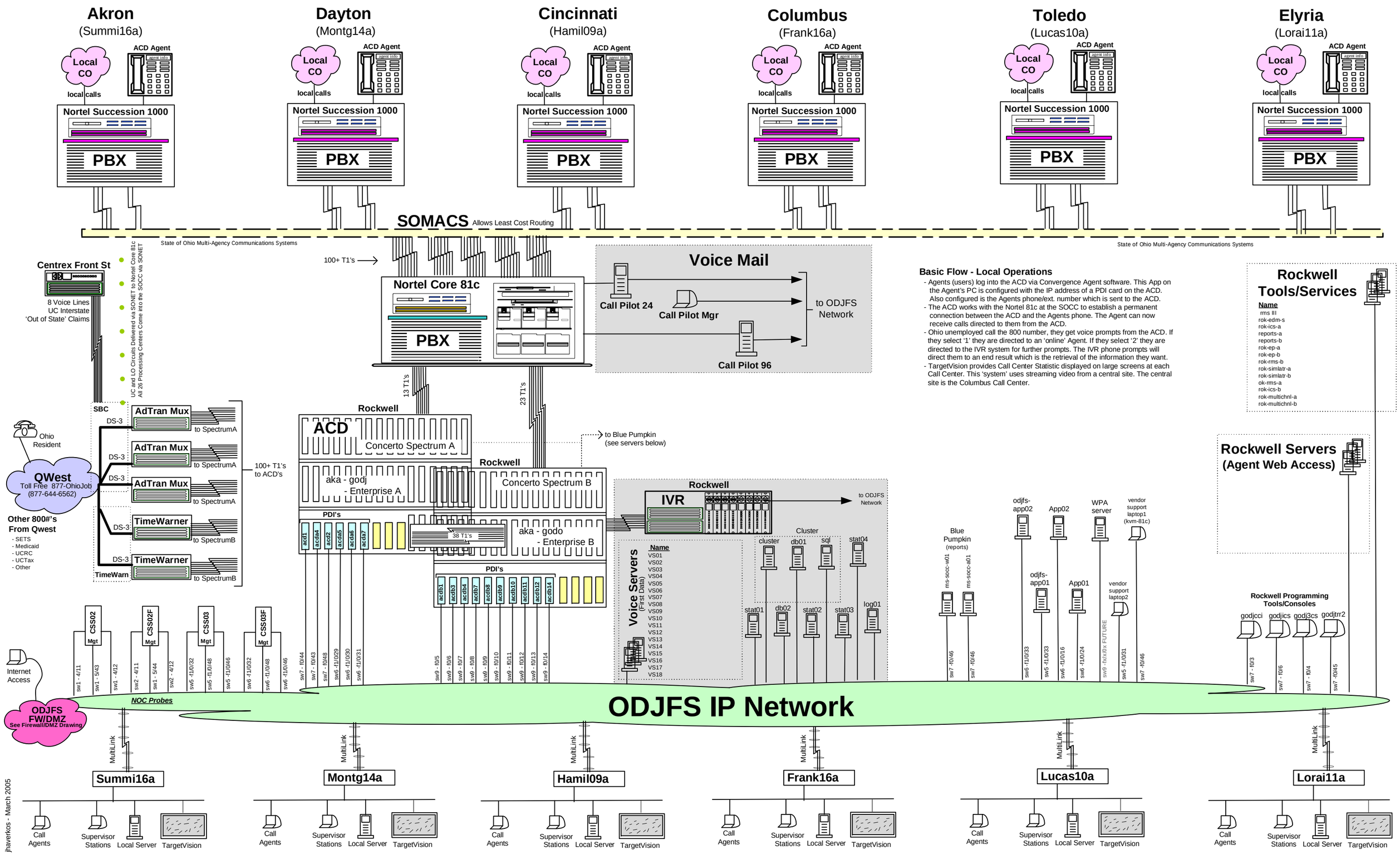
Deliverables / Milestones	Due Date	Cost
I-TS-S.1 OHP – IVR IVR PARTNER Technical Services	6/30/06	[redacted]
I-TS-S.2 OCS – IVR IVR PARTNER Technical Services	6/30/06	[redacted]
I-TS-S.3 UC – IVR IVR PARTNER Technical Services	6/30/06	[redacted]
I-TS-S.4 UCRC – IVR IVR PARTNER Technical Services	6/30/06	[redacted]
I-TS-S.5 SWTS – Telephone Systems (81C, S1K, Call Pilot) PBX Partner Technical Services	6/30/06	[redacted]
I-TS-S.6 UCCDIS – ACD Systems ACD Partner Technical Services	6/30/06	[redacted]
I-TS-S.7 CCTS – Systems Technical Services	6/30/06	[redacted]
	Total:	[redacted]

Supplement Three

Architecture Diagrams

ODJFS IVR/ACD Call Center Application Flow Diagram

March 16th, 2005



Basic Flow - Local Operations

- Agents (users) log into the ACD via Convergence Agent software. This App on the Agent's PC is configured with the IP address of a PDI card on the ACD. Also configured is the Agents phone/ext. number which is sent to the ACD.
- The ACD works with the Nortel 81c at the SOCC to establish a permanent connection between the ACD and the Agents phone. The Agent can now receive calls directed to them from the ACD.
- Ohio unemployed call the 800 number, they get voice prompts from the ACD. If they select '1' they are directed to an 'online' Agent. If they select '2' they are directed to the IVR system for further prompts. The IVR phone prompts will direct them to an end result which is the retrieval of the information they want.
- TargetVision provides Call Center Statistic displayed on large screens at each Call Center. This 'system' uses streaming video from a central site. The central site is the Columbus Call Center.

jhaverkos - March 2005

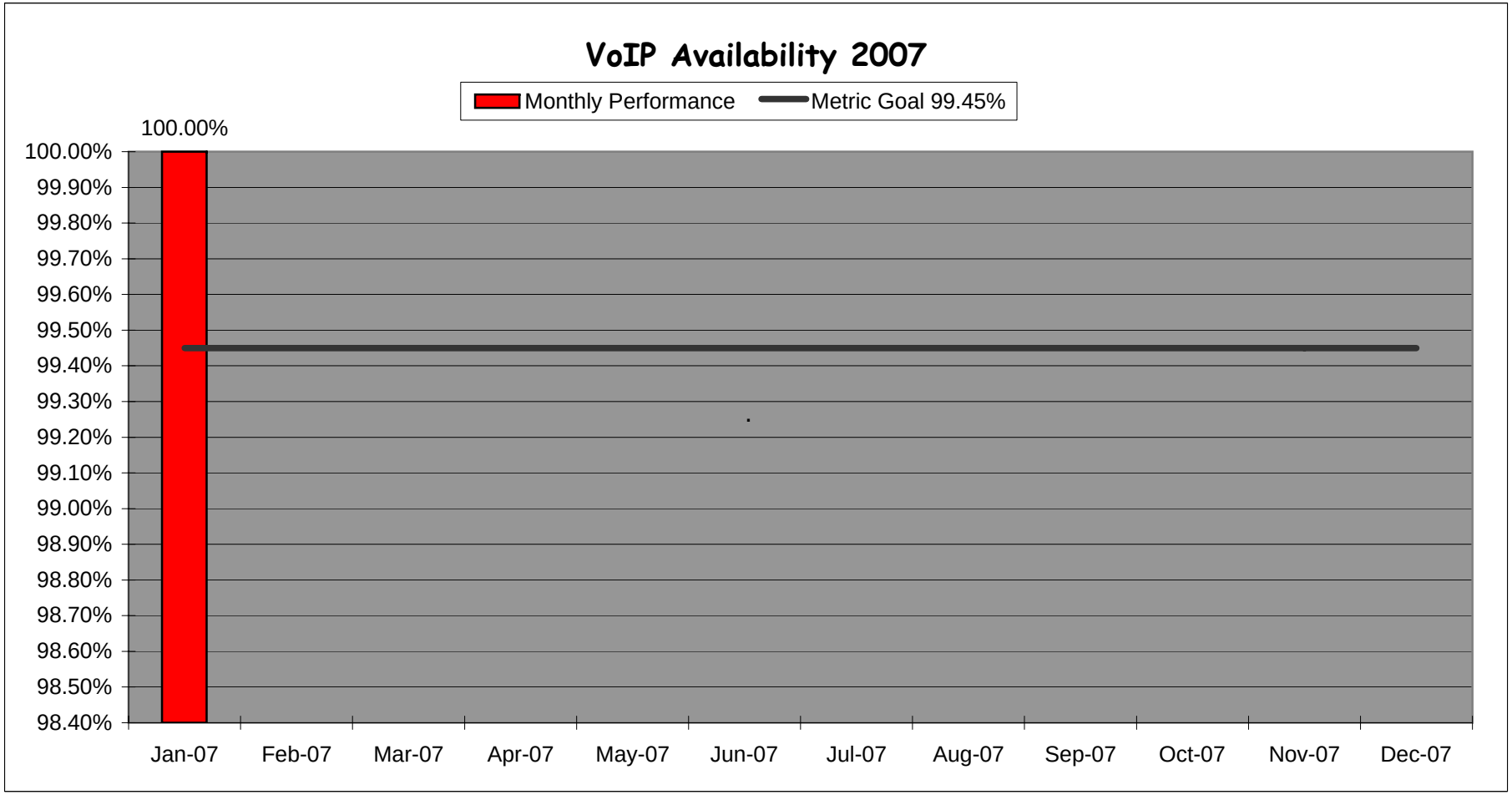
Supplement Four

Sample IP Report

Monitor Name	Coverage	Uptime	Percentage	Downtime	Users Impacted	Outage Time
NTAIRDSPTB07-E	19.764 days	19.764 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB09-E	19.764 days	19.764 days	100.00%	**0.00 min**	0	0:00
NTAIRTGTA-Node	19.764 days	19.764 days	100.00%	0.00 min	0	0:00
NTAIRTG43-E	19.764 days	19.764 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB29-T	19.764 days	19.764 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB08-E	19.764 days	19.764 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB28-E	19.764 days	19.764 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB34-T	19.764 days	19.764 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB27-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB18-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB19-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB17-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG42-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG44-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB09-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTGTB-Node	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS05-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG36	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTA34-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG31	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS04-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS03-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS04-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS03-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS-Node	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRS01-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTS02-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG42-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG44-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB33-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB20-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB20-E	19.763 days	19.763 days	100.00%	**0.00 min**	0	0:00
NTAIRTG41-E	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB28-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00

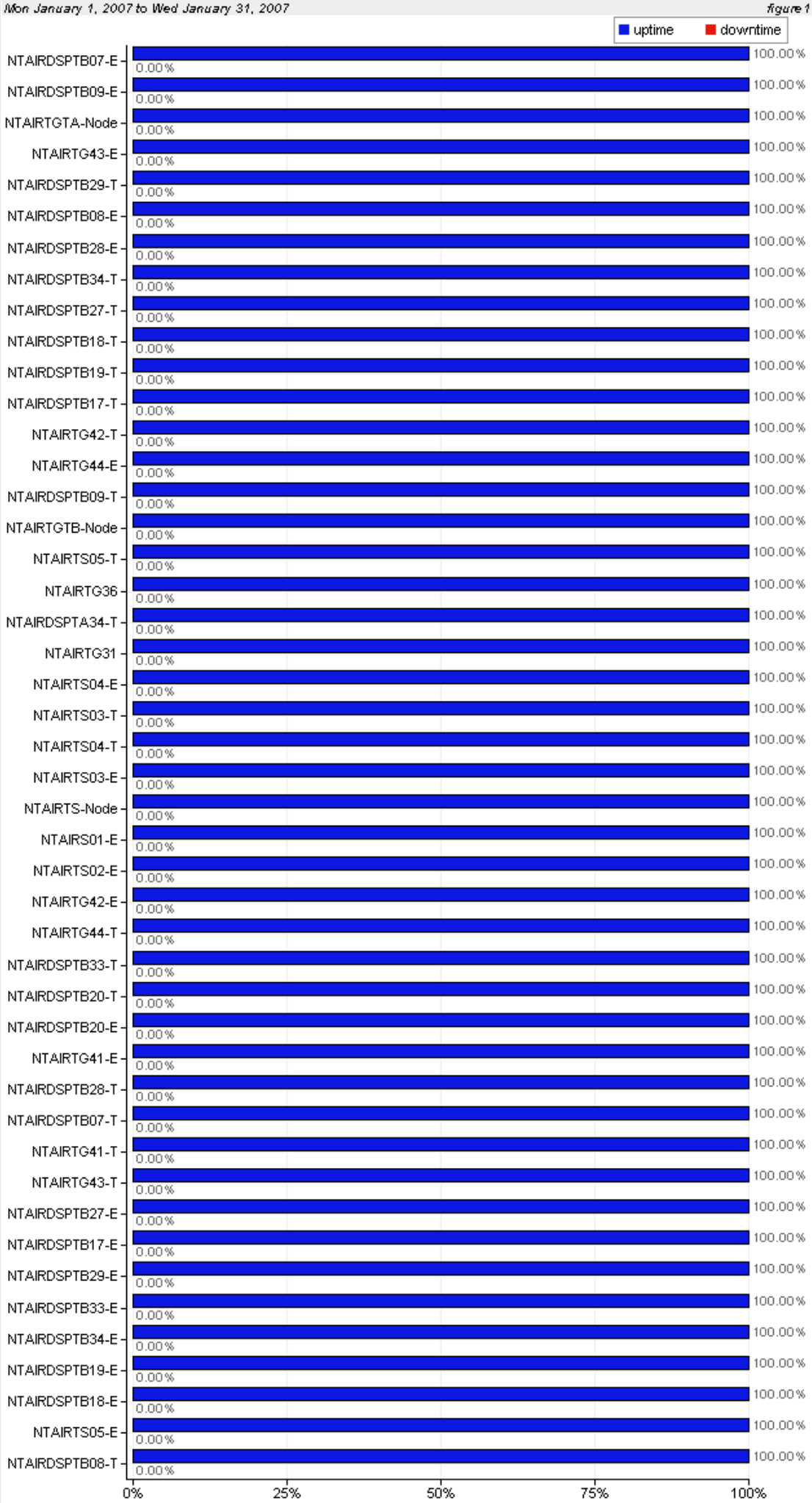
NTAIRDSPTB07-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG41-T	19.763 days	19.763 days	100.00%	0.00 min	0	0:00
NTAIRTG43-T	19.763 days	19.763 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB27-E	19.762 days	19.762 days	100.00%	**0.00 min**	0	0:00
NTAIRDSPTB17-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB29-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB33-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB34-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB19-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB18-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRTS05-E	19.762 days	19.762 days	100.00%	0.00 min	0	0:00
NTAIRDSPTB08-T	19.762 days	19.762 days	100.00%	0.00 min	0	0:00

Groupwise Statistics



Uptime / Downtime for Group: VoIP

Mon January 1, 2007 to Wed January 31, 2007 *figure 1*



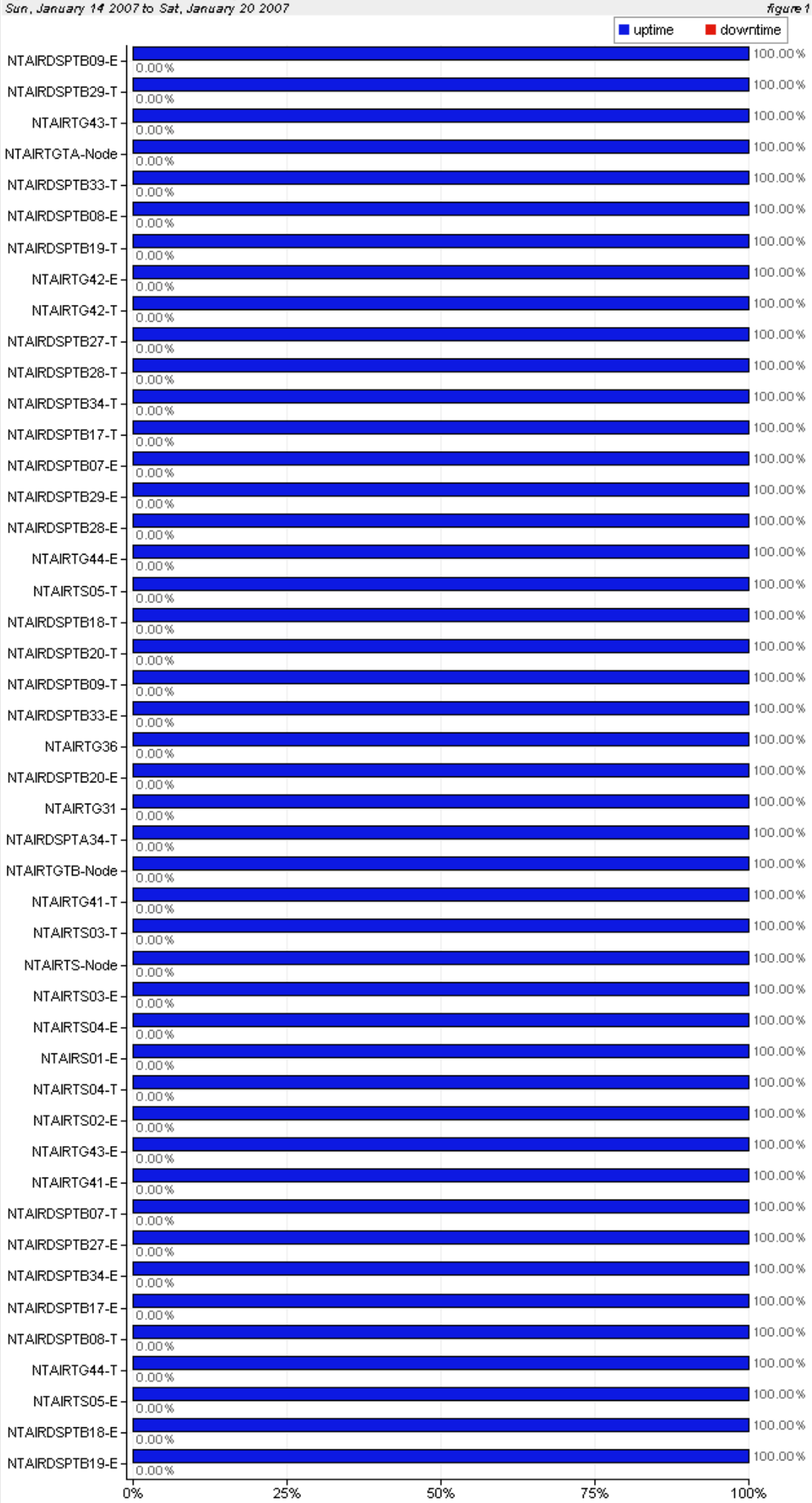
46 of 46 monitors, sorted by downtime

source: ipMonitor 7

Uptime / Downtime for Group: VoIP

Sun, January 14 2007 to Sat, January 20 2007

figure 1



46 of 46 monitors, sorted by downtime

source: ipMonitor 7

Supplement Five

Facility Locations

Office	Address
Akron CC	161 S. High St. Akron, OH 44308
Bowling Green PC	1234 N. Main St, Suite D, Bowling Green OH 43402
Canton PC	402 2nd St. SE Canton, OH 44702
Chillicothe PC	120 Stoneridge Dr. Chillicothe, OH 45601
Cincinnati CC	225 Pictoria Dr. Springdale, OH 45246
Richmond Heights PC	26301 Curtiss Wright Parkway Richmond Heights, OH 44143
Columbus CC	4300 E. Fifth Ave, Ste 4318 Columbus, OH 43219
Dayton CC	4429 Interpoint Blvd. Dayton, OH 45424
Ft Loramie PC	4040 State Route 705 Ft. Loramie, OH 45845
Ironton PC	120 N. Third St. Suite-A Ironton, OH 45638
Jackson PC	3 Acy Ave. Jackson, OH 45640
Lima PC	799 North Main St. OH 45801
Lorain CC	209 W. Fourth St. Lorain, OH 44502
Mansfield PC	2291 W. 4th St. Mansfield, OH 44906
Painesville PC	90 N. State St. Painesville, OH 44077
Reno (Marietta) PC	27841 State Route 7 N, Box 11 Marietta, OH 45750
Sherwood PC	9915 US Route 127, Suite G Sherwood, OH 43556
Bridgeport PC	56104 National Road, Bridgeport, OH 43912
Tiffin PC	668 Miami St. Tiffin, OH 44883
Toledo (Maumee) CC	1684 Woodlands Dr. Maumee, OH 43537
Youngstown PC	2026 South Ave. Youngstown, OH 44502
Zanesville PC	711 East Main St. Zanesville, OH 43701
The Plains Payment Center	86 & 88 N. Plain Rd. The Plains, OH 45780
4020 Building	4020 E. 5th Ave. Columbus, OH 43219
4200 Building	4200 E. 5th Ave. Columbus, OH 43219
Lazarus Building	50 West Town St. Suite 400 Columbus, OH 43215
145 Building	145 S. Front St. Columbus, OH 43215
State of Ohio Computer Center (Core)	1320 Arthur E. Adams Dr. Columbus, OH 43221
State Office Tower	30 E. Broad St. Columbus, OH 43215

Supplement Six
Parts Lists

ATTACHMENT SEVEN

COST SUMMARY

Complete the form as formatted for all hardware necessary for implementation and system delivery for all UC Benefit Applications. This form may be duplicated as needed.

All Hardware for all UC Benefits Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	**Per Unit Cost**	**Qty.**	**Extended Cost**
Call Center				[redacted]		[redacted]
97002552	ENGLISH DOCUMENTATION 7.1.0	Rockwell	97002552		1	
97E71130	SPECTRUM REN CABINET A AC	Rockwell	97E71130		1	
97E04300	BMU W/32MB MEMORY CARD	Rockwell	97E04300		2	
97E71149	REN MIU OPTION	Rockwell	97E71149		2	
97E71151	REN REDUNDANCY KIT	Rockwell	97E71151		1	
91E05300	NETWORK (NET II) CARD	Rockwell	91E05300		3	
97E71134	REN NETWK TERM CAB N-AC	Rockwell	97E71134		1	
96000091	NET TERM SHELF 2 (CAB A)	Rockwell	96000091		1	
96000092	NETWK TERM/DATA SHELF 3-A	Rockwell	96000092		1	
96000093	NETWK TERM/DATA SHELF 4-CAB NI	Rockwell	96000093		1	
96000094	NETWK TERM/DATA SHELF 5 NI	Rockwell	96000094		1	
96000095	NTWRK TERM/DATA SHELF 6 NI	Rockwell	96000095		1	
96000096	NTWRK TERM/DATA SHELF 7 NI	Rockwell	96000096		1	
96000097	NTWRK TERM/DATA SHELF 8 NI	Rockwell	96000096		1	
96000081	BATTERY BACKUP KIT	Rockwell	96000081		2	
91E04600	BASIC RATE LINE II CARD	Rockwell	91E04600		1	
91E01300	DIGITAL SIGNAL PROCESSOR	Rockwell	91E01300		2	
91E01400	DIGITAL AUDIO SOURCE CARD	Rockwell	91E01400		1	
97001796	PRISM LINK GROUP	Rockwell	97001796		2	

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

97002175	REN USA MANAGEMENT KIT	Rockwell	97002175	6,768	1	$6,768

All Hardware for all UC Benefits Applications

Hardware	Description	Manufacturer	Manufacturer Part No.	Per Unit Cost	Qty.	Extended Cost
96000143	USA REGULATORY CAB KIT	Rockwell	96000143	[redacted]	2	[redacted]
96000109	AC POWER KIT	Rockwell	96000109	[redacted]	2	[redacted]
91E03900	ANALOG INTERFACE CARD	Rockwell	91E03900	[redacted]	1	[redacted]
81001627	4W E&M PERSONALITY MODULE	Rockwell	81001627	[redacted]	1	[redacted]
70000722A	CABLE, RX-232 PC CMP	Rockwell	70000722A	[redacted]	1	[redacted]
91E03100	DS1 PORT T1 INTRFC-DPT II	Rockwell	91E03100	[redacted]	45	[redacted]
91E03200	DS1 PORT 51 INTRFC-DPX II	Rockwell	91E03200	[redacted]	29	[redacted]
97002485	ICS SYSTEM	Rockwell	97002485	[redacted]	1	[redacted]
91E04400	PRIMARY RATE INTERFACE CD	Rockwell	91E04400	[redacted]	11	[redacted]
97002028	TRR/TCS CONNECTIVITY KIT	Rockwell	97002028	[redacted]	1	[redacted]
99004115	AC POWER MODULE	Rockwell	99004115	[redacted]	5	[redacted]
99004139	12-PORT 10 BASE-T HUB 120V	Rockwell	99004139	[redacted]	1	[redacted]
97002450	3CS DUAL 450 SERVER	Rockwell	97002450	[redacted]	1	[redacted]
97002129	TRR PLATFROM CONFIGURATION	Rockwell	97002129	[redacted]	1	[redacted]
97002321	CCI/TRR PLATFROM CONFIGURATION	Rockwell	97002321	[redacted]	1	[redacted]
NTSZ25AC	OPTION 81C CP PII SYSTEM Package	Nortel	NTSZ25AC	[redacted]	1	[redacted]
NTS101AA	CALL PROCESSOR II	Nortel	NTS101AA	[redacted]	1	[redacted]
NTS103AA	FIBER NETWORK	Nortel	NTS103AA	[redacted]	1	[redacted]
NTZE30AA	CALLPILOT INTEGRATION SUITE	Nortel	NTZE30AA	[redacted]	1	[redacted]
NT7D05AA	FILLER PNL,RING. GEN.	Nortel	NT7D05AA	[redacted]	2	[redacted]
NT6D5304	GROUND BAR/LRE-SMALL	Nortel	NT6D5304	[redacted]	1	[redacted]
NT8D63AA	OVERHEAD CABLE TRAY KIT	Nortel	NT8D63AA	[redacted]	4	[redacted]
AS7200	DUAL PORT DTI/PRI PACKAGE	Nortel	AS7200	[redacted]	12	[redacted]
QPC471H	CLOCK CONTROLLER	Nortel	QPC471H	[redacted]	2	[redacted]

NT6D80AB	MULTI-PURPOSE SERIAL DATA LINK	Nortel	NT6D80AB	2,111	6	$12,666

All Hardware for all UC Benefits Applications

Hardware	Description	Manufacturer	Manufacturer Part No.	Per Unit Cost	Qty.	Extended Cost
NTZE4001	CALLPILOT 1.07 NEW SYS ORDER C	Nortel	NTZE4001	[redacted]	1	[redacted]
NTZE80AB	CALLPILOT 1.07 201I BASE PACKA	Nortel	NTZE80AB	[redacted]	1	[redacted]
NTZE39AA	CALLPILOT 1.07 TO MERIDIAN 1 I	Nortel	NTZE39AA	[redacted]	1	[redacted]
NTUB53AB	CP 201I EXTERNAL SCSI TAPE DRI	Nortel	NTUB53AB	[redacted]	1	[redacted]
NTUB16AA	CALLPILOT EXTERNAL MODEM KIT	Nortel	NTUB16AA	[redacted]	1	[redacted]
NTRG11AD	CALLPILOT 1.07 201I BASE DOC -	Nortel	NTRG11AD	[redacted]	1	[redacted]
NT8D14BB	UNIVERSAL TRUNK CARD	Nortel	NT8D14BB	[redacted]	1	[redacted]
NT8D02GA	IPE DIGITAL LINE CARD	Nortel	NT8D02GA	[redacted]	3	[redacted]
AS7011	DEC TERMINAL PACKAGE	Nortel	AS7011	[redacted]	1	[redacted]
NT8D46AP	EXT SYS MNTR SERIAL LINK CBL 2	Nortel	NT8D46AP	[redacted]	1	[redacted]
NT8D96AB	SDI MULTI-PORT CABLE 2 FT.	Nortel	NT8D96AB	[redacted]	1	[redacted]
NT8D93AJ	2 PORT SDI I/O TO DTE/DCE CBL	Nortel	NT8D93AJ	[redacted]	1	[redacted]
NT8D93AW	2 PORT SDI I/O TO DTE/DCE CBL	Nortel	NT8D93AW	[redacted]	2	[redacted]
NTCG03AD	DDP TO CLOCK CONTROLLER CABLE	Nortel	NTCG03AD	[redacted]	4	[redacted]
NT8D91AG	NETWORK TO CONTROLLER CABLE 12	Nortel	NT8D91AG	[redacted]	1	[redacted]
NT8D91AF	NETWORK TO CONTROLLER CABLE 10	Nortel	NT8D91AF	[redacted]	3	[redacted]
NTCK80AA	DDP TO MSDL CABLE (6FT)	Nortel	NTCK80AA	[redacted]	12	[redacted]
NT8D46AJ	SYS MONITOR TO UPS(BEST) CBL 4	Nortel	NT8D46AJ	[redacted]	1	[redacted]
NTMN67AA70	MERIDIAN EXP MOD M3900	Nortel	NTMN67AA70	[redacted]	4	[redacted]
NTMN33FB70	MERIDIAN M3903 ENHANCED, REL 2	Nortel	NTMN33FB70	[redacted]	33	[redacted]
NTMN34FB70	MERIDIAN M3904 PROF, REL 2, CH	Nortel	NTMN34FB70	[redacted]	4	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

NT2F7903	M3901, M3902, M3903, M3904 USE	Nortel	NT2F7903	0	8	$0

All Hardware for all UC Benefits Applications

Hardware	Description	Manufacturer	Manufacturer Part No.	Per Unit Cost	Qty.	Extended Cost
NTHY20AC	FIBER NETWORK GROUP ASSEMBLY P	Nortel	NTHY20AC	[redacted]	1	[redacted]
AS1054A	INTELL PERIPH EQUIP MOD PKG AC	Nortel	AS1054A	[redacted]	1	[redacted]
NT9D18AA	MODULE SIDE COVER	Nortel	NT9D18AA	[redacted]	2	[redacted]
NT8D49AA	COLUMN SPACER KIT (2.75 IN)	Nortel	NT8D49AA	[redacted]	2	[redacted]
NT4N65AB	CPCI CORE NETWORK INTERFACE CA	Nortel	NT4N65AB	[redacted]	2	[redacted]
NT8D76BE	CCNI TO 3PE OR IGS TO IGM CBL	Nortel	NT8D76BE	[redacted]	6	[redacted]
NT8D04BA	SUPERLOOP NETWORK CARD	Nortel	NT8D04BA	[redacted]	4	[redacted]
NT8D17FA	CONFERENCE/TDS CARD	Nortel	NT8D17FA	[redacted]	2	[redacted]
NTRC48AA	FIJI TO FIJI FIBER RING CABLE	Nortel	NTRC48AA	[redacted]	2	[redacted]
NTWB09AA	OPTION 11C SINGLE CABINET (AC)	Nortel	NTWB09AA	[redacted]	6	[redacted]
NT8D02GA	IPE DIGITAL LINE CARD	Nortel	NT8D02GA	[redacted]	18	[redacted]
NT8D14BB	UNIVERSAL TRUNK CARD	Nortel	NT8D14BB	[redacted]	6	[redacted]
NTSF6800	TMDI PKG (1.5MB DTI/PRI)	Nortel	NTSF6800	[redacted]	12	[redacted]
NTSF8730	TMDI D-CHANNELS	Nortel	NTSF8730	[redacted]	12	[redacted]
NTDK49CA	OPTION 11C 100BASET IP EXPANSION	Nortel	NTDK49CA	[redacted]	6	[redacted]
NTWB09BA	OPTION 11C EXPANSION CAB (AC)	Nortel	NTWB09BA	[redacted]	18	[redacted]
NTDK49BA	OPTION 11C 30FT OR 10M EXPANSION	Nortel	NTDK49BA	[redacted]	12	[redacted]
NTDK99AA	SINGLE PORT 100BASET DAUGHTERBOARD	Nortel	NTDK99AA	[redacted]	6	[redacted]
NTDK84AA	10M DUAL FIBRE CONF. PACK (OPT 11)	Nortel	NTDK84AA	[redacted]	6	[redacted]
NTMN67AA70	MERIDIAN EXP MOD M3900	Nortel	NTMN67AA70	[redacted]	24	[redacted]
NTMN33FB70	MERIDIAN M3903 ENHANCED, REL 2	Nortel	NTMN33FB70	[redacted]	198	[redacted]
NTMN34FB70	MERIDIAN M3904 PROF, REL 2, CH	Nortel	NTMN34FB70	[redacted]	24	[redacted]

NT2F7903	M3901, M3902, M3903, M3904 USE	Nortel	NT2F7903	0	48	$0
NTAK98AA	POWER SUPPLY CABLE	Nortel	NTAK98AA	28	24	$660

All Hardware for all UC Benefits Applications

Hardware	Description	Manufacturer	Manufacturer Part No.	[redacted]	Qty.	[redacted]
NTAK20AD	CLOCK CONTROLLER CARD	Nortel	NTAK20AD	[redacted]	12	[redacted]
AT2A	AUTO SURVEILLANCE ALARM PROC. (ASAP)		AT2A	[redacted]	7	[redacted]
335139-001	MAINTENANCE PRINTER		335139-001	[redacted]	7	[redacted]
AA0057103	MAINT TERM TO PRINTER CABLE		AA0057103	[redacted]	7	[redacted]
A0061799	TRANSCEIVER: AUI TO 10BASET (1/CPU)		A0061799	[redacted]	2	[redacted]
NTRH9017	NORTEL 10BASET TWISTED PAIR HUB	Nortel	NTRH9017	[redacted]	1	[redacted]
A0645811	NORTEL 10BASET HUB POWER CORD	Nortel	A0645811	[redacted]	1	[redacted]
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	Nortel	A0648379	[redacted]	4	[redacted]
310-010189-002	VERILINK CSU 4016 R ESF CSU PLUG-IN CD	Verlink	310-010189-002	[redacted]	12	[redacted]
305-010083-003	10 CHANNEL CSU SHELF	Verlink	305-010083-003	[redacted]	2	[redacted]
521-500700-001	CSU SHELF POWER SUPPLY	Verlink	521-500700-001	[redacted]	2	[redacted]
521-501040-001	POWER SUPPLY ADAPTER WALL MOUNT	Verlink	521-501040-001	[redacted]	2	[redacted]
330-100531-001	POWER SUPPLY ACCESSORY KIT	Verlink	330-100531-001	[redacted]	2	[redacted]
458-501970-050	50' DB-15F TO RJ48C NETWORK CABLE	Verlink	458-501970-050	[redacted]	12	[redacted]
AFE4.3KVA-C2	BEST UPS 1/2 HOUR (208V, 2 COLUMN)	Best	AFE4.3KVA-C2	[redacted]	1	[redacted]
1203025L1	ADTRAN T-1/ISDN/DATA ESF W/PWR & NET	Adtran	1203025L1	[redacted]	12	[redacted]
AMTCF2000-12	ALPHA CFR UPS (12 MIN (OPT 11 - CAB)	Nortel	AMTCF2000-12	[redacted]	6	[redacted]
AS7011	NORTEL NETWORKS DEC TERMINAL PACKAGE	Nortel	AS7011	[redacted]	6	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016 *Cost Summary*

All Hardware for all UC Benefits Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	**Per Unit Cost**	**Qty.**	**Extended Cost**
IVR Solution				[redacted]		[redacted]
SERVER-CLUSTER-H-20-R	Cluster Server (Super High End-Rack mounted) - Consists of (2) servers and a disk Array shelf. Each server is configured: (2) 1 GHZ Pentium 3 processors, 2 GB RAM, Array Controller, (2) 18 GB Ultra2/10k rpm SCSI disk drives, Floppy drive, CD ROM	Dell	SERVER-CLUSTER-H-20-R		1	
SERVER-VS-15-R	Voice Server (Rack mount) - 1GHz Pentium 3 with: 1.5GB RAM, (2) 18.1 GB Ultra2/10k rpm SCSI disk drives, Floppy drive, CD ROM, Tape backup device, Network Interface card. NO MONITOR	Dell	SERVER-VS-15-R		6	
SERVER-STAT-R	Database Server (Rack mounted) - 1GHz Pentium 3 with: 1GB RAM, Array Controller, (3) 18.2GB Ultra2/10k rpm SCSI disk drives, Floppy drive, CD ROM, Tape backup device, Network Interface card, and NO monitor	Dell	SERVER-STAT-R		2	
TAPE-AUTO	Tape Autoloader (Rack Mount) w/ 35/70GB DLT tape drives and 7 tape cartridges	Dell	TAPE-AUTO		2	
D/480JCT-2T1	Dialogic DualSpan JCT Series 48-Port Voice Processing with Digital Network Interface	Dialogic	D/480JCT-2T1		12	
D/240JCT-T1	Dialogic SingleSpan™-JCT Series 24-Port Voice Processing with Digital Network Interface	Dialogic	D/240JCT-T1		5	

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

All Hardware for all UC Benefits Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	**Per Unit Cost**	**Qty.**	**Extended Cost**
KIT-2000-CLSTR	Assembly component kit for AccessNet 2000 Clustered DB Server with the following components: Windows 2000 Advanced Server (5 user), Microsoft SQL Server 2000 (5 users), Microsoft Access 2000 for Windows NT/95, PCAnywhere 9.2, Norton Anti-virus 2000 v6.	Microsoft Winzip Computer Associates Semantics	KIT-2000-CLSTR	[redacted]	2	[redacted]
KIT-2000-VS	Assembly component kit for AccessNet 2000 Voice Server with the following components: Windows 2000 Professional (5 user), PCAnywhere 9.2, Norton Anti-virus 2000 v6.0 for NT Server, ArcServe 2000 server, ArcServe 2000 Disaster Recovery option, UnixDos,	Microsoft Winzip Computer Associates Semantics	KIT-2000-VS	[redacted]	6	[redacted]
KIT-2000-DB	Assembly component kit for AccessNet 2000 DB Server with the following components: Windows 2000 Server (5 user), Microsoft SQL Server 2000 (5 users), Microsoft Access 2000 for Windows NT/95, PCAnywhere 9.2, Norton Anti-virus 2000 v6.0 for NT Server	Microsoft Winzip Computer Associates Semantics	KIT-2000-DB	[redacted]	1	[redacted]
DISK-18	Spare 18 GB SCSI hotswap disk drive	Dell	DISK-18	[redacted]	1	[redacted]
D/480JCT-2T1	Dialogic DualSpan JCT Series 48-Port Voice Processing with Digital Network Interface	Dialogic	D/480JCT-2T1	[redacted]	1	[redacted]
D/240JCT-T1	Dialogic SingleSpan™-JCT Series 24-Port Voice Processing with Digital Network Interface	Dialogic	D/240JCT-T1	[redacted]	1	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

All Hardware for all UC Benefits Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	**Per Unit Cost**	**Qty.**	**Extended Cost**
RACK-COMPAQ-8	Compaq rack Model # 9142 42U, Rack sidewall kit, Ballast Kit, Rack stabilizing feet for 42U rack, 15" Monitor, Switch Box-8port, (8)CPU to Switch cables-Proliant, Keyboard, and keyboard shelf	Compaq	RACK-COMPAQ-8	[redacted]	2	[redacted]
InfoConnect	Attachmate InfoConnect PEP W/OTS; 32-BIT EMERALD	Attachmate	InfoConnect	[redacted]	7	[redacted]
SWITCH-24XL-C	Cisco Catalyst 3524 XL Fast Ethernet 24 port RJ45 Switch (STK 511344)	Cisco	SWITCH-24XL-C	[redacted]	4	[redacted]

ATTACHMENT SEVEN

COST SUMMARY

Complete the form as formatted for all hardware necessary for implementation and system delivery for all UC Benefit Applications. This form may be duplicated as needed.

All Software for all UC Benefits Applications							
Software	Version	Vendor	License Type (i.e.Perpetual)	Pricing Structure (i.e Enterprise, per seat)	Price	Qty	Extended Price
Call Center Solution					[redacted]		[redacted]
CALL CENTER SIMULATOR	3.0	Rockwell	Perpetual	Enterprise	[redacted]	1	[redacted]
PRODUCTIVIT SUITE II	3.0	Rockwell	Perpetual	Per Seat	[redacted]	22	[redacted]
RCCS REDUNDANT SYSTEM	8.0	Rockwell	Perpetual	Enterprise	[redacted]	1	[redacted]
TRR 2.0 STSR & DOC	3.0	Rockwell	Perpetual	Per Seat	[redacted]	2	[redacted]
TOTAL RECALL REPORT	3.0	Rockwell	Perpetual	Per Seat	[redacted]	3	[redacted]
CI 3.0 NT, INSTALL KIT SOFTWARE & DOCS	3.0	Rockwell	Perpetual	Enterprise	[redacted]	1	[redacted]
LAN AGENT (ENGLISH) - SPECTRUM	3.10	Rockwell	Perpetual	Per Seat	[redacted]	250	[redacted]
CONVERGENC 3.10 (32BIT) MEDIA KIT	3.10	Rockwell	Perpetual	Enterprise	[redacted]	1	[redacted]
3CS SOFTWARE, VERSION 3.1	3.1	Rockwell	Perpetual	Enterprise.	[redacted]	1	[redacted]
WIN NT CAL-5 PAK	4.0	Rockwell	Annual	Per Seat	[redacted]	6	[redacted]
ORACLE 8I STANDARD EDITION	8	Rockwell	Annual	Per Seat	[redacted]	5	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

All Software for all UC Benefits Applications							
Software	Version	Vendor	License Type (i.e.Perpetual)	Pricing Structure (i.e Enterprise, per seat)	Price	Qty	Extended Price
WIN-NT CC INFO ANNUAL SW SUPPORT (1 USER)	3.1	Rockwell	Annual	Enterprise	[redacted]	1	[redacted]
ORACLE/WIN-NT ANNUAL SW SUPPORT (1 USER)	8	Rockwell	Annual	Per Seat	[redacted]	5	[redacted]
TRR CLIENT/WEB SW ANNUAL SUPPORT	3.0	Rockwell	Annual	Per Seat	[redacted]	25	[redacted]
TRR ADM SERV ANNUAL SUPPORT (1 USER)	3.0	Rockwell	Annual	Per Seat	[redacted]	2	[redacted]
SW SUPPORT 3 OR MORE NET SHLVS	8.0	Rockwell	Annual	Enterprise	[redacted]	1	[redacted]
ANNUAL SOFTWARE SUPPORT - CCS	3.1	Rockwell	Annual	Enterprise	[redacted]	1	[redacted]
ANNUAL SOFTWARE LIC - COMMANDER CLIENT	3.1	Rockwell	Annual	Per Seat	[redacted]	25	[redacted]
MERIDIAN 1 SYSTEM SOFTWARE	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
RTU/FAST TDS	25.30	Nortel	Perpetual	Enterprise	[redacted]	1	[redacted]
NETWORK MESSAGE SERVICES	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
ISDN NETWORKING	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
RTU/PRIVATE ISDN NETWORKING	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
PUBLIC ISDN ACCESS	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

All Software for all UC Benefits Applications							
Software	Version	Vendor	License Type (i.e.Perpetual)	Pricing Structure (i.e Enterprise, per seat)	Price	Qty	Extended Price
MESSAGE PROCESSING	25.30	Nortel	Perpetual	Enterprise	[redacted]	1	[redacted]
OPT 81C REQD FOR OPT 81C	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
CALL PILOT CONNECTIVITY	25.30	Nortel	Perpetual	Enterprise	[redacted]	1	[redacted]
RTU/NETWORKING	25.30	Nortel	Perpetual	Incremental	[redacted]	10	[redacted]
ACD/MESSAGE PROCESSING	25.30	Nortel	Perpetual	Incremental	[redacted]	1	[redacted]
CALLPILOT 4 VOICE CHANNELS	2.0	Nortel	Perpetual	Per 4 ports	[redacted]	2	[redacted]
CP MULTIMEDIA MAILBOXES W/200	2.0	Nortel	Perpetual	Per User	[redacted]	[illegible]	[redacted]
CP MULTIMEDIA MAILBOXES W/100	2.0	Nortel	Perpetual	Per User	[redacted]	[illegible]	[redacted]
CALLPILOT NMS - 1 TO 96 CHANNE	2.0	Nortel	Perpetual	Enterprise	[redacted]	1	[redacted]
OPT 11C ENTRPRSE SW PKG	25.30	Nortel	Perpetual	Incremental	[redacted]	6	[redacted]
Director-Enterprise-New Purchase with All Core Products	2001	Blue Pumpkin	Perpetual	Enterprise	[redacted]	1	[redacted]
IVR Solution					[redacted]		[redacted]
ANET-SVR-DB	99.10 Spc 6A	GovConnect	Perpetual	Per Server	[redacted]	1	[redacted]
ANET-SVR-STAT	99.10 Spc 6A	GovConnect	Perpetual	Per Server	[redacted]	1	[redacted]
ANET-SVR-REDN	99.10 Spc 6A	GovConnect	Perpetual	Per Server	[redacted]	1	[redacted]
ANET-SVR-T1	99.10	GovConne	Perpetual	Per Server	[redacted]	1	[redacted]

Ohio Department of Job & Family Services

RFP Number 0A02016

Cost Summary

	Spc 6A	ct					
All Software for all UC Benefits Applications							
Software	Version	Vendor	License Type (i.e.Perpetual)	Pricing Structure (i.e Enterprise, per seat)	Price	Qty	Extended Price
ANET-SVR-PBX	99.10 Spc 6A	GovConnect	Perpetual	Per Server	[redacted]	1	[redacted]
ANET-SVR-3270	99.10 Spc 6A	GovConnect	Perpetual	Per System	[redacted]	1	[redacted]
ANET-SVR-FTP	99.10 Spc 6A	GovConnect	Perpetual	Per System	[redacted]	1	[redacted]
ANET-CL-VS2	99.10 Spc 6A	GovConnect	Perpetual	Per Line	[redacted]	300	[redacted]
ANET-CL-TDD	99.10 Spc 6A	GovConnect	Perpetual	Per System	[redacted]	1	[redacted]
ANET-AP-CUSTOM	99.10 Spc 6A	GovConnect	Perpetual	Per Application	[redacted]	3	[redacted]
ANET-AP-CPA	99.10 Spc 6A	GovConnect	Perpetual	Per System	[redacted]	1	[redacted]

ATTACHMENT SEVEN

COST SUMMARY

Complete the form as formatted for all hardware necessary for implementation and system delivery for all UC Benefit Applications. This form may be duplicated as needed.

All Hardware for all MMIS, UC Tax, SETS Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	[redacted]	**Qty**	[redacted]
SERVER-VS-15-R	Voice Server (Rack mount) - 1GHz Pentium 3 with: 1.5GB RAM, (2) 18.1 GB Ultra2/10k rpm SCSI disk drives, Floppy drive, CD ROM, Tape backup device, Network Interface card. NO MONITOR	Dell	SERVER-VS-15-R	[redacted]	5	[redacted]
D/480JCT-2T1	Dialogic DualSpan JCT Series 48-Port Voice Processing with Digital Network Interface	Dialogic	D/480JCT-2T1	[redacted]	8	[redacted]
D/240JCT-T1	Dialogic SingleSpan™-JCT Series 24-Port Voice Processing with Digital Network Interface	Dialogic	D/240JCT-T1	[redacted]	5	[redacted]
KIT-2000-VS	Assembly component kit for AccessNet 2000 Voice Server with the following components: Windows 2000 Professional (5 user), PCAnywhere 9.2, Norton Anti-virus 2000 v6.0 for NT Server, ArcServe 2000 server, ArcServe 2000 Disaster Recovery option,	Microsoft Winzip Computer Associates Semantics	KIT-2000-VS	[redacted]	5	[redacted]
ASR-T1-4	Automatic Speech Recognition software, Tier 1, (4 resources) English - The Nuance recognition software is licensed hereunder on a per-Port basis, and a single application. 1) "Tier 1 Application" means having grammars recognizing only	Nuance	ASR-T1-4	[redacted]	84	[redacted]

	simple speech recognition.					
All Hardware for all MMIS, UC Tax, SETS Applications						
Hardware	**Description**	**Manufacturer**	**Manufacturer Part No.**	**Per Unit Cost**	**Qty**	**Extended Cost**
TTS-4-F	Four Text-to-Speech concurrent port licenses. One required for each port.	Fonix	TTS-4-F	[redacted]	24	[redacted]
				TOTAL:		[redacted]

ATTACHMENT SEVEN

COST SUMMARY

Complete the form as formatted for all hardware necessary for implementation and system delivery for
all UC Benefit Applications. This form may be duplicated as needed.

All Software for all MMIS, UC Tax, SETS Applications							
Software	**Version**	**Vendor**	**License Type (i.e.Perpetual)**	**Pricing Structure (i.e Enterprise, per seat)**	**Price**	**Qty**	**Extended Price**
ANET-CL-VS2	99.10 Spc 6A	GovConnect	Perpetual	Per line	[redacted]	252	[redacted]
ANET-CL-VR2	99.10 Spc 6A	GovConnect	Perpetual	Per line	[redacted]	168	[redacted]
ANET-CL-TTS2	99.10 Spc 6A	GovConnect	Perpetual	Per line	[redacted]	48	[redacted]
ANET-AP-CUSTOM	99.10 Spc 6A	GovConnect	Perpetual	Per Application	[redacted]	3	[redacted]

	ODJFS quote for additional equipment for the SWTS project	
State Term Schedule - Model Number	**Description**	**Qty.**
Columbus - 11C to Sucession 1000M		
NTE950LL	SW UPGD TO CUR LIKE FOR LIKE	300
NTE95006	SW PKG 57-BARS-BASIC ALTERNATE	1
NTDU27DA	SUCCESSION SIGNALING SERVER	1
NTSK01**	OP11C PROG PCMCIA R3.0 NA/CALA	1
NTTK25AA	OPTION 11C 48MB SOFTWARE D-BOAR	1
AL2012E41	BSTK 425-24T STKBL 10/100/1G SWTCH NA PC	1
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	2
NTDK27AA	ETHERNET ADAPTER CABLE (OPT 11C)	1
Columbus - 11C Add Three PRI/DTI		
NTSF6800	TMDI PKG (1.5MB DTI/PRI)	3
NTAK20AD	CLOCK CONTROLLER CARD	1
NTSF8103	OPT 11C 100 ADD TNS ENTERPRISE	3
NTDK83AA	DUAL PORT 100BASET IP DAUGHTERB	1
NTTK14AB	CORD 9.9 FT, NA POWER, NEMA, 12	1
NTDK49CB	CABLE KIT 11C 100BASET CAB	1
NTWB09BA	OPTION 11C EXPANSION CAB (AC) **	0
	** Expansion Cabinet (s) from JFS stock will be used	2
Cincinnati - 11C to Sucession 1000M		
NTE950LL	SW UPGD TO CUR LIKE FOR LIKE	300
NTE95006	SW PKG 57-BARS-BASIC ALTERNATE	1
NTDU27DA	SUCCESSION SIGNALING SERVER	1
NTSK01**	OP11C PROG PCMCIA R3.0 NA/CALA	1
NTTK25AA	OPTION 11C 48MB SOFTWARE D-BOAR	1
AL2012E41	BSTK 425-24T STKBL 10/100/1G SWTCH NA PC	1
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	2
NTDK27AA	ETHERNET ADAPTER CABLE (OPT 11C)	1

Cincinnati - 11C Add Four PRI/DTI		
NTSF6800	TMDI PKG (1.5MB DTI/PRI)	4
NTAK20AD	CLOCK CONTROLLER CARD	1
NTSF8103	OPT 11C 100 ADD TNS ENTERPRISE	3
NTDK83AA	DUAL PORT 100BASET IP DAUGHTERB	1
NTTK14AB	CORD 9.9 FT, NA POWER, NEMA, 12	1
NTDK49CB	CABLE KIT 11C 100BASET CAB	1
NTWB09BA	OPTION 11C EXPANSION CAB (AC) **	0
	** Expansion Cabinet (s) from JFS stock will be used	2
Elyria - 11C to Sucession 1000M		
NTE950LL	SW UPGD TO CUR LIKE FOR LIKE	200
NTE95006	SW PKG 57-BARS-BASIC ALTERNATE	1
NTDU27DA	SUCCESSION SIGNALING SERVER	1
NTSK01**	OP11C PROG PCMCIA R3.0 NA/CALA	1
NTTK25AA	OPTION 11C 48MB SOFTWARE D-BOAR	1
AL2012E41	BSTK 425-24T STKBL 10/100/1G SWTCH NA PC	1
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	2
NTDK27AA	ETHERNET ADAPTER CABLE (OPT 11C)	1
Elyria - 11C Add Three PRI/DTI		
NTSF6800	TMDI PKG (1.5MB DTI/PRI)	3
NTAK20AD	CLOCK CONTROLLER CARD	1
NTSF8103	OPT 11C 100 ADD TNS ENTERPRISE	4
NTDK83AA	DUAL PORT 100BASET IP DAUGHTERB	1
NTTK14AB	CORD 9.9 FT, NA POWER, NEMA, 12	1
NTDK49CB	CABLE KIT 11C 100BASET CAB	1
NTWB09BA	OPTION 11C EXPANSION CAB (AC) **	0
	** Expansion Cabinet (s) from JFS stock will be used	1
Akron - 11C to Sucession 1000M		
NTE950LL	SW UPGD TO CUR LIKE FOR LIKE	200
NTE95006	SW PKG 57-BARS-BASIC ALTERNATE	1
NTDU27DA	SUCCESSION SIGNALING SERVER	1
NTSK01**	OP11C PROG PCMCIA R3.0 NA/CALA	1
NTTK25AA	OPTION 11C 48MB SOFTWARE D-BOAR	1
AL2012E41	BSTK 425-24T STKBL 10/100/1G SWTCH NA PC	1

A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	2
NTDK27AA	ETHERNET ADAPTER CABLE (OPT 11C)	1
Akron - 11C Add Four PRI/DTI		
NTSF6800	TMDI PKG (1.5MB DTI/PRI)	4
NTAK20AD	CLOCK CONTROLLER CARD	1
NTSF8103	OPT 11C 100 ADD TNS ENTERPRISE	4
NTDK83AA	DUAL PORT 100BASET IP DAUGHTERB	1
NTTK14AB	CORD 9.9 FT, NA POWER, NEMA, 12	1
NTDK49CB	CABLE KIT 11C 100BASET CAB	1
NTWB09BA	OPTION 11C EXPANSION CAB (AC) **	0
	** Expansion Cabinet (s) from JFS stock will be used	2
SOCC - 81C Connections to the Rockwell System		
NT6D80AC	MULTI-PURPOSE SERIAL DATA LINK	2
NT8D16AB	DIGITONE RECEIVER CARD	3
AS7200	DUAL PORT DTI/PRI PACKAGE	17
NTCK80AC	DDP to MSDL Cable	4
SW0000L	MERIDIAN 1 SYSTEM SOFTWARE: REL	2
SW0013A	OPT 81C REQD FOR OPT 81C	2
599SL1-1	MERIDIAN 1 SOFTWARE TRANSACTION	1
NTHU39AA	FNF NETWORK GROUP EXPANSION AC	1
NTRC48BA	FIJI TO FIJI FIBER RING CABLE	2
NT4N65AC	CPCI CORE NETWORK INTERFACE CAR	1
AS1081A	PEDESTAL/TOP CAP PACKAGE AC	1
P0605337	PANEL, CPCI CARD SLOT FILLER	3
NT8D49AA	COLUMN SPACER KIT (2.75 IN)	2
NT8D76BR	cCNI to 3PE Cable	4
SOCC - 81C Upgrade to Sucession 1000M		
NTE950MN	SW UPG MIN CHARGE (100 ISM'S)	1
NTE95006	SW PKG 57-BARS-BASIC ALTERNATE	1
NTE960HD	IHC REL 24-25 TO R3.0	1
NTDU27DA	SUCCESSION SIGNALING SERVER	2
NTTK14AB	CORD 9.9 FT, NA POWER, NEMA, 12	2
A0061799	TRANSCEIVER: AUI TO 10BASET (1/CPU)	2
NT7D47EA	VME - ETHERNET CBL, I/O TO TRANS (1/CPU)	2
AL2012E41	BSTK 425-24T STKBL 10/100/1G SWTCH NA PC	1
A0648379	NORTEL 25FT ETHERNET CABLE, CAT 5	6

	Grand Total	

Nortel CS1000-E Parts Order

Part Number Sub Part Number	Description	Qty
NT8D09BB	**Flex Analogue Line Card MW**	**3**
NT8D14CA	**Extended Universal Trunk**	**2**
NTAK20AD	**Stratum 3 Clock Contr D/Board**	**8**
NTBK80BA	**Ground Bar Assy Opt11**	**5**
NTDK83AA	**Dual Port 100BASET D/B**	**2**
NTDU0606	**Cable Ethernet RJ45 M-to-M**	**4**
NTDU0609	**MG 1000T EMC Cable Assembly**	**2**
NTDU22AF	**MG 1000S - R4**	**6**
NTTK09AA	Rack Mount Chassis 19in Kit	1
NTDK99AA	Single Port 100BASET D/B	1
NTDK57DA	Remote Security Device	1
NTTK34AA	Cable 100BaseT Cross-Over (2M)	1
NTDU14DA	Media Gateway 1000 Chassis	1
NTDU25BA	MG 1000 Chassis Cbl Kit	1
NTM400AE	CS 1000 SW Dboard R4	1
NTDK20JA	Small Sys Controller Card 32MB	1
NTDU22GA	**Media Gateway - Base Hardware**	**2**
NTDK20JA	Small Sys Controller Card 32MB	1
NTTK09AA	Rack Mount Chassis 19in Kit	1
NTDK83AA	Dual Port 100BASET D/B	1
NTDU0606	Cable Ethernet RJ45 M-to-M	2
NTDU14DA	Media Gateway 1000 Chassis	1
NTDU25BA	MG 1000 Chassis Cbl Kit	1
NTDU23AC	**Media Gateway 1000 Expander**	**8**
NTDK89AA	Cable Kit 11C Chassis Expander	1
NTTK09AA	Rack Mount Chassis 19in Kit	1
NTDU15DA	MG 1000 Chassis Expander	1
NTDU24BA	**Media Gtwy 1000T - 0 Trunk**	**2**
NTDK20JA	Small Sys Controller Card 32MB	1
NTTK09AA	Rack Mount Chassis 19in Kit	1
NTDK83AA	Dual Port 100BASET D/B	1
NTDU14DA	Media Gateway 1000 Chassis	1
NTDU25BA	MG 1000 Chassis Cbl Kit	1
NTDU27AA	Signalling Server OEM	1
NTR97013	WRS VxWorks Universal License	1
NTR90251	RTU Solid DB IP Line App	1
NTDU27DB	**Signaling Server R4**	**3**
NTDU27AA	Signalling Server OEM	1
NTDU80BB	SS SW CD ROM Kit RLS 4	1
NTR97013	WRS VxWorks Universal License	1
NTR90251	RTU Solid DB IP Line App	1
NTDU41EC	**Media Card 32 Port - IPL 4.0**	**29**
NTAG81CA	Cable - Maintenance PC	1
P0887093	DSP Code Run Time Licence	32
P0888929	Telogy TSG Host SW Licence	1
NTCW84JA	M1 BkPlane to 50 Pin Panel	1

A0852632	L-Adapter Ethernet 50pin - DB9	1
NTVQ83AA	ITG EMC Shielding Kit	1
P0985564	VX Works 5.4 Licence	1
NTVQ01BB	VMG Card 32 Port Assembly	1
P1013371	IP Line 4.0 Readme First Doc	1
NTM403AB	IP Line 4.0 Compact Flash	1
NTDW81AF	IP Line 4.0 Documentation CD	1
NTDU69AA	**CS 1000E 0 Line 0 Trunk**	**1**
NTRC17BA	Cable 8.5ft CP-CP Ethernet	1
NTDU27AA	Signalling Server OEM	2
NTVW00AB	MCP MRV iTouch 8020 Term Serv	1
NTDU62AA	Comm Server 1000E Call Server	2
NTR97013	WRS VxWorks Universal License	2
NTR90251	RTU Solid DB IP Line App	2
NTDU6302	CS1000E Serial Port Cable Assy	2
NTE900LB	**CS 1000E Sys SW**	**1**
NTDU80BB	SS SW CD ROM Kit RLS 4	1
NTE906CB	SW Install Kit Release 4	1
P1012963	X21SOFTWARE GRB R4	1
NT5D84AA	Dual M1 Security Device IODUC/	1
NTE900MB	**Media Gateway 1000T Sys SW**	**2**
NTDK57AA	Security Device (Dongle)	1
P0834606	Opt11 Keycode Gen Rel.Bulletin	1
NTDU80BB	SS SW CD ROM Kit RLS 4	1
NTM400AE	CS 1000 SW Dboard R4	1
NTLH91AB	SC 1000 4.0 Doc CDROM	1
NTE980BS	3-1000T Serviceability Lic	1
NTE904AA	**8 Adv Net Analog Set License**	**5**
NTE904BA	**8 Adv Net Inet Set License**	**188**
NTE95006	**SW Pkg 57-BARS-BASIC Alternate**	**3**
NTE980JA	**SIP Access Port License**	**1500**
NTR90225	RTU Radvision SIP Port CS1K	1
NTM420AA	**MG 1000E Media Kit**	**2**
NTSF6800	**Tmdi Pkg (1.5MB Dti/Pri)**	**28**
NTBK04AA	Cable 1.5MB DTI/PRI Twisted	1
NTRB21AC	T1 Multi Purpose Dig I/F TMDI	1
NTTK14AB	**PWR Cord 9.9ft 11CM 125VA**	**35**
NTVW00AB	**MCP MRV itouch 8020 Terminal Server**	**1**
NTVW00DA	**MCP Pkg - 100 PC Clients**	**1**
NTVW01LK	MCP License - 100 PC Clients	1
NTR90301	RTU Gips Neteq	100
NTVW01BR	**MCS 5100 R3.0 PC Client CD**	**1**
NTVW01JM	**MCP Terminal Server Cable 9 ft**	**7**
NTVW01LE	**MCP License - 100 Subscribers**	**1**
NTVW01LG	**MCP License - 100 Adv Screen**	**1**
NTVW01LI	**MCP License - 100 Presence**	**1**
NTVW00DE	**MCP License - 100 IP Client Manager**	**1**
NTVW01LQ	**MCP License -100 IP Client Manager**	**1**
NTVW01NL	**MCP License - Network Call Logs 100 Subscribers**	**1**

NTVW06BC	**MCS 5100 Media Application Server - x.335**	**2**
NTVW01MV	**MCP License - 1 MCP Media Application Server**	**2**
NTVW01BQ	**MCS5100 Media Application Server - Ad Hoc Rls 3.0**	**1**
NTVW01LV	**MCP License - 10 MCP Media Application Server G.711**	**1**
NTVW01OZ	**MCP License - 10 Video Ad hoc ports**	**1**
NTVW01BL	**MCS 5100 Media Application Server - Meet Me rls. 3.0**	**1**
NTVW01QN	**MCP License - 100 MCP Application Server G.711**	**1**
NTVW01BH	**MCP License - SIP/H.323 - 100 Ports on Controlled Device**	**1**
NTVW09BB	**MCS 5100 R3.0 Large AC**	**1**
NTVW01LA	MCP Application Server Licence	2
NTVW01LB	MCP Mgmnt Account Server Lic	2
NTVW01LC	MCP Database Server Licence	2
NTVW01LD	MCP IPCM WEB Server Licence	2
NTR90418	RTU Iplanet - WEB Server	2
NTR90417	RTU SUN JDMK Per Server	8
NTR98501	RTU Oracle 9i per DB CPU	2
NTR90400	RTU Sun Solaris OS per Server	8
NTVW01JM	MCP Terminal Server Cable 9 ft	16
NTVW01MY	MCP R3.0 Core System Key	1
NTVW01FG	MCS 5100 R3.0 System Docs	1
NTVW00BC	MCP LX 16 Terminal Server	2
NTVW04AE	MCS 5100 - N240 AC Platform	8
NTVW01BG	MCS 5100 R3.0 N240 Base CDS	1
NTVW01QR	MCS 5100 3.0 Master Authcodes	1
NTZE07EA	**CP(F) Voice Channels 2 Add**	**32**
NTZE19BA	**Multimedia Mailbox /Voice-50**	**1**
NTZE19DA	**Multimedia Mailbox /Voice-200**	**1**
NTZE19EA	**Multimedia Mailbox /Voice-500**	**1**
NTZE19FA	**Multimedia Mailbox /Voice-1000**	**1**
NTZE29HG	**CP R3.0 TRP MGATE Exp - 32CH**	**2**
NTRB18CA	MGATE Card	1
NTZE39JB	**CP Integration for CS 1000 S**	**1**
NTZE4001	**Callpilot New Sys (NO Charge)**	**1**
NTZE83AE	**CP 1002RP BASE SYST PKG AC R3**	**1**
NTDK57AA	Security Device (Dongle)	1
P0887449	RTU Dos 6.20 Doc	1
P0887451	RTU SQL Anywhere Doc	1
NTZE16BB	CP Speech Activ Msg Vocabulary	1
NTZE16AB	CP Msg Voice Prompts Languages	1
NTZE08DB	CP 1002RP Storage - 2400 Hours	1
P0989628	RTU Crystal Decision (Report)	1
NTRH2014	Triple DS30XV CABLE-MPB96 Conn	1
NTR91302	RTU Symantics Image Ghosting	1
NTR91300	RTU Symantec pcAnywhere v11.0	1

P1013471	RTU for Win2003 Document	1
A0550970	Cofa WIN 2003 OS	1
P1013474	CallPilot R3 Keycode	1
NTUB10AE	CP R3 1002rp AC Bse HW Pkg M1	1
SVOM0026	**SRS Contract Associated Flag**	**1**

Pricing is the current list price, not State Term Schedule rates.

VoIP Phones for 4020 and Lazarus Facilities

Part Number	Description	Qty
NTDU91BA70	IP 2002 Charc T1/KEY WO PS	2200
NTDU92BA70	IP 2004 Charc T1/KEY WO PS	550

Ohio Department of Job and Family Services
Office of Management Information Services
30 East Broad Street, 30th Floor
Columbus, Ohio 43215

Customer#
Date: 5/8/2006

PRODUCT QUOTED: **Nortel CS1000E Equipment for 4200 E. 5th Ave.**

Item Number	Product Number	Description	Qty
QRN - AUS0150921	**Hardware/Software True Up for 4020 CS1000E**		
612	NT8D09CA	Extended Analogue Message Waiting Line Card	6
613	NT8D14CB	Card 8-Port Universal Trunk	2
2988	NTDU22GA	Media Gateway 1000E	2
2990	NTDU23AC	Media Gateway 1000 Expander	2
556	NTM420AA	Media Gateway 1000E - Media Kit	2
453	NTDU27DB	Signaling Server - Release 4.0	2
1084	NTTK14AB	AC Power Cord - NA NEMA 5-15P 125V 13A 10ft	6
2266	NTDU41EC	Media Card 32 Port - IP Line 4.0 / Voice Gateway	5

2084	NTE904AA	8 Advanced Network Services Analog User License	9
2142	NTE904BA	8 Advanced Network Services IP User Extension License	100
2125	NTE980MA	MUS CON License	30
424	NTEX11AA70	IP Audio Conference Phone 2033 Package - Charcoal, with Power Interface Module, Universal Power Supply, Cabling, without Extension Microphones (Please order NTTK power cord separately).	19

425	NTEX11BA70	IP Audio Conference Phone 2033 Package - Charcoal, with Power Interface Module, Universal Power Supply, 2 Extension Microphones (Charcoal), Cabling (Please order NTTK power cord separately)	22
1084	NTTK14AB	AC Power Cord - NA NEMA 5-15P 125V 13A 10ft	41
QRN - AUS0150990	**Hardware/Software for MG1000T - 4200**		
2997	NTDU24BA	Media Gateway 1000T - 0 Trunks	1
625	NTAK20AD	Stratum 3 Clock Contr.PCP Assy	4
2373	NTBK80BA	Ground Bar Option 11C for same room AC Cabinets (1 per system if 2 or more cabinets)	1

545	NTDK83AA	100BaseT Dual Port IP Expansion Daughterboard	1
860	NTDU0606	IP D/B RJ45 M to M Ethernet Cable (25cm)	2
542	NTDU0609	IP D/B RJ45 M to F EMC Ethernet Cable (50cm)	1
2922	NTDU21AF	Communication Server 1000S - 0 Line 0 Trunk	1
2998	NTDU22AF	Media Gateway 1000S - Release 4.0 (NA/CALA)	3
3031	NTDU23AC	Media Gateway 1000 Expander	3
453	NTDU27DB	Signaling Server - Release 4.0	1
2266	NTDU41EC	Media Card 32 Port - IP Line 4.0 / Voice Gateway	11
1340	NTE900MB	Media Gateway 1000T system software	1
1366	NTE95006	57 - BARS Basic Alternate Route Selection	1

2121	NTE980JA	SIP Access Port License	336
647	NTSF6800	Option 11C TMDI Package (1.5MB)	14
1084	NTTK14AB	AC Power Cord - NA NEMA 5-15P 125V 13A 10ft	9

Ohio Department of Job and Family Services
Office of Management Information Services
30 East Broad Street, 30th Floor
Columbus, Ohio 43215

Customer#
Date: 5/8/2006

PRODUCT QUOTED: **Nortel CS1000E Equipment for Lazarus S. Front St.**

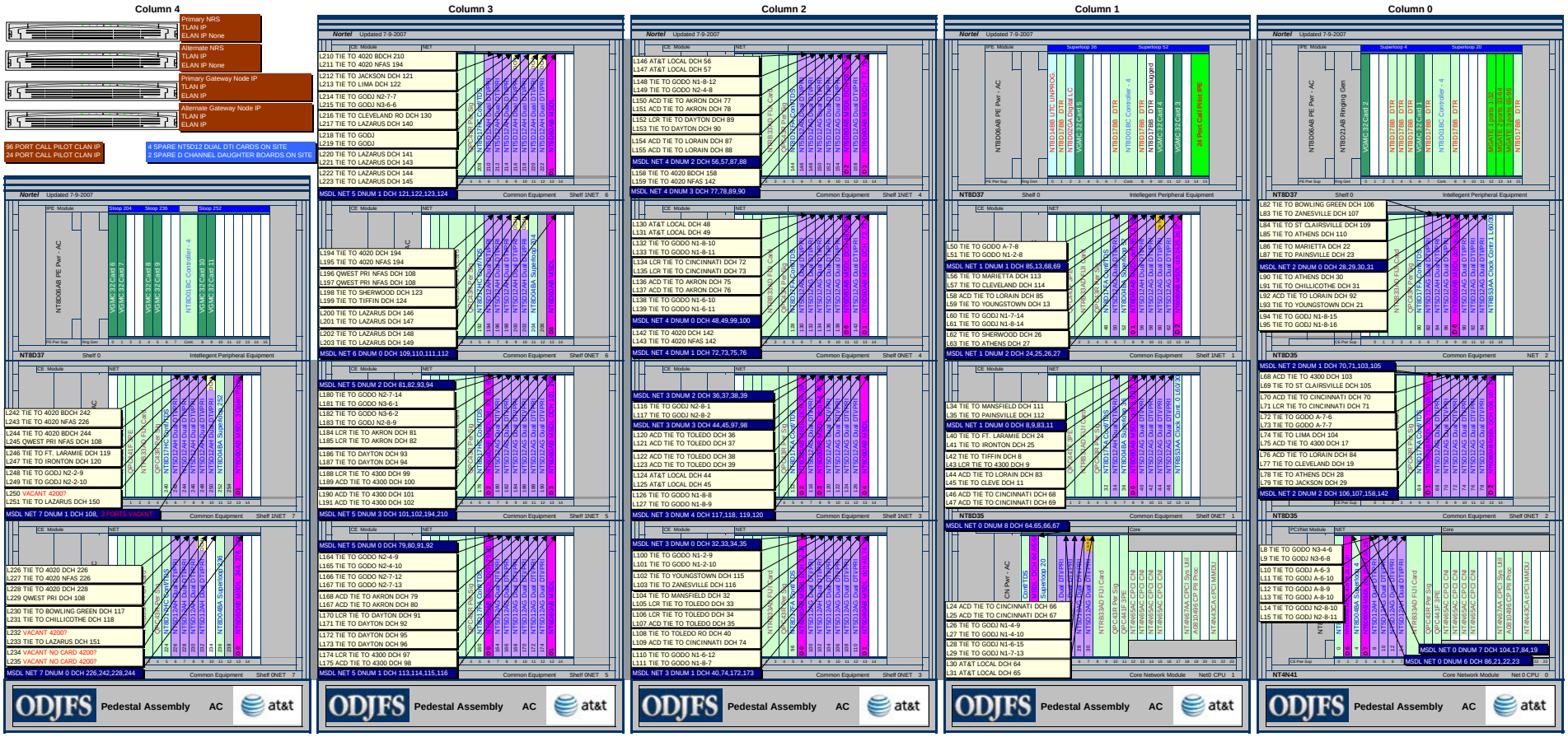
Item Number	Product Number	Description	Qty
QRN - AUS0151175	**Hardware True Up for Lazarus CS1000E**		
612	NT8D09CA	Extended Analogue Message Waiting Line Card	7
2988	NTDU22GA	Media Gateway 1000E	2
3031	NTDU23AC	Media Gateway 1000 Expander	1
556	NTM420AA	Media Gateway 1000E - Media Kit	2
453	NTDU27DB	Signaling Server - Release 4.0	4
1084	NTTK14AB	AC Power Cord - NA NEMA 5-15P 125V 13A 10ft	7
2266	NTDU41EC	Media Card 32 Port - IP Line 4.0 / Voice Gateway	6

2084	NTE904AA	8 Advanced Network Services Analog User License	15
2125	NTE980MA	MUS CON License	60
424	NTEX11AA70	IP Audio Conference Phone 2033 Package - Charcoal, with Power Interface Module, Universal Power Supply, Cabling, without Extension Microphones (Please order NTTK power cord separately).	11

425	NTEX11BA70	IP Audio Conference Phone 2033 Package - Charcoal, with Power Interface Module, Universal Power Supply, 2 Extension Microphones (Charcoal), Cabling (Please order NTTK power cord separately)	18
1084	NTTK14AB	AC Power Cord - NA NEMA 5-15P 125V 13A 10ft	29

Supplement Seven
Bay Faces

7/25/2007


Column 4
Primary NRS
TLAN IP
ELAN IP None
Alternate NRS
TLAN IP
ELAN IP None
Primary Gateway Node IP
TLAN IP
ELAN IP
Alternate Gateway Node IP
TLAN IP
ELAN IP
96 PORT CALL PILOT CLAN IP
24 PORT CALL PILOT CLAN IP
4 SPARE NTSD12 DUAL DTI CARDS ON SITE
2 SPARE D CHANNEL DAUGHTER BOARDS ON SITE
Column 3
Column 2
Column 1
Column 0
Nortel Updated 7-9-2007
NTBD37 Shelf 0 Intelligent Peripheral Equipment
NTBD35 Common Equipment
NT4N41 Core Network Module
ODJFS Pedestal Assembly AC
at&t

7/25/2007

CS1000E

RETURN TO DIRECTORY

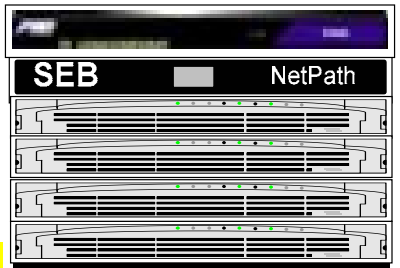
		MG 1000E 1 Chassis Power			MG 1000E 2 Chassis Power		
04 0 04 00 thru 31	4	Call Pilot Mgate NTRV18CA	Fan	4	Call Pilot Mgate NTRV18CA	Fan	08 0 04 00 thru 31
04 0 03	3	Vacant		3	UTC NT8D14CA		08 0 03 00 thru 07 Rte 0 Mbrs 9- 16
04 0 02 00 thru 15	2	16 Port Analog NT8D09BB		2	16 Port Analog NT8D09BB		08 0 02 00 thru 15
04 0 03 00 thru 07 Rte 0 Mbrs 1- 8	1	UTC NT8D14CA		1	16 Port Analog NT8D09BB		08 0 01 00 thru 15
Small System Controller		SSC Card NTRB21AC			SSC Card NTRB21AC		Small System Controller
		MG 1000E 1 Expander Chasssis Power			MG 1000E 2 Expander Chasssis Power		
04 0 10 00 thru 15	10	16 Port Analog NT8D09BB	Fan	10	16 Port Analog NT8D09BB	Fan	08 0 10 00 thru 15
04 0 09 Vacant	9	Vacant		9	SMC NTDK20JA		Succession Media Card
Succession Media Card	8	SMC NTDK20JA		8	SMC NTDK20JA		Succession Media Card
Succession Media Card	7	SMC NTDK20JA		7	SMC NTDK20JA		Succession Media Card
1000TA		MG 1000T 1 Core Chassis Power			MG 1000T 2 Core Chassis Power		1000TB
04 01 thru 04 23 Rte 2 Mbrs 24- 46	4	TMDI DTI/PRI Card NTRB21AC	Fan	4	TMDI DTI/PRI Card NTRB21AC	Fan	04 01 thru 04 23 Rte 2 Mbrs 24- 46
03 01 thru 03 23 Rte 3 Mbrs 1- 23	3	TMDI DTI/PRI Card NTRB21AC		3	TMDI DTI/PRI Card NTRB21AC		03 01 thru 03 23 Rte 3 Mbrs 1- 23
02 01 thru 2 23 Rte 2 Mbrs 1- 23	2	TMDI DTI/PRI Card NTRB21AC		2	TMDI DTI/PRI Card NTRB21AC		02 01 thru 2 23 Rte 2 Mbrs 1- 23
01 01 thru 01 23 Rte 1 Mbrs 1-23	1	TMDI DTI/PRI Card NTRB21AC		1	TMDI DTI/PRI Card NTRB21AC		01 01 thru 01 23 Rte 1 Mbrs 1-23
Small System Controller		SSC Card NTRB21AC			SSC Card NTRB21AC		Small System Controller
		MG 1000T 1 Core Expander Chassis Power			MG 1000T 2 Core Expander Chassis Power		
10 00 01	10	Vacant	Fan	10	Vacant	Fan	10 00 01
Succession Media Card	9	SMC NTDK20JA		9	SMC NTDK20JA		Succession Media Card
Succession Media Card	8	SMC NTDK20JA		8	SMC NTDK20JA		Succession Media Card
Succession Media Card	7	SMC NTDK20JA		7	SMC NTDK20JA		Succession Media Card
		MG 1000T 1 Expansion 1 Chassis Power			MG 1000T 2 Expansion 1 Chassis Power		
14 01 thru 14 23 Rte 3 Mbrs 48- 71	14	TMDI DTI/PRI Card NTRB21AC	Fan	14	TMDI DTI/PRI Card NTRB21AC	Fan	14 01 thru 14 23 Rte 3 Mbrs 48- 71
13 01 thru 13 24 Rte 2 Mbrs 70- 92	13	TMDI DTI/PRI Card NTRB21AC		13	TMDI DTI/PRI Card NTRB21AC		13 01 thru 13 24 Rte 2 Mbrs 70- 92
12 01 thru 12 24 Rte 3 Mbrs 24-47	12	TMDI DTI/PRI Card NTRB21AC		12	TMDI DTI/PRI Card NTRB21AC		12 01 thru 12 24 Rte 3 Mbrs 24-47
11 01 thru 11 23 Rte 2 Mbrs 47- 69	11	TMDI DTI/PRI Card NTRB21AC		11	TMDI DTI/PRI Card NTRB21AC		11 01 thru 11 23 Rte 2 Mbrs 47- 69
Small System Controller		SSC Card NTRB21AC			SSC Card NTRB21AC		Small System Controller
		MG 1000T 1 Expander 1 Chassis Power			MG 1000T 2 Expander 1 Chassis Power		
Succession Media Card	20	SMC NTDK20JA	Fan	20	SMC NTDK20JA	Fan	Succession Media Card
Succession Media Card	19	SMC NTDK20JA		19	SMC NTDK20JA		Succession Media Card
Succession Media Card	18	SMC NTDK20JA		18	SMC NTDK20JA		Succession Media Card
Succession Media Card	17	SMC NTDK20JA		17	SMC NTDK20JA		Succession Media Card
		MG 1000T 1 Expansion 2 Chassis Power			MG 1000T 2 Expansion 2 Chassis Power		
24 01 thru 24 24 Rte 3 Mbrs 96- 119	24	TMDI DTI/PRI Card NTRB21AC	Fan	24	TMDI DTI/PRI Card NTRB21AC	Fan	24 01 thru 24 24 Rte 3 Mbrs 96- 119
23 01 thru 23 23 Rte 2 Mbrs 116-138	23	TMDI DTI/PRI Card NTRB21AC		23	TMDI DTI/PRI Card NTRB21AC		23 01 thru 23 23 Rte 2 Mbrs 116-138
22 01 thru 22 24 Rte 3 Mbrs 72- 95	22	TMDI DTI/PRI Card NTRB21AC		22	TMDI DTI/PRI Card NTRB21AC		22 01 thru 22 24 Rte 3 Mbrs 72- 95
21 01 thru 21 23 Rte 2 Mbrs 93-115	21	TMDI DTI/PRI Card NTRB21AC		21	TMDI DTI/PRI Card NTRB21AC		21 01 thru 21 23 Rte 2 Mbrs 93-115
Small System Controller		SSC Card NTRB21AC			SSC Card NTRB21AC		Small System Controller
		MG 1000T 1 Expander 2 Chassis Power			MG 1000T 2 Expander 2 Chassis Power		
	30	Vacant	Fan	30	Vacant	Fan	
Succession Media Card	29	SMC NTDK20JA		29	SMC NTDK20JA		Succession Media Card
Succession Media Card	28	SMC NTDK20JA		28	SMC NTDK20JA		Succession Media Card
Succession Media Card	27	SMC NTDK20JA		27	SMC NTDK20JA		Succession Media Card
		MG 1000T 1 Expansion 3 Chassis Power			MG 1000T 2 Expansion 3 Chassis Power		
Succession Media Card	34	SMC NTDK20JA	Fan	34	SMC NTDK20JA	Fan	Succession Media Card
Succession Media Card	33	SMC NTDK20JA		33	SMC NTDK20JA		Succession Media Card
32 01 thru 32 24 Rte 3 Mbrs 120- 143	32	TMDI DTI/PRI Card NTRB21AC		32	TMDI DTI/PRI Card NTRB21AC		32 01 thru 32 24 Rte 3 Mbrs 120- 143
31 01 thru 31 23 Rte 2 Mbrs 139- 161	31	TMDI DTI/PRI Card NTRB21AC		31	TMDI DTI/PRI Card NTRB21AC		31 01 thru 31 23 Rte 2 Mbrs 139- 161
Small System Controller		SSC Card NTRB21AC			SSC Card NTRB21AC		Small System Controller

1000E Hardware
1000T A Hardware
1000T B Hardware

Rte 10 16 Ground start trunks
Rte 1 - ISDN/PRI to PSTN Unlimited **2 PRIs**
Rte 2- ISDN/PRI to PSTN Standard **12 PRIs**
Rte 3- Tie to SOCC **14 PRIs share Dchannel**

4200 1000E AND 1000TC MEDIA GATEWAYS

RETURN TO DIRECTORY



1000TE MEDIA GATEWAYS

	MG 1000E 3 Chassis Power		
12 0 04 00	4	Vacant	Fan
12 0 03 00 thru 15	3	16 Port Analog NT8D09BB	
12 0 04 00 thru 15	2	16 Port Analog NT8D09BB	
12 0 03 00	1	UTC NT8D14CA	
		SSC Card NTRB21AC	
	MG 1000E 3 Expander Chasssis Power		
12 0 10 0	10	Vacant	Fan
12 0 09 0	9	Vacant	
12 0 8 0 Through 31	8	SMC NTDK20JA	
12 0 7 0 Through 31	7	SMC NTDK20JA	
	MG 1000E 4 Chassis Power		
16 0 04 00	4	Vacant	Fan
16 0 03 00 thru 15	3	16 Port Analog NT8D09BB	
16 0 02 00 thru 15	2	16 Port Analog NT8D09BB	
16 0 03 00 thru 07	1	UTC NT8D14CA	
		SSC Card NTRB21AC	
	MG 1000E 4 Expander Chasssis Power		
16 0 10 0	10	Vacant	Fan
16 0 09 0	9	Vacant	
16 0 8 0 thru 31	8	SMC NTDK20JA	
16 0 7 0 thru 31	7	SMC NTDK20JA	

1000TC

	MG 1000TC 1 Core Chassis Power		
4 0 thru 4 23	4	TMDI DTI/PRI Card	Fan
3 0 thru 4 23	3	TMDI DTI/PRI Card	
2 0 thru 2 23	2	TMDI DTI/PRI Card	
1 0 thru 1 23	1	TMDI DTI/PRI Card	
		SSC Card NTRB21AC	
	MG 1000TC 1 Core Expander Chassis Power		
10 0	10	Vacant	Fan
9 0 thru 9 31	9	SMC	
8 0 thru 8 31	8	SMC	
7 0 thru 7 31	7	SMC	
	MG 1000TC 1 Expansion 1 Chassis Power		
14 0 thru 14 23	4	TMDI DTI/PRI Card	Fan
13 0 thru 13 23	3	TMDI DTI/PRI Card	
12 0 thru 12 23	2	TMDI DTI/PRI Card	
11 0 thru 11 23	1	TMDI DTI/PRI Card	
		SSC Card NTRB21AC	
	MG 1000TC 1 Expander 1 Chassis Power		
20 0 thru 20 31	10	SMC	Fan
19 0 thru 19 31	9	SMC	
18 0 thru 18 31	8	SMC	
17 0 thru 17 31	7	SMC	
	MG 1000TC 1 Expansion 2 Chassis Power		
24 0 thru 24 23	4	TMDI DTI/PRI Card	Fan
23 0 thru 23 23	3	TMDI DTI/PRI Card	
22 0 thru 22 23	2	TMDI DTI/PRI Card	
21 0 thru 21 23	1	TMDI DTI/PRI Card	
		SSC Card NTRB21AC	
	MG 1000TC 1 Expander 2 Chassis Power		
30 0	10	Vacant	Fan
29 0 thru 29 31	9	SMC	
28 0 thru 28 31	8	SMC	
27 0 thru 27 31	7	SMC	
	MG 1000TC 1 Expansion 3 Chassis Power		
24 o thru 24 31	4	SMC	Fan
23 0 thru 23 31	3	SMC	
22 0 thru 22 23	2	TMDI DTI/PRI Card	
21 0 thru 22 23	1	TMDI DTI/PRI Card	
		SSC Card NTRB21AC	

7/25/2007

RETURN TO DIRECTORY

Lazarus 1000E Media Gateways Updated 7-7-07

	MG 1000E 1 Chassis Power			
TN 4-0-04-0 Through 31	4	Call Pilot Mgate	F	Call Pilot ports 1-32
TN 4 -0-03-0 Through 7	3	UTC	a	Route 10 Members 1 - 6
TN 4-0-02	2	Vacant	n	
TN 4-0-01-0 Through 15	1	16 Port Analog		
		SSC Card		
	MG 1000E 1 Expander Chasssis Power			
TN 4-0-10-0 Through 15	10	16 Port Analog	F	
TN 4-0-09-0 Through 31	9	VGMC 32	a	
TN 4-0-08-0 Through 31	8	VGMC 32	n	
TN 4-0-07-0 Through 31	7	VGMC 32		
	MG 1000E 2 Chassis Power			
TN 8-0-04-0 Through 31	4	Call Pilot Mgate	F	Call Pilot ports 33-64
TN 8-0-03-0 Through 7	3	UTC	a	Route 10 Members 7 - 12
TN 8-0-02	2	Vacant	n	
TN 8-0-01-0 Through 15	1	16 Port Analog		
		SSC Card		
	MG 1000E 2 Expander Chasssis Power			
TN 8-0-10-0 Through 15	10	16 Port Analog	F	
TN 8-0-09-0 Through 31	9	VGMC 32	a	
TN 8-0-08-0 Through 31	8	VGMC 32	n	
TN 8-0-07-0 Through 31	7	VGMC 32		
	MG 1000E 3 Chassis Power			
TN 12-0-04-0 Through 15	4	16 Port Analog	F	
TN 12-0-03-0 Through 15	3	16 Port Analog	a	
TN 12-0-02	2	Vacant	n	
TN 12-0-01	1	Vacant		
		SSC Card		
	MG 1000E 3 Expander Chasssis Power			
TN 12-0-10-0 Through 15	10	16 Port Analog	F	
TN 12-0-09-0 Through 31	9	VGMC 32	a	
TN 12-0-08-0 Through 31	8	VGMC 32	n	
TN 12-0-07-0 Through 31	7	VGMC 32		
	MG 1000E 4 Chassis Power			
TN 16-0-04-0 Through 15	4	16 Port Analog	F	
TN 16-0-03	3	Vacant	a	
TN 16-0-02-0 Through 31	2	VGMC 32	n	
TN 16-0-01-0 Through 31	1	VGMC 32		
		SSC Card		

Lazarus 1000TD Media Gateways Updated 7-7-07

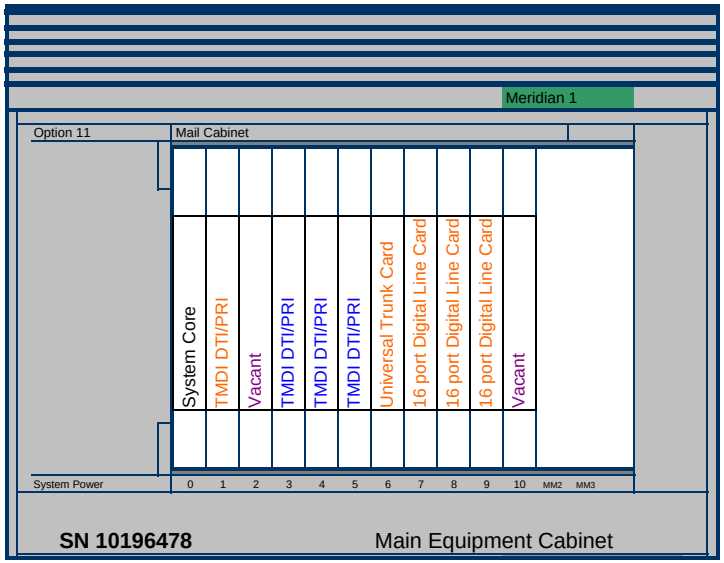
	MG 1000T D1 Core Chassis Power				
TN 04-0 Through 23	4	TMDI DTI/PRI Card	F	SOCC Route 4 TIE DCH 24	TN 04-0 Through 23
TN 03-0 Through 23	3	TMDI DTI/PRI Card	a	CO/DID Route 3 103T1ZF DCH 23	TN 03-0 Through 23
TN 02-0 Through 23	2	TMDI DTI/PRI Card	n	SOCC Route 2 TIE DCH 22	TN 02-0 Through 23
TN 01-0 Through 23	1	TMDI DTI/PRI Card		CO/DID Route 1 101T1ZF DCH 21	TN 01-0 Through 23
		SSC Card			
	MG 1000T D1 Core Expander Chassis Power				
TN 10-0	10	Vacant	F		TN 10-0
TN 09-0 Through 31	9	VGMC 32	a		TN 09-0 Through 31
TN 08-0 Through 31	8	VGMC 32	n		TN 08-0 Through 31
TN 07-0 Through 31	7	VGMC 32			TN 07-0 Through 31
	MG 1000T D2 Expansion 1 Chassis Power				
TN 14-0 Through 23	14	TMDI DTI/PRI Card	F	SOCC Route 14 TIE DCH 34	TN 14-0 Through 23
TN 13-0 Through 23	13	TMDI DTI/PRI Card	a	CO/DID Route 13 107T1ZF DCH 33	TN 13-0 Through 23
TN 12-0 Through 23	12	TMDI DTI/PRI Card	n	SOCC Route 12 TIE DCH 32	TN 12-0 Through 23
TN 11-0 Through 23	11	TMDI DTI/PRI Card		CO/DID Route 11 105T1ZF DCH 31	TN 11-0 Through 23
		SSC Card			
	MG 1000T D2 Expander 1 Chassis Power				
TN 20-0 Through 31	20	VGMC 32	F		TN 20-0 Through 31
TN 19-0 Through 31	19	VGMC 32	a		TN 19-0 Through 31
TN 18-0 Through 31	18	VGMC 32	n		TN 18-0 Through 31
TN 17-0 Through 31	17	VGMC 32			TN 17-0 Through 31
	MG 1000T D3 Expansion 2 Chassis Power				
TN 24-0 Through 23	24	TMDI DTI/PRI Card	F	SOCC Route 24 TIE DCH 44	TN 24-0 Through 23
TN 23-0 Through 23	23	TMDI DTI/PRI Card	a	CO/DID Route 23 111T1ZF DCH 43	TN 23-0 Through 23
TN 22-0 Through 23	22	TMDI DTI/PRI Card	n	SOCC Route 22 TIE DCH 42	TN 22-0 Through 23
TN 21-0 Through 23	21	TMDI DTI/PRI Card		CO/DID Route 21 109T1ZF DCH 41	TN 21-0 Through 23
		SSC Card			
	MG 1000T D3 Expander 2 Chassis Power				
TN 30-0	30	Vacant	F		TN 30-0
TN 29-0 Through 31	29	VGMC 32	a		TN 29-0 Through 31
TN 28-0 Through 31	28	VGMC 32	n		TN 28-0 Through 31
TN 27-0 Through 31	27	VGMC 32			TN 27-0 Through 31
	MG 1000T D4 Expansion 3 Chassis Power				
TN 34-0 Through 31	34	VGMC 32	F		TN 34-0 Through 31
TN 33-0 Through 31	33	VGMC 32	a		TN 33-0 Through 31
TN 32-0 Through 23	32	TMDI DTI/PRI Card	n	Vacant Unused	TN 32-0 Through 23
TN 31-0 Through 23	31	TMDI DTI/PRI Card		Vacant Unused	TN 31-0 Through 23
		SSC Card			

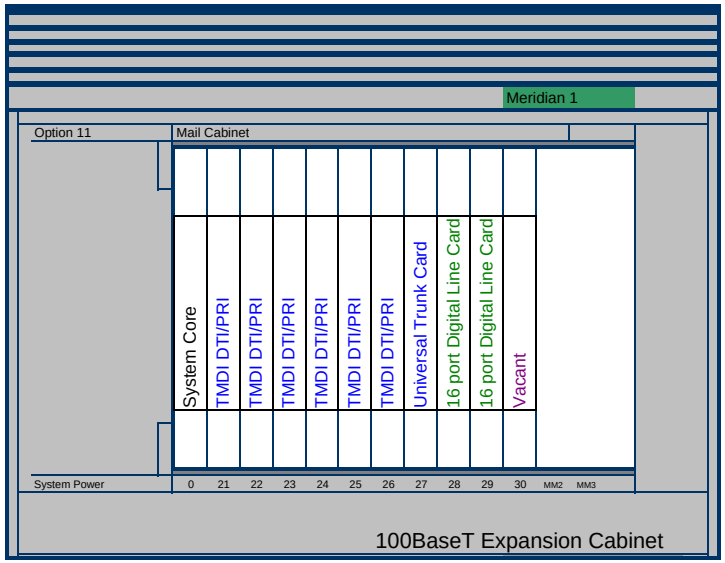
Lazarus 1000TE Media Gateways Updated 7-7-07

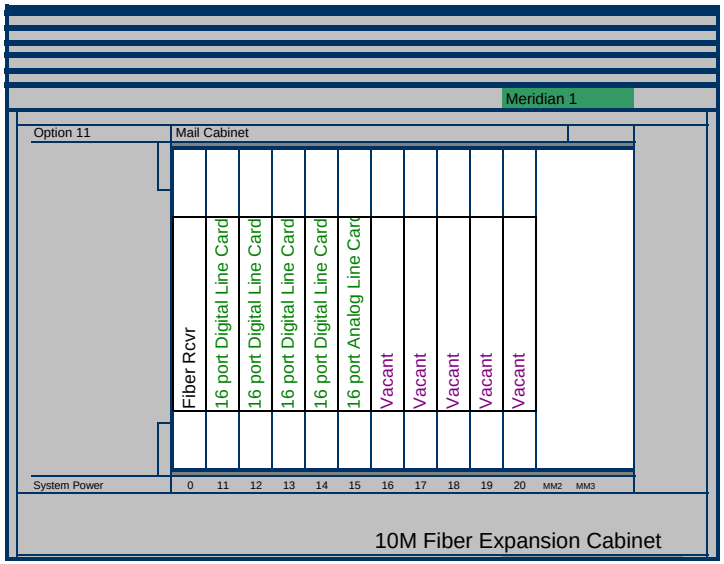
	MG 1000T E1 Core Chassis Power			
4	TMDI DTI/PRI Card	F	SOCC Route 4 TIE DCH 24	
3	TMDI DTI/PRI Card	a	CO/DID Route 3 104T1ZF DCH 23	
2	TMDI DTI/PRI Card	n	SOCC Route 2 TIE DCH 22	
1	TMDI DTI/PRI Card		CO/DID Route 1 102T1ZF DCH 21	
	SSC Card			
	MG 1000T E1 Core Expander Chassis Power			
10	Vacant	F		
9	VGMC 32	a		
8	VGMC 32	n		
7	VGMC 32			
	MG 1000T E2 Expansion 1 Chassis Power			
14	TMDI DTI/PRI Card	F	SOCC Route 14 TIE DCH 34	
13	TMDI DTI/PRI Card	a	CO/DID Route 13 108T1ZF DCH 33	
12	TMDI DTI/PRI Card	n	SOCC Route 12 TIE DCH 32	
11	TMDI DTI/PRI Card		CO/DID Route 11 106T1ZF DCH 31	
	SSC Card			
	MG 1000T E2 Expander 1 Chassis Power			
20	VGMC 32	F		
19	VGMC 32	a		
18	VGMC 32	n		
17	VGMC 32			
	MG 1000T E3 Expansion 2 Chassis Power			
24	TMDI DTI/PRI Card	F	4200 5 Digit Route 24 TIE DCH 44	
23	TMDI DTI/PRI Card	a	CO/DID Route 23 112T1ZF DCH 43	
22	TMDI DTI/PRI Card	n	SOCC Route 22 TIE DCH 42	
21	TMDI DTI/PRI Card		CO/DID Route 21 110T1ZF DCH 41	
	SSC Card			
	MG 1000T E3 Expander 2 Chassis Power			
30	Vacant	F		
29	VGMC 32	a		
28	VGMC 32	n		
27	VGMC 32			
	MG 1000T E4 Expansion 3 Chassis Power			
34	VGMC 32	F		
33	VGMC 32	a		
32	TMDI DTI/PRI Card	n	Vacant Unused	
31	TMDI DTI/PRI Card		4200 5 Digit Route 31 DCH 51	
	SSC Card			

7/25/2007

ODJFS Call Center - Akron, OH



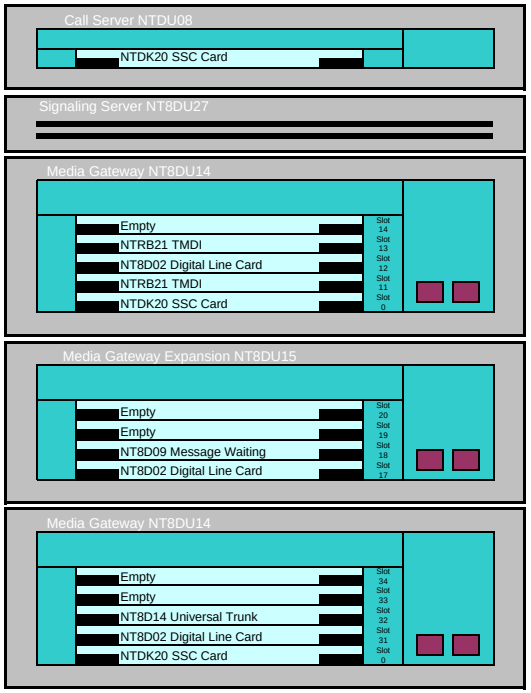




RETURN TO DIRECTORY

7/25/2007

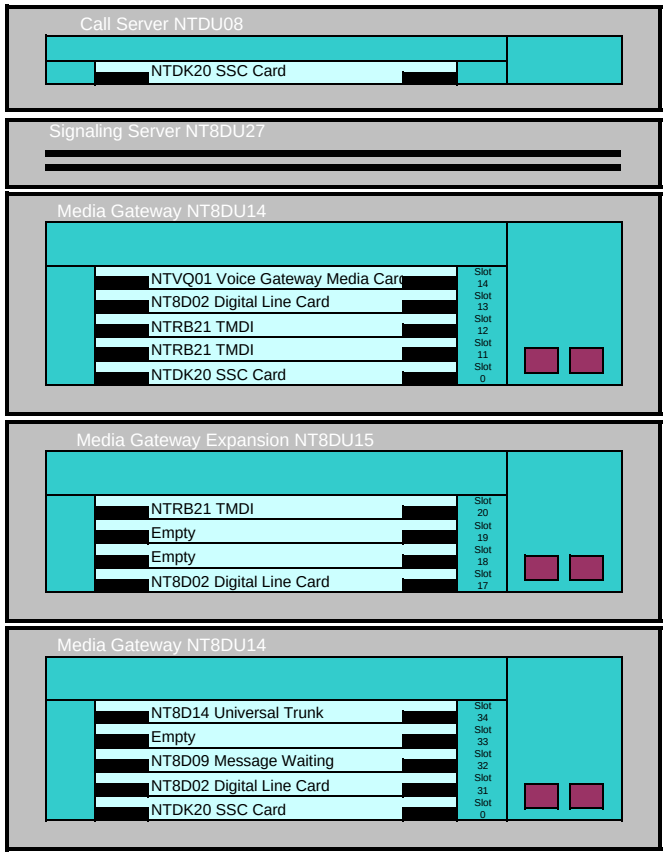
ODJFS Succession 1000 - Bowling Green, OH



RETURN TO DIRECTORY

7/25/2007

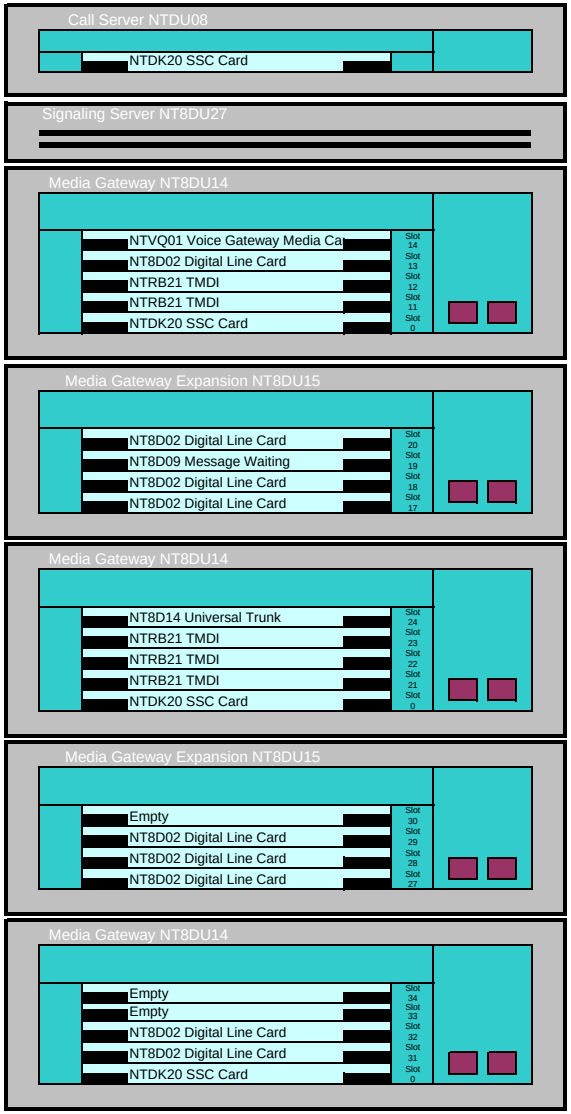
ODJFS Succession 1000 - Bridgeport, OH



RETURN TO DIRECTORY

7/25/2007

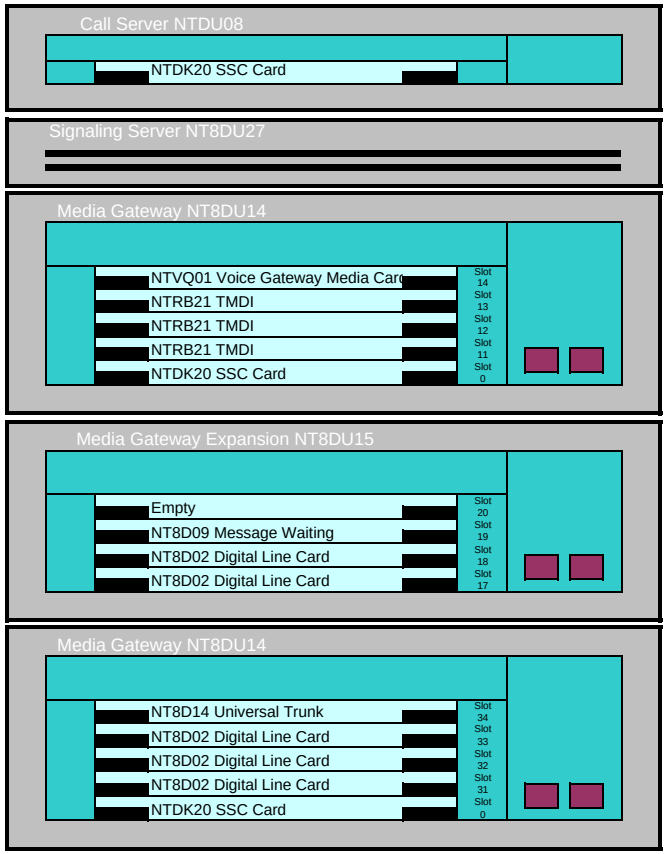
ODJFS Succession 1000 - Canton , OH



RETURN TO DIRECTORY

7/25/2007

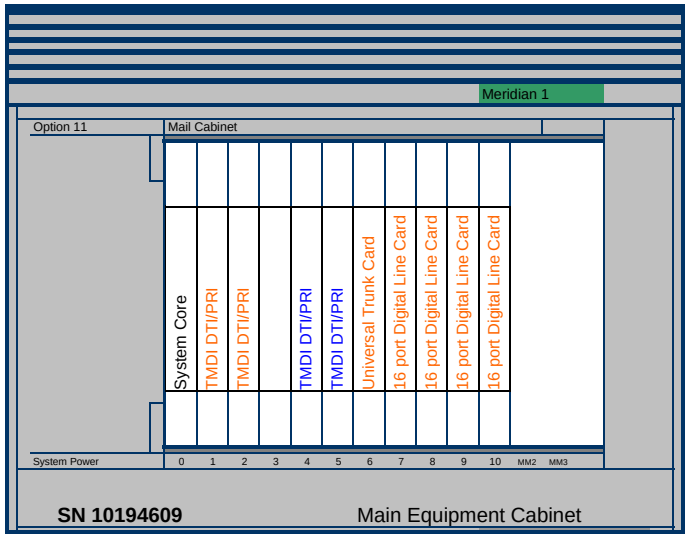
ODJFS Succession 1000 - Chillicothe, OH

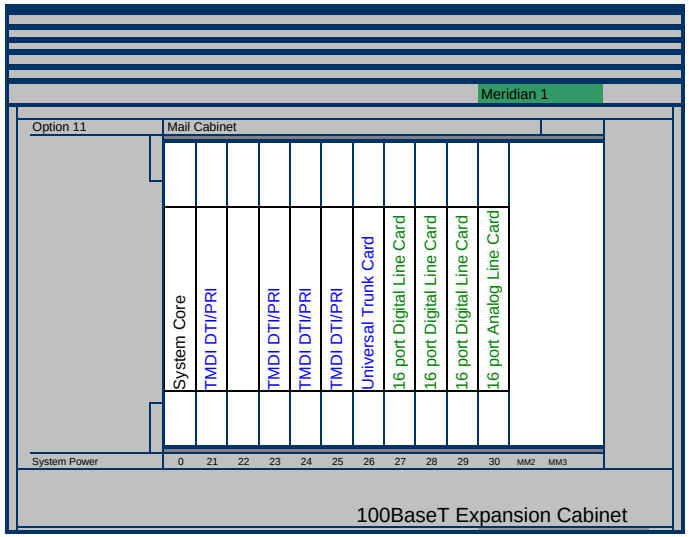


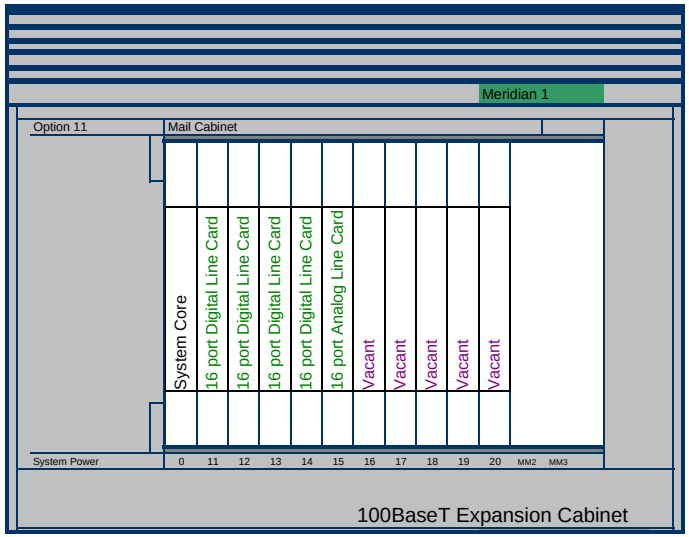
RETURN TO DIRECTORY

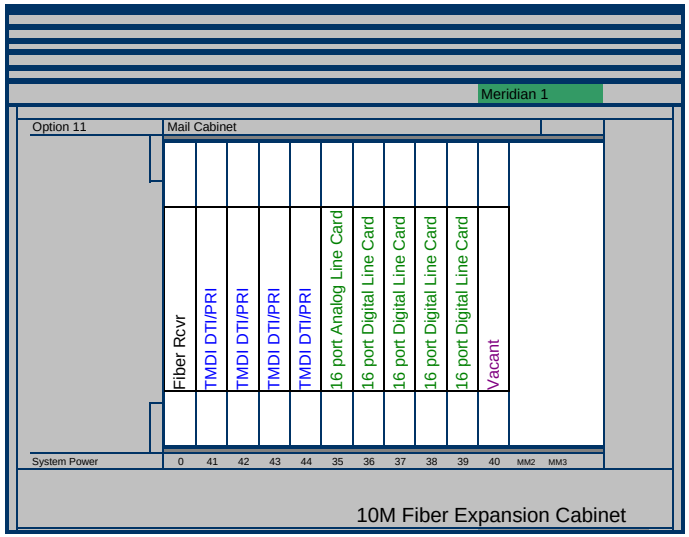
7/25/2007

ODJFS Call Center - Cincinnati, OH









RETURN TO DIRECTORY

Cleveland DO Bayface

4/10/2007

MG 1000S 1 Chassis Power		
14	16 Port Digital NT8D02BB	Fan
13	TMDI Card	
12	TMDI Card	
11	TMDI Card	
	SSC Card NTRB21AC	

MG 1000S 1 Expander Chasssis Power		
20	Universal Trunk NT8D14CA	Fan
19	16 Port Digital NT8D02BB	
18	16 Port Digital NT8D02BB	
17	VGMC 32 NTDK20JA	

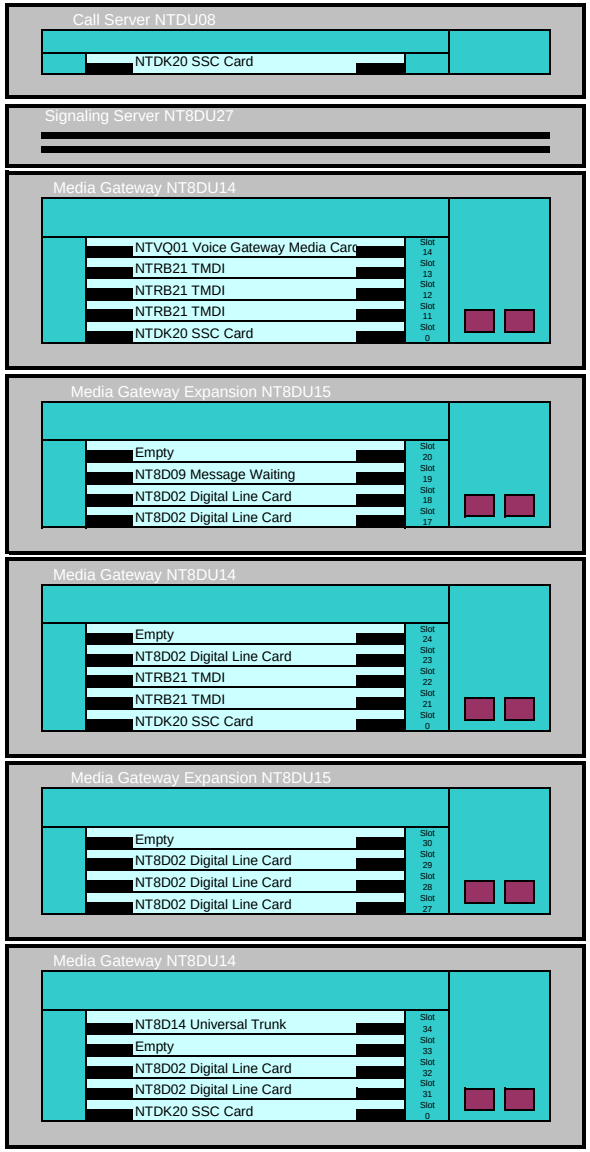
MG 1000S 2 Chassis Power		
34	16 Port Analog NT8D09BB	Fan
33	16 Port Digital NT8D02BB	
32	16 Port Digital NT8D02BB	
31	16 Port Digital NT8D02BB	
	SSC Card NTRB21AC	

MG 1000S 2 Expander Chasssis Power		
40	Vacant	Fan
39	Vacant	
38	Vacant	
37	Vacant	

Updated 4-10-2007

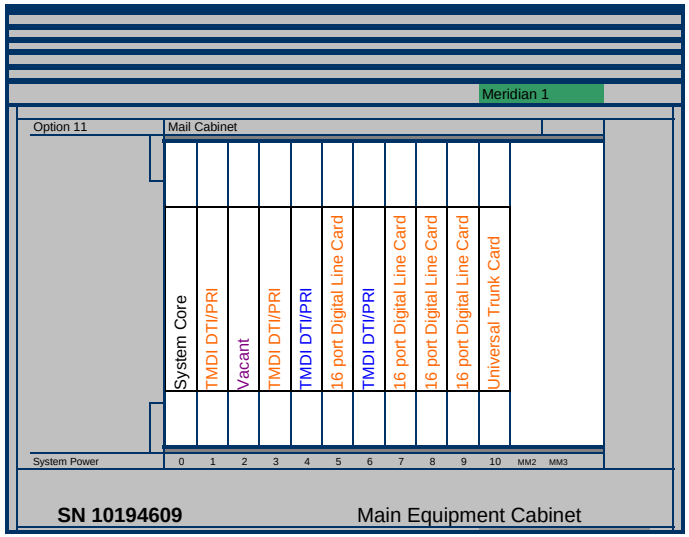
RETURN TO DIRECTORY

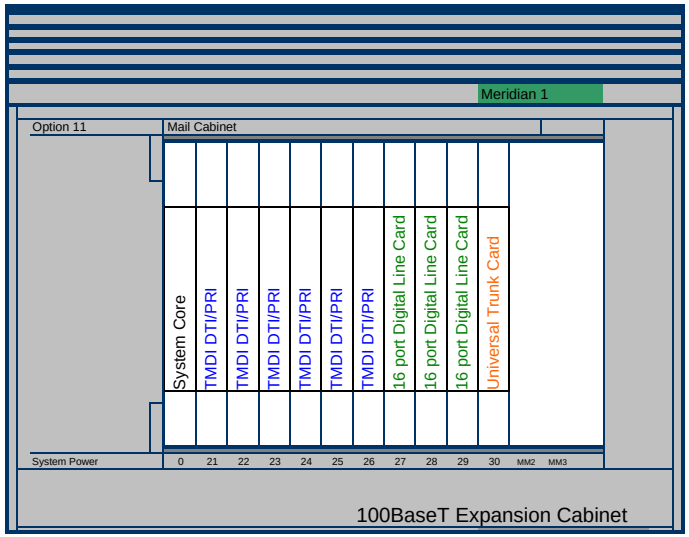
ODJFS Succession 1000 - Cleveland , OH

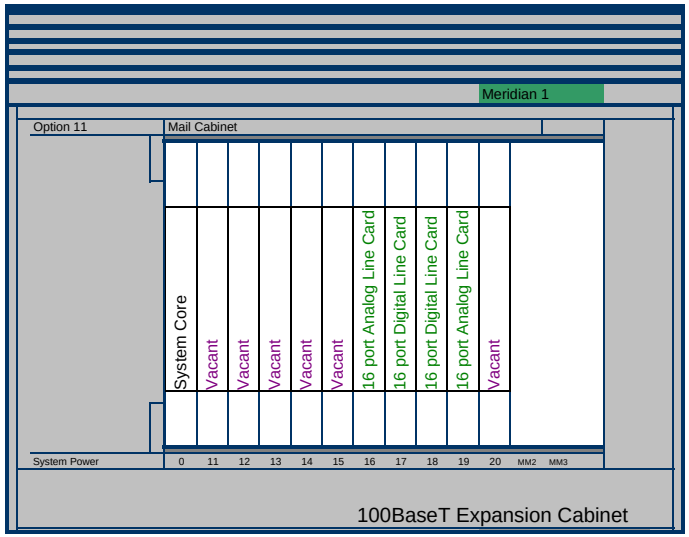


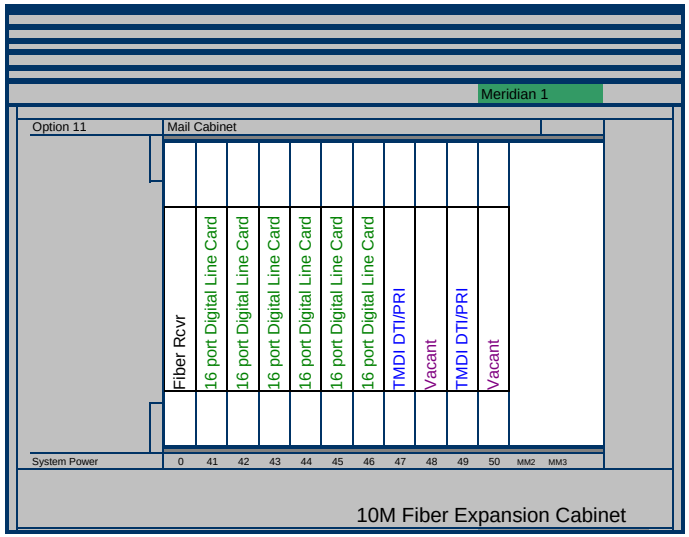
RETURN TO DIRECTORY

ODJFS Call Center - Columbus, OH









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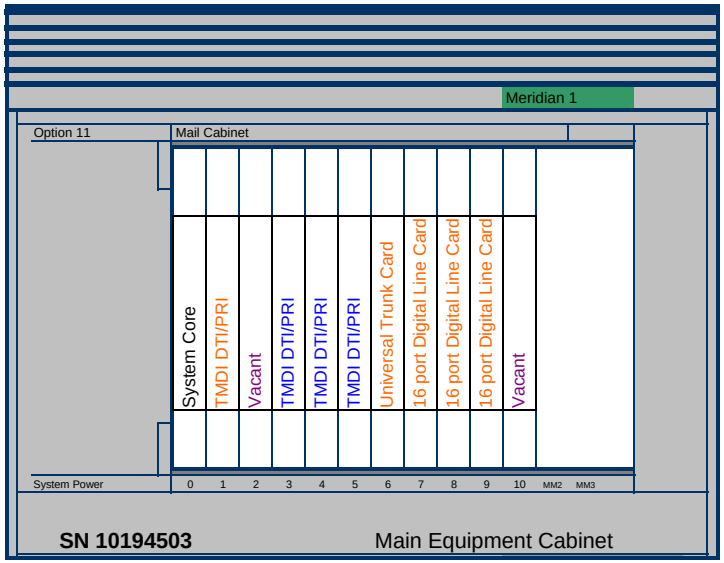

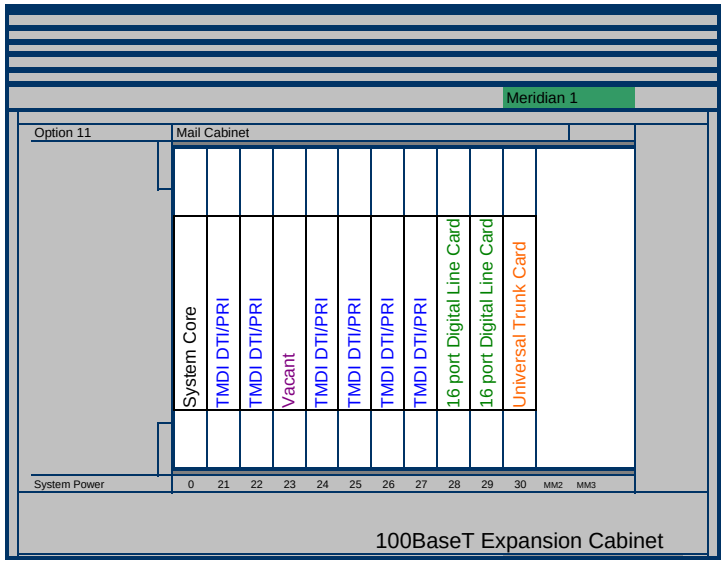

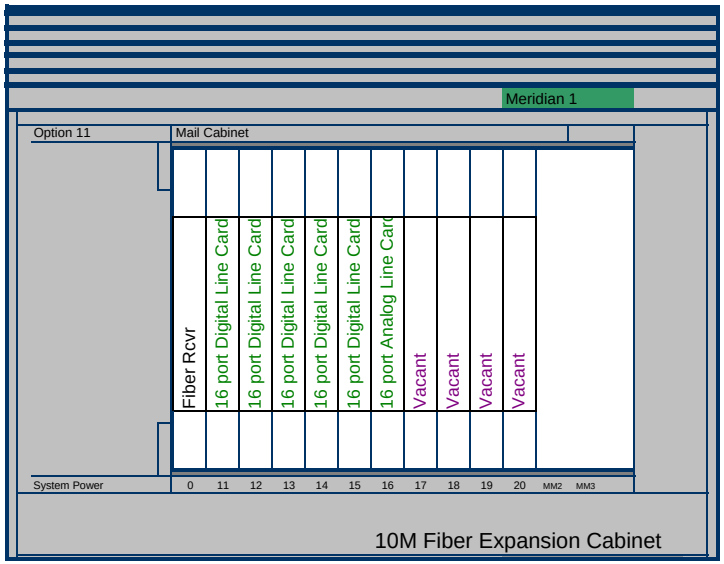

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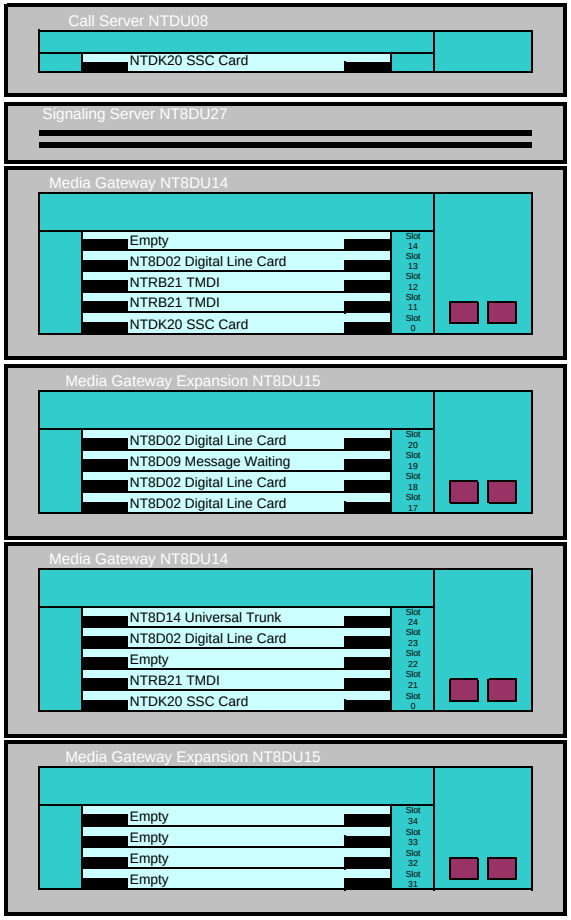

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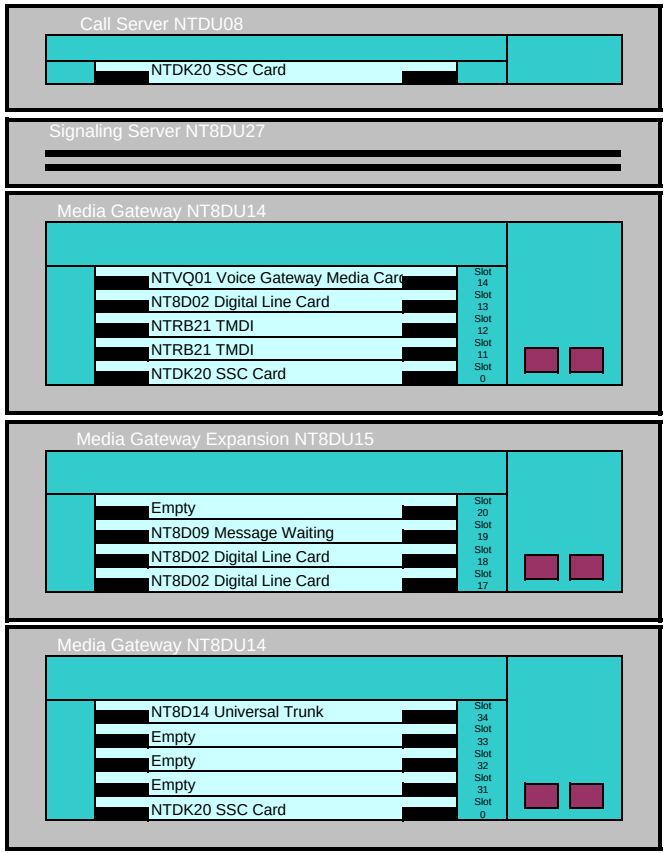

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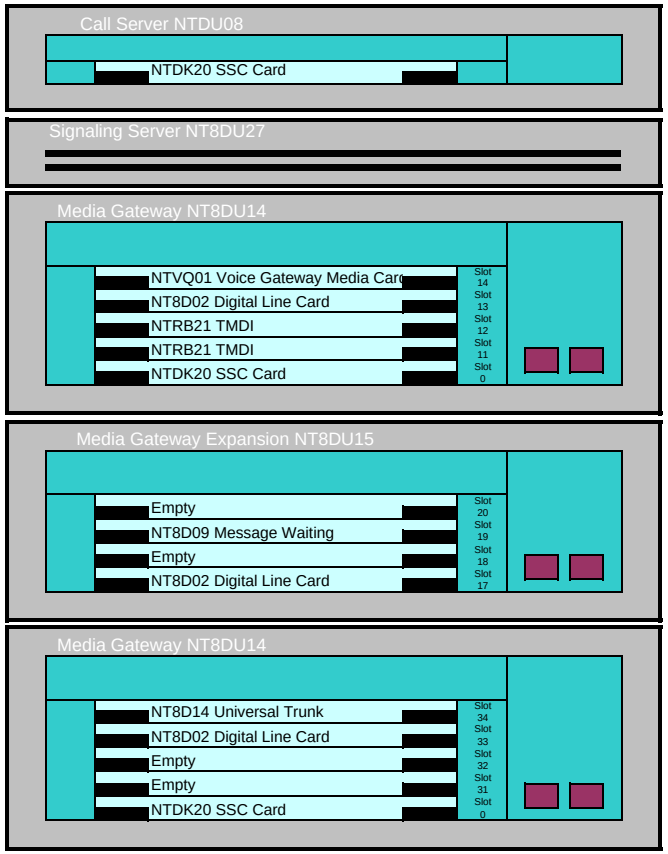

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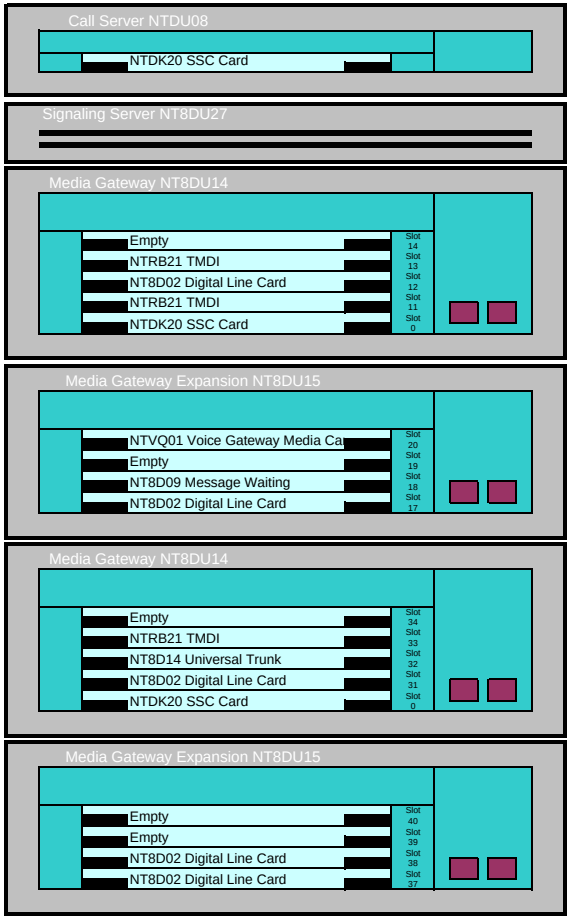

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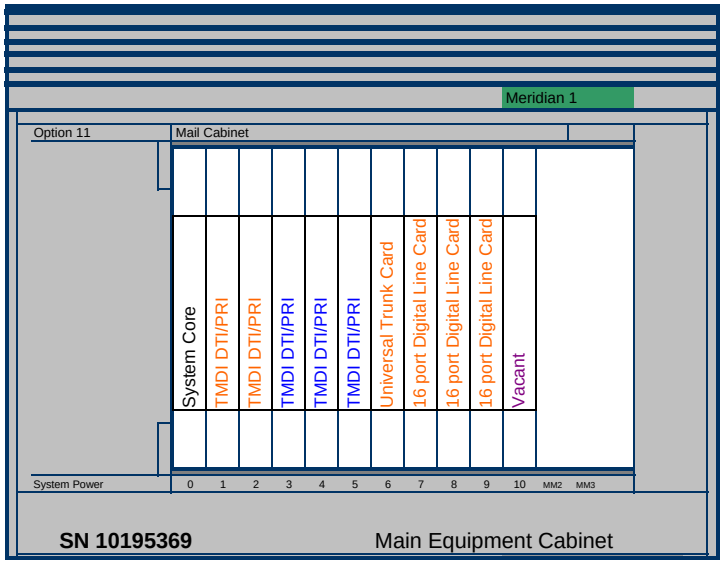

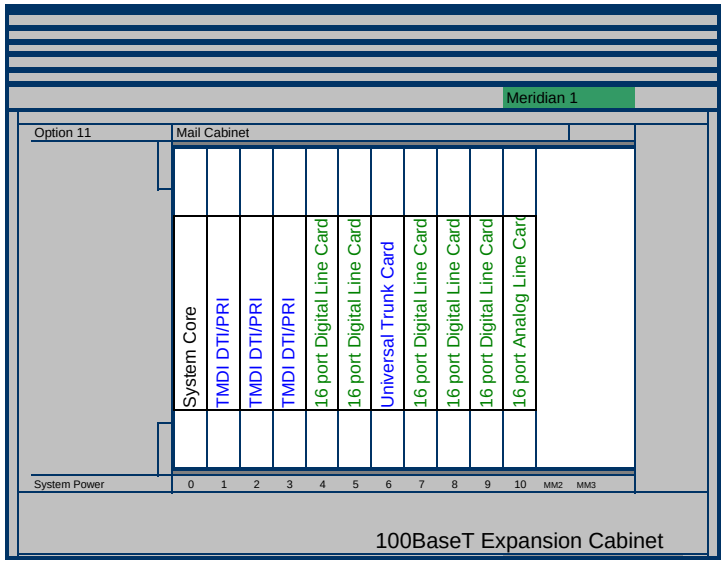

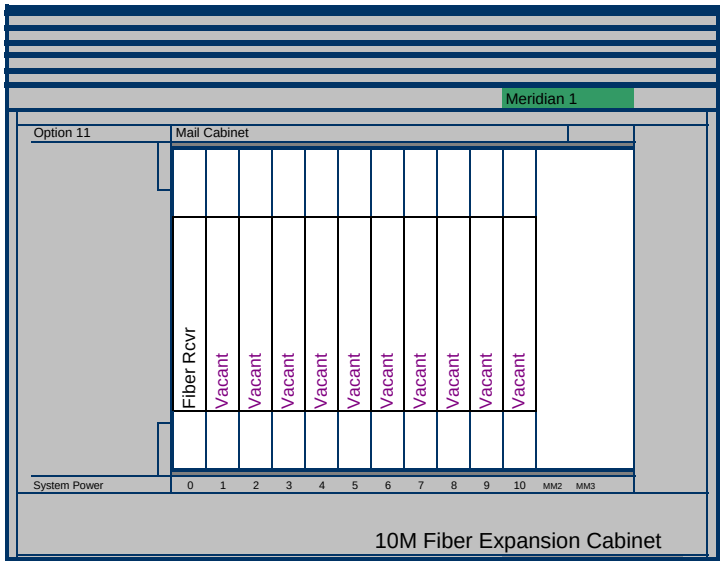

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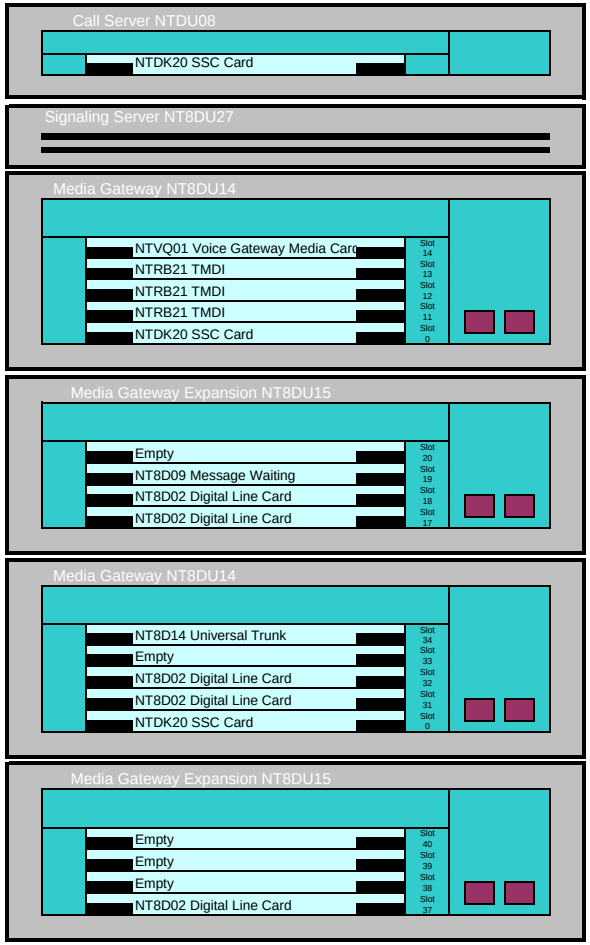

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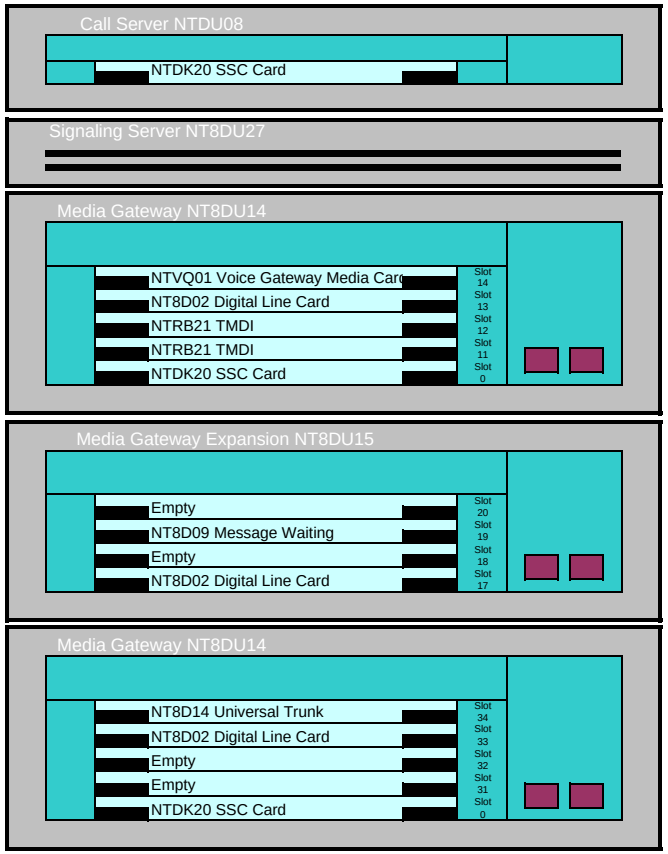

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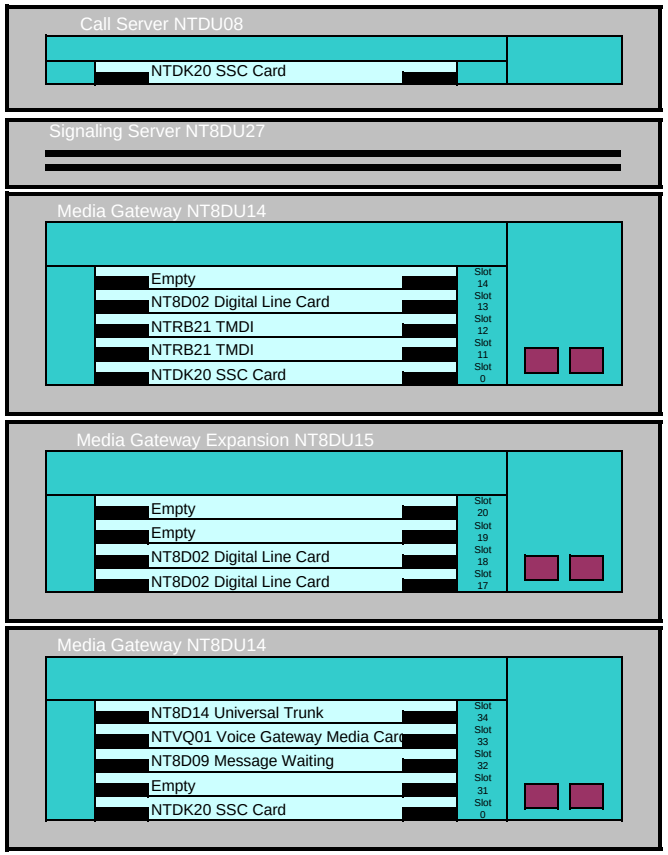

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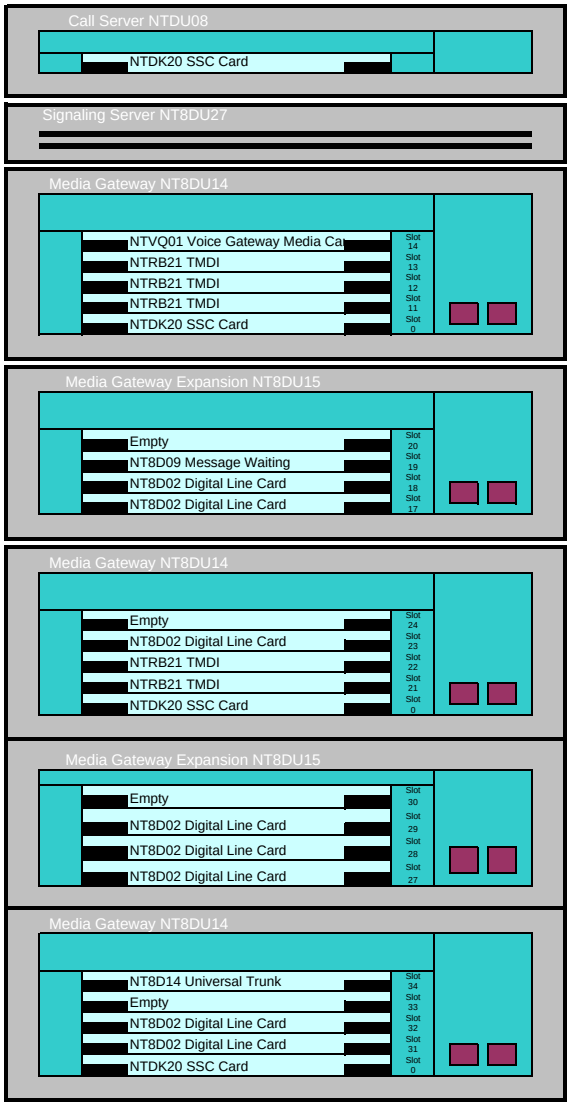

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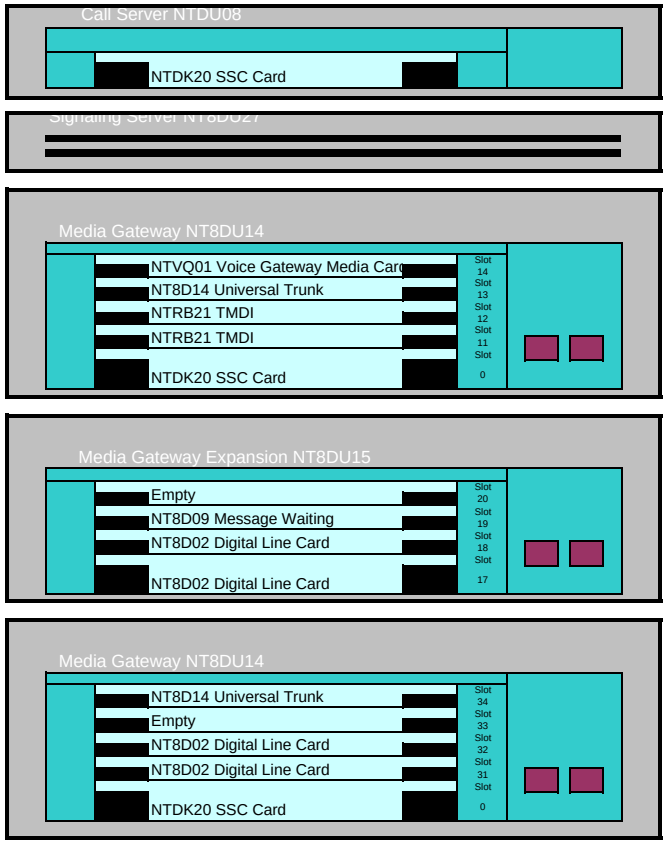

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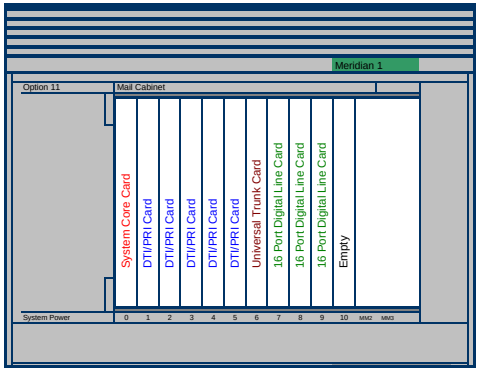

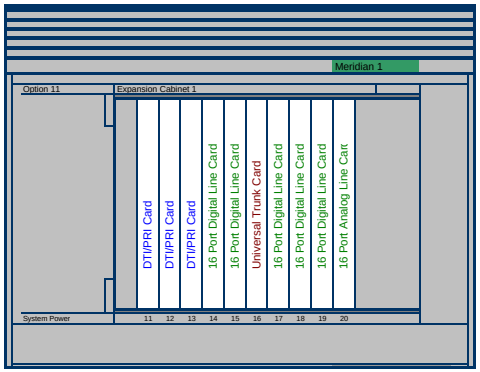

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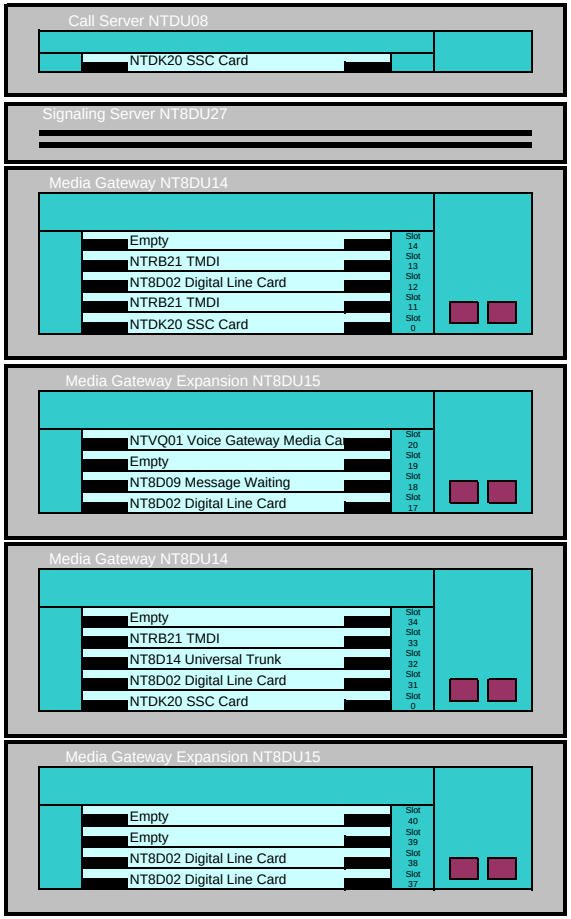

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7/25/2007

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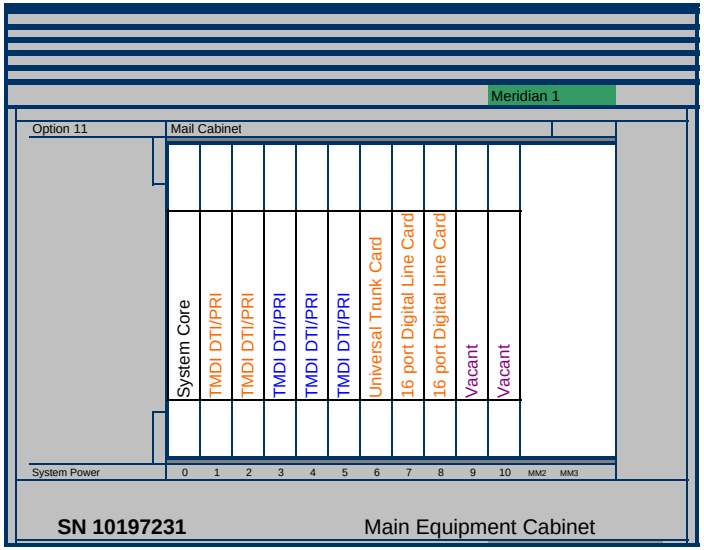

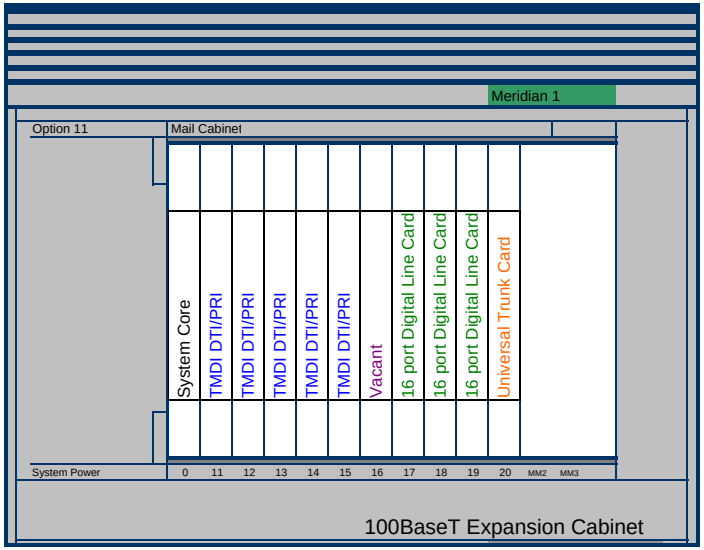

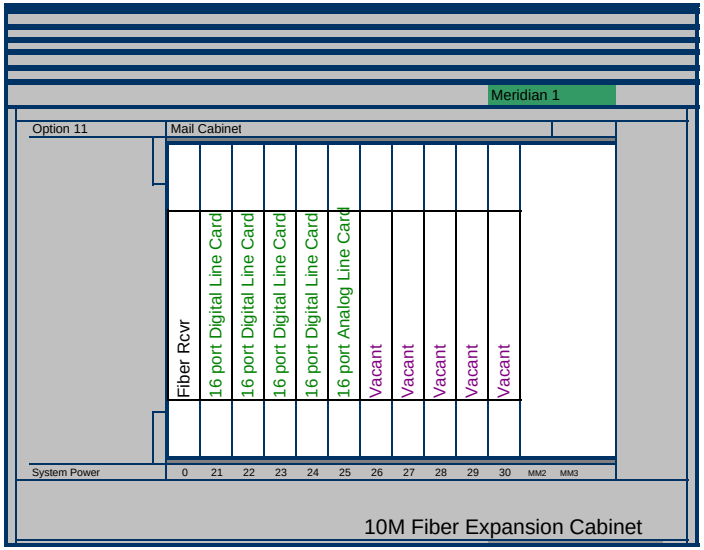

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7/25/2007

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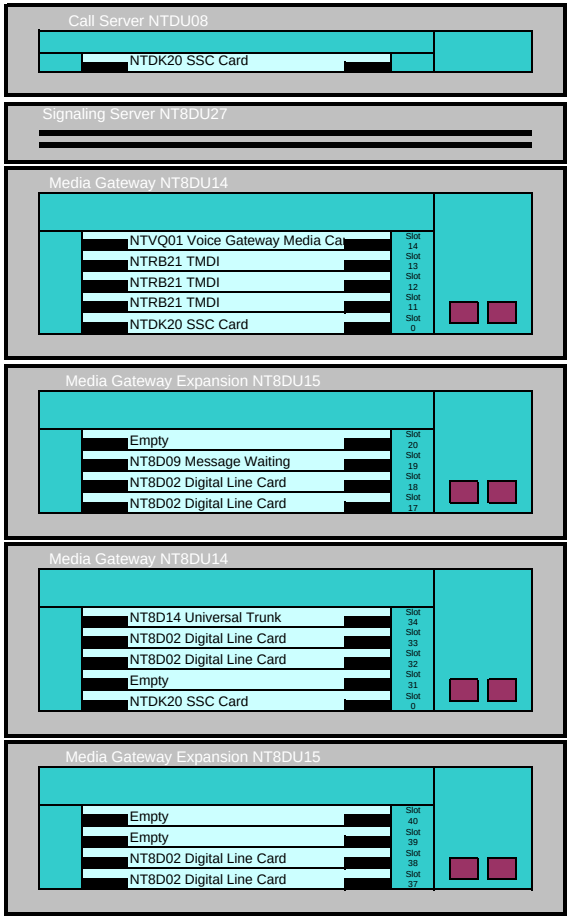

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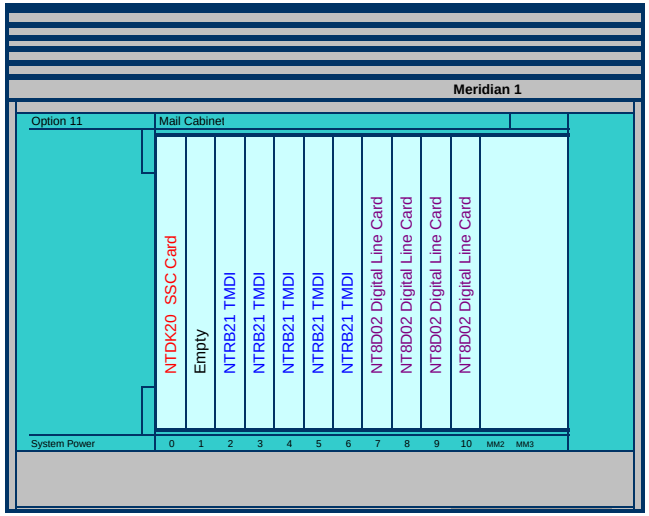
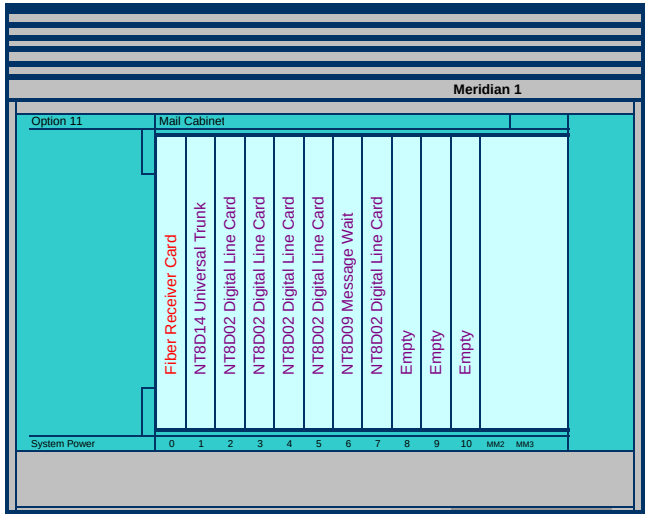
ODJFS Option 11C - Youngstown, OH





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7/25/2007

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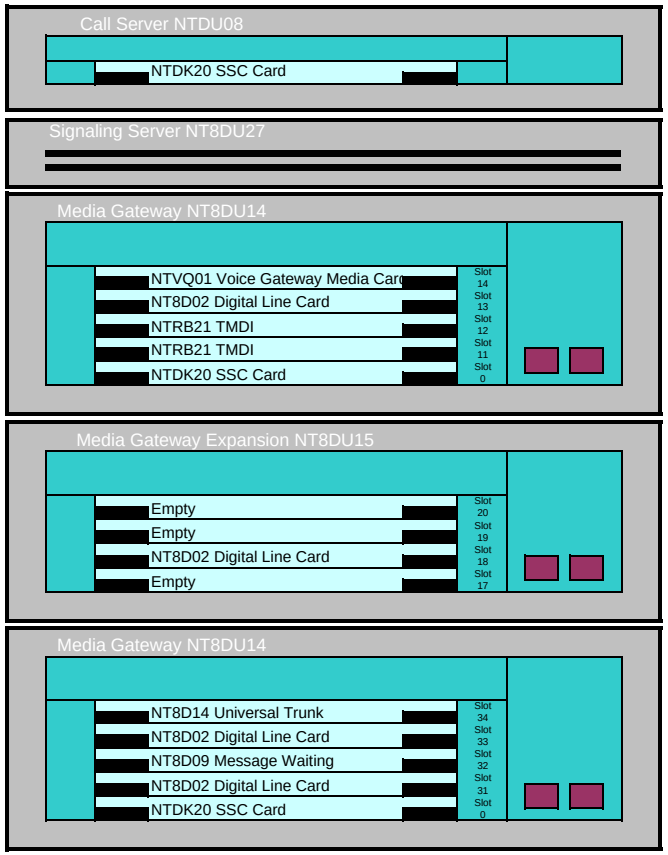


RETURN TO DIRECTORY

Supplement 8

Standard Operating Procedures

Ohio Department of Job and Family Services System Shutdown Process

Ohio ODJFS

Version 1.5
FINAL
May 2005

TABLE OF CONTENTS

Revision History **3**

Introduction **4**

Systems Inter-dependency **4**

Planned Shut Down Start Up Sequence **4**

Concerto Shut Down **6**

First Data Government Solutions Shut Down **9**

Nortel Equipment Shut Down **11**

Blue Pumpkin Equipment Shut Down **12**

Concerto Equipment Start Up **13**
Concerto System Test 14

First Data Government Solutions Equipment Start Up **15**
First Data Government Solutions System Test 16

Nortel Equipment Start Up **17**
Nortel System Test 17

Blue Pumpkin Equipment Start Up **18**
Blue Pumpkin System Test 18

Integration Test **20**
Unemployment Compensation OJI – Spectrum, IVR, Nortel 81C 20
Unemployment Compensation Re-determination - Spectrum 20
Unemployment Compensation Special Claims - Spectrum 21
Unemployment Compensation Trade - Spectrum 22
Ohio Health Plans - IVR 22
Office of Child Support - IVR 23
Unemployment Compensation Tax - IVR 23
Unemployment Compensation Review Commission - IVR 24
Office of Child Support - WEB 25

Attachment A: IVR/Host Integration Test **27**
Unemployment Compensation OJI 27
Ohio Health Plans - IVR 27

Attachment B: Blue Pumpkin Turn Over Document **29**

Revision History

Revision Date	Version	Revised By	Reason for Revision
February 22, 2005	1.0 DRAFT		
March 16, 2005	1.1 DRAFT		
April 7, 2005	1.2 DRAFT		
April 14, 2005	1.3 DRAFT		
April 22, 2005	1.4 DRAFT		
May 3, 2005	1.5 FINAL		

ODJFS System Shut Down Process
5/3/2005

Introduction

The objective of this document is to define the system shut down process for the Ohio Job and Family Services (ODJFS) Unemployment Compensation (UC), Office of Health Plans (OHP), Office of Child Support (OCS), Unemployment Compensation Tax (UC Tax), and Unemployment Compensation Review Commission (UCRC) systems.

System shut down represents a planned shut down and start up of the systems. Activities related to an ODJFS planned outage will be handled under the IDA agreement. When funded, SBC will appoint a resource to serve as the point-person during outage activities to ensure all processes are correctly followed.

Unplanned outages are handled per the maintenance agreement. An unplanned outage, meaning the shut down steps were not done; only the start up steps will be executed. The electrical power down steps will be executed only when ODJFS is doing a power down.

The systems that are defined in this document include:

- Concerto Spectrum and ancillary systems
- First Data Government Solutions IVR and Web systems
- Nortel 81C, Succession, Call Pilot
- Blue Pumpkin Enterprise Director and Real Time Agent Adherence

Systems Inter-dependency

In order to ensure minimal impact to ODJFS customers, the system take down and start up needs to occur in a defined sequence. Once the shut down sequence has been completed, each system will follow their defined steps independently to complete the shut down.

The final step for system start up is end to end integration testing of all systems.

Planned Shut Down Start Up Sequence

The systems inter-dependencies for a planned shut down and start up are defined in the following section. In the event of an unplanned outage, only the start up steps would be executed.

ID	Task Name	Duration	Start Date	Finish Date	Predecessors	Resource Names
1	**Shut Down**	0 days	Fri 4/22/05	Fri 4/22/05		
2	Start Shut Down	0 days	Fri 4/22/05	Fri 4/22/05		

ODJFS System Shut Down Process
5/3/2005

ID	Task Name	Duration	Start Date	Finish Date	Predecessors	Resource Names
3	Route OCS, OHP To Hot Site	0 days	Fri 4/22/05	Fri 4/22/05	2	FDGS
4	Take Down Qwest Trunks	0 days	Fri 4/22/05	Fri 4/22/05	2	Concerto
5	Shut Down OCS, OHP, UC Tax IVR and Web	0 days	Fri 4/22/05	Fri 4/22/05	3	FDGS
6	Notify FDGS Qwest Trunk Take Down Complete	0 days	Fri 4/22/05	Fri 4/22/05	4	Concerto
7	Shut Down OJI, UCRC IVR	0 days	Fri 4/22/05	Fri 4/22/05	6	FDGS
8	Take Down Spectrum Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	4	Concerto
9	Take Down IVR Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	8	Concerto
10	Take Down Nortel Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	9	Concerto
11	Notify SBC Nortel Tie Line Take Down Complete	0 days	Fri 4/22/05	Fri 4/22/05	10	Concerto
12	Shut Down Spectrum and Servers	0 days	Fri 4/22/05	Fri 4/22/05	10	Concerto
13	Take Down Nortel 81C, Call Pilot	0 days	Fri 4/22/05	Fri 4/22/05	11	SBC
14	Take Down Blue Pumpkin Servers	0 days	Fri 4/22/05	Fri 4/22/05	7	FDGS
15	**Start Up**	0 days	Fri 4/22/05	Fri 4/22/05		
16	Begin Start Up	0 days	Fri 4/22/05	Fri 4/22/05		
17	Start Up Spectrum and Servers	0 days	Fri 4/22/05	Fri 4/22/05	16	Concerto
18	Start Up all IVR and Web Servers	0 days	Fri 4/22/05	Fri 4/22/05	16	FDGS
19	Start Up Nortel 81C and Call Pilot	0 days	Fri 4/22/05	Fri 4/22/05	16	SBC
20	Route OCS, OHP from Hot Site to SOCC	0 days	Fri 4/22/05	Fri 4/22/05	18	FDGS
21	Start Up Blue Pumpkin Servers	0 days	Fri 4/22/05	Fri 4/22/05	20	FDGS
22	Start Up Spectrum Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	17	Concerto
23	Start Up IVR Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	22	Concerto
24	Start Up Nortel Tie Lines	0 days	Fri 4/22/05	Fri 4/22/05	23	Concerto
25	Start Up Qwest Trunks	0 days	Fri 4/22/05	Fri 4/22/05	24	Concerto

Concerto Shut Down

Backup Steps

1. Backup Enterprise Platform using the Migration Utility
   a. Halt the Enterprise Platform
   b. Click Start > Programs > Enterprise Platform Migration Utility Migration Utility
   c. Select Enterprise Platform in the Application frame. (It should be the default selection.)
   d. Click the Connect to Database button. Once a connection to the database has been established, the tables list should appear.
   e. Select the Backup radio button
   f. Click Browse to browse to the backup directory to the RMS that you created previously or type the path name.
      (Path Name for GODJ: \\10.9.6.132\EP Backups)
      (Path Name for GODO:\\10.9.6.125\EP Backups)
   g. Make sure that all the checkboxes including the Backup Telescript Work Files are checked
   h. When you are ready to backup, click the OK button
   i. When the backup is complete, a dialog box appears, click OK and the utility will exit

2. Backup Spectrum
   a. Load backup tape in Spectrum
   b. On RMS, enter command to back up software. This can be done while performing other tasks.

Shutdown Steps

1. Shutdown Enterprise Data Mart
   a. Halt sentry and site polling
   b. Log into the command prompt
   c. Enter the command sync|sync
   d. Enter command shutdown –i0 –g0

2. Shutdown All Web Powered Agent Servers
   a. Start > shutdown

3. Shutdown All Enterprise Report Servers
   a. Copy the reports templates onto a folder on the RMS. Then use the ultrabac software and back up the server.
   b. Copy the file onto the RMS
   c. Start > Shutdown

4. Shutdown All ICS's WEB Servers, Simulators

5. Shutdown Spectrums
   a. Shutdown trunks, tie lines

      Note the order of the script take down:

      1. Qwest
      2. Spectrum Tie Lines
      3. IVR Tie Lines
      4. Nortel Tie Lines

      This is the procedure to power down a REN Spectrum. Reverse this order if you are powering up the Spectrum, but, when powering up DO NOT power up the standby BMU (Breaker 2A or 2B) until the system is Simplex. As always follow procedures to power down all peripherals.

      Verify which side is active by observing the STC

      If Copy A is active, then do as follows:
      (If copy B is Active, then reverse the order of 2B and 2A.)

      Remove the Standby BMU (RMV-EQPT::A-2-12:::BMU:FRCD; if copy A is active.
      Remove the Standby BMU (RMV-EQPT::A-2-9:::BMU:FRCD; if copy B is active.

6. Order for planned shut down of Concerto breakers

   In cabinet A, turn OFF the breakers in this order:

   2B Control B -- shelf 2, slots 1 (B feed), 5-7, 8 (B feed), 11, & 12
   2A Control A -- shelf 2, slots 1 (A feed), 2-4, 8 (A feed), 9 & 10
   5A Fan A -- shelf 5
   9B Fan B -- shelf 9
   4A Network A -- shelf 4, slots 1-9
   6A Network Termination/PDI -- shelf 6, slots 1-16 (A feed)
   7A Network Termination -- shelf 7, slots 1-16 (A feed)
   8A Network Termination/PDI -- shelf 8, slots 1-16 (A feed)
   4B Network B -- shelf 4, slots 10-18
   6B Network Termination/PDI -- shelf 6, slots 1-16 (B feed)
   7B Network Termination -- shelf 7, slots 1-16 (B feed)
   8B Network Termination/PDI -- shelf 8, slots 1-16 (B feed)

   Note: Shelf 2, slot 1 & 8 and shelf 6, 7, & 8 have A & B power feeds.

   Cabinet N1:
   2A Net--Term 16
   4A Net--Term/PDI
   6A Net--Term 16

7A	Net--Term 16
8A	Net--Term 16
5A	Cooling fans
2B	Net--Term 16
4B	Net--Term/PDI
6B	Net--Term 16
7B	Net--Term 16
8B	Net--Term 16
9B	Cooling fans

Cabinet N2:

2A	Net--Term/PDI
4A	Net--Term 16
6A	Net--Term/PDI
7A	Net--Term 16
8A	Net--Term/PDI
5A	Cooling fans
2B	Net--Term/PDI
4B	Net--Term 16
6B	Net--Term/PDI
7B	Net--Term 16
8B	Net--Term/PD
9B	Cooling fans

Cabinet N3:

2A	Net--Term 16
4A	Net--Term 16
6A	Net--Term 16
7A	------
8A	------
5A	Cooling fans
2B	Net--Term 16
4B	Net--Term 16
6B	Net--Term 16
7B	------
8B	------
9B	Cooling fans

7. Shutdown RMS

First Data Government Solutions Shut Down

Order for shut down of IVR/Web equipment
1. All voice servers
2. All web servers
3. All application servers
4. OJI Cisco Content Switch CSS04
5. OJI Cisco Content Switch CSS03f
6. ODJFS_DB02
7. ODJFS_DB01
8. ODJFS-LOG01
9. ODJFS_STAT02
10. ODJFS-STAT04
11. ODJFS-STAT03
12. ODJFS_STAT01
13. Power down all IVR tape machines

Voice Servers
1. Close Agent
2. Gracefully shutdown RIMS, by choosing End Processes and Close and verify that all processes have stopped completely
3. Select Shutdown from the Windows Start menu and choose shutdown

Web Servers
1. Stop Web services and verify that Web services processes have stopped completely
2. Select Shutdown from the Windows Start menu and choose shutdown

Application Servers
1. Close Agent and verify that all processes have stopped completely (OJI DB wrappers)
2. Select Shutdown from the Windows Start menu and choose shutdown

OJI Cisco Content Switches
1. Issue “shutdown” command on each of the Cisco Content Switches and wait a full minute for proper shutdown
2. Manually turn off Cisco Content Switches via the power switch on back of device

Database Servers
1. Select Shutdown from the Windows Start menu and choose shutdown on ODFJS_DB02 and verify that ODJFS_DB02 has powered down completely
2. On ODJFS_DB01 close Agent which closes DB wrappers for OST, OUR, OMS, OUC and Host servers wrapper for OMS mainframe and verify all processes have stopped completely

3. Select Shutdown from the Windows Start menu and choose shutdown on ODFJS_DB01 and verify ODJFS_DB01 has powered down completely

Logging Servers
1. Stop "AccessNet Log Writer Service"
2. Select Shutdown from the Windows Start menu and choose shutdown

Statistical Servers
1. Close Agent which closes WATS/NDM wrapper on STAT01 and NDM wrapper on STAT03
2. Select Shutdown from the Windows Start menu and choose shutdown

Note: ODJFS_STAT02 and ODJFS-STAT04 act as redundant servers to ODJFS_STAT01 and ODJFS STAT03 respectively. They require no special steps to shutdown gracefully except Start>Shutdown.

IVR Tape Machine
1. Set power switch to off

NOTE: A nightly backup of critical systems (i.e. database and statistical servers), as well as a monthly backup that includes all platform elements (voice and application servers in addition to the database and statistical servers) is performed. Weekly, the previous week's tapes and one set of master backup tapes are rotated off site in case of disaster.

The nightly backup can take as long as five or six hours and should not be expected as part of a shutdown procedure. However, the chances of data loss have been minimized by using database replication and transaction logs.

Nortel Equipment Shut Down

Call Pilot

1. Call SBC ISC to communicate pending shut down/power outage
2. Backup the application
3. Shut down through the shut down menu

Option 81 and Succession 1000

1. Call SBC ISC to communicate pending shut down/power outage
2. Backup the Option 81/Succession 1000
3. Status T1's in LD 60
4. Verify CPU redundancy in LD137
5. If required, disable T1's one at a time in LD 60
6. Set the breaker for the module to OFF (down position)

Note the Nortel shut down is accomplished by shutting down the power breakers.

Power down of the above mentioned systems can be done independently of each other.

Blue Pumpkin Equipment Shut Down

Backups

1. MS-SOCC-A01 Workstation name: bluepumpkin
2. MS-SOCC-W01Workstation name: bluepumpkin2

Shutdown Steps

The server shut down is accomplished by utilizing the operating system shut down command.

Concerto Equipment Start Up

1. Power up is the reverse sequence. EP will not have to be restored unless there is a catastrophic failure.
2. Once all power is restored to spectrum switches except the standby BMU, perform a cold init.
3. Once the system is up simplex, restore the standby BMU.
4. Startup trunks, tie lines – note order of start up to be determined by ODJFS based on circumstances of take down
    a. After Business Hours 5:00pm GODJ
        i. IVR "tl1 –f godj_ivr_in.tl1"
        ii. Qwest "tl1 –f godj_quest_in.tl1"
        iii. Ties "tl1 –f godj_ties_in.tl1"
        iv. Nortel "tl1 –f godj_nortel_in.tl1"
    b. After Business Hours 5:00pm GODO
        i. IVR "tl1 –f godo_ivr_in.tl1"
        ii. Qwest "tl1 –f godo_quest_in.tl1"
        iii. Ties "tl1 –f godo_ties_in.tl1"
        iv. Nortel "tl1 –f godo_nortel_in.tl1"
    c. During Business Hours GODJ 7:30am – 5:00pm
        i. IVR "tl1 –f godj_ivr_in.tl1"
        ii. Nortel "tl1 –f godj_nortel_in.tl1"
        iii. Ties "tl1 –f godj_ties_in.tl1"
        iv. Qwest "tl1 –f godj_quest_in.tl1"
    d. During Business Hours GODO 7:30am – 5:00pm
        i. IVR "tl1 –f godo_ivr_in.tl1"
        ii. Nortel "tl1 –f godo_nortel_in.tl1"
        iii. Ties "tl1 –f godo_ties_in.tl1"
        iv. Qwest "tl1 –f godo_quest_in.tl1"
5. When Spectrum is up in duplex proceed as follows:
    a. Bring up the EDM and enable polling
    b. Bring up the EP
    c. Bring up the WPA servers
    d. Bring up Enterprise report
    e. Bring up ICS's
    f. Bring up Simulators
    g. Bring up Web servers

Concerto System Test

1. Verify all Trunk Groups (1,2,3,4) are functioning properly.
2. Verify all transaction links are up.
3. Ping each PDI card to verify network connectivity.
4. Ensure someone can sign into convergence and make a call on each PDI.
5. Log into each WPA and make a test call.
6. Bring up the ICS and verify you have site name and data on the upper right hand corner and you can log in.
7. Log on to Enterprise Reports server and pull a report.
8. On the RMS, log into enterprise administrator and verify active and archived telescripts exist and they are accessible.
9. On the ICS, log into the websites of both webview servers and verify you see data.
10. Verify operation of Simulator.

First Data Government Solutions Equipment Start Up

Order for power up of IVR/Web equipment

1. Power up all IVR tape machines
2. ODJFS_STAT01
3. ODJFS-STAT03
4. ODJFS-STAT04
5. ODJFS_STAT02
6. ODJFS-LOG01
7. ODJFS_DB01
8. ODJFS_DB02
9. OJI Cisco Content Switch CSS03
10. OJI Cisco Content Switch CSS03f
11. All application servers
12. All web servers
13. All voice servers

IVR Tape Machine

1. Set power switch to on

Statistical Servers

1. Push power button on servers

Logging Servers

1. Push power button on servers

Database Servers

1. Push power button on ODJFS_DB01
2. Push power button on ODJFS_DB02

OJI Cisco Content Switches

1. Set power switch on CSS03 to on
2. Set power switch on CSS03f to on

Web Servers

1. Push power button on servers

Voice Servers

1. Push power button on servers

First Data Government Solutions System Test

1. Verify Statistical Server Agent processes start correctly (WATS/NDM wrapper on STAT01 and NDM wrapper on STAT03)
2. Verify Logging Server "AccessNet Log Writer Service" starts correctly
3. Verify Logging Server Agent processes start correctly
4. Verify Database Server DB01 Agent Processes start correctly (DB wrappers for OST, OUR, OMS and OUC and Host servers wrapper for OMS mainframe) and that it has control of the Cluster
5. Verify Database Server DB02 correctly booted and can see the Cluster, but does not control the Cluster
6. Verify Cisco Content Switch, CSS03 initialized correctly
7. Verify Cisco Content Switch, CSS03f initialized correctly
8. Verify Web Services have started correctly
9. Verify Voice Servers ETS and RIMS have started correctly

Nortel Equipment Start Up

Call Pilot

1. Power up the server
2. Verify application programming

Option 81 and Succession 1000

1. Restore power to core 1
2. Restore power to core 0
3. Restore power to the network modules
4. Wait for system to load/init

Note: When the system is initialized the T1's are enabled.

Nortel System Test

1. Status fiber ring in LD 135 (should be in half/half)
2. Status core processors and memory in LD 135
3. Status redundancy in LD 137
4. Status ELAN connectivity to Call Pilot in LD 48 and make test calls to the voicemail system
5. Status clock controllers and T1's in LD 60
6. Check status of error alarms on cabinets
7. Perform system back-up and notify ISC upon completion

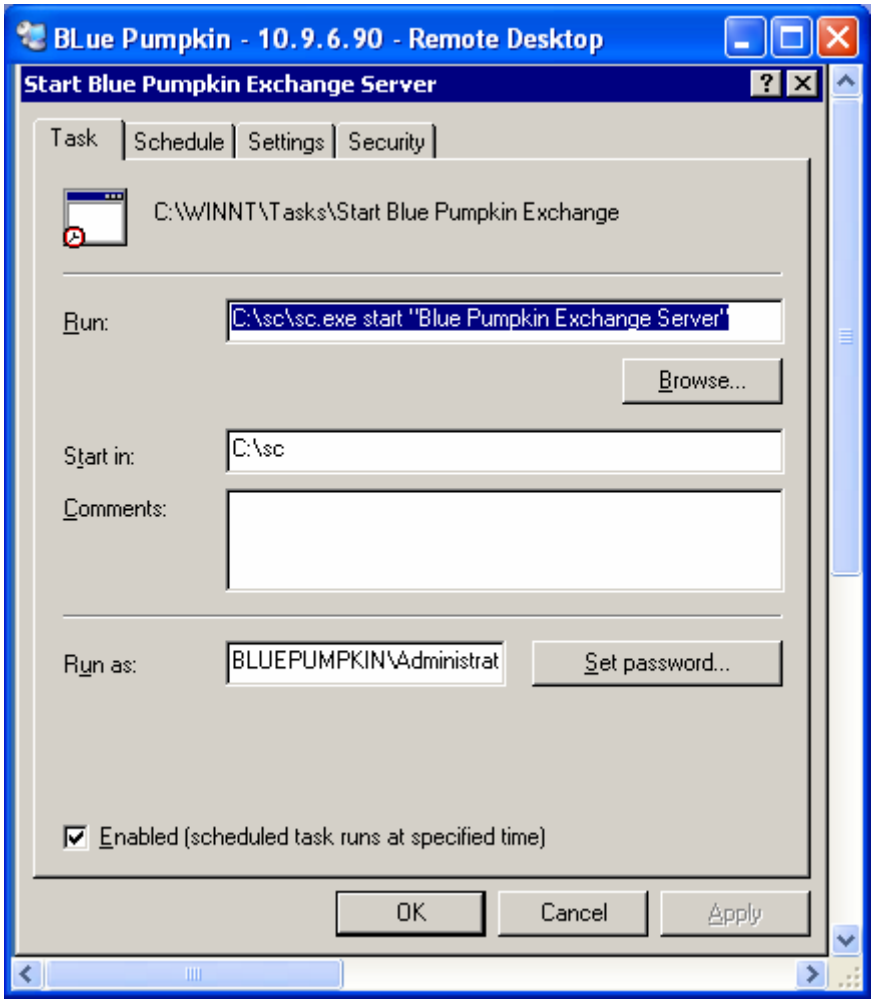
Blue Pumpkin Equipment Start Up

Note the Blue Pumpkin server start up is accomplished by utilizing the operating system start up.

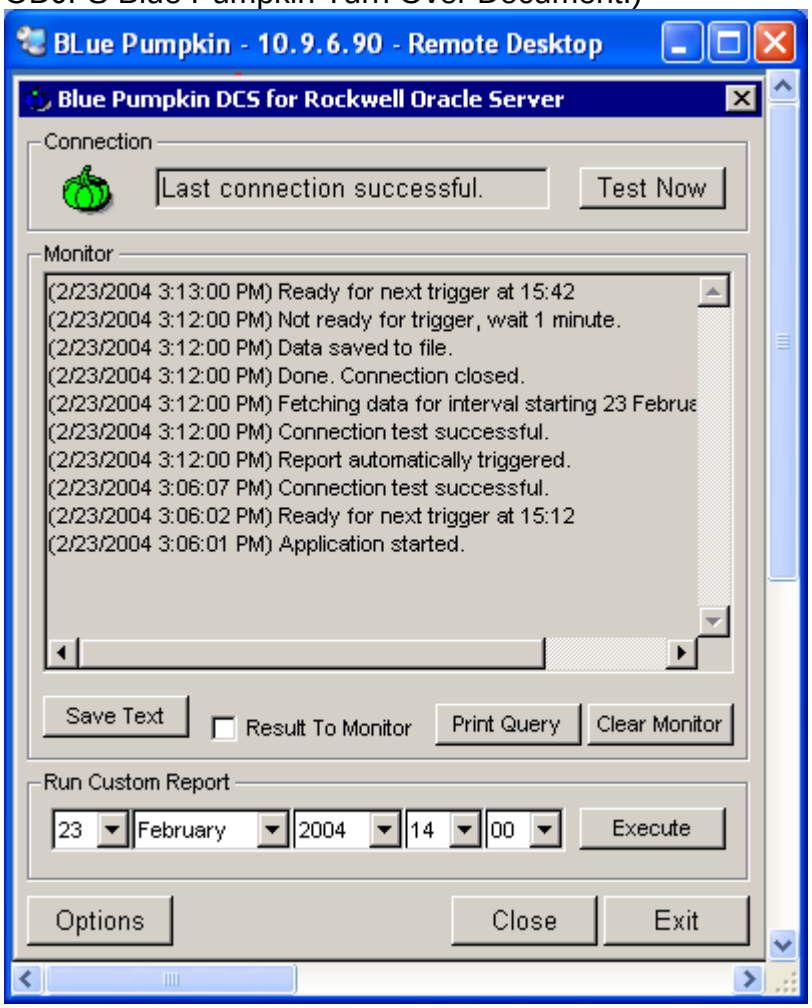
1. MS-SOCC-A01
   Workstation name: bluepumpkin
2. MS-SOCC-W01
   Workstation name: bluepumpkin2

Blue Pumpkin System Test

1. Verify exchange server starts correctly. If not, perform a service stop and restart. See attachment B for detailed instructions.



2. Verify DCS is started. If not, restart. (Detail instructions in Attachment B, ODJFS Blue Pumpkin Turn Over Document.)



Integration Test

Integration testing is comprised of end to end testing of SBC systems to ensure all components have started up correctly. Integration testing assumes the Qwest routing is correct per production routing rules. Integration testing does not test custom functionality of systems or integration with ODJFS host systems.

Unemployment Compensation OJI – Spectrum, IVR, Nortel 81C
877-644-6562

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Concerto Spectrum call routing to IVR	Dial 877-644-6562 Select 1 – English Select 2 – File weekly claim	IVR Main Menu To file your weekly claims, press 1. To inquire about the status of your claim, press 2. ……
Concerto Spectrum call routing to telescript main menu, Nortel 81C, agent group	Dial 877-644-6562 Select 1 – English Select 1 – File application for unemployment compensation Select 1 – If you only worked in Ohio	After Hours – Thank you for calling ….. our offices are currently closed…… During Business Hours – call will transfer to an agent
IVR main menu routing	Dial 877-644-6562 Select 1 – English Select 2 – File weekly claim Select 1 – File weekly claim	Please enter all 9 digits of your SSN.

Unemployment Compensation Re-determination - Spectrum
877-574-0015

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Concerto Spectrum routing to telescript main menu, transfer to OJI UC IVR	Dial 877-574-0015 Select 1 – Inquiry application or weekly claim	You have reached the Re-determinations and Corrections Section in the Office of Unemployment Compensation. ……. To inquire about the status of your application or weekly claim

TEST PURPOSE	TEST DATA	EXPECTED RESULT
		IVR Main Menu ……. To file your weekly claims, press 1. To inquire about the status of your claim……
Concerto Spectrum call routing to telescript main menu agent group	Dial 877-574-0015 Select 3 - Status of appeal or respond to request for information	After Hours – Thank you for calling ….. our offices are currently closed…… During Business Hours - call will transfer to agent

Unemployment Compensation Special Claims - Spectrum
866-458-0007

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Concerto Spectrum routing to telescript main menu, transfer to OJI UC IVR	Dial 866-458-0007 Select 1 – English Select 1 – Claimant Select 1 - Inquire on your weekly-continued claim or check	Thank you for calling the Ohio Department of Jobs and Family Services Special Claims section. Our regular office…… To inquire about the status of your application or weekly claim ……. IVR Main Menu ……. To file your weekly claims, press 1. To inquire about the status of your claim……
Concerto Spectrum call routing to UC telescript main menu	Dial 866-458-0007 Select 1 - English Select 1 – Claimant Select 2 - File an application for unemployment compensation	Thank you for calling the Ohio Department of Jobs and Family Services Special Claims section. Our regular office…… To inquire about the status of your application or weekly claim ……. UC Telescript Main Menu -

TEST PURPOSE	TEST DATA	EXPECTED RESULT
		Please listen carefully to the following…….. If you only worked in Ohio in the last 18 months…….
Concerto Spectrum call routing to UC Special Claims agent	Dial 866-458-0007 Select 1 - English Select 1 – Claimant Select 1 – Claimant Select 4 - Claim Question or Respond to Notice	Thank you for calling the Ohio Department of Jobs and Family Services Special Claims section. Our regular office……. To inquire about the status of your application or weekly claim ……. During Business Hours - Call will transfer to agent

Unemployment Compensation Trade - Spectrum

866-288-0989

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Concerto Spectrum routing to telescript main menu, transfer to agent	Dial 866-288-0989 Select 1 – Training Services	Thank you for calling the Ohio Department of Job and Family Services Trade section. From this automated…… During Business Hours – Call will transfer to agent

Ohio Health Plans - IVR

800-686-1516
614-728-3288
614-466-6065

TEST PURPOSE	TEST DATA	EXPECTED RESULT
IVR Main Menu routing	Repeat for each phone number: Dial 800-686-1516 Dial 614-728-3288 Dial 614-466-6065	Welcome to the Ohio Medicaid Information System ……. Menu options are spoken and routed per test data.

TEST PURPOSE	TEST DATA	EXPECTED RESULT
	Select 1 - English Select 1 - Provider Select 1 - Drug and Procedure Code Coverage Select 1 – Medicaid Procedure Code Select 1 - Verify Medicaid Proc Code Select 1 – If procedure code starts with a number	

Office of Child Support - IVR
800-860-2555

TEST PURPOSE	TEST DATA	EXPECTED RESULT
IVR Main Menu routing	Dial 800-860-2555 Select 1 - English Select 8 - To obtain County name and address	Hello you have reached the Interactive Voice Response unit for the state of Ohio Support Enforcement Tracking System ……. Please spell the county name by using the corresponding letters on your touch tone keypad ……

Unemployment Compensation Tax - IVR
866-448-2829

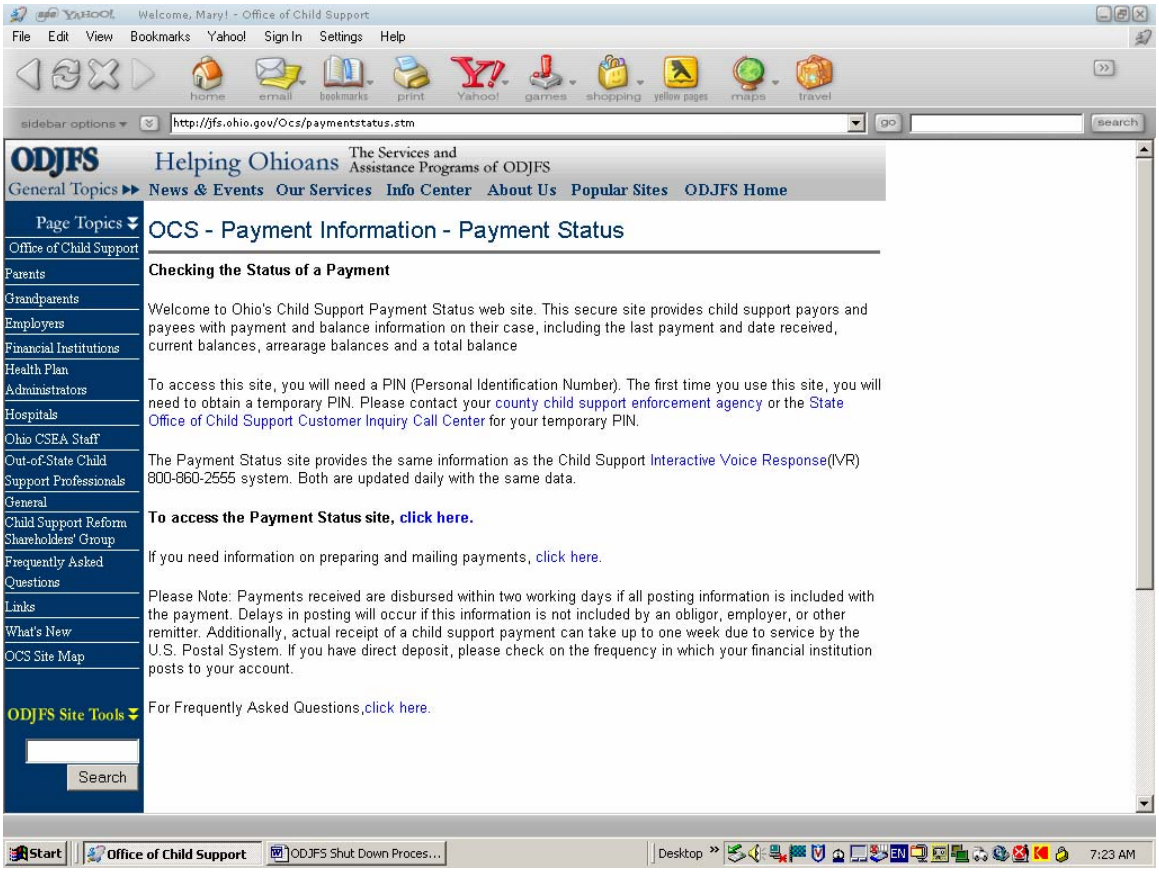
TEST PURPOSE	TEST DATA	EXPECTED RESULT
IVR Main Menu routing	Dial 866-448-2829 Select 1 - English Select 1 – Report you had no employees	Welcome to the ODJFS Unemployment Compensation Tax automated system …….. Please enter your 10 digit ODJFS employer number …….

Unemployment Compensation Review Commission - IVR
866-833-8272

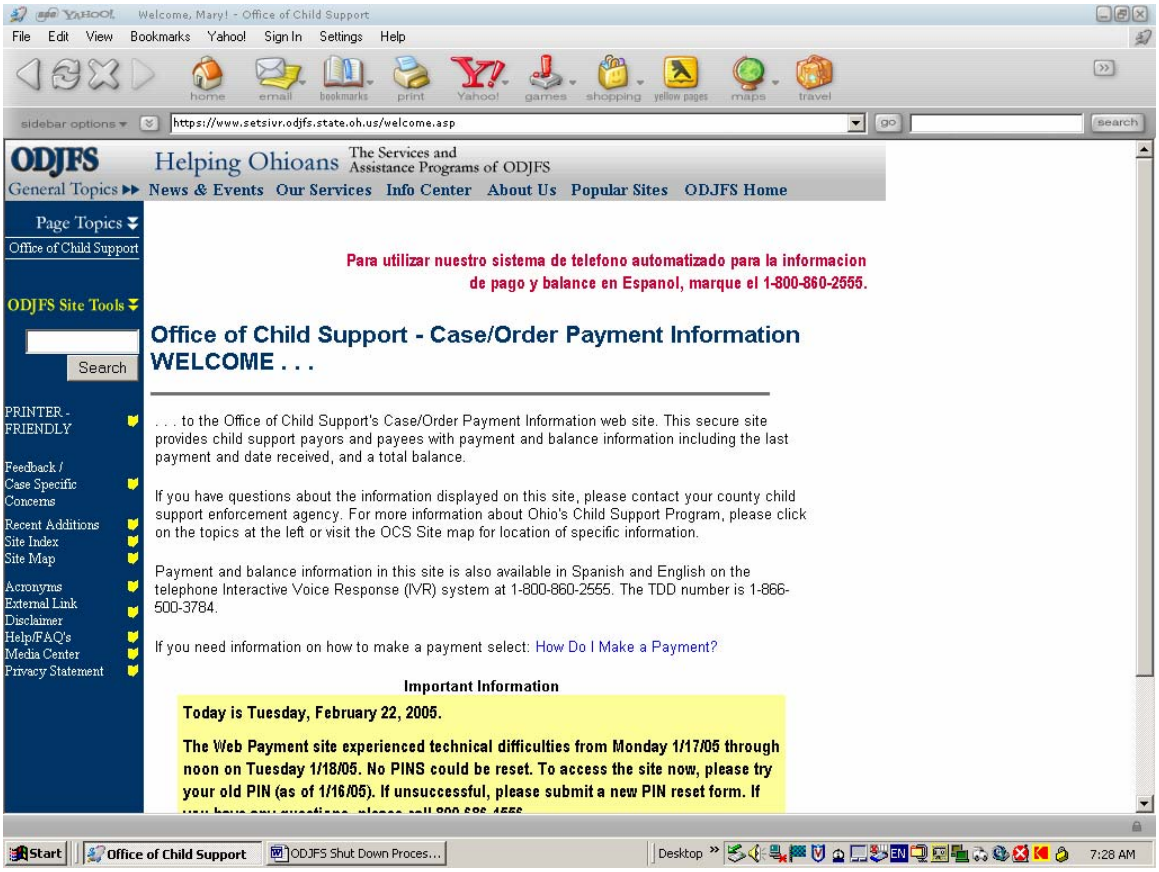
TEST PURPOSE	TEST DATA	EXPECTED RESULT
IVR Main Menu routing	Dial 866-833-8272 Select 1 - English Select 2 – Gen information on appeals process Select 1 - Hearing process	You have reached the Unemployment Compensation Review Commission. The commission holds hearings when an appeal is filed …… The following menu provides general info …. The purpose of the hearing is to gather all the facts…….

Office of Child Support - WEB

TEST PURPOSE	TEST DATA	EXPECTED RESULT
OCS Web Site access	Enter URL http://jfs.ohio.gov/Ocs/paymentstatus.stm	OCS- Payment Information – Payment Status screen is displayed



TEST PURPOSE	TEST DATA	EXPECTED RESULT
OCS Web Site Payment Status access	Select **To access the Payment Status site, click here.**	Case/Order Payment Information Welcome screen is displayed.



Attachment A: IVR/Host Integration Test

IVR/Host integration testing is comprised of testing IVR access to the ODJFS host systems to ensure all components have started correctly. Unemployment Compensation OJI and Ohio Health Plans are the only IVR applications that utilize real time access to ODJFS host systems. All other IVR applications utilize offline files which are stored in local IVR databases.

IVR/Host integration testing assumes Qwest routing is correct per production routing rules and system integration testing has been completed successfully.

Unemployment Compensation OJI
877-644-6562

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Test access to LDAP server and OJI mainframe	Dial 877-644-6562 Select 1 – English Select 2 – File weekly claim Select 1 – To file weekly claim Enter SSN – 123412345 Enter 1 – To confirm SSN Enter PIN – 54402621 Enter 1 – To confirm PIN	We are unable to handle your request, to repeat press *, to transfer to an agent press 0…….

Ohio Health Plans - IVR
800-686-1516

TEST PURPOSE	TEST DATA	EXPECTED RESULT
Test access to MMIS mainframe screen scrape	Dial 800-686-1516 Select 1 - English Select 8 – (hidden option) Select 1 – Enter PIN Enter Employee ID – 4321 Enter 1 – To confirm Enter PIN – 9876 Enter 1 – Eligibility Enter 2 – Eligibility by Client Billing Number Enter Client Billing Number – 103301590899 Enter 1 – To confirm	Please hold while we process your request. For the date of service entered the client is eligible……

TEST PURPOSE	TEST DATA	EXPECTED RESULT
	Enter Date of Service – 10012004 Enter 1 – To confirm	

Attachment B: Blue Pumpkin Turn Over Document

Blue Pumpkin Turnover Document

6/07/04
07/19/04 (update to host rok-edm-s for Rockwell Spectrum)

BACKGROUND

There are two servers, the MS-SOCC-A01 and MS-SOCC-W01. A01 is the application server and W01 the web server. The application server retrieves Rockwell information from an Oracle database. Blue Pumpkin processes the data and populates the BPMAIN SQL database, located on the A01 server. Blue Pumpkin software uses the data to forecast and schedule call center staff.

SBC was awarded the contract and are responsible for all phases. Their responsibilities include software and hardware maintenance of the above servers. The following parties have been involved in the process: SBC, GovConnect, Blue Pumpkin, Rockwell and Nortel. ODJFS has also provided assistance.

The following information is FYI.

CONTACT INFORMATION

Kathy Witt (SBC) – Office - 574-271-1071, Cell – 574-229-9682
email – mw1936@sbc.com
John Nolte (ODJFS) – 466-2618

SERVER CONFIGURATION

MS-SOCC-A01
Workstation name: bluepumpkin
IP Address – 10.9.6.90
Microsoft 2000 Server, SQL 2000 (database BPMAIN)
Username: Administrator, Password: bluepumpkin

MS-SOCC-W01
Workstation name: bluepumpkin2
IP Address – 10.9.6.11
Microsoft 2000 Server, IIS
Username: Administrator, Password: bluepumpkin
WESS from browser (case sensitive):
ms-socc-w01/bluepumpkin/Admin/Ad_Login.jsp
ms-socc-w01/bluepumpkin/Agent/Ag_Login.jsp

SOFTWARE/MISC CONFIGURATION

Blue Pumpkin Director Enterprise
Location: MS-SOCC-A01
Username: Administrator
Password: columbus

Blue Pumpkin Exchange Manager
Location: MS-SOCC-A01
Username: Administrator

Password: columbus

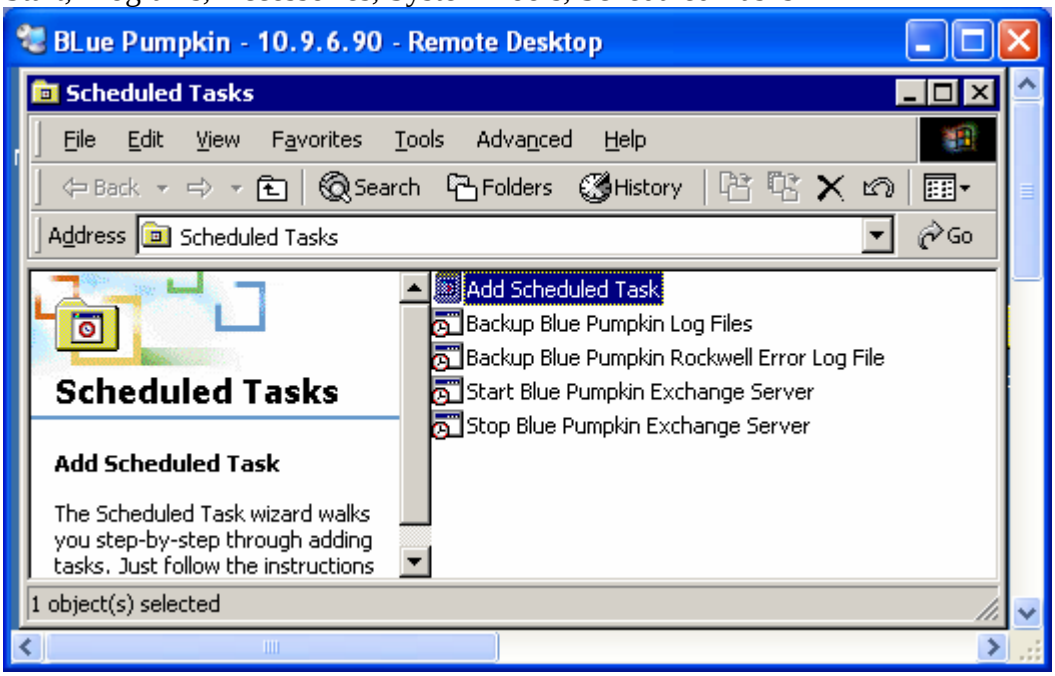
Blue Pumpkin License Information
Access License Information from BP Director Enterprise Under Help, Register
Workstation ID: 928517
Maximum Agents: 500
Key: AJYY-IIRY-AGZZ
License Type:
Skill-based: enabled
WESS: enabled
Adherence (RTAA): enabled

Rockwell Spectrum DCS
Oracle alias information in the tnsnames.ora file.
Alias: Rockwell
Host: rok-edm-s (10.9.6.108)
SID: IGS
ODBC configuration
MS ODBC for Oracle
DB Alias: Rockwell
User ID: INFO
Password: INFO
Site Code: GODJ

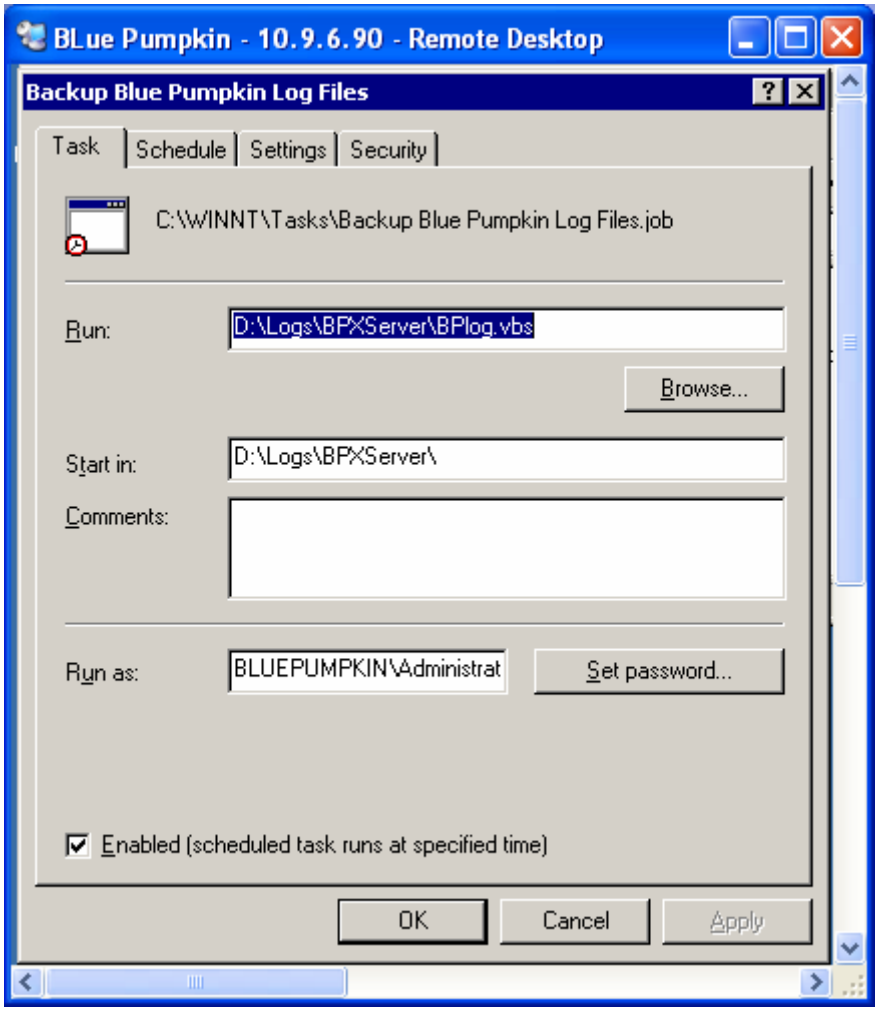
During the installation, configuration and piloting ODJFS assisted SBC (Blue Pumpkin, Rockwell). Working with SBC, ODJFS made a few modifications and performed a variety of tasks. Below are a descriptions of the modifications and tasks.

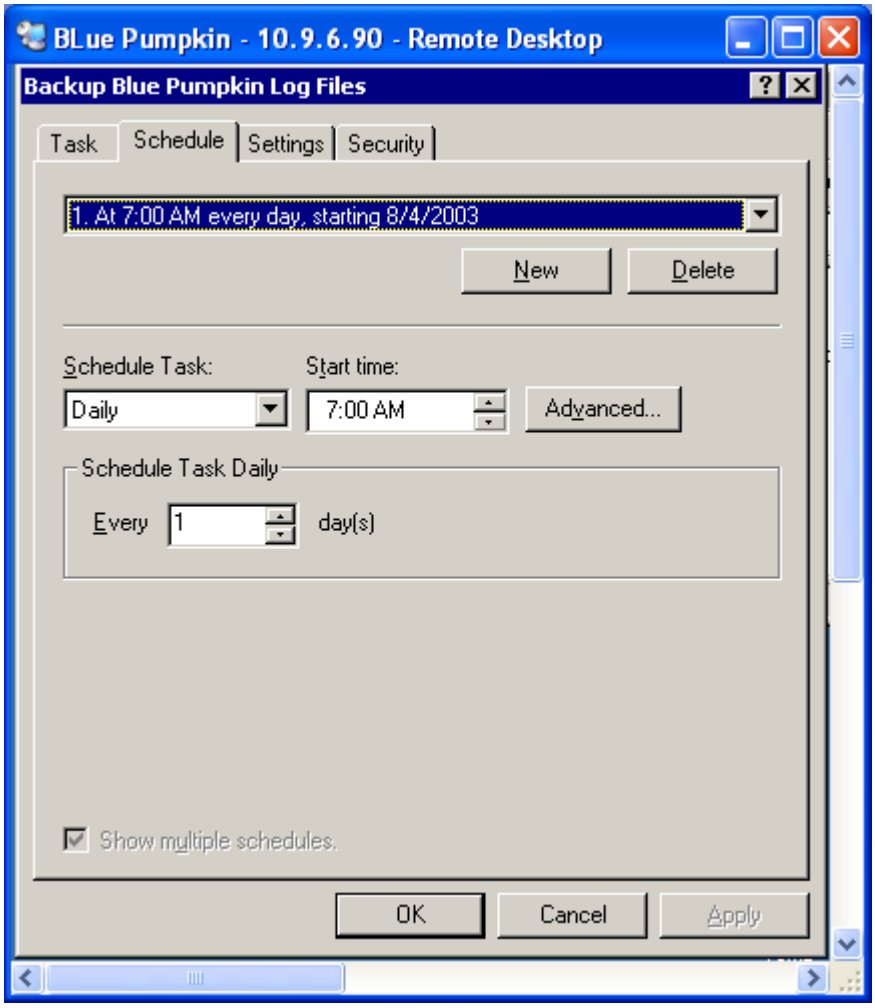
SCHEDULED TASKS

Start, Programs, Accessories, System Tools, Scheduled Tasks



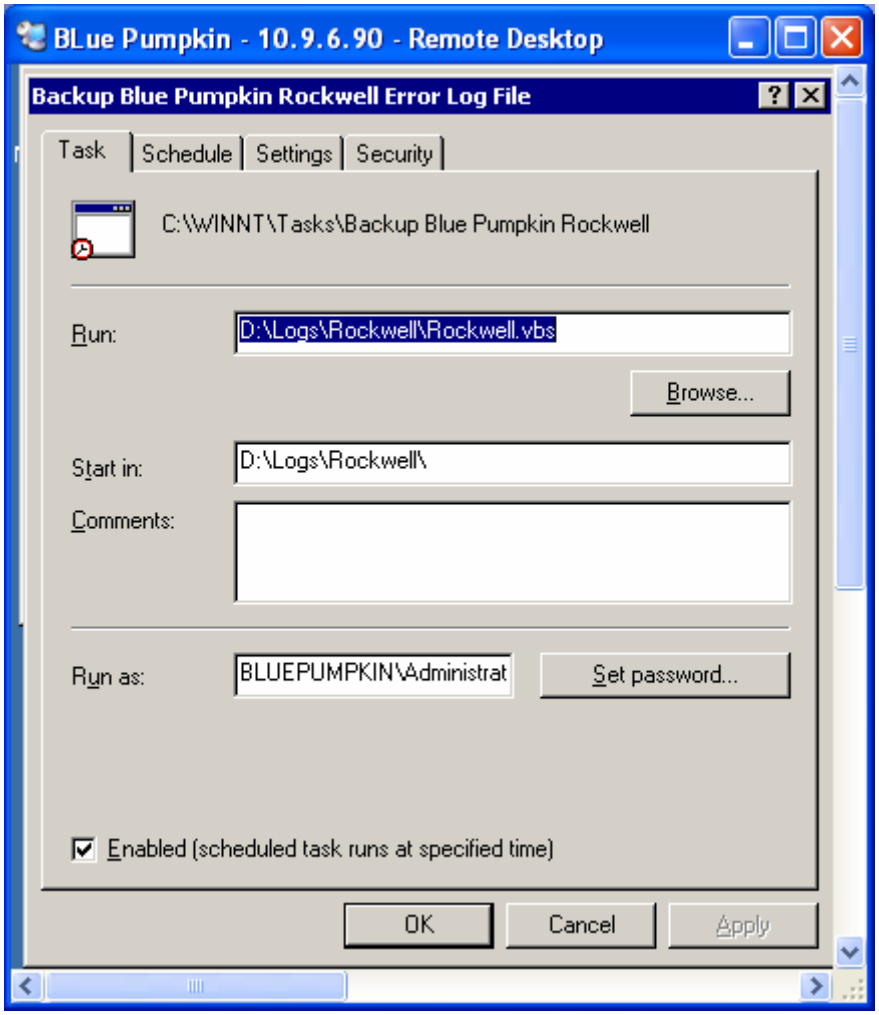
Setup the following scheduled task.
Because the logs are overwritten, a vbs script has been written to back the BP and Rockwell logs.

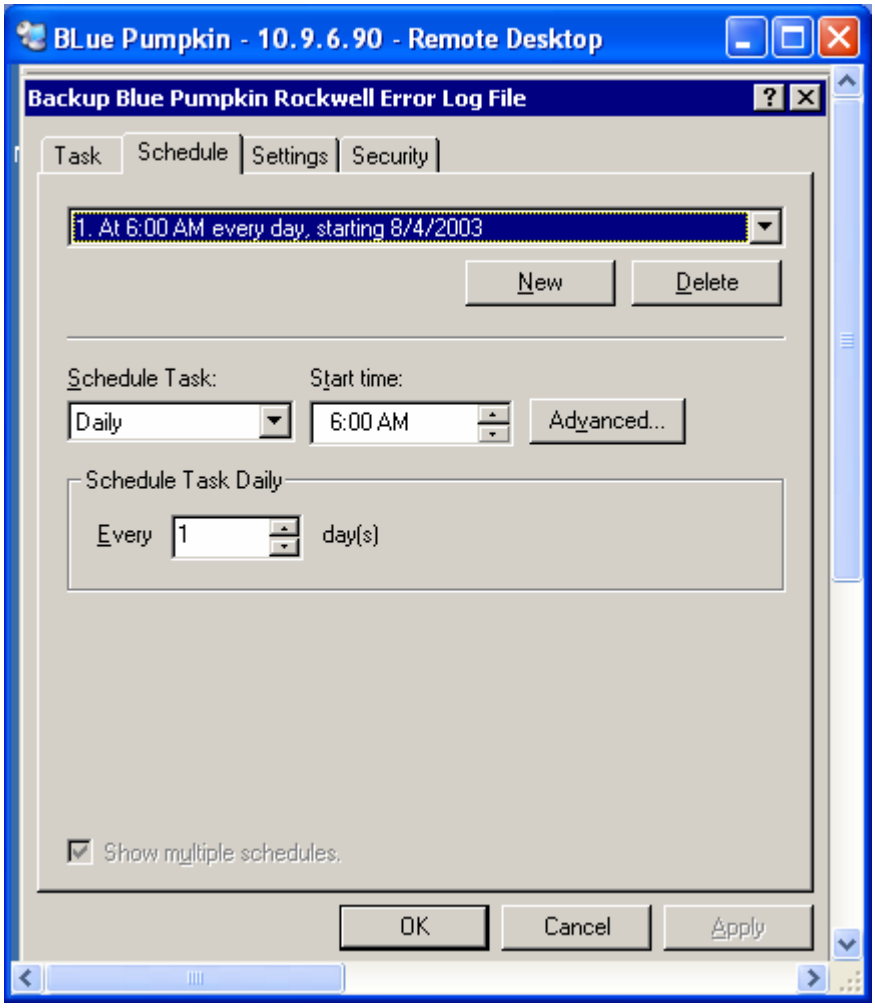

BLue Pumpkin - 10.9.6.90 - Remote Desktop
Backup Blue Pumpkin Log Files
Task
Schedule
Settings
Security
C:\WINNT\Tasks\Backup Blue Pumpkin Log Files.job
Run:
D:\Logs\BPXServer\BPlog.vbs
Browse...
Start in:
D:\Logs\BPXServer\
Comments:
Run as:
BLUEPUMPKIN\Administrat
Set password...
Enabled (scheduled task runs at specified time)
OK
Cancel
Apply



BPlog.vbs

```
On Error Resume Next
set fso = CreateObject("Scripting.FileSystemObject")
dtstr=cstr(now)
tmpvar=right(dtstr,11)
timevar=left("0"+trim(tmpvar),2)+mid(tmpvar,4,2)+right(tmpvar,2)
dtvar=cstr(Year(now))+right("0"+cStr(Month(now)),2)+right("0"+cstr(day(now)),2)+timevar
dirvar="D:\Logs\BPXServer\" & dtvar
if not fso.FolderExists(dirvar) then
  fso.createfolder(dirvar)
  fso.MoveFile "D:\Logs\BPXServer\logs_IServer_*.log", dirvar
end if
```

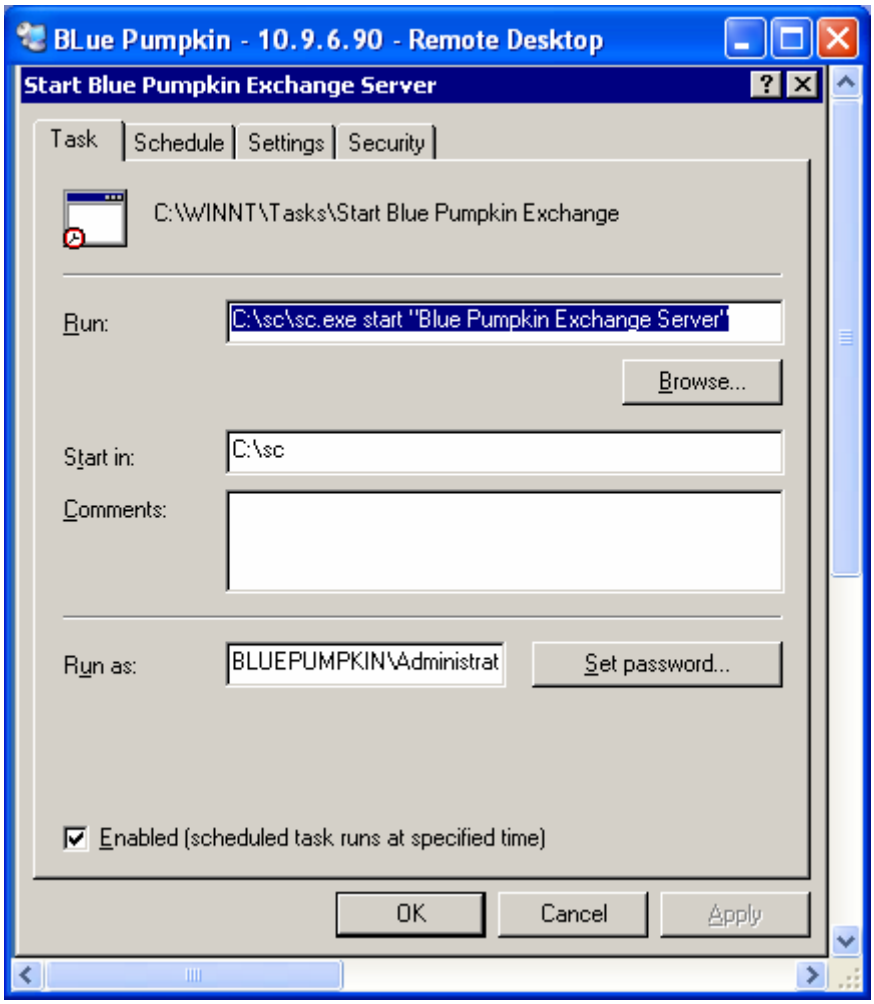

BLue Pumpkin - 10.9.6.90 - Remote Desktop
Backup Blue Pumpkin Rockwell Error Log File
Task
Schedule
Settings
Security
C:\WINNT\Tasks\Backup Blue Pumpkin Rockwell
Run:
D:\Logs\Rockwell\Rockwell.vbs
Browse...
Start in:
D:\Logs\Rockwell\
Comments:
Run as:
BLUEPUMPKIN\Administrat
Set password...
Enabled (scheduled task runs at specified time)
OK
Cancel
Apply

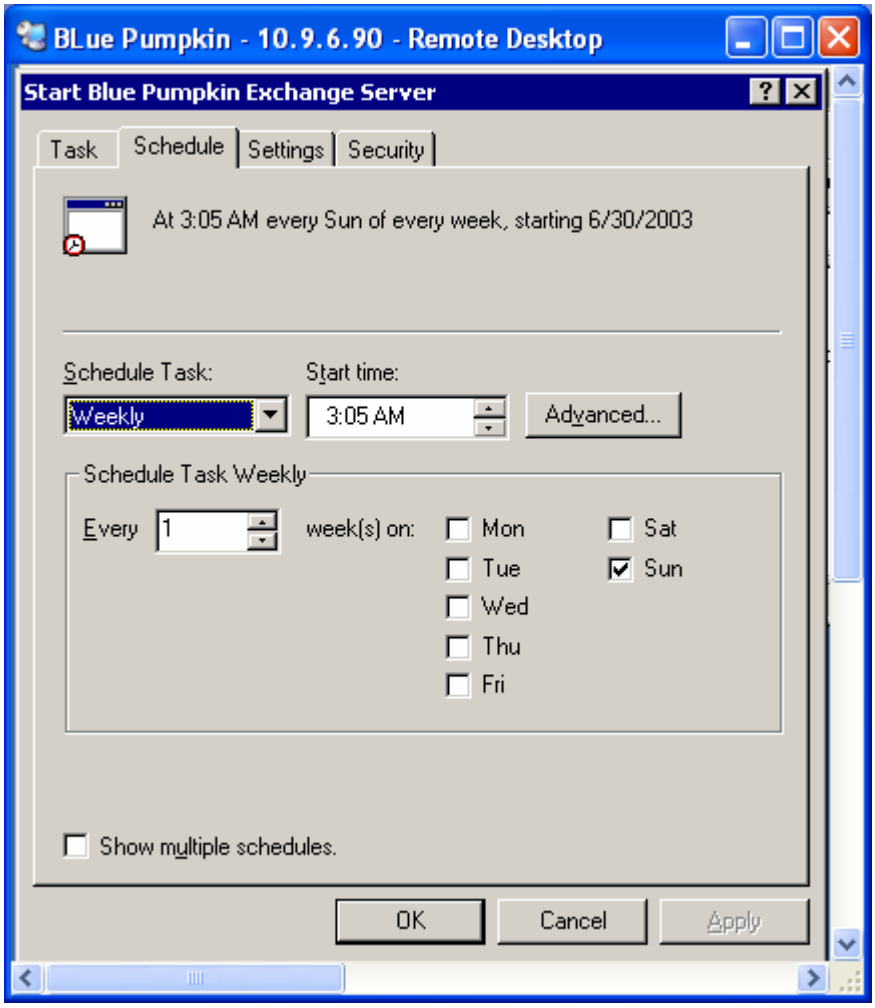


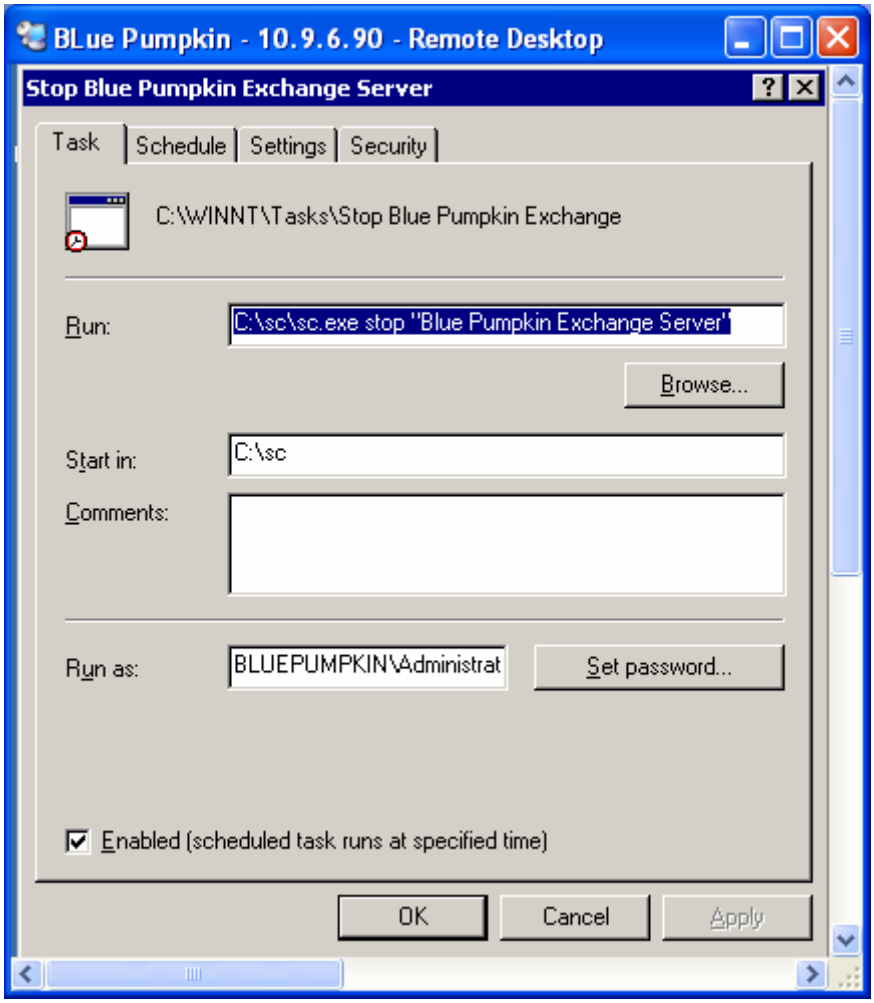
Rockwell.vbs

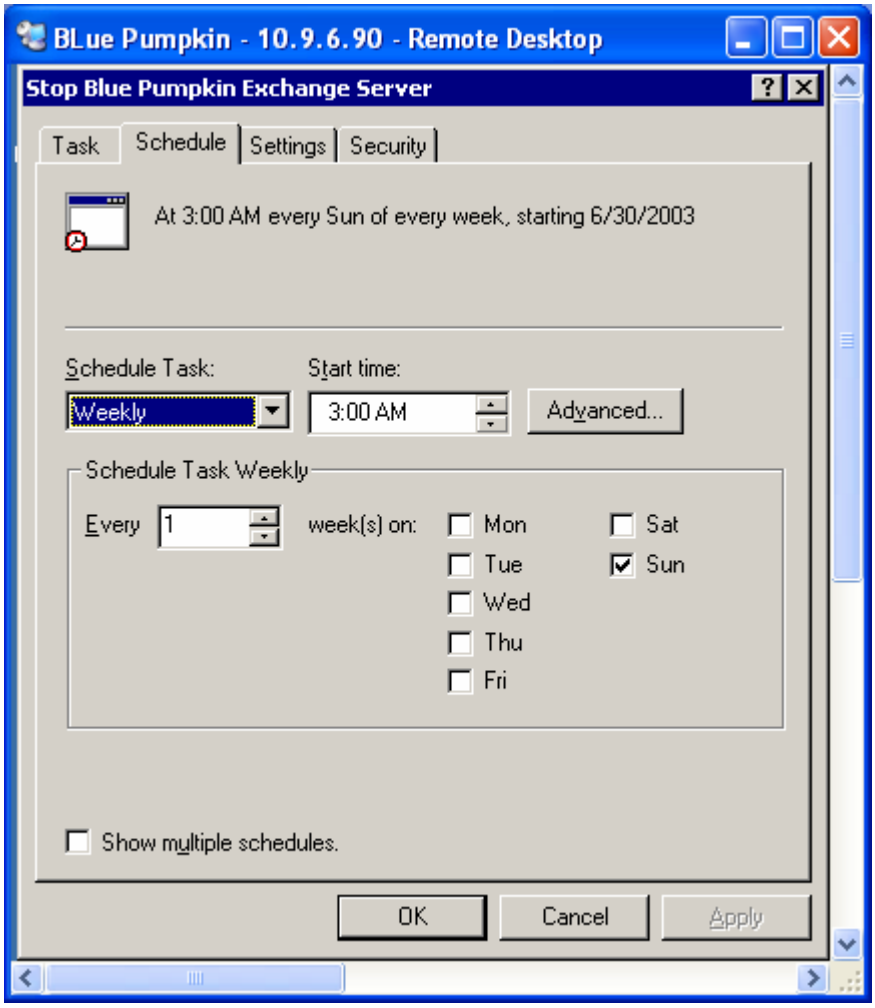
```
On Error Resume Next
set fso = CreateObject("Scripting.FileSystemObject")
dtstr=cstr(now)
tmpvar=right(dtstr,11)
timevar=left("0"+trim(tmpvar),2)+mid(tmpvar,4,2)+right(tmpvar,2)
dtvar=cstr(Year(now))+right("0"+cStr(Month(now)),2)+right("0"+cstr(day(now)),2)+timevar
dirvar="D:\Logs\Rockwell\" & dtvar
if not fso.FolderExists(dirvar) then
  fso.createfolder(dirvar)
  fso.CopyFile "c:\program files\blue pumpkin\rockwell dcs\error.*", dirvar
end if
```

Occasionally the BP Exchange Server service locks up, therefore the service is stopped and restarted once a week.



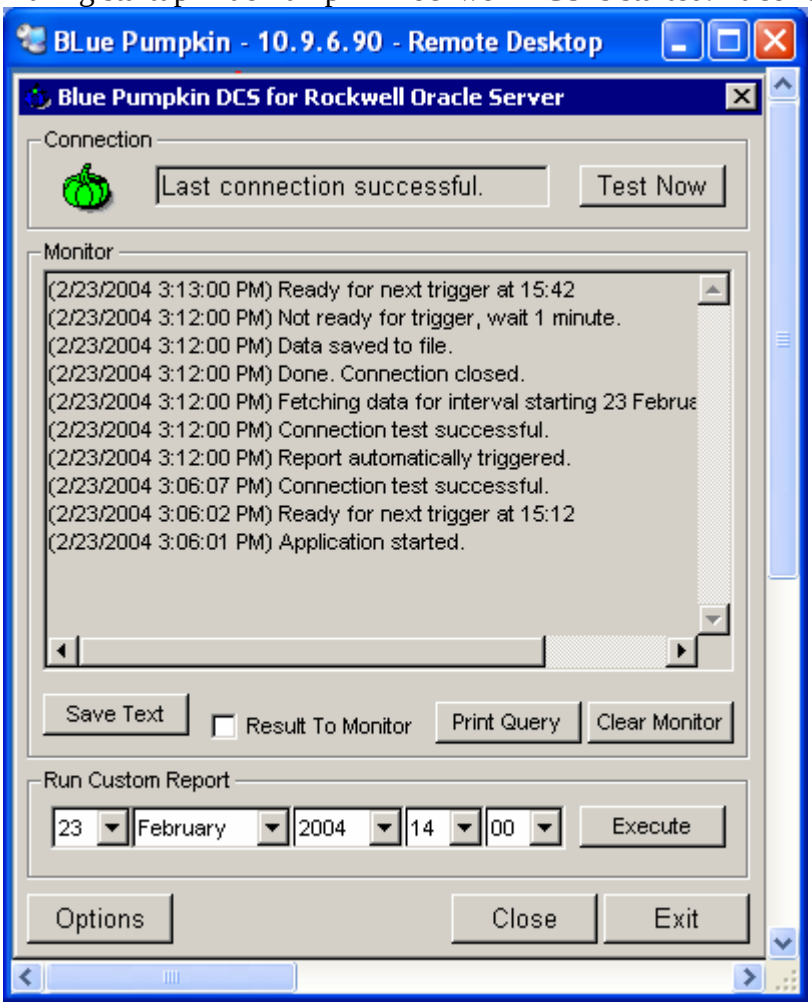

BLue Pumpkin - 10.9.6.90 - Remote Desktop
Start Blue Pumpkin Exchange Server
Task
Schedule
Settings
Security
At 3:05 AM every Sun of every week, starting 6/30/2003
Schedule Task:
Start time:
Weekly
3:05 AM
Advanced...
Schedule Task Weekly
Every
1
week(s) on:
Mon
Tue
Wed
Thu
Fri
Sat
Sun
Show multiple schedules.
OK
Cancel
Apply


BLue Pumpkin - 10.9.6.90 - Remote Desktop
Stop Blue Pumpkin Exchange Server
Task
Schedule
Settings
Security
C:\WINNT\Tasks\Stop Blue Pumpkin Exchange
Run:
C:\sc\sc.exe stop "Blue Pumpkin Exchange Server"
Browse...
Start in:
C:\sc
Comments:
Run as:
BLUEPUMPKIN\Administrat
Set password...
Enabled (scheduled task runs at specified time)
OK
Cancel
Apply

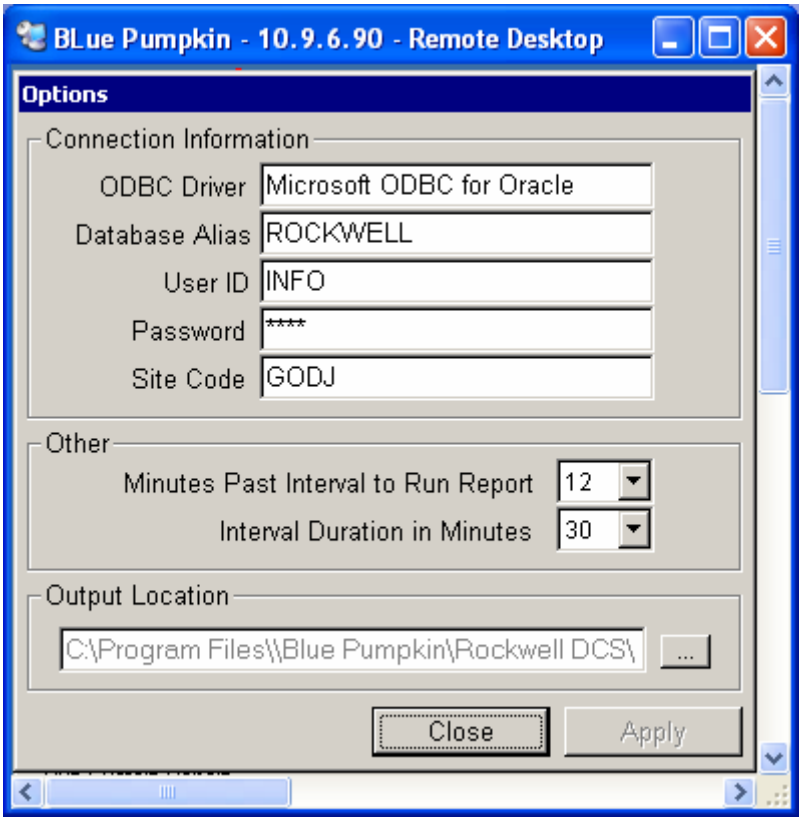

BLue Pumpkin - 10.9.6.90 - Remote Desktop
Stop Blue Pumpkin Exchange Server
Task
Schedule
Settings
Security
At 3:00 AM every Sun of every week, starting 6/30/2003
Schedule Task:
Weekly
Start time:
3:00 AM
Advanced...
Schedule Task Weekly
Every
1
week(s) on:
Mon
Tue
Wed
Thu
Fri
Sat
Sun
Show multiple schedules.
OK
Cancel
Apply

BLUE PUMPKIN ROCKWELL DCS

During startup Blue Pumpkin Rockwell DCS is started. It collects the Rockwell data.



Select Options to configure.



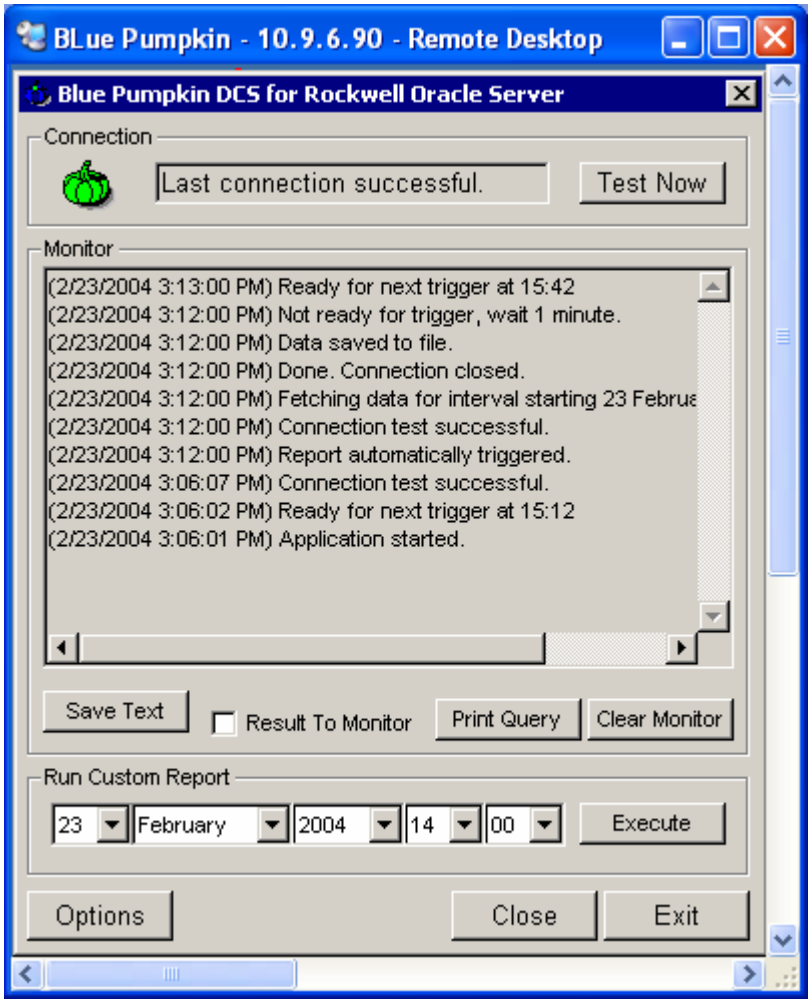
The password is INFO.

BLUE PUMPKIN REMOTE ACCESS

On occasion Blue Pumpkin may need to remotely access the Blue Pumpkin servers. Blue Pumpkin uses WebEx to access remote sites. The most efficient way to provide BP with access is to set up a terminal session client to the BP server (terminal services is installed in administrative mode on each server). Start a WebEx session by accessing https://blue.webex.com web site.

RE-IMPORT ROCKWELL DATA

If there is a connectivity issue or a problem with the Rockwell data, a manual import of the data may be required. From the BP DCS, run custom report (bottom on BP DCS screen), enter date and time then click execute. The collection is done in 15 minute increments.


BLue Pumpkin - 10.9.6.90 - Remote Desktop
Blue Pumpkin DCS for Rockwell Oracle Server
Connection
Last connection successful.
Test Now
Monitor
(2/23/2004 3:13:00 PM) Ready for next trigger at 15:42
(2/23/2004 3:12:00 PM) Not ready for trigger, wait 1 minute.
(2/23/2004 3:12:00 PM) Data saved to file.
(2/23/2004 3:12:00 PM) Done. Connection closed.
(2/23/2004 3:12:00 PM) Fetching data for interval starting 23 Februa
(2/23/2004 3:12:00 PM) Connection test successful.
(2/23/2004 3:12:00 PM) Report automatically triggered.
(2/23/2004 3:06:07 PM) Connection test successful.
(2/23/2004 3:06:02 PM) Ready for next trigger at 15:12
(2/23/2004 3:06:01 PM) Application started.
Save Text
Result To Monitor
Print Query
Clear Monitor
Run Custom Report
23
February
2004
14
00
Execute
Options
Close
Exit

Ohio Department of Job and Family Services Routine Maintenance

Ohio ODJFS

Version 1.3
April 2005

TABLE OF CONTENTS

Revision History.....3

Introduction.....4

Concerto Systems 5

First Data Government Solutions IVR and Web Systems 6

Nortel Systems.....7

Blue Pumpkin Enterprise Director and Real Time Agent Adherence Systems 8

Revision History

Revision Date	Version	Revised By	Reason for Revision
April 1, 2005	1.0 DRAFT		
April 14, 2005	1.2		
April 21, 2005	1.3		

Introduction

The objective of this document is to define the ongoing routine maintenance for the Ohio Department of Job and Family Services (ODJFS) Unemployment Compensation (UC), Office of Health Plans (OHP), Office of Child Support (OCS), Unemployment Compensation Tax (UC Tax), and Unemployment Compensation Review Commission (UCRC) systems, supported under maintenance agreements with SBC.

Systems defined in this document include:

- Concerto Spectrum and ancillary systems
- First Data Government Solutions IVR and Web systems
- Nortel 81C, Succession and Call Pilot
- Blue Pumpkin Enterprise Director and Real Time Agent Adherence

Ongoing system maintenance is defined to include routine monitoring, reporting and periodic system back-up.

Detailed maintenance instructions are defined in the specific vendor's technical reference documentation.

Concerto Systems

The following backup activities will be performed.

System Back-up Disaster Recovery Spectrum Tape Rotation

- Monthly copy switch
- Monthly tape back-up and review to ensure that no problems occurred
- Monthly rotation of customer provided tapes to storage

System Back-up Enterprise Datamart

- Daily back-up to customer provided tape
- Installation of new of new back up tape will be performed monthly.

System Back-up Enterprise Platform

- Monthly back-up to network drive and review to ensure no problems occurred

System Back-up Web Monitor

- Monthly network back-up to network drive

System Back-up Multi-channel

- Monthly network back-up to network drive

System Back-up RMS ICS

- No back-ups are done, systems do not contain data. Restore is done by reload of software.

Preventative and Remedial Maintenance

- Weekly review of maintenance log for recurring alarms
- Weekly inspection of battery switch position
- Weekly inspection of fan and fan alarms
- Monthly cleaning of tape drive
- Quarterly cleaning of power supply fans
- Quarterly check of redundancy on the extend center II equipment
- Semi-annual check of chargers/rectifiers voltage levels
- Semi-annual test of battery

Note:

- Quarterly defragmentation of the hard drive is recommended. This is included in routine maintenance when performed during normal business hours.

First Data Government Solutions IVR and Web Systems

System Back-up Disaster Recovery Tape Rotation

- Daily back-up and review to ensure no problems occurred
- Weekly rotation of tapes to storage
- Monthly master back-up made (includes all platform elements)

Preventative and Remedial Maintenance

- Daily running of Platinum Reports
- Distribution (via email) of platform statistical reports

Hot Site

- Initiate hot site procedure with Qwest
- Daily running of Platinum Reports
- Daily back-up and review to ensure no problems occurred
- Weekly rotation of tapes
- Monthly master back-up made (includes all platform elements)

Nortel Systems

Call Pilot

The Call Pilot server is a peripheral device that is not included in the switch maintenance routine. However, the Call Pilot, being its own server, is equipped with standard diagnostic software that monitors the health of the server.

A back-up schedule for the Call Pilot has been programmed to perform a routine back-up to tape every Friday at 9:00 pm ET. Information detailing the maintenance routine of the Call Pilot can be obtained from the Nortel document: Call Pilot Administrator Guide; Standard 1.0; April 2000.

Option 81C and Succession 1000

During initial programming of a Nortel PBX Switch, specific settings are made that dictate the routine maintenance information. This is called the Daily Routine Overlays (DROL). These settings are default enabled and only require setting changes to dictate time and interval criteria for the default actions. ODJFS systems are programmed to perform an automatic back-up daily at midnight ET.

These actions include routine back-ups and specific functionality self-diagnostic checks to status the health of the switch and its software programming. The self diagnostics include but are not limited to analysis of: software, hardware, trunk and peripheral equipment.

Information detailing the back-up features and self diagnostic functions can be obtained from the Nortel document: 553-3001-511 Standard 11.00 October 2003.

Blue Pumpkin Enterprise Director and Real Time Agent Adherence Systems

System Back-up Disaster Recovery Tape Rotation

- Weekly back-up and review of back-up logs. Report back-up log errors to ODJFS
- Weekly rotation of customer provided tapes to customer designated storage site

Ohio Department of Job and Family Services System Service Upgrade Process

Ohio ODJFS

Version 1.2
DRAFT
April 2005

TABLE OF CONTENTS

Revision History.....3

Introduction.....4

Review Meeting.....4

System Upgrade Process.....4
Nortel, Concerto, Witness Systems.....4
First Data Government Solutions Systems.....5

Revision History

Revision Date	Version	Revised By	Reason for Revision
February 15, 2005	1.0 DRAFT		
March 14, 2005	1.1 DRAFT		
April 6, 2005	1.2 DRAFT		

Introduction

The objective of this document is to define the ongoing system upgrade process for the Ohio Department of Job and Family Services (ODJFS), Office of Unemployment Compensation (UC), Office of Ohio Health Plans (OHP), Office of Child Support (OCS), Office of Unemployment Compensation Bureau of Unemployment Tax (UC Tax), and Unemployment Compensation Review Commission (UCRC) systems that are supported under maintenance agreements with SBC.

The systems that are defined in this document include:

- Concerto Spectrum and ancillary systems
- First Data Government Solutions IVR and Web systems
- Nortel 81C, Succession, Call Pilot
- Witness (formerly Blue Pumpkin) Enterprise Director and Real Time Agent Adherence

Ongoing system upgrade process is defined to include operating system upgrades, patches and required fixes as well as product upgrades, patches and fixes. Services over and above the maintenance contract may be billable at applicable rates. No billable work will be performed without the consent of ODJFS.

Review Meeting

A quarterly review meeting will be conducted by SBC with ODJFS, FDGS and Witness. A monthly review meeting will be conducted with ODJFS and Concerto. The meeting will review available software upgrades, including operating systems, recommended upgrades for all systems, end of life product announcements, open support tickets, and the status of any system defects.

System Upgrade Process

The detailed steps below define the process that will be utilized for analysis and implementation of system upgrades.

Nortel, Concerto, Witness Systems

1. SBC will initiate a review of available software patches, upgrades and operating system upgrades on a quarterly basis.

2. SBC technical support engineers and technicians will complete an assessment of the patch or software upgrade for Nortel systems.

3. SBC will identify the benefits/risks of the proposed changes based on the technical information and the applicability to the ODJFS current systems configurations.

4. SBC will provide the information to the designated ODJFS contact and discuss any recommendations.

5. ODJFS will make the determination of whether or not to proceed with loading the software patches and upgrades.

6. If ODJFS authorizes SBC to load the new software, a MOP document will be prepared by the SBC service team that will outline the steps to be taken, testing and the timeline.

7. If ODJFS authorizes SBC to load any windows updates on the Dell servers supported by FDGS, SBC will open a SBC CCHD ticket in order to properly track the requests.

8. SBC will complete all vendor recommended steps and tests to ensure the operability of the ODJFS equipment at the completion of the recommended tasks.

First Data Government Solutions Systems

Comment [R1]: Document is not well written, i.e., most steps start with SBC will, ODJFS will…

Comment [R2R1]: Steps 3-8 are redundant essentially for each sub-section.

Comment [DLC3]: Please provide an example of the format you'd prefer. Yes, the steps are redundant because they apply to each and each section is self contained.

Comment [DMR4R3]: Since the steps are the same for each system, a process flow chart would work very nicely to represent the process for all system components.

Process for Applying Windows Critical Updates on ODJFS IVR/Web Servers

The following documentation details the process for acquiring, testing and application of Windows Critical Updates, AccessNet service packs and custom software changes to ODJFS IVR Voice, Database, Statistical, Application, Logging and Web servers. The document pertains to ODJFS equipment that falls directly under the control of FDGS and does not include Concerto Servers used to support Enterprise A/B of the Unemployment Compensation Program or Blue Pumpkin Servers.

1. Each of the ODJFS IVR servers (except Hot Site servers and Web servers) are set to automatically download all critical Windows Updates. Hot Site and Web servers do not have Internet connectivity.
2. On a quarterly basis, critical updates will be manually deployed to the Hot Site. FDGS will apply the critical updates to one voice server, one statistical server, and one database server for purposes of testing at the Hot Site. The only applications that can be tested in the Hot Site environment are OCS (Child Support) and OHP (Medicaid). Testing will consist of test plans provided by FDGS Project Management teams. The test plans will test core functionality and connectivity.

3. Once all tests are successful, the critical updates will be applied to the remainder of the servers at the Hot Site and production. The Hot Site configuration mirrors production, so the testing is considered thorough.

Process for applying AccessNet service pack updates and custom software changes on ODJFS IVR/Web Servers

AccessNet service pack releases are periodic and will be applied as necessary. Custom software changes are new functionality or fixes to address production issues.

1. The AccessNet service packs and custom software will be tested in the FDGS internal testing environment before being rolled out to the Hot Site and Production environments.
2. For custom software changes, the rollout of the changes to the Hot Site and production environment will be defined in a custom Implementation Plan provided by the FDGS Project Teams.
3. For AccessNet service pack releases, the rollout of the service pack to the Hot Site and production environment is defined in the AccessNet service pack Implementation Plan.
4. For production fixes, the rollout of production fixes to the Hot Site and production environment will be determined by FDGS. Production fixes vary in the complexity and number of servers that will be affected therefore the rollout of these changes will be determined on an individual basis.

Supplement 9

Post Implementation and Outage Communication Plans

Post Implementation Plan

Ohio ODJFS

[redacted]

Version [redacted]
Final
[redacted]

TABLE OF CONTENTS

Revision History **3**

Introduction **4**

Support Overview **4**

Contact Process for AT&T CCHD **6**

Problem Status – Priority Levels 6
RoutineEscalation Process and Service Level 6
Escalation Process and Service Level 7
AT&T Call Center Help Desk Escalation Contacts 7

First Data Government Solutions Support Responsibilities **8**

AT&T FDGS Contact Telephone Numbers **9**

ODJFS Contact Information **10**

Attachment A: Qwest Support – OCS **12**

Attachment B: Qwest Hot Site Procedure – OCS **13**

Attachment C: Qwest Support – OHP **14**

Attachment D: Qwest Hot Site Procedure – OHP **15**

Attachment E: Qwest Emergency Procedure – UC Tax **16**

Attachment F: Qwest Support – UC Tax **17**

Attachment G: Qwest Support – UCRC **18**

Attachment G: Qwest Support – UCRC **18**

Attachment H: Qwest Trunks **19**

Attachment I: IVR Host File Transfer Job ID Information **23**

Attachment J: AT&T Contract Numbers **24**

Attachment K: INOC Information **26**

Revision History

Introduction

The objective of this document, with the addition of the appendices, is to define the Post Implementation Support Plan for the Ohio Department of Job and Family Services (ODJFS) Unemployment Compensation (UC), Ohio Health Plans (OHP), Office of Child Support (OCS), Unemployment Compensation Tax (UC Tax), and Unemployment Compensation Review Commission (UCRC) systems. These documents clearly define the following specifications:

- Process for obtaining support from the AT&T Call Center Help Desk
- Escalation Process

Support Overview

Per the RFP requirements, AT&T is providing a Single Point of Contact for all support issues. AT&T Call Center Help Desk (CCHD) will be the ODJFS Single Point of Contact. AT&T will dispatch all tickets to the appropriate internal or vendor support groups.

ODJFS will utilize the AT&T Call Center Help Desk (CCHD) for 7 X 24 single point of contact support.

CCHD personnel who receive the ODJFS call will immediately enter a trouble ticket for tracking and documentation of each event. The Help Desk agents will ask ODJFS a series of troubleshooting questions designed to help isolate and/or repair the given case of trouble.

CCHD Specialists have at their disposal a team of Call Center Administration and Application Specialists they may call upon, as needed. A CCHD Administrative or Application Specialist will own the trouble ticket and will be responsible for resolution throughout the life of the issue.

The CCHD is partitioned into tiers to assure complete and timely resolution of all problems. The first level tier involves taking the initial problem information from the caller and creating a trouble ticket. Problems that are more complex will cause the problem ticket to move to the second tier. At this second level, the support organization enlists engineers and application developers familiar with the network, platforms, and software used for the specific problem.

If the CCHD is unable to remotely resolve the trouble, a referral and/or dispatch order to appropriate support personnel will be issued. AT&T shall work with all parties to ensure resolution, including vendors, field technicians, transport providers, and technical support personnel, as appropriate.

If the trouble is determined to lie with vendor systems or equipment, the problem may be referred to the third tier of support, the vendor/manufacturer. The CCHD will work with each vendor to fix the problem, and all necessary efforts will be managed by the CCHD.

Escalation and tracking the status of each trouble ticket is also performed by the CCHD. ODJFS concerns are escalated within AT&T until satisfaction is achieved.

Contact Process for AT&T CCHD

AT&T Call Center Help Desk: [redacted]

The following process defines the procedure that will be utilized when calling the Call Center Help Desk (CCHD) for support.

Step 1

- Call the CCHD at [redacted] and follow the prompts
- Press 2 to open a new ticket

Step 2

- When prompted, enter the specific contract number. Contract numbers are listed in Attachment J.

Step 3 When the Help Desk Consultant answers, you will be asked to provide the following information:

- Address of Equipment (note this may not be the address where the agency office is located). Addresses are shown on Attachment J.
- Your name
- IVR Telephone Number at Affected Location (see attachment J)
- Problem Status – Priority Level (see definition below)
- Problem Description

Step 4 The CCHD will log all information into the ESS Trouble Ticket System and provide ODJFS an AT&T ticket number.

Step 5 The CCHD will then take appropriate actions to resolve the open ticket or dispatch to the appropriate Vendor.

Step 6 Until the problem is resolved, the CCHD objective is to provide ODJFS an update to the trouble resolution on a regular basis. On emergency priority level ticket status, the CCHD will call ODJFS with an update at least every 30 minutes and log it in the Trouble Ticket.

Step 7 Upon resolution, the CCHD will verify with ODJFS that the problem is resolved before the ticket is closed.

Problem Status – Priority Levels

Trouble severity and assignment of priority levels will be determined by the customer.

- Emergency
- Priority
- Routine

Escalation Process and Service Level

The CCHD is responsible for and shall provide event escalation support to include, technical telephone consultation and diagnostic assistance to determine origination, to expedite the restore from outages and problem resolution, and to coordinate fault isolation with other suppliers, manufacturers and/or the customer. When escalations occur ODJFS will be informed during the status update.

Escalation of service issues for dissatisfied customers may occur at any point in the service delivery process. Dissatisfied customers can request escalation to the next level. Customer concerns are escalated within AT&T until satisfaction is achieved.

AT&T Call Center Help Desk Escalation Contacts

First Level: Help Desk

Phone [redacted]
Email [redacted]

Second Level: Associate Director - Customer Services & Operations, Jeff Jones

Phone [redacted]
Cell [redacted]
Email [redacted]

Third Level: Director – Customer Services & Operations, Tom McCrady

Phone [redacted]
Pager [redacted]
Fax [redacted]
Email [redacted]

Fourth Level: Vice President – Customer Services & Operations, Mike James

Phone [redacted]
Fax [redacted]
Email [redacted]

First Data Government Solutions Support Responsibilities

First Data Government Solutions will provide quality specialized support for the ODJFS AccessNet solution. The State of Ohio will have direct access to this staff through the CCHD 800 number. All issues that are reported through the CCHD are logged into a database and a call ticket is established for tracking purposes. Each call ticket is assigned to a contact within ODJFS and assigned to a support member of CCHD. The CCHD support member is responsible for tracking the issue to its resolution.

FDGS has agreed to allow ODJFS to call the onsite technician directly to report a problem. However, it remains the responsibility of ODJFS to call the CCHD to open a ticket. FDGS will provide status on the ticket to AT&T's CCHD. The CCHD will follow the established process for updates to ODJFS.

Application functionally issues identified by FDGS will be documented via FDGS via opening a trouble ticket with the CCHD. The CCHD will follow the established process for upgrades to ODJFS.

ODJFS has authorized FDGS to begin problem resolution on any ticket they open outside of normal business hours. Normal business hours are defined as Monday through Friday 8am to 5pm.

FDGS is providing two fulltime IVR specialists on-site at the SOCC. Additional client services support is available to the on-site specialists.

AT&T FDGS Contact Telephone Numbers

[redacted]
AT&T CCSG Program Director
Email [redacted]
Office
Cell

(To be determined)
First Data Government Solutions Onsite Technician
Email
Office [redacted]
Cell

[redacted]
First Data Government Solutions Onsite Technician
Email [redacted]
Office
Cell

[redacted]
First Data Government Solutions Support Manager
Email [redacted]
Office

First Data Government Solutions Help Desk
Help Desk [redacted]

ODJFS Contact Information

ODJFS MIS Network and Telecommunications Problems (All applications)

Hours of operation: Monday - Friday, 8am - 6 pm EST

[redacted]

ODJFS MIS Telecomm (Qwest long distance)

[redacted]

ODJFS Program Area Contacts

	OCS	OHP	UC TAX	UC OPS	UC IVR	UCRC
Primary Program	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Backup Program	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
MIS Primary	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
MIS Backup			[redacted]			

ODJFS After Hours Contact

Production Control

[redacted]

Attachments A through G are authored and provided by Qwest. The attachments are included as a convenience to ODJFS. The contents are not updated by AT&T.

Attachment K is authored and provided by [redacted] AT&T Regulated. The attachment is included as a convenience to ODJFS.

Attachment A: Qwest Support – OCS

Trouble Reporting and Escalation Procedures

For ODJFS – OCS

YOUR NEW QWEST ACCOUNT NUMBER IS: [redacted]

Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner. Qwest FAST TRAAC [redacted] is designed to aid customers add or disconnect service and quickly resolve service issues or line troubles. The Qwest GES Markets-Ohio Team [redacted] is designed to help customers with sales support, engineering, and billing issues.

NORMAL BUSINESS HOURS (8am - 6pm EST)

The GES Markets-Ohio Team should receive service inquiries and trouble reports during normal business hours. The MAST operates 24 x 7 and may also receive service inquiries or reports should you not be able to reach the GES Markets-Ohio Team.

[redacted]
Account Consultant

[redacted]
Service Manager

[redacted]
Senior National Account Executive

[redacted]
National Account Executive

Attachment B: Qwest Hot Site Procedure – OCS

Below is the Emergency Reroute Plan for OCS - Ohio Department of Job and Family Services (ODJFS).

It will be the responsibility of ODJFS to keep the Qwest FAST TRAAC informed of any changes, additions, or deletions necessary to keep this plan up to date.

ODJFS - OCS

EMERGENCY REROUTE PLAN

ODJFS or First Data Government Solutions will call the following Qwest group 7 X 24 FAST TRAAC **877-793-7993**

Tell them, "This is ODJFS, I'd like to reroute [redacted] to our Alternate trunk group which is [redacted], due to an outage on our primary circuit. The representative will enter a ticket and begin the reroute. As soon as the reroute is complete, (approx. 30 seconds) make a test call to 800-860-2555 and 866-500-3784. If the call completes in Cincinnati, the reroute is successful. Keep the ticket number for your follow-up call.

When the SOCC DS3 is available, call the above number and ask them to again move to the alternate trunk group (the above trunk becomes the primary once the 8xx numbers are pointed to it). The alternate trunk will now be [redacted]. Make a test call; if the call completes in Columbus you can close the ticket

Attachment C: Qwest Support – OHP

Trouble Reporting and Escalation Procedures

For ODJFS – OHP

YOUR NEW QWEST ACCOUNT NUMBER IS: [redacted]

Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner. The Qwest Customer Care 800-524-5249 is designed to aid customers to add or disconnect service and quickly resolve service issues or line troubles. The Qwest GES Markets-Ohio Team 1-888-468-8684 is designed to help customers with sales support, engineering, and billing issues.

NORMAL BUSINESS HOURS (8am - 6pm EST)

The GES Markets-Ohio Team should receive service inquiries and trouble reports during normal business hours. The MAST operates 24 x 7 and may also receive service inquiries or reports should you not be able to reach the GES Markets-Ohio Team.

[redacted]
Account Consultant

[redacted]
Service Manager

[redacted]
Senior National Account Executive

[redacted]
National Account Executive

Attachment D: Qwest Hot Site Procedure – OHP

Below is the Emergency Reroute Plan for OHP- Ohio Department of Job and Family Services (ODJFS).

It will be the responsibility of ODJFS to keep the MAST informed of any changes, additions, or deletions necessary to keep this plan up to date.

ODJFS - OHP

EMERGENCY REROUTE PLAN

ODJFS or First Data Government Solutions will call the following Qwest group:

7 X 24 Qwest FAST TRAAC 877-793-7883

Tell them, "This is ODJFS, I'd like to reroute [redacted] to our Alternate trunk group which is [redacted] due to an outage on our primary circuit. The representative will enter a ticket and begin the reroute. As soon as the reroute is complete, (approx. 30 seconds) make a test call to 800-686-1516.

If the call completes in Cincinnati the reroute is successful, keep the ticket number for your follow-up call.

When the SOCC DS3 is available, call the above number and ask them to again move to the alternate trunk group (the above trunk becomes the primary once the 8xx number is pointed to it). The alternate trunk will now be [redacted] Make a test call, if the call completes in Columbus you can close the ticket.

Attachment E: Qwest Emergency Procedure – UC Tax

Below is the Emergency Reroute Plan for TAX- Ohio Department of Job and Family Services (ODJFS).

It will be the responsibility of ODJFS to keep the MAST informed of any changes, additions, or deletions necessary to keep this plan up to date.

ODJFS - TAX

EMERGENCY REROUTE PLAN

ODJFS or First Data Government Solutions will call the following Qwest group:

Qwest FAST TRAAC 24 X 7 877-793-7883

Tell them, "This is ODJFS, I'd like to reroute [redacted] to the "Disaster Message" due to an outage on our primary circuit. The representative will enter a ticket and begin the reroute. As soon as the reroute is complete, (approx. 30 seconds) make a test call to 866-448-2829.

When the IVR Application is available, call the above number and ask them to again move to the alternate trunk group (the above trunk becomes the primary once the 8xx number is pointed to it). The alternate trunk will now be [redacted] Make a test call, if the call completes in Columbus you can close the ticket.

Attachment F: Qwest Support – UC Tax

Trouble Reporting and Escalation Procedures

For ODJFS – UC Tax

YOUR NEW QWEST ACCOUNT NUMBER IS: [redacted]

Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner. The Qwest Customer Care 800-524-5249 is designed to aid customers to add or disconnect service and quickly resolve service issues or line troubles. The Qwest GES Markets-Ohio Team 1-888-468-8684 is designed to help customers with sales support, engineering, and billing issues.

NORMAL BUSINESS HOURS (8am - 6pm EST)

The GES Markets-Ohio Team should receive service inquiries and trouble reports during normal business hours. The MAST operates 24 x 7 and may also receive service inquiries or reports should you not be able to reach the GES Markets-Ohio Team.

[redacted]
Account Consultant

[redacted]
Service Manager

[redacted]
Senior National Account Executive

[redacted]
National Account Executive

Attachment G: Qwest Support – UCRC

Trouble Reporting and Escalation Procedures

For ODJFS – UCRC

YOUR NEW QWEST ACCOUNT NUMBER IS: [redacted]

Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner. The Qwest Customer Care 800-524-5249 is designed to aid customers to add or disconnect service and quickly resolve service issues or line troubles. The Qwest GES Markets-Ohio Team 1-888-468-8684 is designed to help customers with sales support, engineering, and billing issues.

NORMAL BUSINESS HOURS (8am - 6pm EST)

The GES Markets-Ohio Team should receive service inquiries and trouble reports during normal business hours. The MAST operates 24 x 7 and may also receive service inquiries or reports should you not be able to reach the GES Markets-Ohio Team.

[redacted]
Account Consultant

[redacted]
Service Manager

[redacted]
Senior National Account Executive

[redacted]
National Account Executive

Attachment H: Qwest Trunks

SOCC DS3 – [redacted]

PRIMARY CALL PLAN

CHANNEL OF DS3	TRUNK #	GROUP
[redacted]	[redacted]	MMIS - Acct. [redacted]
[redacted]	[redacted]	MMIS - 800-686-1516
[redacted]	[redacted]	MMIS
[redacted]	[redacted]	MMIS
[redacted]	[redacted]	SETS - Acct. [redacted]
[redacted]	[redacted]	SETS - 800-860-2555
[redacted]	[redacted]	SETS - 866-500-3784 TDD
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	SETS
[redacted]	[redacted]	TAX - Acct. [redacted]
[redacted]	[redacted]	TAX - 866-448-2829
[redacted]	[redacted]	TAX
[redacted]	[redacted]	MMIS
[redacted]	[redacted]	MMIS
[redacted]	[redacted]	MMIS

CHANNEL OF DS3	TRUNK #	GROUP
[redacted]	[redacted]	MMIS - Acct. [redacted]
[redacted]	[redacted]	MMIS - 800-686-1516
[redacted]	[redacted]	MMIS
[redacted]		
[redacted]		
[redacted]		
[redacted]		

NOTES:

- Signaling for Phase II SOCC Production (4 T1s Medicaid, 14 T1s OHP, 3 T1s UC Tax) need to all be: D4 E&M wink.
- TEST NUMBERS: 866-335-0880 pointed to OHP [redacted]
  866-335-0015 pointed to OCS [redacted]

First Data Government Solutions DS3 – Secondary Call Plan

CHANNEL OF DS3	TRUNK #	GROUP	DS0 Circuits
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

TEST NUMBERS:
Trunk #5 (OHP Back-up) – 866-335-0012
Trunk #6 (OCS Back-up) – 866-335-0014

NOTES: The T1 specifications (signaling) for the first four trunk groups will be: Most Idle, Wink

Attachment I: IVR Host File Transfer Job ID Information

Agency Name	Job Name	SOCC	Hot Site
OCS/SETS	Current - Connect:Direct	[redacted]	[redacted]
OCS/SETS	Old - FTP	[redacted]	[redacted]

Program and Import Files

Program	Data	Indicator	Transfer Job ID SOCC	Transfer Job ID Hotsite
OJI	ivrlclaim.txt	ivrlclaim.ind	[redacted]	
	ivrlpurge.txt	ivrlpurge.ind	[redacted]	
	ivrcclaim.txt	ivrcclaims.ind	[redacted]	
OHP	Medicaid.txt	Medicaid.ind	[redacted]	
	EOB.TXT	eob.ind	[redacted]	
	provider.txt	PROVIDER.ind	[redacted]	
	TDC.csv	TDC.ind	[redacted]	(manual)
OCS	SETS.DATA	SETS.IND	[redacted]	[redacted]
	employer.txt	employer.ind	[redacted]	
	overpaymentletter.txt	overpaymentletter.ind	[redacted]	
UCRC	ucrc.txt	ucrc.ind.	[redacted]	

Attachment J: AT&T Contract Numbers

ACD (Aspect)						
Contract # Concerto System Name Address	[redacted] GODJ GODO 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221					
Blue Pumpkin						
Contract # Address	[redacted] 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221					
Call Pilot						
Contract # Address	[redacted] 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221		[redacted] 4020 E 5th Av Columbus, OH 43219	[redacted] 50 W. Town St., Suite 400 Columbus, OH 43215		
IVR	**UC**	**OHP**	**OCS**	**UC Tax**	**UCRC**	
Contract # IVR Phone Numbers Address	[redacted] (877) 644-6562 (866) 397-8083 (EFC) 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221	[redacted] (800) 686-1516 (614) 728-3288 (614) 466-6055 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221	[redacted] (800) 860-2555 (866) 500-3784 (TDD) 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221 Hotsite 11311 Cornell Park Dr Cincinnati, OH 45242	[redacted] (866) 448-2829 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221	[redacted] (866) 833-8272 1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221	

Nortel PBX / Call Servers	**Akron Call Center**	**Cincinnati Call Center**	**Cleveland Regional Office**	**Columbus 4020 E 5th Av**	**Columbus 4200 E 5th Av**	**Columbus – Lab**
Contract #	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Address	161 S High St Flrs 3 & 4 Akron, OH 44308	225 Pictoria Dr Flrs 5& 6 Springdale, OH 45246	615 W Superior Av Cleveland, OH 44113	4020 E 5th Av Columbus, OH 43219	4200 E 5th Av Columbus, OH 43219	4200 E 5th Av Columbus, OH 43219
	Dayton Call Center	**Columbus SOCC**	**Dayton Call Center**	**Lazarus**	**Lorain Call Center**	**Toledo Call Center**
Contract #	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Address	4433 Interpoint Blvd Dayton, OH 45424	1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221	4433 Interpoint Blvd Dayton, OH 45424	50 W. Town St., Suite 400 Columbus, OH 43215	409 W Fourth St Lorain, OH 44052	1684 Woodlands Dr Maumee, OH 43537
Predictive Dialer (Aspect)						
Contract #	[redacted]					
Site ID	20698					
System Number	106880					
Address	1320 Arthur E Adams 2nd flr, Rm 214 Columbus, OH 43221					
WEB	**OCS**					
Contract #	[redacted]					
Address	1320 Arthur E Adams 2nd flr, Rm 214 Cols, OH 43221					

Attachment K: INOC Information

INOC [redacted]

Hours of Coverage

Coverage is seven days per week, 24 hours per day. Staffing will cover the normal business hours of 7:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 4:00 p.m. on Saturday excluding mutual holidays.

After Hours Coverage

After these normal business hours, help desk calls will be handled by the AT&T Data Services Customer Care Center in Arlington Heights, Illinois.

Objectives

Help Desk Call Answer
The Help Desk will answer calls within the following time frames:

- 80% within 60 seconds
- 99% within 3 minutes

Mean-Time-To-Restore
The MTTR will be 4 hours for end-to-end service over all tickets.

Network Availability
Network Availability will be 99.925% over all circuits.

Maximum Duration
The objective for Maximum Duration will be 70% of all tickets closed in 4 hours or less.

RCA
Proactive Analysis will identify chronic service issues enabling performance improvement.

Credit Information

Length of Outage	INOC Credit per T1 Circuit	INOC Credit per 56K Circuit	INOC Credit per Analog Drop	MARCS Enhanced Service Credit per T1 circuit
9.0 to 13 hours	[redacted]	[redacted]	[redacted]	[redacted]
13.1 to 24 hours	[redacted]	[redacted]	[redacted]	[redacted]
Over 24 hours & Chronic	[redacted]	[redacted]	[redacted]	[redacted]
MTTR > 6 Hours				
9.0 to 13 hours	[redacted]	[redacted]	[redacted]	
13.1 to 24 hours	[redacted]	[redacted]	[redacted]	
Over 24 hours & Chronic	[redacted]	[redacted]	[redacted]	

INOC Contact and Escalation Information

Automatic Escalation Time Frames

TIER	TIME FRAME	NAME / NUMBERS
I	2 Hours	[redacted]
II	4 Hours	[redacted]
III	Discretionary	[redacted]
IV	Discretionary	[redacted]
V	Discretionary	[redacted]

Questions INOC asks when opening a ticket

- What is your circuit ID?
- Is the site address correct?
- What is your name and contact number and extension?
- What is your e-mail address?
- What are the access hours for each site?
- Do you have an alternate contact person and number?
- What trouble is the circuit having?
- Is it okay to test & dispatch?
- Are power and equipment verified?
- Do you have an internal ticket number?

ODJFS ENTERPRISE IVR/ACD SYSTEMS

OUTAGE COMMUNICATION PLAN

VERSION 2.1

TABLE OF CONTENTS

1 INTRODUCTION 3
1.1 Definition, Purpose, and Users of the Outage Communication Plan 3
1.2 Primary Contact List 3
1.3 Routine Outage Procedures 4
1.4 Planned Outages 5
1.4.1 Prior to Outage 5
1.4.2 During the Outage 5
1.4.3 After the Outage 5
1.5 Planed Host Maintenance 6
1.6 Unplanned Outage 6

2 IDENTIFYING OUTAGE TYPE 7
OHP IVR Architecture 8
OCS IVR Architecture 10
OCS Web Architecture 12
UC Benefits IVR Architecture 14
UC Benefits ACD architecture 16
UCRC IVR Architecture 18
UC TAX IVR Architecture 20
Optimal Times for Scheduled Maintenance 22

DOCUMENT CHANGE CONTROL

1 INTRODUCTION

1.1 Definition, Purpose, and Users of the Outage Communication Plan

The purpose of this Outage Communication Plan is to standardize and formalize communication relative to outages of the enterprise IVR/ACD system and related web applications. This system includes the IVR, ACD and Web systems for Unemployment Compensation (UC) Benefits, Unemployment Compensation (UC) Tax, Office of Health Plans (OHP), Office of Child Support (OCS), and Unemployment Compensation Review Commission (UCRC).

Both planned and unplanned outages are included in this document. This document is not intended to modify or alter the system maintenance agreements and procedures as outlined in the project contract and the Post Implementation Plan deliverable by the ACD/IVR Vendor, SBC. Rather, this Plan is primarily for the system users and ODJFS support personnel.

1.2 Primary Contact List

The following table outlines the various organizations and the contact information for those resources within each organization considered as primary contacts for outage information. In the following sections of this document, when an organization is listed as one to be notified (e.g. BNS), the individuals in the table below are those that should be included in the contact list for that notification (e.g., Betsey Lane and Randy Turner).

Organization	Contacts	Email	Phone	Cell/Pager
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	

Organization	Contacts	Email	Phone	Cell/Pager
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]		
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]				

1.3 Routine Outage Procedures

The following activities apply to all outages:

- The calendar available on the Innerweb should be checked frequently for information regarding upcoming planned outages. BNS and ACG resources will have responsibility for periodically checking this calendar.

- For planning purposes, information regarding an outage should be communicated as soon as information is available, even if the specifics of the outage are not yet known.
- For ACD/IVR system software upgrades, SBC should notify BNS at least two weeks in advance of the desired upgrade.

1.4 Planned Outages

The following procedures should be followed for planned power and network outages. **For planned outages, the preferred method of communication is email.**

1.4.1 Prior to Outage

1. For a planned network outage or planned power outage at the SOCC that will impact the ACD/IVR system, the Bureau of Information Systems Support (BISS) will send an email notification to BNS and copy ACG. For planning purposes, BNS request that notification of the projected date, affected systems, etc., is provided as soon as any preliminary information is available.
2. Once planned network or power outage details are known, an MIS COMM is distributed to the affected parties in ODJFS.
3. BNS will send notification of the outage to the affected ACD/IVR Program Areas, EBS and SBC via email. In the event BNS resources are not available, ACG will send the notification. The email notification will include any information that is available such as date, time, expected duration, systems impacted, etc. Whenever possible, BNS will send the details at least two weeks in advance of the outage.
4. Planned network and power outages do not require approval from Program Area staff. However, Program Area staff should direct any issues, questions, or concerns to BNS and copy ACG.
5. BNS will confirm Vendor participation and resources to be engaged for the outage. A single Point of Contact (POC) will be identified for SBC and Qwest for communication on the day of the outage.
6. BNS will confirm State participation and resources to be engaged for the outage. A single POC will be identified for MIS, EBS, and ACG for communication on the day of the outage. An MIS on-site POC will be required for all planned network and power outages. The need for an MIS POC will be evaluated on a case-by-case basis for software upgrades. Since ACG will perform the ACD/IVR validation and verification after the outage is complete, the ACG POC will communicate to the Program Area staff and MIS BNS Project Managers the status of the outage and if problems are encountered.
7. BNS and ACG will review the failover action plan (see section 1.6.1- Outage Failover Actions) to identify what actions, if any, need to be taken for rolling the system to a hotsite (if applicable).

1.4.2 During the Outage

1. During the outage, the IVR/ACD Vendor will follow their documented procedures for performing backups, system shut down, system start up, etc.
2. The identified POCs need to communicate to one another throughout the course of the outage. If problems are encountered during the outage, all POCs will collaborate to identify what email notifications need to occur. When applicable, ACG will send the agreed upon notification via email to the affected Program Areas. If the issues encountered during the outage will result in the affected system(s) not being up by the critical business hours (as defined in the RFP), an email notification and/or cell phone call will be made to the primary Program Area and BNS contacts, as required. The MIS Help Desk will also be notified where appropriate.
3. All POCs must collaborate and agree that the systems are ready to be brought back on-line before any component of the system is brought back on-line.

1.4.3 After the Outage

1. Once outage activities are complete, the Vendor POC and MIS POC will send a notification to BNS, EBS, and ACG that system is back up and ready for V&V.

2. The ACG POC will send an email notification to BNS, EBS, and Program Area staff once V&V testing has completed successfully. The notification will include any problems encountered, the resolution to the problem, and the time when the system(s) was fully restored.

1.5 Planed Host Maintenance

Since notifications and processes already exists for regularly scheduled maintenance of the ACD/IVR host systems, no special notification will be sent by the ACD/IVR team. The ACD/IVR systems include the ability to recognize when the host system is unavailable and will roll to the hotsite and/or send system alert notifications to SBC. Please refer to section 1.6.1-Outage Failover Actions for more information.

1.6 Unplanned Outage

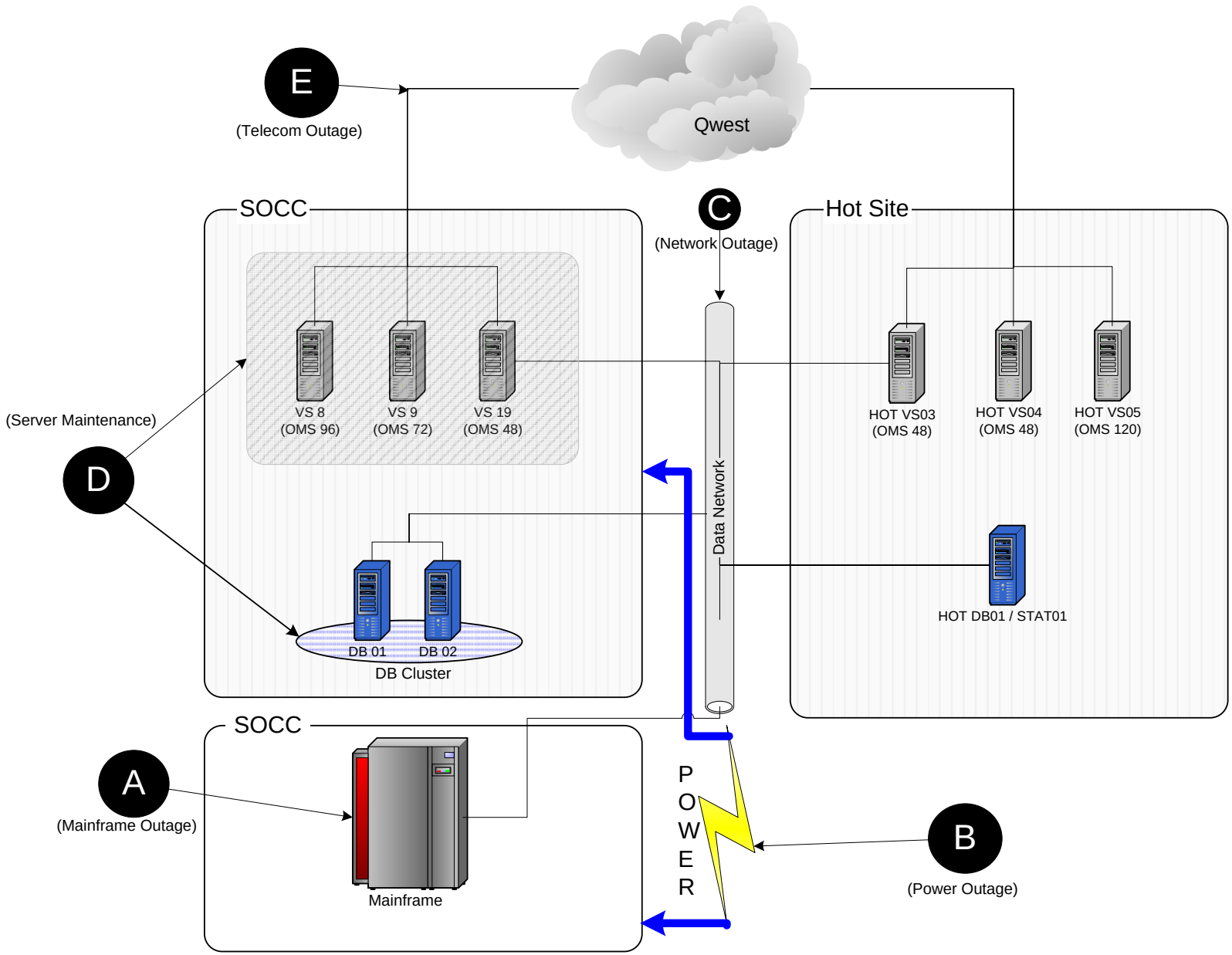
There are numerous ways an unplanned outage will be identified:

- If a suspected problem is identified by Program Area staff, initial triage will occur and SBC will be notified. A ticket with SBC's Help Desk (the CCHD) must be opened to ensure the appropriate tracking and notifications will occur. Please see the Post Implementation Plan for details on how to open a ticket with the CCHD. Program Area staff should send an email notification to BNS, EBS, and ACG. If email is not available, BNS or ACG can be contacted via phone who will then send an email to the appropriate parties. Due to the time sensitive nature of outages, in addition to the email notification, Program Area staff should also call the MIS Project Manager so that broadcast messages may be sent if necessary.
- If a suspected problem is identified by the MIS Network Operations Center (NOC), the NOC will begin to triage the problem and will notify the BNS and ACG via email. BNS will notify the Program Area staff of the issue. When appropriate, a ticket may be opened with the CCHD. If the NOC resolves the problem, they will send an email notification to BNS and ACG. BNS will then close the SBC Help Desk ticket (when applicable).
- BNS (with ACG as a backup) will ensure all appropriate parties within project team are updated on the status of an outage. When a CCHD ticket has been opened, the CCHD will provide status notifications to the individual who opened the ticket. That individual is responsible for keeping BNS and ACG informed of progress as appropriate.

2 IDENTIFYING OUTAGE TYPE

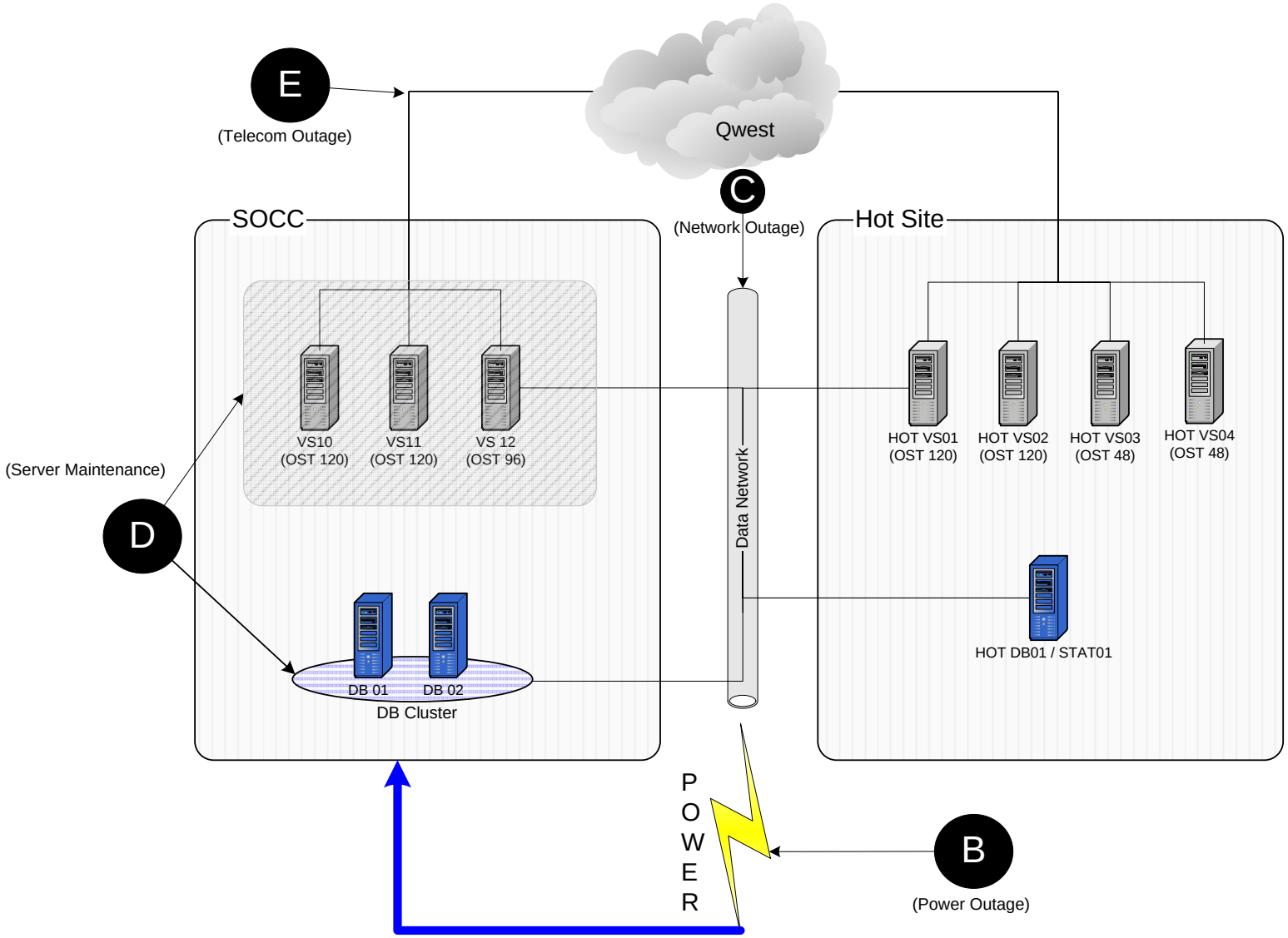
****NOTE** The following diagrams provide an outline of the OHP, OCS, and UC Benefits system architectures. The most common outage types have been labeled in each diagram to help identify the outage, and have been accompanied with a table to describe the outage, and necessary actions for each program area. Please note that these diagrams and tables are designed to act as a guide and do not cover all scenarios for planned and unplanned outages. ******

OHP IVR ARCHITECTURE



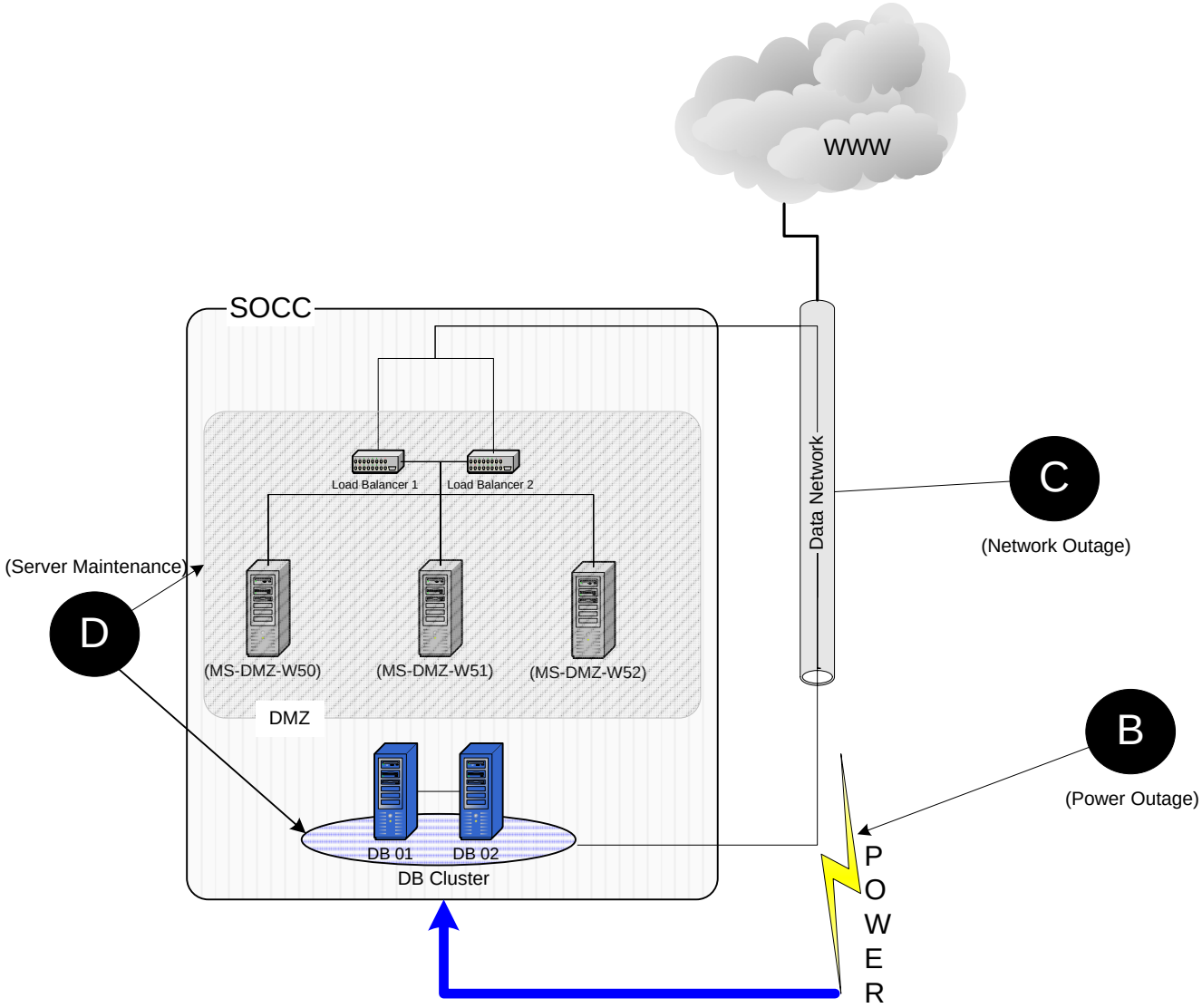
	A	B	C		D	E
	Power Up Mainframe Outage	**Power Outage Mainframe Up**	**Network Outage**		**Software Upgrades**	**Telecom Outage**
			Mainframe Up	**Mainframe Down**		
OHP IVR	Loss of the Mainframe will result in a degraded version of the IVR application. Callers will have the ability to hear general information on the IVR, but will not have the ability to perform detailed inquiries from the MMIS mainframe. The IVR has built in logic to handle this situation and will play a technical difficulties message. Please refer to column "B" if the outage is power related.	In the event a Power Outage occurs and connectivity to local DB cluster is unavailable, but connection to the Mainframe is available, calls will need to be routed to the Hotsite. The Hotsite IVR will perform screen scrapes of the MMIS mainframe and provide normal functionality. Once service is returned, calls will need to be re-routed back to the production, a PIN database reconciliation process will need completed, and then the voice servers will be able to take calls again.	In the event a Network Outage occurs and connectivity to local DB cluster is unavailable, but connection to the Mainframe is available, calls will need to be routed to the Hotsite. The Hotsite IVR will perform screen scrapes of the MMIS mainframe and provide normal functionality. Once service is returned, calls will need to be re-routed back to the production, a PIN database reconciliation process will need completed, and then the voice servers will be able to take calls again.	Loss of the Mainframe and Network will result in a degraded version of the Hotsite IVR application. Callers will have the ability to update billing entity relationship information, and hear general information on the Hotsite IVR, but will not have the ability to perform detailed inquiries from the MMIS mainframe. The IVR has built in logic to handle this situation and will play a technical difficulties message when appropriate.	In the event software upgrades / patches are necessary, these updates will be phased between the two voice servers for OHP as well as the DB cluster, resulting in minimal downtime. **** In order to update the DB cluster, DB01 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime. If downtime is to exceed the amount of time to perform a PIN reconciliation, please see PIP for instructions on rerouting calls to the Hotsite ****	In the event the Qwest trunk group going into the SOCC is unavailable, callers will hear a default technical difficulties message in the Qwest network until calls are re-routed to the Hotsite.
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is necessary Callers will be routed automatically to a message in the Qwest network.	❶ Contact appropriate team members as defined in the matrices above. ❷ Calls need routed to the Hotsite until power is restored. ❸ Once service is returned: The PIN / Billing Entity Relationship table will need reconciled into the production environment Calls need routed back to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	❶ Contact appropriate team members as defined in the matrices above. ❷ Calls need routed to the Hotsite until network is stable. ❸ Once service is returned: The PIN / Billing Entity Relationship table will need reconciled into the production environment Calls need routed back to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	❶ Contact appropriate team members as defined in the matrices above. ❷ Calls need routed to the Hotsite until network is stable. ❸ Once service is returned: The PIN / Billing Entity Relationship table will need reconciled into the production environment Calls need routed back to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	**No action is necessary if downtime is expected to be less than the amount of time needed to reconcile the Hotsite and Production PIN/Billing Entity Tables. If downtime is expected to exceed this amount of time, please refer to the PIP for instructions on rerouting calls to the Hotsite**	❶ Contact appropriate team members as defined in the matrices above ❷ Calls need routed to the Hotsite until the network is stable. ❸Once service is returned: The PIN / Billing Entity Relationship table will need reconciled into the production environment Calls need routed back to the production environment. Please refer to the Post Implementation Plan (PIP) for details.

OCS IVR ARCHITECTURE



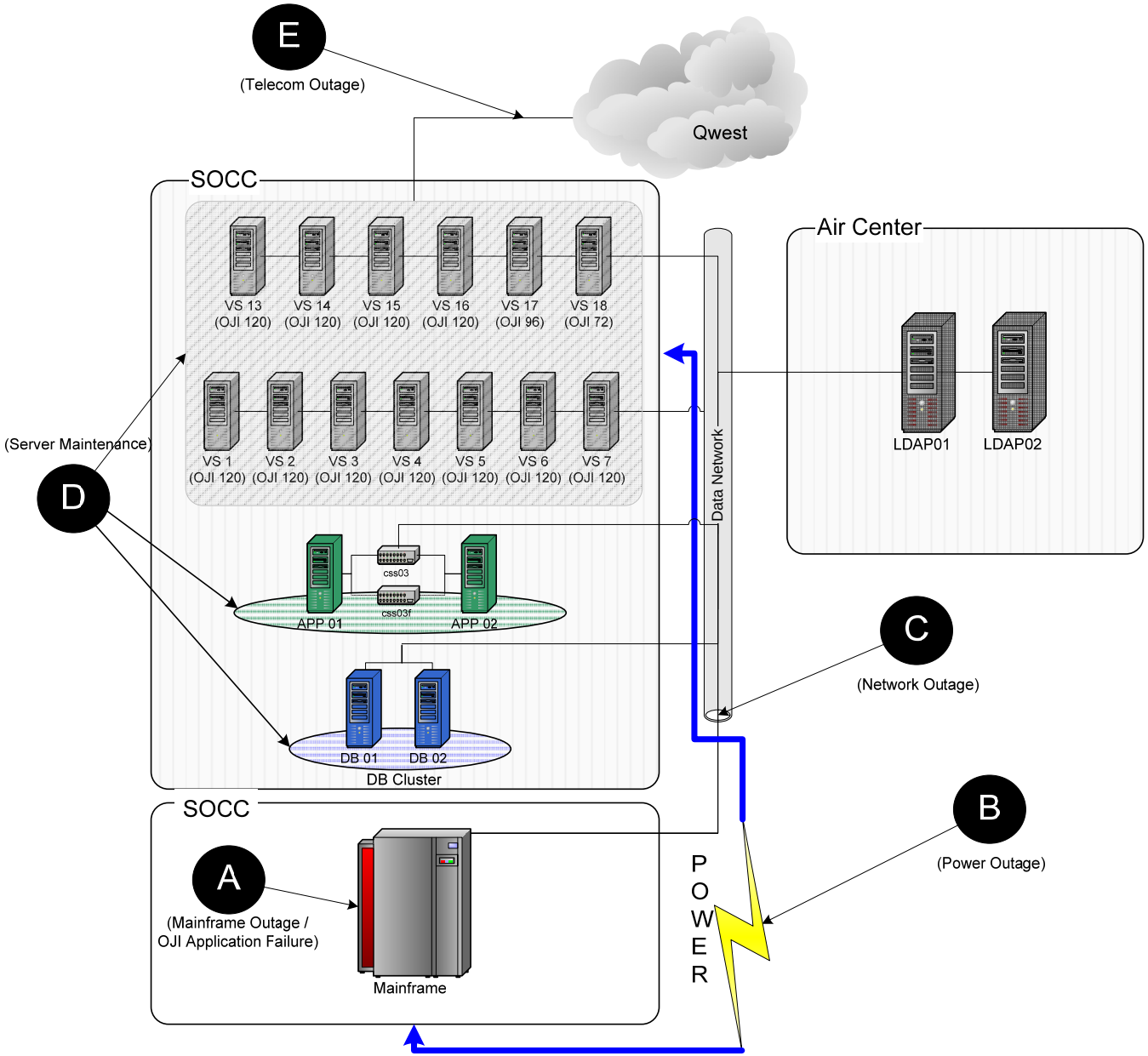
	Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ
	Power Up Mainframe Outage	**Power Outage**	**Network Outage**	**Software Upgrades**	**Telecom Outage**
OCS IVR	**** N/A **** This system does not use the Mainframe in real-time and therefore would not be affected by this type of outage. Please refer to column "B" if the outage is power related.	In the event of a Power Outage at the SOCC calls would need routed to the Hotsite. The Hotsite uses a local database to authenticate and respond to all detailed inquiries from the IVR application. Callers should experience no downtime.	The OCS IVR has a local PIN table and a local case/order database in both the Hotsite and Production environments. This redundancy allows for calls to be re-routed to the Hotsite and handled appropriately, but does not allow for the Web application to be available. Once service is returned database tables will need reconciled, then calls can be re-routed back to the production environment and Web Services restarted on the OCS Web servers.	In the event software upgrades / patches are necessary, these updates will be phased between the three voice servers for OCS as well as the DB cluster, resulting in minimal downtime to the user. **** In order to update the DB cluster, DB01 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime. If downtime is to exceed the amount of time to perform a PIN reconciliation, please see PIP for instructions on rerouting calls to the Hotsite ****	In the event the Qwest trunks going into the SOCC are unavailable, callers will hear a technical difficulties message in the Qwest network until calls are routed to the Hotsite. Web Services will need to be shut down in the production environment until calls are routed back into the production environment
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is necessary Please refer to column "B" if the outage is power related.	❶ Contact appropriate team members as defined in the matrices above. ❷Calls need routed to the Hotsite until power is restored. Please refer to the Post Implementation Plan (PIP) for details. ❸ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❹ Once service is returned: - database tables will need reconciled, then calls will need re-routed to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	❶ Contact appropriate team members as defined in the matrices above ❷ Calls need to be routed to the Hotsite until network is stable. Please refer to the Post Implementation Plan (PIP) for details. ❸Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues ❹Once service is returned, database tables will need reconciled, then calls will need re-routed to the production environment and Web services restarted on the Web servers. Please refer to the Post Implementation Plan (PIP) for details.	**No action is necessary if downtime is expected to be less than the amount of time needed to reconcile the Hotsite and Production PIN/Billing Entity Tables. If downtime is expected to exceed this amount of time, please refer to the PIP for instructions on rerouting calls to the Hotsite**	❶ Contact appropriate team members as defined in the matrices above ❷ Calls need routed to the Hotsite until the network is stable. Please refer to the Post Implementation Plan (PIP) for details ❸ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❹ Once service is returned, database tables will need reconciled, then calls will need re-routed to the production environment. Please refer to the Post Implementation Plan (PIP) for details.

OCS WEB ARCHITECTURE



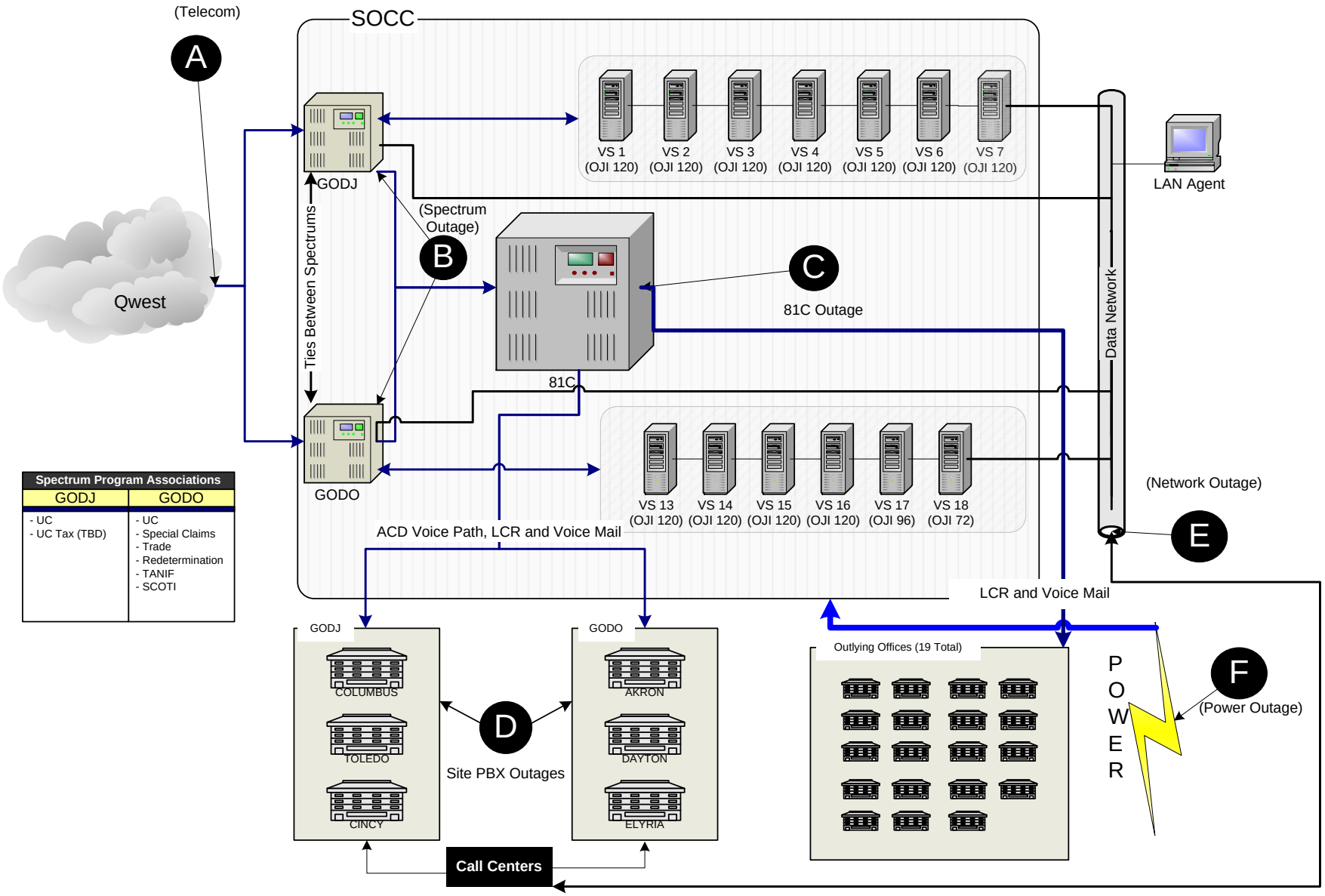
	Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ
	Mainframe Outage / Maintenance	**Power Outage**	**Network Outage**	**Software Upgrades**	**Telecom Outage**
OCS Web	**** N/A **** This system does not use the Mainframe in real-time and therefore would not be affected by this type of outage. Please refer to column "B" if the outage is power related.	A power outage at the SOCC that affects only the DMZ or a complete outage will result in the users receiving a 'page not found' error. In the event a power outage only affects those components **outside** of the DMZ (i.e. DB Cluster and IVR Servers), users will experience a technical difficulties page produced by the OCS Web Servers Once service is returned, the web servers will resume fulfilling user page requests.	The OCS IVR has a local PIN table and a local case/order database in both the Hotsite and Production environments, the Web does not have this redundancy. Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. Once service is returned, the web servers will resume fulfilling user page requests.	In the event software upgrades / patches are necessary, these updates will be phased between the three Web servers for OCS as well as the DB cluster, resulting in minimal downtime to the user. **** In order to update the DB cluster, DB01 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime. If downtime is to exceed the amount of time to perform a PIN reconciliation, Web Services will need shut down until calls are routed back to the production environment. ****	If there is a telecom outage and calls are rolled to the Hotsite, the Web Services need to shut down on the OCS production Web servers. in order to prevent PIN reconciliation issues
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is necessary Please refer to column "B" if the outage is power related.	❶ Contact appropriate team members as defined in the matrices above ❷ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❸ Once service is returned and database tables are reconciled, the Web Services need restarted on the OCS Web servers. Please refer to the Post Implementation Plan (PIP) for details.	❶ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❷ Once service is returned, database tables will need reconciled, then calls will need re-routed to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	**No action is necessary if the amount of downtime will be less than what is required to perform a PIN reconciliation between the Production and Hotsite databases.** **If time is expected to exceed follow the actions below:** ❶ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❷ Once service is returned, database tables will need reconciled, then calls will need re-routed to the production environment. Please refer to the Post Implementation Plan (PIP) for details.	❶ Web Services on the OCS Web servers will need to be shut down in order to prevent PIN reconciliation issues. ❷Once service is returned, database tables will need reconciled, then calls will need re-routed to the production environment. Please refer to the Post Implementation Plan (PIP) for details

UC BENEFITS IVR ARCHITECTURE



	A	B	C		D	E
	Power Up Mainframe Outage / OJI Application Failure	**Power Outage**	**Network Outage**		**Server Maintenance**	**Telecom Outage**
			LDAP Accessible	**LDAP Down**		
UC Benefits IVR	In the event of a planned Mainframe outage, the UC IVR will roll to an IVR offline file automatically.	In the event the voice servers are unavailable due to a power outage, the caller will hear a default tech diff message from the Qwest Network. Once service is returned, the voice servers will begin taking calls again.	In the event the segment of the network connected to LDAP is up, but the Mainframe segment is down, the system will roll to the IVR offline file and calls will be processed in this manner until the network segments is restored.	The IVR has real-time authentication, through LDAP, therefore the IVR will not be accessible.	In the event of planned IVR application software upgrades and/or patch installations, the updates will be phased among the thirteen Voice Servers, the DB cluster, Application Servers, and Statistical servers, resulting in minimal downtime to the users. **** In order to update the DB cluster, DB901 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime ****	In the event the inbound Qwest trunks into the SOCC are unavailable, callers will hear a default technical difficulties message in the Qwest network until service is restored.
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is required. Rolling to the IVR offline file is an automated process.	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable. The IVR monitor will page an FDGS resource upon failure.	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable. Rolling to the IVR offline file is an automated process.	The IVR is programmed to provide a user-friendly "system unavailable" message when the network is down. Once the system is back up users will be able to access the system immediately without any action to remove a temporary message.	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable.	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable.

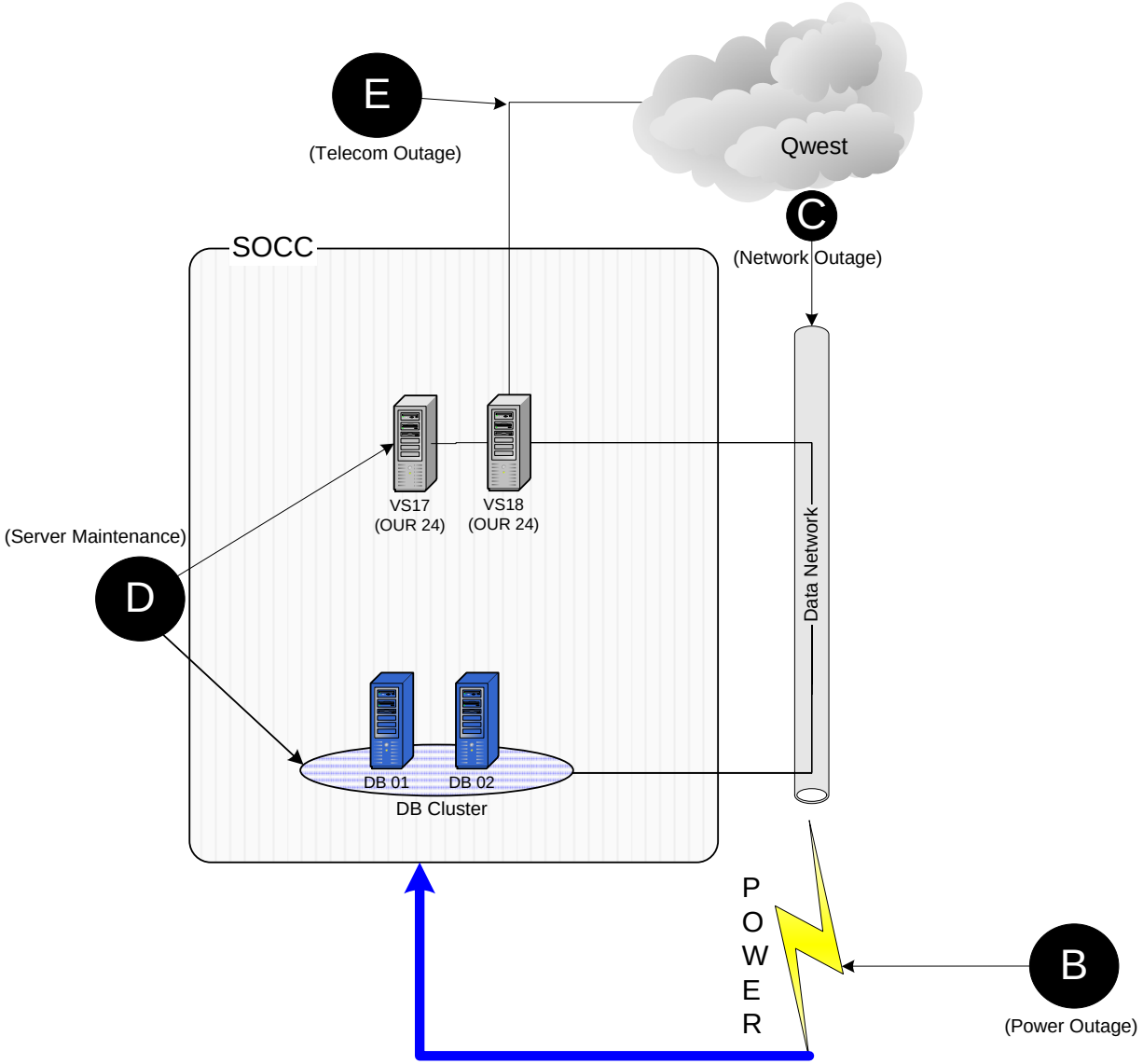
UC BENEFITS ACD ARCHITECTURE



UC Benefits ACD and 81C Architecture

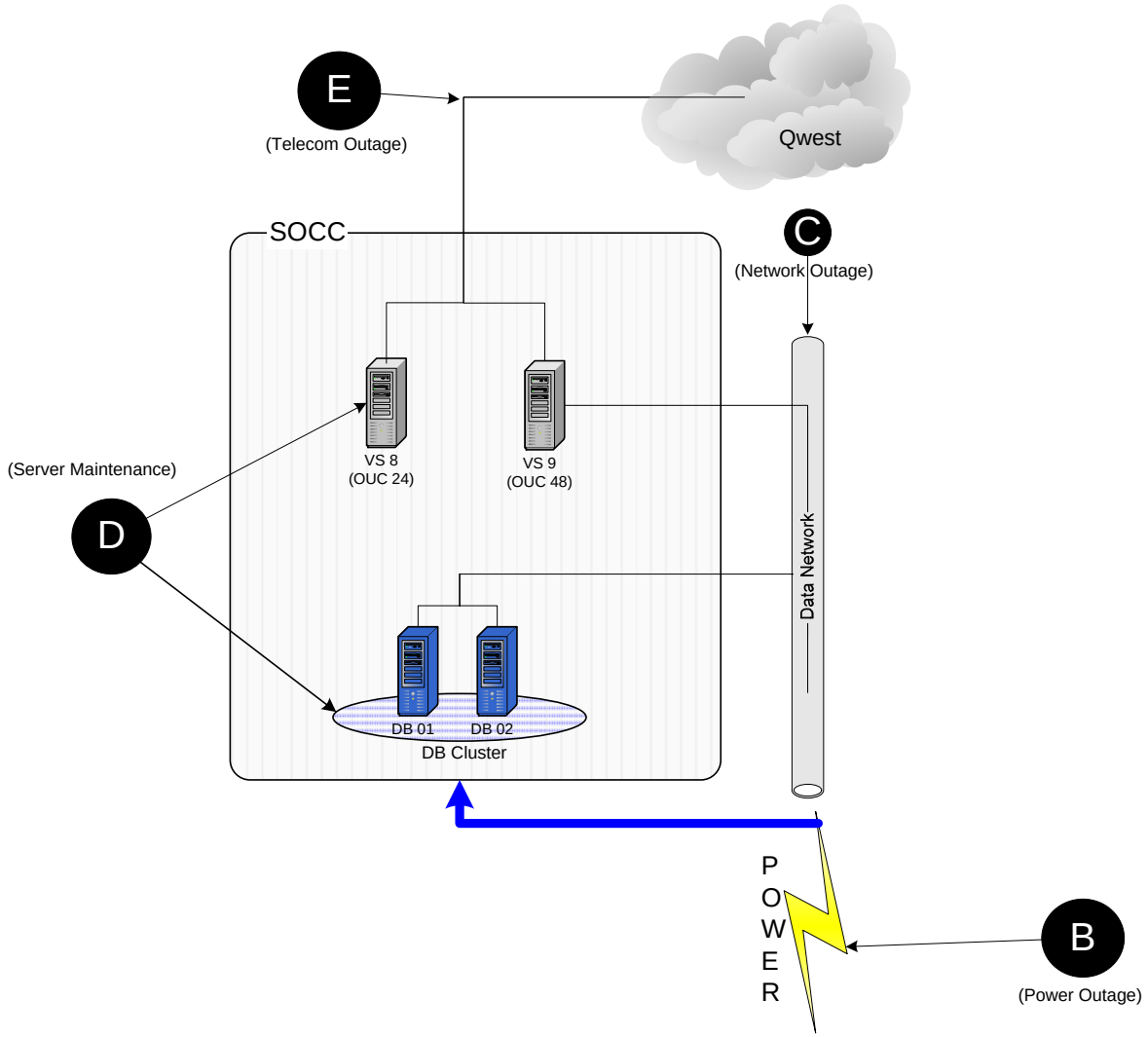
A	B	C	D	E	F
Telecom Outage	**Concerto Spectrum Outage**	**81C Outage**	**Site PBX Outage**	**Network Outage**	**Power Outage**
In the event the inbound Qwest trunks into the SOCC are unavailable, callers will hear a default technical difficulties message in the Qwest network until service is restored.	**Scenario A:** <u>GODJ is down</u> + Voice Servers 1-7 will be unavailable, the Columbus, Toledo, and Cincinnati call centers will be unavailable, as well as the UC Tax ACD group. **Scenario B:** <u>GODO is down</u> + Voice Servers 13-18 will be unavailable, the Akron, Dayton, and Elyria call centers will be unavailable, as well as the Special Claims, Trade, Redet, TANIF, and SCOTI ACD groups will be unavailable. **Scenario C:** <u>Both Spectrum are down</u> + Callers will hear a default technical difficulties message in the Qwest network.	**ACD Impact** In the event the Nortel 81C is down, the LAN Agents will not have the ability to establish a voice path to the ACD. The ACD will remain active and continue to route calls to the IVR, but the ability to transfer calls to agents will not be available. **Voice Mail (VM) Impact** VM will be unavailable for the following: ▪ Call Centers ▪ Outlying Offices ▪ TANIF ACD Voice Mail ▪ EDI Support group ACD Voice Mail **Least Cost Routing (LCR) Impact** LCR and ability to make internal transfers will be unavailable for the duration of the 81C outage. The ability to make calls will still be available through local PRIs.	If a call center's PBX (S1K) is down, calls will continue to be handled throughout the virtual call center environment.	In the event the segment of the network which connect the LAN Agents to the Concerto Spectrums, agent will not have the ability to login to the Rockwell Spectrum and will not have the ability to take calls.	In the event the 81C and/or the Concerto Spectrums are unavailable due to a power outage, the caller will hear a default tech diff message from the Qwest Network. Once service is returned, the voice servers will begin taking calls again.
ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above.

UCRC IVR ARCHITECTURE



	A	B	C	D	E
	Power Up Mainframe Outage	**Power Outage**	**Network Outage**	**Software Upgrades**	**Telecom Outage**
UCRC IVR	**** N/A **** This system does not use the Mainframe in real-time and therefore would not be affected by this type of outage. Please refer to column "B" if the outage is power related.	In the event there is a power outage at the SOCC involving OJI voice server 18, the UCRC IVR application will be unavailable. There is currently no Hotsite or redundancy for this application. Once service is returned, the voice servers will begin taking calls.	In the event there is a network outage at the SOCC involving OJI voice server 18, the UCRC IVR application will be unavailable. There is currently no Hotsite or redundancy for this application. The UCRC IVR application also uses a local database to access case specific information. If the database is unavailable due to the network outage, the IVR application will play the caller a tech diff message.	In the event software upgrades / patches are necessary, these updates will be phased between the two Voice Servers (VS17 & VS18) where the UCRC application resides, as well as the DB cluster, resulting in minimal downtime to the user. **** In order to update the DB cluster, DB901 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime ****	In the event the Qwest trunk group going into the SOCC is unavailable, callers will hear the default 'tech diff' message in the Qwest Network.
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is necessary Please refer to column "B" if the outage is power related.	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above

UC TAX IVR ARCHITECTURE



	A	B	C	D	E
	Mainframe Outage / Maintenance	**Power Outage**	**Network Outage**	**Software Upgrades**	**Telecom Outage**
UC TAX IVR	This system does not use a Mainframe application and would not be affected by this type of outage.	In the event the voice servers 8 and 9 are unavailable due to a power outage, the caller will hear a default tech diff message from the Qwest Network. Once service is returned, the voice servers will begin taking calls again.	The UC Tax IVR application uses a local database to supply UC Tax information to callers. If the database is unavailable the IVR application will play the caller a tech diff message. In the event the voice circuits are unavailable, the caller will hear a tech diff message in the Qwest Network.	In the event of planned IVR application software upgrades and/or patch installations, the updates will be phased among the two Voice Servers, the DB cluster resulting in minimal downtime to the users. **** In order to update the DB cluster, DB901 must be rolled over to DB02, resulting in minimal downtime. Once the upgrades are complete on DB01, another process to rollback from DB02 to DB01 must occur, again resulting in minimal downtime ****	In the event the Qwest trunk group going into the SOCC is unavailable, callers will hear the default 'tech diff' message in the Qwest Network.
	ACTION:	**ACTION:**	**ACTION:**	**ACTION:**	**ACTION:**
	No action is necessary	❶ Contact appropriate team members as defined in the matrices above and notify them that the application is unavailable.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above.	❶ Contact appropriate team members as defined in the matrices above

SCHEDULED MAINTENANCE

The vendor will provide notification one week prior to any scheduled maintenance and include details about the nature of the outage and timing of the outage into an email. The email should be communicated to the following ODJFS points of contact; MIS PM and ACG Project Lead. This notification will then be distributed to the appropriate staff and management teams.

Based on actual call volumes, resource availability, and overall program area activity the following days and times were identified as optimal times to perform scheduled maintenance. The second or third Wednesday of every month has been identified as the window of time to perform maintenance upgrades and patch installations.

Program Area	Day of Week	Week of Month	Time
Global	Wednesday	2nd or 3rd	Between 9pm and 6am
OHP Only	Wednesday or Thursday	2nd or 3rd	Between 9pm and 6am
OCS Only	Wednesday or Thursday	2nd or 3rd	Between 9pm and 6am
UC Benefits Only	Wednesday	2nd or 3rd	Between 9pm and 6am
UCRC Only	Wednesday or Thursday	2nd or 3rd	Between 9pm and 6am
UC Tax Only	Wednesday or Thursday	2nd or 3rd	Between 9pm and 6am

NOTES:

- All efforts should be made to avoid the beginning and ending weeks of the month for OCS.
- The import and export schedules should be considered and rescheduled if necessary prior to performing any maintenance.

SUPPLEMENTAL INFORMATION TRAILER

This page is the last page of supplemental information for this competitive document. If you received this trailer page, all supplemental information has been received.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.