



## Resolution Report

Avaya one-X Agent  
HP/CoSD-156

Hewlett Packard  
Enterprise

**Date:** March 18, 2016

### **Summary**

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor" and hereinafter collectively referred to as "the Parties") originally dated January 24, 2006 and restated on June 24, 2015 ("the Agreement"), agreement is reached on the Effective Date shown below.

### **Issue or Problem:**

The County operates multiple call centers providing critical health, safety, and social services to the public. These call centers are located at multiple county facilities connected to multiple different telephone core servers. The County requires flexible voice services options for call center staff to optimize efficiency and maintain business continuity.

### **Resolution:**

1) Deployment of the Avaya one-X Agent (IP softphone for contact center agents) for the following scenarios:

○ **Telecommuter:**

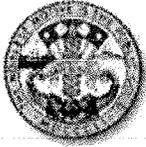
In support of the County's Government without Walls (GWOW) initiative, provide options to enable call center agents to function as teleworkers on a part time or full time basis. Allow call center staff the ability to perform remote testing afterhours when system changes are being performed.

○ **Remote Worker, County Site:**

County programs, such as IHSS Public Authority have staff located at multiple county facilities. There is a business requirement to share call center duties between all of these staff members. These requirements include the ability to log into the Call Center ACD queues regardless of the telephone core servers at the remote site or the Call Center.

○ **Temporary Relocation:**

The County has a large number of sites throughout the county. Facilities are constantly being renovated, upgraded, or reconfigured for changing business



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requirements. The County requires the ability to relocate call center staff without interruption to services, when required by facility changes.

o **Call Center Overflow:**

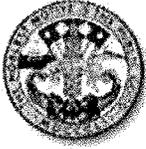
Call Center staffing requirements can be very dynamic. The County requires the ability to increase staffing for call center operations during times of unusually high demand. The County will allocate additional call center staff from other call center operations, family resource centers, or other sites to cover overflow calls.

o **Business Continuity:**

Continuity of Operations Planning and Disaster Operations is critical to County call centers that deal with health and safety of children and adult clients. The County must be able to continue call center operations in the event that a call center site becomes unavailable. The ability to operate from alternate sites and by telecommuting is required for business continuity during an emergency

- 2) This service will be funded through two new Resource Unit:
  - a) Avaya one-X Agent License – this one time RU Fee, in the amount of \$461.50, will fund the initial purchase of the Avaya one-X Agent License. Upon activation, each individual user will be charged this one-time fee to have access to this functionality;
  - b) Avaya one-X Agent Support – this recurring monthly RU Fee, in the amount of \$7.80, will fund the ongoing maintenance and support of the service.
- 3) Schedule 16.1-5 is hereby amended to add the two new Avaya one-X Agent Resource Unit Fees, as shown in Attachment 1 to the this PRR.
- 4) Schedule 16.1-6 is hereby amended to add the two new Avaya one-X Agent Resource Unit Fees, as shown in Attachment 2 to the this PRR.
- 5) Section 4.6 of Schedule 4.3 – Operational Services of the Agreement is amended as per Attachment 3 to this PRR.

\*\*\*\*\*  
 The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



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Enterprise**

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

**HP ENTERPRISE SERVICES, LLC**

By: *John M. Pellegrino*

By: *Cathy Varner*

Name: John M. Pellegrino

Name: Cathy Varner

Title: Director Department of Purchasing  
and Contracting

Title: Director, SLED

Date: \_\_\_\_\_

Date: March 18, 2016

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Exhibit 16.1-5

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
one-X Agent Support	Network Services - IVS	User	Fixed monthly fee per unit	\$7.80	900	\$7,020.00	N/A	\$8.45	\$8.13	\$7.48	\$7.15	Cumulative	N/A
one-X Agent License	Network Services - IVS	License	Per License	\$461.50	900	\$415,350.00	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A

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 Exhibit 16.1-6

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Component Fee
one-X Agent Support	IVS Services	Active Account	Fixed monthly fee per unit		\$7.80	
				Hardware		
				Hardware maintenance		
				Software		
				Software maintenance		\$6.32
				IMAR, Billing, Training		\$1.48
				Circuits		

**PRR 156 – Avaya one-X Agent – Attachment 3**

5.6.4 Voice Services Requirements, Roles and Responsibilities

The following table identifies the Plan Build and Operate requirements, roles and responsibilities associated with Voice Services.

<b>Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities</b>		
<b>Plan Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Produce and submit recommendations for Voice Services solutions that best meets County business requirements	X	
2. Review and approve recommended Voice Services solutions that best meet County business requirements		X
3. Produce and submit operational plans for Voice Services capacity and performance management	X	
4. Review and approve operational plans for Voice Services capacity and performance policies and procedures		X
5. Produce and submit recommendations for Voice Services architecture	X	
6. Review and approve recommendations for Voice Services architecture		X
7. Produce and submit Voice Services refresh plan on a yearly basis	X	
8. Review and approve Voice Services refresh plan on a yearly basis		X
9. Produce and submit recommendations for Voice Services migration to current technology	X	
10. Review and approve recommendations for Voice Services migration to current technology		X
11. Produce and submit operational policies and procedures for management and support of Voice Services	X	
12. Review and approve operational policies and procedures for management and support of Voice Services		X
<b>Build Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
13. Design, test and implement approved Voice Services solutions that best meet County business requirements	X	
14. Provide least cost routing (LCR) analysis and PBX technology that provides LCR (e.g. "tail end-hop off" LCR methodology)	X	
15. Implement approved operational plans for Voice Services capacity and performance management	X	
16. Design, test and implement Voice Services architecture		X

<b>Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities</b>		
17. Deploy, manage, communicate and report on activities related to Voice Services refresh	X	
18. Review and approve Voice refresh report		X
19. Design, test and implement Voice Services migration to current technology	X	
20. Implement approved operational policies and procedures for management and support of Voice Services	X	
<b>Operate Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
21. Provide support, including Break-Fix, for all Voice Services assets	X	
22. Perform bandwidth management for Voice Services	X	
23. Support Voice Services refresh	X	
24. Support Voice network optimization and traffic engineering	X	
25. Provide competitive and economically favorable local and long distance rates	X	
26. Manage end-to-end internal and external phone connectivity including hardware and/or peripherals	X	
27. Manage the PBX systems to selectively eliminate central office caller ID call blocking, according to the authorized County personnel	X	
28. Manage PBX systems for class of service according to the authorized County key personnel	X	
29. Manage the PBX systems to provide least-cost routing and tail end hop off for outbound calls	X	
30. Manage interfaces between PBX network and public carriers	X	
31. Manage and support Interactive Voice Services	X	
32. Provide emergency 911 services to County phones	X	
33. Provide adaptive voice telecommunications services and equipment as required by laws affecting the support of the disabled	X	
34. Manage and maintain private dial plan. An integrated numbering plan consistent with the County's current dialing capabilities will be provided.	X	
35. Provide local and long distance voice services	X	
36. Support and manage long distance telephone calling	X	
37. Provide local and long distance usage monitoring and reporting	X	
38. Provide and support analog jacks for equipment such as modems, fax machines, or phones	X	
39. Provide Voicemail services	X	
40. Manage Voicemail security PBXs, voicemail systems, and other Voice Services assets	X	
41. Provide Voicemail usage monitoring and reporting	X	
42. Provide Voicemail storage capacity management	X	

**Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities**

43. Provide Voicemail retention management per County requirements and external regulations	X	
44. Perform Voicemail mailbox IMARs	X	
45. Maintain Voicemail mailboxes configurations by End-user	X	
46. Provide new Voicemail End-user training materials	X	
47. Provide access to voice messages through County's email system.	X	
48. Provide directory services to the public through a mix of automated and live operators in order to meet call requirements	X	
49. Provide a secure and searchable online directory service with real time updates (e.g., global directory facility-GDF)	X	
50. Provide 4-1-1 operator services for the County which includes a directory of employees, employee locations, departments and telephone numbers	X	
51. Maintain a directory of County services for 4-1-1 operator services	X	
52. Provide 4-1-1 operator services for employee and public inquiries	X	
53. Update annually telephone numbers with SBC or successor Government pages	X	
54. Maintain and update an employee directory website with data from County Systems	X	
55. Maintain business process, systems, and information for phone book and directory assistance in accordance with County approved system design and business processes	X	
56. Provide teleconferencing services	X	
57. Provide on-demand and prescheduled teleconferences	X	
58. Provide proactive and reactive Voice Services fraud and security management and reporting	X	
59. Monitor and record all data, such as call rating tables, call usage detail and Move, Add, and Remove orders, generate cost allocation reports for local and long distance usage as well as completed Move, Add and Remove orders	X	
60. Provide itemized call detail records, including length of each call by telephone number and charge	X	
61. Provide, maintain and support toll-free (on-net) calls between all County Locations	X	
62. Provide Casual Use Calling including collect calls, person-to-person calls, person-to-person collect calls, remote calls, operator assistance calls, 3rd party calls, dial one calls, dedicated calls and other miscellaneous calls	X	
63. Provide Conference Bridge Calls for calls placed to an audio and Web document sharing conference services that allow multiple people participation and is controlled by a unique access code.	X	
64. Deploy and maintain a Session Initiation Protocol (SIP) infrastructure to eliminate time based Toll and Long Distance charges	X	
65. Provide Directory Assistance Calls for calls placed to obtain a listed telephone directory number	X	

**Voice Service: Plan, Build and Operate Requirements, Roles and Responsibilities**

66. Provide Pay Phones located at County facilities for the public's convenience, which are required by statute.	X	
67. Deploy and Maintain IP Softphone capability for Call Center Agents	X	