

## Y15-109SS

Orange County, Florida is interested in purchasing an interactive Voice Response solution which is engineer to interface with Kronos Workforce Telestaff V4. To date, research within the industry has indicated to the County that the Aspect/Voxeo provided by Aspect Software Inc is the only program that fulfils this requirement.

Minimum Specifications on the equipment features and capabilities are listed below:

### A. Operational Functions

1. Premise-based IVR and speech software platform that allows inbound and outbound IVR, advanced routing, call conferencing and call recording
2. SIP-based VoiceXML using CCXML
3. Able to run on Linux server with Red Hat OS
4. SIP telephony interface to Avaya Communication Manager 6.3 preferred. PRI/ Line Side T1 or Analog lines acceptable.
5. Should be scalable
6. PCI Level 1 compliance required
7. 100% uptime guarantee required
8. 24x7x365 Support

### B. License Requirements

Licenses shall be based on the number of IVR ports.

### C. Application Interfaces

It is required that the System interface with the County's Workforce TeleStaff 4.2x software.

1. The System and Workforce TeleStaff need to update and transfer telephony data.
2. The fields to transfer include but are not limited to: (completed call, answered call, hangups, etc).

1. SERVICE, SUPPORT AND MAINTENANCE REQUIREMENTS

Software support shall be effective and billable no sooner than the County's final system acceptance, as defined herein. During the warranty or maintenance period covering software and services, Consultant shall, at a minimum:

- A. Provide technical support services 24x7x365;
- B. Maintain a toll free contact phone number at which Consultant shall accept emergency calls, as well as e-mail points of contact so that County can report problems with the Software;
- C. Initiate corrective action to resolve all problems within a minimum of the time period set forth herein; all problems include, but are not limited to, material and/or frequent errors or defects as described below;
- D. Initiate a response by telephone to the County within one (1) hour of the time recorded on the initial request for service by County of a Critical Problem;
- E. Initiate a response by telephone or e-mail to the County within four (4) business hours of the time recorded on the initial request for service by County of a Non-Critical Problem;
- F. Correct a Critical Problem within four (4) hours of initial request for service. If correction cannot be made within four (4) hours, Consultant shall, prior to the expiration of the four (4) hour period, submit to the County a satisfactory plan to correct the Critical Problem, at no cost to the County, and correct the Critical Problem to the satisfaction of the County within the time period agreed upon in the plan. If Consultant fails to correct the Critical Problem, County shall have the right, at its option, to give notice of default to Consultant and proceed under all provisions related to termination for default under the contract between the Consultant and the County;
- G. For the duration of the Contract and Maintenance Agreements the Consultant shall provide database tuning, monitoring, patches, diagnosis, backup, recovery, installation of new Releases (version upgrades), annual updates, telephonic support, and updates if required. Consultant works directly with the County on application modifications, diagnosis, recovery, customization, configuration and how-to questions.

To the extent the Consultant has the legal right to do so, the Consultant shall assign or pass through to the County or otherwise make available for the benefit of the County, any manufacturer's or supplier's warranty applicable to any third-party software, hardware or equipment provided by the Consultant under the Scope of Service.

Any vendor meeting the County's requirements is invited to contact Maria Alvarez by phone at (407) 836-5636 or by email at [maria.alvarez@ocfl.net](mailto:maria.alvarez@ocfl.net). This information will be available for review until **5:00 PM, May 29, 2015**.