

Request for Proposal

Cisco Unified Communications System, Managed Services & Support

1. Summary

The Vermont Energy Investment Corporation (VEIC), a non-profit corporation, requests proposals for Managed Services and Support for our existing Cisco Unified Communications (UC) System.

Responses to this RFP (including attachments) must be delivered electronically to VEIC by **5:00 p.m. EDT on Tuesday, November 29th, 2016**. Responses submitted after 5:00 p.m. EDT will not be accepted. Responses must be submitted electronically via e-mail to Jules Fishelman (jfishelman@veic.org) with **RFP Submittal for Cisco Unified Communications Managed Services & Support** in the subject line.

2. Vermont Energy Investment Corporation

VEIC is a mission-driven non-profit organization dedicated to reducing the economic and environmental costs of energy use. Founded in 1986, VEIC is nationally and internationally recognized for advancing energy efficiency, energy conservation, and renewable energy programs and projects across the United States, Canada, Europe, and Asia. VEIC employs more than 350 professionals and is headquartered in Burlington, Vermont, with offices in Washington, DC, and Ohio. Further information about VEIC can be found on our website: <http://www.veic.org>.

3. Background

VEIC currently maintains a PRIMARY and BACKUP Cisco Unified Communications (UC) environment that consists of Cisco Unified Communications Manager (CUCM) for call processing, and Cisco Unity Connection (CUC) for voicemail. VEIC maintains a single PRIMARY instance of Cisco Contact Center Express (UCCX) for the Contact Center agents, and Calabrio Advanced Quality Manager (AQM) for call recording. VEIC currently owns but has not deployed Cisco Presence (CUP) and Cisco Emergency Responder (CER) for E-911 capabilities.

VEIC's Contact Center responds to approximately 2000 contacts per month. There are currently 15 contact center agent licenses across with agents located in all of our 3 regional offices. While volume per agent is low, VEIC's skilled contact center staff answer highly technical questions with call lengths ranging from 5 minutes up to an hour.

VEIC's Contact Center leverages Cisco systems and specialized tools to including the following:

- 13 incoming toll free numbers with dedicated queues and agents assigned via skills based routing
- On screen notifications (screen pops) built within Cisco Agent Desktop (CAD) which leverages data from data collected by a series of VEIC's custom developed applications including KITT.
- Call Tracker: VEIC owned custom built application integrated with CAD to assist in call wrap up data collection
- E-mail queueing in Microsoft Exchange with integrated templates
- Calabrio Advanced Quality Manager (AQM)
- Live Person for web chat
- Specialized emergency closure and holiday scripting
- Custom SQL Server Reporting Services reporting leveraging data from Call Tracker

In addition to Cisco's UC system, VEIC staff use the following systems internally to support UC needs:

- Skype for Business Online (SFBO) for presence and collaboration
- Lifesize video conferencing and Lifesize video recording for room based collaboration

VEIC's Contact Center is currently planning on migrating from CAD to Cisco Finesse and is considering the redevelopment or retirement of our Call Tracker application in Q2 of 2017.

VEIC is also investigating an expansion of its use of Cisco's Softphone for remote users.

4. RFP Objectives

The main objectives of this RFP are to select an experienced vendor with the skills and experience needed to:

- Provide fully Managed Services covering the operations of VEIC's Contact Center and Cisco UCCX system
- Monitor and support including updates and patches for VEIC's entire Cisco UC environment
- Monitor and support VEIC's use of Calabrio's Advanced Quality Manager
- Partner with VEIC's IT Team to provide as needed training and guidance to VEIC's IT Staff so that they can effectively perform basic tasks (moves, adds and changes) within VEIC's Cisco UC environment. This does not include basic tasks in Cisco UCCX system.
- Regularly review with VEIC's IT Team, the health of our entire Cisco UC environment
- Partner with VEIC's IT and Customer Support teams to provide regular reviews of Cisco UC environment roadmap and guidance in the development of VEIC's UC strategies.

5. Scope of VEIC's Cisco Unified Communications Managed Services & Support RFP

VEIC seeks an experienced, qualified vendor to provide Managed Services and Support for our Cisco UC System. VEIC will expect to evaluate vendor's capabilities and pricing scenarios:

The vendor shall provide the following required services:

- Managed services for VEIC's Cisco UCCX system, including "Moves, adds and changes" impacting Contact Center agents, queue and scripts.
- Monitoring and support services for VEIC's entire Cisco UC environment
- Patching and updates to VEIC's Cisco UC environment
- As needed training to VEIC's IT Team and Customer Support Teams to support VEIC managed functions including user add moves and changes and development of contact center reporting.
- Hold regular reviews with VEIC's IT team to examine the health of VEIC's Cisco UC environment
- assist, as needed, with the generation of Contact Center activity reporting
- Review the Cisco roadmap and provide VEIC's IT Team with information about Cisco's UC platform.
- Hold periodic meetings with VEIC's IT team to assist in the development of strategic road maps for VEIC's full UC environment including Video, Voice, Chat, and other integrated technologies, including non-Cisco technologies and IaaS models.
- Hold periodic meetings with VEIC's IT and Customer Support teams to design and implement strategies that enhance Cisco UC environment to address technology issues that impact VEIC's Contact Center operations including improved multichannel customer experience

The vendor shall provide the following **as needed services**:

- Requirements analysis, system design, solution development and implementation for major changes or enhancements to VEIC's Cisco UC environment

6. VEIC's Current Environment

Locations

- Williston, Vermont: VEIC's primary data center is located in Williston Vermont. It is where our BACKUP Cisco Unified Communications (UC) environment is located
- Burlington, Vermont: VEIC's disaster recovery data center is located in Burlington Vermont. It is where our PRIMARY PRI for local dial tone and our PRIMARY Cisco Unified Communications (UC) environment is located. The site has a Cisco 2901 Router for localized call control if CUCM is unavailable.
- Columbus, Ohio: VEIC has a small satellite office (20 Users) located in Columbus Ohio. The site has a Cisco 2911 Router for localized call control if CUCM is unavailable and a PRI for local dial tone.
- Washington, DC: VEIC has a midsized satellite office (60 Users) located in Washington, DC. The site has a Cisco 2911 Router for localized call control if CUCM is unavailable and a PRI for local dial tone.

In Scope-Infrastructure

- Primary and backup Cisco Unified Communications Manager (CUCM v10.5.2)
- Primary and backup Cisco Unity Connection (CUC v10.5.2)
- Primary and backup Cisco Emergency Responder (CER v10.5)
- Primary Cisco Contact Center Express (UCCX v10.5.2)
- Primary Calabrio Advanced Quality Manager (CCX v8.5)
- Primary Cisco Presence Server (CUP v10.X)
- Cisco 8961 Phones
- Cisco 7937 UC Conference Stations

- Cisco 6921 Phones
- 370 Total Users
- 1 Softphone Users

Out of Scope Infrastructure

- Cisco Series 2900 routers for localized call control and PRI termination.
- WAN Hub topology leveraging point to point links and Cisco 2900 and 4000 routers.
- Cisco 3750 switching with QoS for voice and video configured.

Contact Center

- 15 Contact Center agents
- 13 specialized queues
- Approximately 2000 incoming calls per month
- Calabrio Advanced Quality Manager (AQM) for call recording
- Call Tracker for recording wrap up details for calls, email and live chat
- On screen notifications in Cisco Agent Desktop (CAD)
- Live Person for web chat

Business Critical Contact Center Reporting including:

- Key service quality and reliability metrics which includes:
 - Average speed to answer
 - Percentage of calls handled
 - Abandonment rate
- Agent Performance which includes:
 - Average Length of call
 - Average ready/not-ready time
 - Reason code summary time
- Contact center volume based on type of inquiry and method of contact
- Overall queue performance data for inbound and outbound calls

7. Proposal Requirements

The proposal must including the following elements:

Information about the vendor's experience in the following areas:

- Experience in the voice and collaboration space and collaborating in the development of strategic plans with businesses
- Experience designing and supporting businesses using a hybrid environment mixing on premise and cloud solutions
- Working with and developing solutions which use Cisco's UC systems
- Working with and developing solutions which integrate Cisco's UC systems and other on premise/could offerings such as Microsoft Skype for Business Online (SFBO)

Detailed information about the vendor support model including:

- Standard SLAs for services required within this RFP including information about response times, resolution times, and communication standards.
- List of services and process descriptions covered when providing managed services for UCCX.
- List of services included covered when providing monitoring services and support for VEIC Cisco UC environment, including core switching devices
- List of services not included within managed, support, or monitoring service offerings which would require additional expense/professional services.

Information about vendor's service staffing levels including:

- Hours of operation for support center
- Volume of tickets handled by support personnel (per staff person)
- Number of support personnel per shift

Information about the vendor's monitoring tools and incident response capabilities including:

- Examples of monitoring and alerting systems including descriptions of alert management process
- Details on issue resolution workflow for systemic alerts
- Details on issue resolution workflows for VEIC submitted tickets, including both "normal" and "high" priority tickets.
- Information about customer facing tools, portals or electronic systems used to provide visibility to resolved and issue progress issues.

Details about the vendor's qualifications

The proposal must outline the credentials and experience of the members of the team who would be designated to perform the required services. Should the respondent have a very large team, the credentials and experience of a representative sample of team members would be acceptable. Please include the number and types of Cisco certified professionals and their likely roles in working with VEIC

Of specific interest is the vendor's experience with the following areas:

- Contact Center best practices
- Unified Communications, including voice/video/presence expertise
- Cisco UC and Microsoft Skype for Business integration

Details on vendor pricing

The proposal must include pricing costs to purchase the required services described in section 5 of this RFP (Scope of VEIC's Cisco Unified Communications Managed Services & Support RFP). VEIC requests options for purchasing 1 or 3 years of service

The proposal must include pricing costs to purchase the services described in section 5 of this RFP

Vendor references

The proposal must include three to five references that have used the vendor's managed and professional services. Include a contract name, address, and a contact phone number for each reference.

Example MSA and Standard Contracts

The vendor is required to provide sample MSA agreements and/or contracts for VEIC's review.

8. RFP Schedule

RFP Phase	Finish By Date
RFP issued	11/1/2016
Questions due	11/15/2016 5 pm EST
Answers to declared respondents	11/18/2016
RFPs due	11/29/2016
Final candidate selection	12/5/2016
Finalist interviews	12/12/2016 thru 12/16/2016
Winner selection	12/21/2016

This schedule of phases is subject to change and shall not be binding.

9. Questions

Individual questions regarding this RFP will be responded to only as follows: questions regarding requirements and scope of work will be received up to **5 p.m. EDT Tuesday November 15th, 2016** via email only at jfishelman@veic.org, and the questions and answers will be posted on the VEIC website (www.veic.org) no later than **5:00 p.m., Friday November 18th, 2016**. Questions submitted after **5 p.m. Tuesday, November 15th, 2016** will not be responded to.

VEIC reserves the right not to answer specific questions during this RFP process.

10. Evaluation of Proposals

Proposals are due by **5:00 p.m. EDT on Tuesday, November 29th, 2016**. Proposal selection will be qualifications-based. Proposals will be evaluated on the following criteria:

1. Demonstrated experience and expertise in similar efforts (30 points)
2. Service model and support model (30 points)

3. Pricing model (30 points)
4. References reviews (10 points)

VEIC reserves the right to evaluate proposals on criteria not listed above.

11. Vendor Interviews

VEIC will conduct interviews with final candidate(s) between **Tuesday, December 12th, 2016** and **Friday, December 16th, 2016**.

12. Contract Award

VEIC may award a contract based solely on the response to this RFP, or it may award a contract on the basis of discussion or negotiations with one or more bidders or requests for best and final offers. VEIC may request additional data or material prior to making a contract award.

VEIC anticipates selecting a proposal by **December 21st, 2016**. VEIC intends to negotiate contract terms with the most qualified vendor. If unsuccessful, VEIC intends to then negotiate with the next most qualified vendor, until reaching satisfactory contractual arrangements.

This RFP does not commit VEIC to award a contract or to pay any costs incurred in the preparation or submission of proposals. VEIC reserves the right to reject any or all proposals and discontinue this RFP process without obligation or liability to any potential Vendor; to award all or part of the items referenced within the RFP; to accept other than the lowest priced offer; to negotiate with any qualified bidder; and to award more than one contract, if any of these actions is deemed by VEIC in its sole discretion to be in VEIC's best interest.