

**IME PROFESSIONAL SERVICES RFP  
 MED-10-001  
 AMENDMENT 3**

WHEREAS the Department has determined it is necessary to amend RFP MED-10-001 to include the changes listed in the Revision History for Amendment 3

THEREFORE RFP MED-10-001 is amended as follows. In this amendment document and in the RFP's Revision History, new text added to existing requirements is in boldface font, and deleted text is marked through with a line (~~deleted text~~).

The IME Professional Services RFP is reposted with these changes listed in the revision history. They are not incorporated in the cited sections with the boldface or strike-through markings. Rather, the text is fully and completely updated in the RFP sections.

<b>Amendment 03</b>	
<b>Section</b>	<b>Revision Description</b>
1.4	Fourth bullet after second paragraph: <del>The replacement for the Siemens Hi-Path ProCenter v7.0</del> <b>Cisco Unified Contact Center Express</b> contact management (call center) <b>system and reporting tool</b> that is in place today, which the Department anticipates will be operational by December 4, 2009 <del>will describe in RFP Section 5 Operating Environment when information is available</del>
4.1	Third sentence of second paragraph: <del>The Department is replacing the Siemens HiPath ProCenter v7.0 system (call center)</del> <b>with the Cisco Unified Contact Center Express contact management (call center) system and reporting tool, which the Department anticipates will be operational by December 4, 2009</b> <del>a product that the Department will describe when information is available.</del>
5.5	<b>5.5 Call Center Management System</b> <del>The Department is in the process of obtaining a replacement for</del> <b>replacing</b> the current call center system <b>with the Cisco® Unified Contact Center Express 7.0. The Department anticipates that the new system will be operational on December 4, 2009. Please note the distinction in RFP Section 5.5.5 Optional Capabilities.</b> <del>The Department will update this section with a description of the new product when the information is available. Until that time, the RFP provides a description of the product currently in use.</del> <b>Cisco Unified Contact Center Express provides easy-to-deploy, easy-to-use, secure, virtual, highly available, and sophisticated customer interaction management for up to 300 agents. Its fully integrated self-service applications improve customer response with sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment while offering the flexibility to scale to larger, more demanding environments. It also supports business rules for inbound and outbound voice, email, web, and chat. Customer interaction management helps ensure that each contact is delivered to the right agent the first time. The following information highlights the system.</b> <b>5.5.1 Features and Benefits</b> <b>Routing Capabilities: Cisco Unified Contact Center Express routing supports a wide range of</b>

routing logic that can accurately target and selectively route different classes of contacts, or even single out individual contacts for customized, prioritized routing treatment. Cisco Unified Contact Center Express offers call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on business rules. In addition, the application can give agents extensive information on a per-contact basis through a customer-relationship-management (CRM) or other application screen pop.

**Outbound Dialing Capabilities:** The Cisco Outbound Option complements the powerful inbound call-handling capability of the Cisco Unified Contact Center Express platform by offering blended preview outbound dialing capabilities. Users can use preview dialing that is integrated with inbound calls to provide a blended inbound/outbound solution. These blended functions let agents serve both inbound calls and outbound campaign tasks when the inbound queue is empty, allowing for the most efficient use of agent resources for both inbound calls and outbound campaigns.

**Computer Telephony Integration:** Cisco Unified Contact Center Express can integrate with any CRM or other application that can run on the agent's Microsoft Windows desktop. Integration is achieved using a powerful real-time programmable CTI workflow engine that invokes keystroke-macro emulation to automate the transfer of caller-entered information, or through an external application action. Cisco Unified Contact Center Express provides powerful integration tools through support for custom Java classes and methods that can be invoked under real-time workflow control. These features facilitate the integration of Cisco Agent Desktop with other Windows and web-based applications with minimal software development. In addition, Cisco Unified Contact Center Express Premium enables application of HTTP integration to provide integration and a screen pop with browser-based applications such as Salesforce.com running in the Cisco Agent Desktop embedded browser. Finally, Cisco Unified Contact Center Express third-party CTI protocol provides for deep integration with ACD and IVR subsystems for traditional custom CTI integrations.

**IVR and Self-Service Capabilities and Benefits:** Cisco Unified Contact Center Express provides an integrated, ready-to-use IVR solution with an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

#### 5.5.2 Agent Capabilities and Benefits

Each Cisco Unified Contact Center Express seat provides optimal flexibility to use the seat as either an agent or a supervisor seat. Cisco Unified Contact Center Express keeps the agent in touch with every call through critical data and call-state information by providing the ability to present a screen pop to the agent for each call. Information presented to the agent includes customer-entered data as well as call-state information describing how long the call has been connected to the ACD, how long the call has been in queue, and how long the agent has been talking with the caller.

Cisco Agent Desktop gives agents tools to access information and respond rapidly to customer requests. Voice contact workflows, the enterprise data pane, and the integrated browser display (screen pop) show agents customer data as calls are presented, preventing redirection of calls and the necessity for customers to repeat information. Task automation buttons and the personal phone directory allow agents to instantly activate frequently performed functions that shorten response time and automate after-call work to follow up on a customer inquiry. Collaboration tools such as chat and transfer of caller data help keep responses accurate. Additionally, Cisco Agent Desktop offers the ability to provide workflows that process business rules based on critical call-state events, the ability to invoke any CRM or other application able to run on the agent's Microsoft Windows desktop,

and the ability to display information in the form of a screen pop from the ACD or IVR subsystem to that application.

#### 5.5.3 Management Capabilities and Benefits

**Supervisory Features:** The ability of Cisco Supervisor Desktop to monitor critical performance metrics and actively chat, monitor, record, and send team messages allows managers to coach, train, and encourage agent behavior so that agents consistently perform their job function and process calls efficiently. The ability to send agents scrolling team messages and chat with individual members or the entire team allows supervisors to coach agents, resolve problems, and instantly communicate business changes. Supervisors can coach agents unobtrusively and help agents resolve customer situations. Within the supervisor desktop, contact center managers can see team performance, agent statistics, and status at a glance by using easy-to-navigate tabbed pages and graphical reports. To coach agents, they can silently monitor calls and offer encouragement using chat. They can also initiate call recording for later review and training. Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request. Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when they are away from their workstation for an extended period. With Cisco Supervisor Desktop, supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls. This function is critical to highly distributed contact center deployments. Supervisors can also change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.

**Cisco Agent Desktop Browser Edition for Enhanced and Premium Versions:** The Cisco Agent Desktop Browser Edition executes as a thin client from within a commercial web browser, making it easy to deploy and maintain. The Cisco Agent Desktop Browser Edition also includes an agent toolbar, contact data, enterprise data, and agent status information, making it an ideal solution in thin-client applications.

**Administration:** The Cisco Unified Contact Center Express web-based administration provides a run-anywhere, enterprise-wide point of control for single- or multisite contact centers. Cisco Unified Contact Center Express transparently integrates information from Cisco Unified Communications Manager and integrates with the Cisco Unified Communications Manager web-based administration to provide cross access and a common interface. Cisco Unified Contact Center Express Administration allows a wide range of real-time reporting statistics across all activity within the contact center, regardless of agent or supervisor location and for all calls in process. In addition, supervisors can use administrative capabilities to dynamically re-skill agents.

**Reporting:** The Cisco Unified Contact Center Express solution provides the real-time and historical data necessary for mission-critical contact center reporting. Real-time reports are provided both at the supervisor level (integrated with the Cisco Supervisor Desktop) on a per-agent or per-team basis and also at the administration level, across the entire contact center. The reporting function provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels, contact-handling procedures, and technology investments. Standard reporting templates provide automatically operational functions for common reporting needs. Custom reports can extend the standard reporting package to meet specific reporting needs. Furthermore, the open software architecture of Cisco Unified Contact Center Express allows for export of reporting data in a variety of formats.

#### 5.5.4 System Capabilities and Benefits

**Open Systems:** Cisco Unified Contact Center Express software takes full advantage of industry-standard hardware platforms, giving the benefits of many software functions. The open architecture of the system, which includes an Open Database Connectivity (ODBC)-compliant database as well as Java interfaces for CTI applications, can integrate with existing contact center solutions, preserving investments in traditional systems and providing a platform for future applications.

**Redundant High Availability:** Cisco Unified Contact Center Express offers high-availability redundancy for dual server cluster deployments, including support for automatic failover of inbound voice ACD, IVR, and desktop services, as well as database replication and failover and load-balanced redundancy for historical reporting and on-demand recording.

**Integrated Service-Creation Environments:** The Cisco Unified Contact Center Express Workflow Editor is the service-creation and scripting environment for mapping business rules to call-flow behavior and call treatments. It can operate from any location on the enterprise WAN, and workflows can be uploaded and run on the Cisco Unified Contact Center Express server. This environment is a visual editor that provides a simple, drag-and-drop, easy-to-understand interface for building powerful, custom, business-communication applications.

**Scalability:** Cisco Unified Contact Center Express can provide a contact-center-in-a-box for inbound and outbound voice on a single server for 1 to 300 agents. Dual server clusters provide a redundant, high-availability option across a virtual contact center. Cisco Unified Contact Center Express supports a Cisco Customer Interaction Network based on the Cisco Unified Intelligent Contact Management and Cisco IP Contact Center (IPCC) Peripheral Gateway, enabling prerouting, postrouting, and centralized reporting for multiple Cisco Unified Contact Center Express systems across a Cisco Unified Communications WAN.

**Security:** To help maintain network security in the contact center and throughout the enterprise, Cisco Unified Contact Center Express supports Cisco Security Agent, as well as virus-detection software from the major antivirus software vendors. Cisco Security Agent is a host-based intrusion detection system that provides security to mission-critical enterprise servers and hosts. It provides benefits beyond conventional endpoint security solutions, such as virus-scanning software and firewalls, by identifying and preventing malicious behavior before it can occur. This process helps remove potential known and unknown security risks that threaten enterprise networks and applications. By analyzing behavior rather than relying on signature matching, Cisco Security Agent complements the capabilities of the antivirus software; together, they provide a robust solution to protect the network and reduce operational costs.

#### 5.5.5 Optional Capabilities

**Email Management:** This feature will require configuration labor from the vendor and the Department to integrate with the DHS email system, which is not planned at this time. Successful contractors that want to use this feature will need to work with the Department. Cisco Unified Contact Center Express offers the Agent E-Mail feature for email management. Agent E-Mail is a basic email queuing and response system, designed specifically for Cisco Agent Desktop for the Cisco Unified Contact Center Express platform. Agent E-Mail is a zero-footprint feature that is tightly integrated into the agent desktop embedded browser, with controls built into the toolbar and display. It provides contact centers with the ability to queue and route email messages to staff and skilled agents, helping strike a balance between email and call-handling activities.

**Workforce Optimization and Quality Management:** This capability is an additional package that can connect to the contact management system. Successful contractors that want to use this feature will need to work with the Department. Cisco Unified Workforce Optimization integrated with Cisco Unified Contact Center Express helps supervisors and other managers

align contact center performance with business objectives by integrating workforce optimization within the team's daily workflow -- combining agent and supervisor desktop tools in a composite application with workforce optimization software to unify the entire customer interaction process. Directly integrated with Cisco Supervisor Desktop, Cisco Unified Workforce Optimization unifies the tactical tools that supervisors need to optimize team performance: Cisco Unified Workforce Optimization Workforce Manager and Quality Manager software. The Workforce Management component allows contact center managers to develop schedules for multiple sites, manage critical performance indicators, and manage real-time adherence to schedules. At the same time, the Quality Manager piece provides a voice-compliance and evaluation solution, with optional, advanced, quality-management features such as screen recording for agent performance optimization and dispute resolution.

Siemens HiPath® ProCenter® Enterprise v7.0 system (call center) is an integrated multimedia contact center solution featuring advanced skills-based routing for the mid-to-large contact center, with up to 750 active agents on a single site. Multiple HiPath ProCenter servers can be networked across sites for increased scalability to over 2,000 agents. Whether inbound or outbound interactions, single site or multi-site, or integrated with your existing CRM systems, HiPath ProCenter Enterprise provides the key capabilities for enterprise contact centers.

The HiPath ProCenter Enterprise Manager desktop provides a unified and easy-to-use interface for all contact center management tasks. It is a highly visual and easily customizable console organized into "work centers" dedicated to the key contact center management tasks:

- a. \_\_\_\_\_ Designing intelligent multimedia and multi-site routing strategies and queue processing flows
- b. \_\_\_\_\_ Defining and viewing real-time monitoring and historical reporting across all media
- c. \_\_\_\_\_ Administering users and resources
- d. \_\_\_\_\_ Creating wallboard views and streaming "ticker tape" content for agent desktops

Design Center provides managers with a visual, workflow-style tool, the Design Editor, for defining multimedia routing strategies, multi-site networking and queue processing flows. To streamline the creation of flows, it offers a library of configurable and reusable routing, queue processing and networking components. Managers can create and edit flows using a drag-and-drop interface, where strategies are automatically checked and validated for completeness as they are created.

Call Director is a fully integrated, optional Interactive Voice Response (IVR) system. It allows the gathering of caller requirements, for example by prompting callers with interactive navigation menus. Managers can use Design Center's convenient drag-and-drop interface to integrate components into routing and queue processing flows. Call Director components are easily combined with other Design Center components, for example to read from and write to external databases. This facilitates basic transactional or self-service applications that previously may have required a more complex and expensive external IVR integration.

HiPath ProCenter Enterprise is built on a patented, industry-leading skills-based routing engine that matches incoming contacts with the best-qualified agent on a contact-by-contact basis. This allows managers to optimize the use of their most valuable resource, their agents. It will also help to raise First-Contact-Resolution rates by optimally matching agent skills and customer requirements regardless of contact channel.

The HiPath ProCenter Enterprise Report Center runs on a customizable, visual reporting engine. It facilitates defining and viewing a virtually unlimited number of real-time, cumulative and historical reports for all media. The flexible interface makes tailoring specific reports or formats easy, without requiring an external report writer. Report Center provides insight into contact center operations, allowing for better operational monitoring, more effective decision-making, and the ability to proactively spot patterns and respond—before they become problems.

Broadcast Center offers a fully integrated interface for defining rules-based streaming statistics for

	<p>wallboards as well as "ticker-tape" views for the agent desktop or external plasma displays. Managers can configure rules-based thresholds for wallboard as well as broadcaster views, to alert agents visually of changes in the operational conditions of the contact center.</p>
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