# ATTACHMENT C

PREPARED FOR:

City of Columbus, Ohio

PREPARED BY:

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PROJECT TITLE:

Division of Power Responder Outage Verification IVR

DATE:

August 29, 2018                    Version-3

ConvergeOne

# Contents

## REQUIREMENTS OVERVIEW

The intent of this proposal is to define the scope of the services ConvergeOne will provide City of Columbus, Ohio to implement the Genesys solutions as per the pricing schedule provided in the associated Solution Quote Report.

This Scope of Work ("SOW") is subject to the terms and conditions of the Master Agreement between ConvergeOne ("C1") and City of Columbus, Ohio ("CLIENT"). The offer of this SOW is effective on August 29, 2018 and expires ninety (90) days from the last revision date of this document.

Actual date of installation depends upon CLIENT's acceptance of this SOW.  To accomplish these objectives, ConvergeOne will provide resources for Engineering, Implementation Consultation, Training and Project Management to administer the functions and responsibilities of ConvergeOne Professional Services.   ConvergeOne will communicate with CLIENT's Project Manager, the appointed Point of Contact for CLIENT on this project.  He/She will be responsible for all communications and project management among all CLIENT parties (staff, vendors, consultants) and for the escalation and resolution of any issues for CLIENT.

This SOW is intended to provide deliverable goals and system functionality for CLIENT.  A significant portion of this project is dependent upon the joint design and team commitment between ConvergeOne and CLIENT.  CLIENT should expect professionalism and commitment from the ConvergeOne team.

## SCOPE OF PROJECT

### ConvergeOne PROPOSED SOLUTION AND DESIGN OVERVIEW

ConvergeOne is proposing the expansion of the City of Columbus's current PureConnect solution from Genesys. The proposed solution has been developed to meet the requirements of the City of Columbus Division of Power for the integration to the existing Responder and CUBS systems to provide the Outage Verification IVR and Restoration Notification Dialer on the Genesys PureConnect CIC system. Pricing includes ConvergeOne (C1) provided professional services to design, implement and test as described below. Initial implementation and testing will be completed on the City of Columbus's development CIC system and then promoted to the production CIC system.

The requirements and design of this solution has been developed with the City of Columbus over the course of multiple discovery sessions and design review. The requirements and deliverables as defined below are the columniation of these meeting and reflect all parties understanding and requirements.

ConvergeOne Responsibilities:

- Provided overall project management

- Provide the technical resources to design, implement and test as defined below

CLIENT Responsibilities:

- Provided overall City of Columbus project management

- Provide technical expertise of the Responder and CUBS systems as needed

- Provide C1 with access to the Responder and CUBS systems as needed to facilitate the integration and testing as required for this project

- Test application and acceptance prior to go-live

### APPLICATION DETAIL

**Custom Integration:**

C1 will develop the SOAP calls required to integrate with City of Columbus Division of Power's Responder system as defined below.

City of Columbus will be responsible for developing the Oracle stored procedure required to query the CUBS system as defined below.

**Inbound Outage Verification IVR:**

C1 will design, implement and test the Inbound Outage Verification IVR application as defined below:

(1) - Incoming call is answered by the IVR - Greeting

(2) - Are you calling from the phone number associated with your account?
      IVR will speak back the phone number received to caller for verification
        YES – IVR uses the number to call stored procedure
        NO – Prompt Caller to enter the phone number associated with their account
      IVR verifies correct number format, then IVR uses the number to call stored procedure
        (Will only use a phone number for our stored procedure)
      If multiple accounts are returned based on phone number, transfer caller directly to dispatch

(3) - The IVR will call a new Oracle stored procedure (CUBS), which will return a Boolean indicating whether the power was cut off due to nonpayment, and data to connect to Responder.
        If an error is returned ask for different phone number.
        If an error is returned a second time transfer to Agent

(4) - If the outage is due to nonpayment – play a message and transfer to Agent

(5) - If the outage is not due to nonpayment, make a series of SOAP calls to Responder:
       Is Responder up? If not transfer to Agent
       If Responder is up, get outage information

(6) - If there is an outage, speak the outage info, including time to restoration

(7) - Ask caller if they want a callback to notify them that power is restored
      NO – Acknowledgement message and disconnect
          Tell Responder via SOAP ODEventNotification including the indicated callback status
      YES – Acknowledgement message and disconnect
          Tell Responder via SOAP ODEventNotification including the indicated callback status

(8) - If there is not an outage reported by Responder, ask the caller if they want to report one.
      NO – Acknowledgement message and disconnect
          Tell Responder via SOAP ODEventNotification including the indicated callback status
      YES – Acknowledgement message and disconnect
          Tell Responder via SOAP ODEventNotification including the outage and the indicated callback status

**Outbound Incident Closure with Notification Dialer:**

C1 will design, implement and test the Outbound Inceident Closure with Notification Dialer application as defined below.

(1) Responder sends a CallBackListNotifiction to Agentless Dialer campaign

(2) Dialer runs through call back campaign to notify Customers that power has been restored to their area and asks for confirmation that power has been restored

      If Yes, Acknowledgement message and disconnect

      If No, Ask caller if they want a callback

            NO – Acknowledgement message and disconnect

            YES – Acknowledgement message and disconnect

                  Tell Responder via SOAP ODEventNotification i including the outage and the indicated callback status

## ASSUMPTIONS

Existing 24-ports of Nuance Vocalizer Text to Speech can support the additional TTS requirements of speaking back the Customers telephone number.

City of Columbus will provide the IIS Web Server required for the SOAP calls.

This will be a cooperative development between ConvergeOne, City of Columbus and Schneider Electric (Responder) in order to develop the integration between systems.

City of Columbus will be responsible for any software, hardware and or professional services needed for the Responder system integration.

All C1 professional services will be provided remotely during normal business hours of 8:00am to 5:00pm Eastern Time, Monday thru Friday.

## IIS WEB SERVER REQUIREMENTS:

City of Columbus is responsible for providing Web Server to host the ConvergeOne developed middleware that will provide the communications between the Genesys PureConnect system and the Schneider Electric Responder system.
The specifications for the IIS Server should follow the requirements as defined by Microsoft.
https://www.iis.net/

## PROPOSED SOLUTION OVERVIEW DIAGRAM
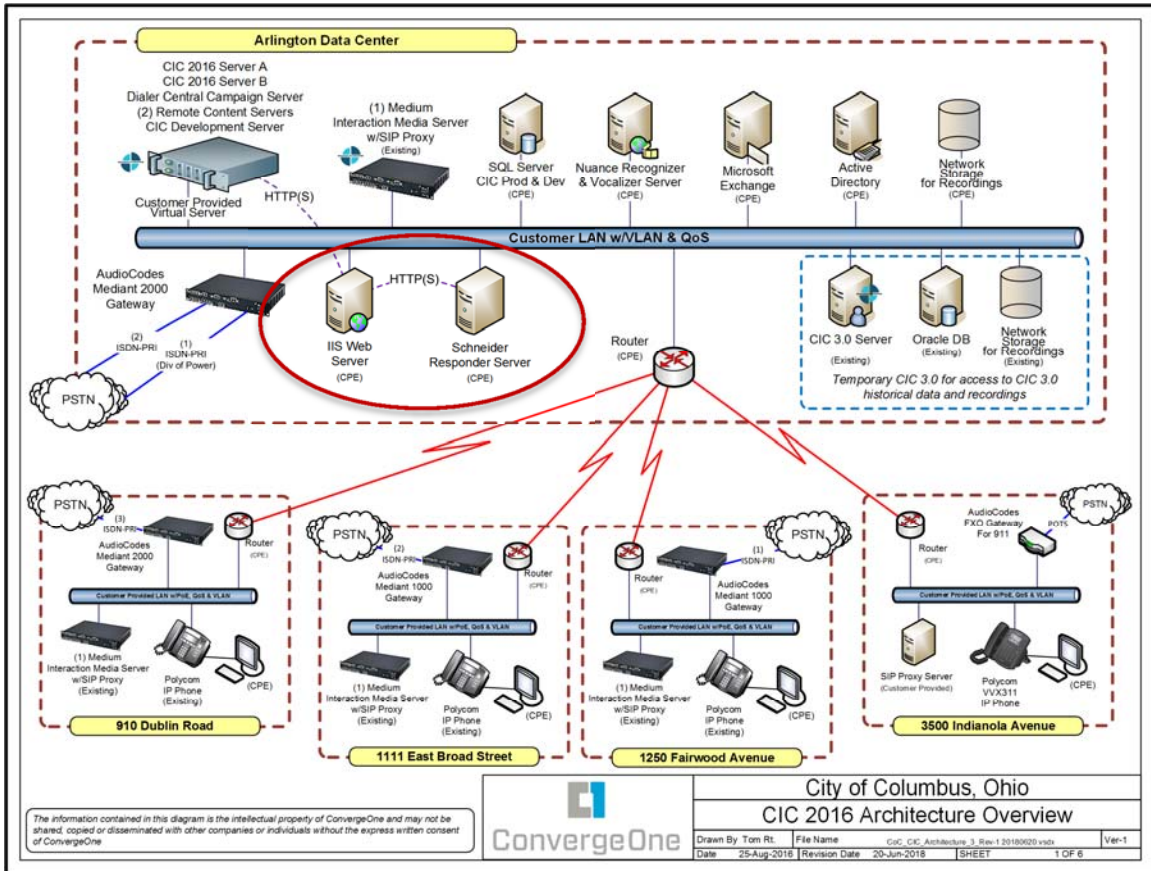


## PROJECT TIME FRAME

The actual project time frame and project plan will be jointly developed by ConvergeOne and CLIENT during the initial planning phase of this project. ConvergeOne and CLIENT will mutually agree upon the project time frame and will define that time frame in the project plan. Should this project extend beyond the agreed upon time frame due to CLIENTS request or delays due to the CLIENT, ConvergeOne reserves the right to re-evaluate the pricing and re-scope the remaining project as needed.

## TRAVEL EXPENSES

Travel expenses are not included in this proposal. ConvergeOne does not anticipate the need for C1 resources to travel to City of Columbus to accomplish the requirements of this project.

## CLIENT REQUIREMENTS

### OPERATIONAL REQUIREMENTS:

- CLIENT will provide a main point contact throughout entire project life cycle.

- CLIENT will provide necessary access to the installation areas including the removal of furniture or other structures obstructing the installation areas if required. Removing or relocating existing client services by ConvergeOne is not within the scope of this Agreement.

- CLIENT will provide all required cabling, cross-connect materials, conduits, cable management, and installation of these materials. ConvergeOne will make every attempt to provide neat wiring bundles using wire ties for installed servers and components. If additional cable management materials or hardware are desired, CLIENT may engage ConvergeOne to provide these materials and services; additional fees may apply. If CLIENT provides the cable management infrastructure at the time of hardware installation, ConvergeOne will route wiring through the provided conduit whenever possible.

### TECHNICAL REQUIREMENTS:

- CLIENT should refer Genesys Test Labs web site for a current listing of supported software and hardware for all "client provided" or "client to provide" software and hardware, including workstation OS. Test Labs website: http://testlab.inin.com/

- CLIENT is responsible for providing and installing any virus protection software, setup exclusions as required by Genesys, and scan the server for viruses per Customer's schedule and method. It is not recommended by Genesys that the PureConnect server host a virus scanning software but can be a client of such.

- CLIENT will see that all database, email, and required application servers are available and on-line for access in a normal operating manner prior to the beginning of the PureConnect implementation. CLIENT will provide mail client and other similar software for all servers required for operation of the PureConnect platform.

- CLIENT will see that the Servers, Operating Systems, LAN/WAN connectivity will be operational and access made available at the beginning of the project. ConvergeOne can provide CLIENT with audit review and consulting services related to the proper Server Operating Systems and hardware, etc., to be used for this system. Additional fees may apply.

- CLIENT will provide a LAN environment that is 100/1000 base-T Ethernet configured for the TCP/IP protocol. The LAN environment must be able to support the desired QOS standards required for IP Voice.

- CLIENT will be responsible for keeping regular back-ups of the system. ConvergeOne strongly encourages CLIENT to have two or more reliable backups of everything on CLIENT's system.

- CLIENT will provide an adequate work/test environment for ConvergeOne consultants, including workspace, network and Internet connectivity and telephone. The location for the work/test environment is typically located in close proximity to where the PureConnect solution servers will be installed.

- CLIENT will provide the rack space, network connections, cable management hardware if desired, connection hardware and cabling, required power access, a KVM, and a suitable environment for the servers.

## IMPLEMENTATION ASSUMPTIONS & RESPONSIBILITIES:

- All ConvergeOne professional services will be delivered remotely during normal business hours of 8:00am to 5:00pm EST, Monday thru Friday. With the exception of service effecting task, these task will be provided during off-peak hours as agreed upon by ConvergeOne and CLIENT

- CLIENT will ensure that the installation of or changes to their network or dial circuits is complete.

- Engineering or configuration changes made by CLIENT after project initiation may affect the agreed-upon project schedule and will require a project review to determine impact and schedule requirements.

- ConvergeOne personnel will have unrestricted access to work areas as needed, to be arranged with the designated CLIENT contact.

- ConvergeOne is not responsible for the performance, quality, or delays caused by third-party vendors hired by CLIENT. Additional professional services may be required should on-site work be delayed based on third-party vendors.

## BILLING

The hardware and software required for this project will be billed at the beginning of the project before any work is performed. The project labor will be billed based on the billing terms of CLIENT's master service agreement.

## SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus, Ohio representative indicates acceptance of the terms and conditions of this Statement of Work by City of Columbus, Ohio.  A signature by an authorized ConvergeOne representative indicates ConvergeOne's acceptance to perform the defined work under the terms of this proposal. Signatures by authorized representatives of both parties constitute the agreement.

A "Project Deliverable Acceptance Form" will identify the deliverables in this Statement of Work and will be filed by City of Columbus, Ohio at the completion of the project.

**ConvergeOne, Inc.**
**Authorized Representative:**
_____

_____
Signature

_____
Printed Name

_____
Title

_____
Date

**City of Columbus, Ohio Authorized Representative:**

_____
Signature

_____
Printed Name

_____
Title

_____
Date

**City of Columbus, Ohio Primary Contact:**

_____
Printed Name

_____
Title

_____
Email Address

_____
Phone Number