

NOTICE TO OFFEROS

AFFILIATED AGENCIES

Orange County Transit District

Local Transportation Authority

Service Authority for Freeway Emergencies

Consolidated Transportation Service Agency

Congestion Management Agency

> Service Authority for Abandoned Vehicles

SUBJECT: Request for Proposals (RFP) 4-2140

"Genesys Cloud Voice Call Center Solution"

This letter shall serve as **Addendum No. 1** to the subject RFP issued by the Orange County Transportation Authority (OCTA). Offerors are reminded that the proposal submittal date is at or before **2:00 p.m.**, **April 25**, **2024**.

Proposers are advised of the following:

- 1. Section 1.7 of the Scope of Work has been revised to clarify where meetings are to be held, which is presented as Exhibit A, "Revised Scope of Work," attached to this Addendum No. 1.
- 2. The following questions were submitted by the deadline:

Question 1:

Since OCTA is still on PureConnect, are you looking to procure Genesys Cloud (GC) directly from Genesys?

Response 1:

See Revised Scope of Work, Section 2, Page 3 of 26, and Task 4, Page 20. This RFP is specifically to replace OCTA's existing on-premise PureConnect with Genesys Cloud/Genesys Cloud Voice and OCTA seeks a Consultant to provide the complete solution, including all Genesys Cloud and Genesys Cloud Voice subscriptions, licensing, design, build, training, and post-GoLive support for the term of the agreement.

Question 2:

Could you please help me with the following questions:

- a) Whether companies from Outside USA can apply for this? (like, from India or Canada)
- b) Whether we need to come over there for meetings?
- c) Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- d) Can we submit the proposals via email?

Response 2:

a) See Revised Scope of Work, Section 5.4. Consultant may use offshore resources where appropriate; however, the OCTA Information Systems Project Manager (PM) shall be aware and approve of the use of offshore resources. OCTA requires that Genesys Cloud services be provided to the nearest Amazon Web Services (AWS) region to OCTA's physical location in Orange County, California. Additionally, see Sections 5.4, 5.5, 5.6, and 5.7 for the language and time zone requirements.

- b) See Revised Scope of Work, Task 1. Meetings shall be held at OCTA's facility in Orange, California, but Consultant's team may attend the meeting online using an agreed upon virtual meeting tool such as Microsoft Teams, Zoom, WebEx, etc. OCTA's strong preference is for Microsoft Teams Meeting.
- c) See Response 2a and 2b.
- d) Per Section I, Instructions to Offerors, proposals must be submitted, electronically, through the following URL link: http://www.octa.net/Proposal Upload Link. OCTA will not accept hard copy proposals for this RFP.

Question 3:

In review of the RFP 4-2140 Genesys Cloud Voice Call Center Solution, would OCTA be open to other call center cloud solutions besides Genesys?

Response 3:

No.

Question 4:

Our firm will be responding to this RFP however we noticed that this RFP is only requesting pricing for Professional Services to implement the solution and ongoing support. In order to operate a Genesys Cloud instance however you will need to procure Genesys Cloud subscriptions and I do not see any request on this RFP for those subscriptions. Will OCTA be issuing another RFP for those subscriptions or how does OCTA plan on procuring those subscriptions?

Response 4:

See Response 1.

Question 5:

Please clarify if this RFP requires offeror to provide Genesys Cloud licenses.

Response 5:

See Response 1.

Question 6:

Section 5.7 - Please clarify if the 7:00 am to 6:00 pm (Pacific Time) is applicable to Offeror's support staff only or also to the PM.

Response 6:

The PM shall be available on a Pacific Time schedule. Specific hours of availability for the assigned PM will be discussed at the Kick-Off meeting.

Question 7:

What is the current PureConnect license type being used, i.e. CC1, CC2, CC3?

Response 7:

CC1, however, please carefully read **all** of the Scope of Work to ensure your proposal meets the project requirements, including the changes OCTA desires to our current PureConnect features.

Question 8:

Is the offeror expected to perform call flow modifications?

Response 8:

See Revised Scope of Work Section 4 and Section 7 – Tasks 4, 6, 7 and 8. Carefully read **all** of the Scope of Work. The Consultant is required to provide **all** design and configuration to provide the complete solution. This includes call flows and modifications needed before, during, and after Go-Live to provide the agreed upon design and solution. Additionally, System Administration/Familiarization training is included in this agreement for OCTA's Telecommunications Administrators. After Final Acceptance sign-off, new call flow modifications that are not included in the Post-Deployment Support/Warranty, shall be made by OCTA Administrators or negotiated with the Consultant.

Question 9:

Will OCTA be procuring post go-live support separately via a separate RFP?

Response 9:

See Revised Scope of Work, Section 7, Task 8. Post Go-Live support for the term of the agreement shall be provided by the Consultant.

Question 10:

Scope of Work, Section 6: "Although the current Genesys PureConnect version has additional capabilities for Chat and other Media queues/agents, there is no interest at this time to expand the basic call center functionality."

Does this mean voice only or do you want all current features included in the new proposal?

Response 10:

Currently, as stated, OCTA's call centers are only using voice and we are not interested in paying an additional cost for Chat or other media services. However, OCTA does not want features that are included as standard in Genesys Cloud subscriptions disabled. Consultant may provide add-on "Options" items and pricing in their proposal as additional items if they believe subscriptions or features not described/included in the Scope of Work may result in a better overall solution for OCTA. However, OCTA may select not to add these, and optional items that are an additional cost should be listed separately, in order not to inflate Consultant's proposal items that will be compared to other proposals.

Question 11:

Scope of Work, Section 6.1: "Outbound call queues and Agentless Dialing are not currently configured, but inclusion of this is desired with the new platform."

What is the Approximate number of outbound campaigns desired?

Response 11:

Since this is something not currently in use by OCTA, this is unknown at this time, but OCTA will start with two (2) outbound campaigns. Consultant may include 'per campaign' pricing as add-on options for each additional outbound campaign above this.

Question 12:

Scope of Work, Section 6.2.14: "Agentless Dialing is a new feature OCTA is seeking to deploy with Genesys Cloud Voice. The system shall allow for automated campaign calls on a nightly basis during a scheduled 'window' that will leave a message when the call is answered by a live person or their voicemail reminding clients of their scheduled ride the following day. It is preferred but not required that the outbound campaign make up to three (3) attempts to reach the client or their voicemail. Historical reporting shall be list the calls made that campaign indicating whether the call was answered by a live person, by voicemail, or no answer was received. Provide information on the method(s) available to upload the list of numbers to be dialed each campaign."

Where is the dialing list coming from? Will this be a manual import performed by OC or is there a backend system we need to integrate with to get the dialer list?

Response 12:

As stated in the Revised Scope of Work, Section 6.2.14, "Provide information on the method(s) available to upload the list of numbers to be dialed each campaign." OCTA is seeking input on the methods to determine the best approach. Since the Outbound phone number list dialed will change nightly, an automated approach is desired. For purposes of this proposal, assume a .csv file will be provided for import rather than a 'live' interface. However, other methods may be explained and provided in the Consultant's proposal. Currently, the application providing the list is Trapeze.

Question 13:

How many Toll-Free Numbers (TFN) are currently in use to access the Call Menus?

Response 13:

Two (2) – one (1) for OC ACCESS and one (1) for an OC ACCESS workgroup named OC Flex. OCTA will not be migrating these published 800 telephone numbers to Genesys Cloud; they will be pointed to the destination DIDs listed in Response 14 below.

Question 14:

How many local direct inward dials (DIDs) are in use to access the Call Menus? (Not including the number of DIDs for the Agents)

Response 14:

Three (3) – one (1) for OC ACCESS, one (1) for an OC ACCESS workgroup named OC Flex, and one (1) for ACCESS Eligibility.

Question 15:

Total number of DIDs needed for Agents? (Not including those used to access the Call Menus)

Response 15:

See Revised Scope of Work, Section 6, 6.2.7.

Question 16:

Would OCTA like to keep its current carrier?

- a) Keep the numbers being directed to premise devices (i.e. Session Board Controllers [SBCs]) and then routed to Genesys via OCTA provided session initiation protocol (SIP) trunking?
- b) Have the carrier deliver the calls directly to Genesys Cloud?

Response 16:

No. See Revised Scope of Work, Section 2. "The desired end result is to eliminate on-premises hardware/software/services and move to a fully cloud/hosted solution." This is why the Scope of Work references both Genesys Cloud and Genesys Cloud Voice.

Question 17:

Would OCTA consider porting their telephony numbers (DID and TFN) to Genesys as the carrier?

Response 17:

No. Due to the 24/7 needs of the OC ACCESS clients, and to eliminate downtime, the existing Genesys PureConnect system will continue to be used throughout this project. The new Genesys Cloud/Genesys Cloud Voice system will be set up in parallel. When testing, and for Go-Live, agents/supervisors/business users will simply log in to Genesys Cloud. Go-Live will be handled by OCTA switching the 800# destination to the new Genesys provided inbound DID provided for accessing the IVR/Call Menus. That said, OCTA does own a few unused 100-block DID's that could be ported to Genesys if there is a discount or saving for this.

Question 18:

Does OCTA intend to keep any or all of the current hardphones?

Response 18:

There are no current hardphones. OCTA only uses headsets for all Genesys PureConnect users. This will not change for Genesys Cloud/Genesys Cloud Voice users.

Question 19:

Is OCTA considering moving off Skype for Unified Communications (UC)?

Response 19:

Yes, once the Genesys PureConnect users are migrated to Genesys Cloud/Genesys Cloud Voice, OCTA's Skype for Business servers will be

decommissioned. All OCTA non-Genesys users were migrated to Microsoft Teams Voice.

Question 20:

Section II, Requirement A.1, Format, (page 9) states that proposals should be double-spaced and not to exceed fifty (50) pages. With double spacing, fifty (50) pages will only accommodate what would normally be contained within twenty (25) pages. Please confirm that this is the intent.

Response 20:

Per RFP, Section II.A.1., proposals should not exceed fifty (50) pages in length, excluding any appendices, cover letters, resumes, or forms.

Question 21:

What is the estimated volume of calls expected for the Agentless Dialing campaign?

Response 21:

See Revised Scope of Work, Section 6 in its entirety for the information available on OCTA's existing call volumes, call durations, etc. Agentless Dialing is anticipated as being five to ten percent (5-10%) or less of the current Outbound Calls.

Question 22:

Approximately how many calls are dialed at night?

Response 22:

An average of fifty (50) nightly calls.

Question 23:

How often are dialing lists created for the Outbound Queue Calls to agents application?

Response 23:

Assume daily.

Question 24:

Will a list be created in the previous night to be dialed during the day?

Response 24:

See Response 12.

Question 25:

How many calls are anticipated to be dialed for this application?

Response 25:

See Response 21.

Question 26:

Based on the fact the question deadline is April 3, 2024, and the interval to receive responses is expected to be by April 9th, will OCTA extend the solicitation response due date by fifteen (15) business days from the date the answers to the questions are available to allow the bidders time to incorporate the impacts of the answers to the questions into the responses, thereby strengthening the competition?

Response 26:

Nο

Question 27:

Scope of Work: are there any self-service options in the Interactive Voice Response (IVR) that require data lookups or integration with data from third (3rd) party systems outside of Genesys Cloud?

Response 27:

No. See Revised Scope of Work, Section 1, Background. "No Application Programming Interface (API) integration with third (3rd) party applications is currently used or planned."

Question 28:

Scope of Work: How many total outbound dialing campaigns are to be configured in the SOW?

Response 28:

See Response 11.

Question 29:

Scope of Work: is there any training or configuration required for the quality management features in Genesys Cloud that allow supervisors to evaluate and score agents' recordings?

Response 29:

OCTA does not currently use these features but may be interested in using this in the future. If this is included at no additional cost, yes. If there is an additional cost, Consultant may provide add-on "Options" items and pricing in their proposal as additional items if they believe subscriptions or features not described/included in the Scope of Work may result in a better overall solution for OCTA. However, OCTA may select not to add these, and optional items that are an additional cost should be listed separately, in order not to inflate Consultant's proposal items that will be compared to other proposals.

Question 30:

Scope of Work: is there any training or configuration required for the Workforce Engagement Management features of Genesys Cloud? These include workforce management (forecasting and scheduling), gamification, and development/feedback modules.

Response 30:

See Response 29.

Question 31:

Scope of Work: is there any training or configuration required for the Speech and Text Analytics features of Genesys Cloud?

Response 31:

OCTA is not familiar with these features. If these are standard features, then yes, please include configuration and training. If this requires additional subscription and licensing costs, Consultant may provide add-on 'Options" items and pricing in their proposal as additional items if they believe subscriptions or features not described/included in the Scope of Work may result in a better overall solution for OCTA. However, OCTA may select not to add these, and optional items that are an additional cost should be listed separately, in order not to inflate Consultant's proposal items that will be compared to other proposals.

Question 32:

Scope of Work: is there any training or configuration required for the Callback features of Genesys Cloud?

Response 32:

See Response 31.

Question 33:

When will the decision be made for this project?

Response 33:

OCTA anticipates awarding a contract in early June 2024.

Question 34:

When is the estimated date (month) to install the new Cloud Contact Center?

Response 34:

OCTA plans to move forward with Project kick-off immediately following contract award once the Agreement is signed by the selected Consultant and OCTA. Proposals should include the proposed timelines needed for each Phase of the project. OCTA has a business need to decommission the older on-premises Genesys PureConnect and Skype for Business Servers and is eager to move forward to Genesys Cloud/Genesys Cloud Voice to accomplish this as quickly as possible.

Question 35:

Will OCTA require Genesys licensing as part of the proposal response?

- a) If so, can you provide the quantity and type of licensing required?
- b) Will the licensing be Fed Ramp?

Response 35:

See Response 1.

- a) See Revised Scope of Work, Section 7, Task 2, Objective 5. Using information included in Section 1 – Background, Section 2 – Project Goals, Section 6 – Business Narratives, Consultant shall provide their expertise to determine the necessary Genesys Cloud/Genesys Cloud Voice subscriptions and licenses needed.
- b) OCTA is a local government agency and may be eligible but is not currently a participant in Fed Ramp and is not familiar with this program.

Question 36:

Do you have any IVR call flows or use cases that you can share?

Response 36:

See Revised Scope of Work, Section 6 in its entirety for the information available on OCTA's existing call volumes, call durations, etc. A view of the existing IVR menus is included. All call flows are simplistic with Menu Selection and then either a transfer to an external number, or to a workgroup queue where the caller hears music on hold, announcement, music on hold and a second announcement with transfer option and this repeats until an agent becomes available.

Question 37:

Do you want any Quality Assurance or Work Force Management integrated (if purchasing the G3 license)?

Response 37:

See Response 29.

Question 38:

Are there any PCI (secure payment handling) dependencies?

Response 38:

No.

Question 39:

What percentage of your agent pool works remotely?

Response 39:

This varies. Currently twenty-five percent (25%) of OC ACCESS agents/supervisors are one hundred percent (100%) remote and one hundred percent (100%) of ACCESS Eligibility agents work a hybrid schedule.

Question 40:

What is the expected project timeline?

Response 40:

See Response 34.

Question 41:

Do you plan on migrating any data from Pure Connect to the Genesys Cloud Environment?

Response 41:

OCTA is interested in copying the call recordings and associated metadata into Genesys Cloud for retention purposes.

Offerors are reminded to acknowledge receipt of this Addendum No. 1 in their transmittal letters and Exhibit B, "Price Summary Sheet." All changes addressed in this Addendum No. 1 shall be incorporated into the final Agreement.

Questions regarding this Addendum No. 1 should be directed to the undersigned at raninzo@octa.net.

Sincerely,

Rhea Aninzo

Associate Contract Administrator Contracts Administration and Materials Management

REVISED SCOPE OF WORK GENESYS CLOUD VOICE CALL CENTER SOLUTION

1. BACKGROUND	3
2. PROJECT GOALS / OBJECTIVES AND HIGH-LEVEL PROJECT SCOPE .	3
3. OCTA RESOURCES	4
4. CONSULTANT SERVICES, EFFORTS AND DELIVERABLES	5
5. CONSULTANT TEAM	6
6. BUSINESS NARRATIVES AND BUSINESS PROCESS FLOW DIAGRAMS	·7
7. CONTRACT TASKS	12
Task 1 – Project Planning and Management	12
TASK 2 – REQUIREMENTS GATHERING	16
Task 3 – Design	17
Task 4 – Configuration / Build	20
Task 5 – Test	20
Task 6 – Train	21
Task 7 – Deploy	23
TASK 8 – POST-DEPLOYMENT SUPPORT / WARRANTY	25

1. BACKGROUND

The Orange County Transportation Authority (OCTA) is a state-mandated, multimodal transportation agency in Orange County, California. OCTA regulates, prioritizes, funds, plans, designs, builds, operates, and maintains the transportation network. This includes major highway and freeway projects, highoccupancy managed lanes, street improvements, commuter rail, streetcar, the public transit system, paratransit services and taxi services.

OC ACCESS is a shared-ride service provided by OCTA that is available to qualified applicants whose physical or cognitive limitations prevent them from utilizing the regular OC Bus fixed-route service. The OC ACCESS call center is operated 24/7/365 and callers are required to have an OC ACCESS ID number to schedule the shared-ride services. In 2023, OC ACCESS call queues received 804,801 calls.

ACCESS Eligibility manages the formal certification process needed to obtain an OC ACCESS ID needed to use the services. The ACCESS Eligibility call center is operated Monday – Friday, 8:00 am – 5:00 pm, Pacific Time. In 2023, Eligibility received 23,439 calls. These two (2) call centers use the same Genesys application, but have different dial-in numbers, separate menus and call queues, and use different agents/supervisors.

OCTA currently uses a Genesys PureConnect on-premise server based solution with AudioCodes M1000 providing dial-tone using Skype for Business Server 2019 for the OC ACCESS and ACCESS Eligibility call centers. Agents are a mix of onsite and remote agents. No Application Programming Interface (API) integration with third (3rd)party applications is currently used or planned. Callers are provided with a basic menu when they call in and are transferred to internal call queues and then agents, or to external numbers based upon their menu selections. Agents make outbound calls as needed. All calls are recorded, and OCTA has a three (3)-year retention policy for these recordings. Agents frequently need to place callers on hold while they call OC ACCESS Radio Dispatch, or Same Day Taxi Services to provide callers with status on their scheduled rides, or to transfer callers to OCTA's Customer Relations. These are all external numbers.

2. PROJECT GOALS / OBJECTIVES AND HIGH-LEVEL PROJECT SCOPE

OCTA's project is the purchase and deployment of Genesys Cloud Voice to replace the existing server-based Genesys PureConnect platform. The desired end result is to eliminate on-premises hardware/software/services and move to a fully cloud/hosted solution.

OCTA's goal for this project is the implementation of Genesys Cloud Voice for the OC ACCESS and ACCESS Eligibility call centers to eliminate the need for on-premises equipment and servers. The same features and functionality OCTA

currently has with the Genesys PureConnect solution is desired for the Genesys Cloud solution with the added enhancement of having agents and supervisors log in using a web browser so that desktop clients (Interaction Desktop, Interaction Center (IC) Business Manager, etc.) are no longer needed. It is expected that first level Help Desk support shall continue to be handled internally by OCTA's Information Systems (IS)/Telecommunications staff with system support provided by authorized Genesys distributors and partners.

OCTA's top-level business objectives for the Genesys Cloud Voice Project are to:

- 2.1 Define and configure a Genesys Cloud Voice solution that provides the same features and functionality as currently used by OCTA with Genesys PureConnect. A primary goal is to eliminate the need for on-premises equipment or software/desktop client installations.
- 2.2 Provide a transparent cut-over to the new solution with little to no downtime such that OC ACCESS clients are not impacted. Priority shall be given to ensuring that callers are provided with the same menu selections they hear now. Any changes made shall be for the purpose of simplifying menu navigation, not adding complexity, remembering the demographic profile of OC ACCESS and ACCESS Eligibility callers.
- 2.3 Provide sufficient training resources to ensure system administrators, business users, supervisors, and agents are fully functional on the new solution prior to cut-over.
- 2.4 Provide on-going system and 'How do I?' support after cut-over to ensure that OCTA's use of the solution provided is optimized.
- 2.5 Look for opportunities to save on on-going operational expenses and increase report efficiency.
- 2.6 Ensure that cyber security is maintained. Security shall be a priority over including additional features.

3. OCTA RESOURCES

OCTA will establish a project team that will include the following staffing for this project:

- 3.1A Project Committee consisting of the major stakeholders, business owners, including the Contracted Transit Services (CTS) and IS departments, Technical Lead, Consultant's Project Manager (PM), and OCTA Project Manager.
 - 3.1.1 An OCTA PM will be assigned to this project.
 - 3.1.2 Telecommunications staff will be assigned as primary technical leads.
 - 3.1.3 Additional IS technical support staff will be assigned as-needed to ensure resources are scheduled and available to meet the project requirements and to assist with resolution of technical issues that may occur during the project.
 - 3.1.4 One (1) or more power users from each of the OC ACCESS and ACCESS Eligibility call centers will be assigned to this project and will

- be available as-needed. They will assist with application use-case questions and testing.
- 3.1.5 System users (agents, supervisors, and business users) will be available during pre-scheduled testing periods and for scheduled training.
- 3.1.6 Note that for reasons of security, OCTA will not provide remote access or login to existing Pure Connect on-premise servers. However, OCTA Telecommunications will provide supervised desktop share access on a pre-scheduled basis to these servers throughout the project term.

4. CONSULTANT SERVICES, EFFORTS AND DELIVERABLES

Consultant shall provide the following as part of this engagement.

- 4.1 Project Management and documentation for all efforts necessary to successfully identify, design, configure, train, and deploy Genesys Cloud Voice. Draft or Example documents shall be provided as part of the RFP response, and any draft or example shall reflect the actual documents that shall be provided to OCTA during the project and as deliverables.
 - 4.1.1 Project Plan showing project tasks, dependencies, and estimated durations.
 - 4.1.2 List of Customer Requirements and tasks.
 - 4.1.3 Templates or spreadsheets of the information needed from OCTA for configuration and deployment. I.E., what will OCTA be expected to provide Consultant to enable them to configure Interactive Voice Response (IVR), Call Flows, Queues, Call Treatments, Agents, Supervisors, Business Users, etc.
 - 4.1.4 Detailed explanation and any forms/templates needed to obtain Agent/Supervisor Direct Inward Dial (DID)'s and Public Switched Telephone Network (PSTN) usage. All information shall be included in the response, rather than showing a web address or hyperlinks to Genesys website.
 - 4.1.5 Detailed explanation and any forms/templates needed for OCTA to route calls from published OC ACCESS and ACCESS Eligibility numbers (which will not be ported to Genesys) to the Genesys Cloud Call Center. All information shall be included in the response, rather than showing a web address or hyperlinks to Genesys website.
 - 4.1.6 All other requirements not listed above that shall be necessary for project success.
- 4.2 Software Interfaces and Reports List and description of any necessary electronic interfaces between the new system and OCTA's network, to support Single Sign On, reporting, and for publishing/display of custom dashboard.
- 4.3 List including explanation of any necessary software that OCTA would need to install or provide for administrator, agent, supervisor, and business user access to Genesys Cloud. This includes all software utilities, report writers, workflow software, development tools, hardware drivers, etc., that may be required.

- 4.4 Annual Maintenance/Support Description of annual maintenance/support and what is included and what is not covered by this annual service. Also include any customer requirements in regard to maintenance tasks that OCTA will need to perform.
- 4.5 Identify, Design, Configure, and Deploy Describe the resources and services provided by Consultant and Genesys, clearly delineating which is responsible and the value- added services provided by Consultant. The intent is to provide OCTA with a clear understanding of Consultant's in-house resources and expertise and to understand which services are provided directly to Consultant and/or OCTA by Genesys itself.
 - 4.5.1 Include a diagram or flow chart of the ordering process, with estimated timelines when orders for licenses, DID, PSTN plans, etc. are placed by OCTA.
- 4.6 Training Provide a list of the training classes to be provided including the name of the course, course description, and length of class time needed. Include any customer requirements and any limits in regard to the number of participants.
 - 4.6.1 System Administration/Familiarization shall be provided to OCTA Telecommunications. Hands-on and interactive is preferred for this course.
 - 4.6.2 Supervisor/Business Users including reporting. Hands-on and interactive is preferred for this course.
 - 4.6.3 Agents Train the Trainer class

5 CONSULTANT TEAM

Consultant's personnel shall accept the following as part of this engagement.

- 5.1 Consultant's resources shall accept the condition that scheduling flexibility is required since OCTA's IS activities are driven by a combination of internal and external dependencies.
- 5.2 Consultant's resources shall work closely with OCTA IS PM to plan the expected work for each reporting/billing period. All project work shall be coordinated through the OCTA IS PM and the assigned OCTA Technical Lead.
- 5.3 Consultant's resources shall backup all work products onto an OCTA designated Teams SharePoint site. The intent is to create a collaborative work environment, providing visibility to work in progress.
- 5.4 Consultant may use offshore resources where appropriate; however, the OCTA IS PM shall be aware and approve of the use of offshore resources. Consultant assumes full responsibility for the quality of the resultant deliverables and the timeliness of their delivery.
- 5.5All resources participating on Consultant's project team shall have sufficient comprehension of the English language to read, write, speak, and understand all job-related directions and discussions.
- 5.6 All communication shall be in English, including verbal and written.
- 5.7 Consultant's resources during the project, Initiation through Go-Live,

- unless otherwise agreed upon in advance by OCTA, shall be available from 7:00 am to 6:00 pm (Pacific Time), Mondays through Fridays, and on all U.S. working days. Post Go-Live, support hours shall reflect the purchased maintenance/support agreement.
- 5.8 Consultant's resources shall respond to voicemail, email, and text messages within a reasonable amount of time, but under no circumstances shall the amount of time exceed two (2) business days. If a deadline or 'respond by' date/time is indicated in a communication by OCTA, it shall be expected to be met unless it is considered unreasonable by Consultant. If so, Consultant shall immediately notify OCTA and provide a reasonable deadline that would need to be approved by OCTA.

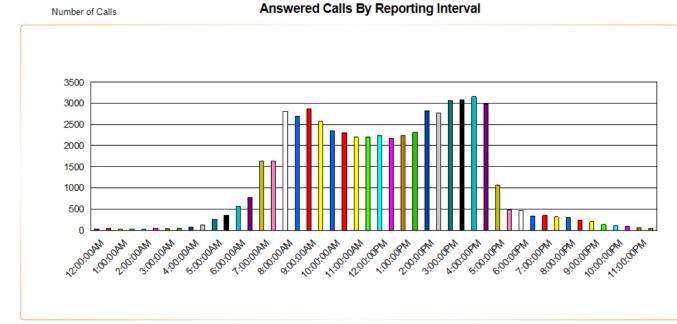
6 BUSINESS NARRATIVES AND BUSINESS PROCESS FLOW DIAGRAMS

- 6.1 OCTA currently uses a Genesys PureConnect on-premise server based solution with AudioCodes M1000 providing dial-tone using Skype for Business Server 2019 for the OC ACCESS and ACCESS Eligibility call centers. Agents are a mix of on-site and remote agents. In 2023, 1,345,707 calls with a total usage of 71,692 hours were received and processed using Genesys Pure Connect with Skype for Business; note that a significant number of calls are transferred to external numbers for Same Day Taxi service. Help Desk support for moves, add, and changes is handled internally by OCTA's IS/Telecommunications staff with system support provided by authorized Genesys distributors and partners. No API integration with 3rd party applications is currently used or planned. Callers are provided with a basic menu when they call in and are transferred to internal call queues and then agents, or to external numbers based upon their menu selections. Although the current Genesys PureConnect version has additional capabilities for Chat and other Media queues/agents, there is no interest at this time to expand the basic call center functionality. Agents do make outbound PSTN calls and will continue to need this capability. Outbound call queues and Agentless Dialing are not currently configured, but inclusion of this is desired with the new platform. One hundred percent (100%) of calls made using Genesys are recorded, and OCTA has a three (3)-year retention period for these recorded calls.
- 6.2 Statistics showing monthly call volumes and usage for 2023
 - 6.2.1 OC ACCESS and ACCESS Eligibility have recurring seasonal peaks each year.
 - 6.2.2 A significant percentage of calls are transferred by the IVR to several external PSTN numbers outside of OCTA's network.
 - 6.2.3 Current OCTA call capacity is 138 simultaneous call paths. However, in 2023, there was a max of 70-97 call paths in use during seasonal peak periods. More typically, max calls range from 25-65. However, due to the demographic profile of the OC ACCESS and ACCESS Eligibility callers, OCTA wants to prevent callers from being blocked or from experiencing busy signals.

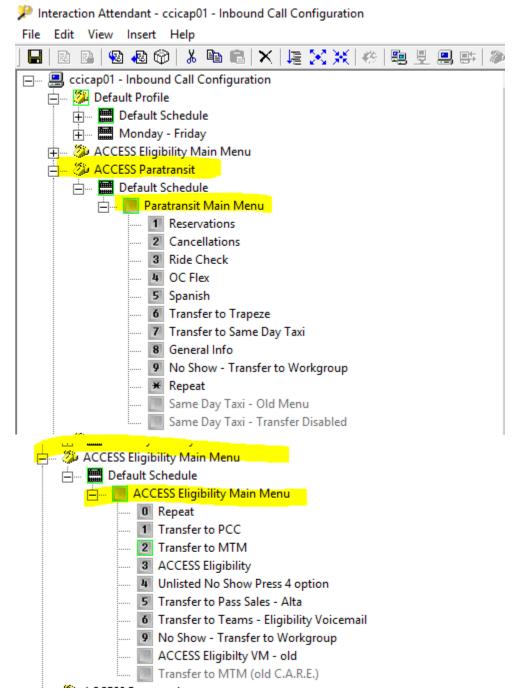
- 6.2.4 See the included graph below for time-of-day call volume peaks for 2023.
- 6.2.5 Average talk time for Automatic Call Distribution (ACD) calls is 2.25 minutes.
- 6.2.6 Average duration for Outbound calls made by Agents is 1.5 minutes. Since currently Agentless Dialing and Outbound Queues are not in place with Genesys Pure Connect, no statistical information on average duration for calls made using these features is available.
- 6.2.7 OCTA currently has a mix of licensed 'named' and 'concurrent' agents and supervisors. A total of sixty-five (65) concurrent 'actively logged in' seats are requested for this project, with configured accounts of up to one hundred (100). Since OC ACCESS operates 24/7/365, multiple shifts of agents and supervisors are configured. The sixty-five (65) concurrent seats include ten (10) 'actively logged in' supervisor/business users with twenty (20) of these configured out of the one hundred (100) total. All one hundred (100) need DID's and inbound/outbound PSTN capability.
- 6.2.8 OCTA Telecommunications has two (2) staff who require system administrator access.
- 6.2.9 Monthly Call Totals for IVR and ACD

Month	Total Calls	Total Usage	Calls Entering	Outbound
		(Hours)	ACD	Calls
January 2023	104,534	5880	60,660	20,898
February 2023	104,262	5804	60,517	21,060
March 2023	114,446	6232	66,789	22,481
April 2023	106,181	5797	62,070	19,367
May 2023	104,464	6336	65,101	13,926
June 2023	100,277	5476	59,450	18,963
July 2023	108,133	5742	62,870	20,724
August 2023	119,240	6141	70,630	22,851
September	115,230	5952	70,012	21,420
2023				
October 2023	132,559	6636	82,028	23,828
November	118,874	5843	74,486	21,760
2023				
December	116,507	5858	70,193	21,092
2023				

6.2.10 Call Volume Peak Times and Trends for 2023 Grand Total Sum All Queues:



6.2.11 Current Interaction Attendant Inbound Call Menus for OC ACCESS (titled ACCESS Paratransit in Attendant), and ACCESS Eligibility showing offered active/inactive Menu Selections. OC ACCESS Menu option 6 and 7 transfers the caller to external numbers. ACCESS Eligibility Menu options 2, 5, and 6 transfers the caller to external numbers.



- 6.2.12 Reporting that allows for these formulas which are used by OCTA and their OC ACCESS Contractor staffing the call center for service performance:
 - Call Center Hold Times: an average monthly hold time within ninety (90) seconds and one hundred twenty (120) seconds.
 - Call Center Hold Times: an average monthly hold time exceeding one hundred twenty (120) seconds.
 - Call Center Maximum Hold Time: 94% 96% of calls answered within five (5) minutes
 - Call Center Maximum Hold Time: less than 94% of calls answered within five (5) minutes

6.2.13 Custom 'Marquee' Dashboard for OC ACCESS. This is published on a large wall mounted view screen/monitor in the physical Call Center located at OCTA's Irvine Construction Circle Base, providing 'at a glance' view of agents logged in, calls for each queue, and wait times for the agents and supervisors. The agents displayed only reflect agents available to take calls, not the number of agents logged in who are on breaks, assigned to non-ACD tasks, or in training.

Reservation Agents	GenInfo Agents	RideCheck Agents	Cancellation Agents	Spanish Agents	Total Agents
Reservation Calls	GenInfo Calls	RideCheck Calls	Cancellation Calls	Spanish Calls	Total Calls Waiting
Reservation MaxWait	GenInfo MaxWait	RideCheck MaxWait	Cancellation MaxWait	Spanish MaxWait	MaxWait
Reservation AVGWait	GenInfo AVGWait	RideCheck AVGWait	Cancellation AVGWait	Spanish AVGWait	AVGWait

6.2.14 Agentless Dialing is a new feature OCTA is seeking to deploy with Genesys Cloud Voice. The system shall allow for automated campaign calls on a nightly basis during a scheduled 'window' that will leave a message when the call is answered by a live person or their voicemail reminding clients of their scheduled ride the following day. It is preferred but not required that the outbound campaign make up to three (3) attempts to reach the client or their voicemail. Historical reporting shall be list the calls made that campaign indicating whether the call was answered by a live person, by voicemail, or no answer was received. Provide information on the method(s) available to upload the list of numbers to be dialed each campaign.

6.2.15 Outbound Queue Calls to Agents is a new feature OCTA is seeking to deploy with Genesys Cloud Voice. The system shall allow for outbound campaigns to replace the current manual method used by agents individually dialing clients. Similar features and reporting to the Agentless Dialing listed shall be provided with live callers placed in live agent queue.

7 CONTRACT TASKS

The following Tasks correspond to contractual payment schedule.

Task 1 – Project Planning and Management

Consultant shall designate a PM, who shall be the single point of contact for OCTA. All communications by Consultant's project team to OCTA shall either be routed through or copied to the Consultant PM.

The following administrative project documentation, deliverables, and actions shall be produced, maintained, and made available <u>by Consultant</u> each <u>week</u> for OCTA to ensure accuracy and completeness. Adequate time shall be allotted within the schedule for: OCTA's review of project documentation, revisions to be made by Consultant, and final approval by OCTA (including potentially the Project Sponsor, when applicable) <u>prior</u> to the deadline of each document and deliverable. Upon approval, work shall be authorized.

1.1 **Project Schedule**. OCTA's preference is to use Microsoft (MS) Project 2019. The schedule shall identify all tasks in sufficient detail (durations for each detailed task shall not be greater than five (5) business days, unless approved by the OCTA PM). Tasks shall be grouped by project phase and shall include all the relevant deliverables, and project milestones. The tasks shall identify Resources (and Owners if applicable), Start- and End-Dates, Duration of tasks, and Predecessor relationships (whenever applicable). The schedule shall indicate the tasks for which OCTA is responsible.

The project schedule shall incorporate OCTA-specified modifications, including duration and start-date modifications, as necessary, to align with their regular work-day activities, business cycles, holidays, and other work-day constraints for specific OCTA personnel who shall be assigned to work on this project.

Upon approval of the project schedule, it shall be baselined to permit identification of future modifications to the schedule. The project schedule shall be updated weekly by Consultant's PM to accurately identify percent (%) of work complete, or % effort complete (whichever is applicable).

The applicable costs/fees shall be identified on the project schedule in a "Budget" column. "Amendment # 'x" columns shall be added, as necessary, to reflect any amendments established during the project lifecycle. "Invoice # 'x" columns shall be added, as necessary, for each project invoice. The amounts reflected within these columns shall align with the invoicing payment schedule to accurately reflect monies due

- based on % Complete or Milestone (whichever is applicable). Payments shall be reconciled against the project schedule. All invoices shall be accompanied by a current project schedule to show the monies due tie to the project schedule.
- 1.2 Roles and Responsibilities (R&R) Matrix. This matrix shall be structured in the form of a RACI (Responsible, Accountable, Consulted, Informed), including Resource Name, Title, Role, Billable Hourly Rate (if applicable per contact terms), and % Allocation to the project. Each project document and deliverable shall be identified in the RACI by phase. This matrix shall also clearly define Consultant's lines of communications during the project. The OCTA R&R Matrix template can be used if Consultant does not have a standardized RACI.
- 1.3 **Change Orders**. If there are <u>any</u> modifications to Scope, Resources, Budget, or Schedule, Consultant shall submit those requests and <u>obtain approval</u> from OCTA <u>in advance of the work being initiated</u>. The Change Orders shall reflect all additions, deletions, or modifications. Consultant shall provide a detailed report for each required change including the issue number (#), title, date identified, description, alternatives, recommended alternative and impacts to schedule, budget, and resource for the recommended alternative.
- 1.4 Issues, Risks, Action Items, Bugs, Future Enhancements Log (aka Item Log). The log shall include: Item Type, Title, Date Opened, Date Updated, ETA, Opened By, Priority, Description, Assigned To, Status, Comments (updated weekly / date-stamped), and Date Closed. Risks shall be quantified (Occurrence: probability / impact; Control: effective / efficient) in a Risk Assessment. The OCTA MantisHub application (preferred) or Item Log template shall be used, unless approved by the OCTA PM.
- 1.5 **Project Status Reports.** Submitted to OCTA twice each month (and more frequently if the project is off-schedule, off-scope, or off-budget) it shall be received by noon (Pacific Time) on the Friday it is due. The format for progress reporting can be in Consultant's format. The OCTA Project Status Report template can be used if Consultant does not have a standardized Status Report. However, the following elements shall be included within the report:
 - Overall Project Status (Green, Yellow, Red). Green = project is ontrack with schedule, budget, scope and/or resources, no major issues; no minor issues that will not be resolved in short-term; nothing to escalate. Yellow = project is at risk of slippage with one or more area of schedule, budget, scope, and/or resources; deviation could be 10 to 20% of plan; the project team has plan to correct the deviation. Red = project is slipping in one (1) or more areas of schedule, budget, scope, and/or resources; management assistance is needed to re-set project.

- Trend (Steady, Improving, Degrading). The Trend is a forecast of the probable change in Status within the upcoming one (1) to two (2) weeks.
- Tasks Completed during the reporting period.
- Tasks In-Progress
- Next Steps / Work Planned for the next reporting period including, but not limited to, those identified per the baseline project plan.
- Resources utilized since the previous Status Report, or those Resources who will be needed during the next reporting period.
- *Project Issues*, including description, viable solution(s), owner, deadline, impact if not addressed by the deadline.
- Identification of Short-Term Risks, thirty (30) days or less that affects the project's progress, deliverables, or milestones. The risks shall be noted, potential solution(s) identified, action required for resolution, and estimated duration of solution.
- Identification of *Long-Term Risks*, sixty (60) days or more that affects the project's progress, deliverables, or milestones. The risk shall be noted, potential solution(s) identified, and action required for resolution, and duration required.
- 1.6 Consultant's project team shall co-lead the **Kick-Off meeting** with OCTA's PM. This shall be scheduled to occur after the signing of the contract and the acceptance of the project schedule.

 Consultant's identified team members or their alternates shall attend the meeting, unless approved by the OCTA PM. Consultant's PM shall discuss the project approach (describing how the project will be successfully completed, and the implementation approach), the project's goals and objectives, scope, out-of-scope items, work plan, timeline, and team member roles and responsibilities during the meeting, and allow time for questions.
- 1.7 Consultant's PM will co-lead the ongoing **Project Meetings**, including the Kick-Off Meeting, and Status Meetings with OCTA's PM. The meetings shall be held at OCTA's facility in Orange, California, but Consultant's team may attend the meeting "online" using an agreed upon virtual meeting tool such as Microsoft Teams, Zoom, WebEx, etc. OCTA's strong preference is for Microsoft Teams Meeting. The purpose of the meetings shall be to review project status, project schedule, item log, resolution of issues, assess risk, determine corrective action as required, and to discuss future efforts. At a minimum, meetings with the OCTA's project team shall occur once every month to discuss project Project Status Meetings with Key Stakeholders and progress. Management frequency shall be determined at the Kick-Off Meeting, and frequency may change as deemed necessary by the OCTA PM and agreed upon with Consultant PM to ensure project progresses. Attendance shall be taken at each meeting.

- 1.8 **Meeting Agendas.** The content shall include a list of topics, start- and end-time for each topic, presenter, follow-up items from previous meetings.
- 1.9 **Meeting Minutes.** The content shall include a summary of the discussion, decisions, and action items. Minutes shall be distributed after the meeting to the meeting attendees (within one (1) business day).
- 1.10 Ancillary Project Deliverables. Detailed examples of any/all projectspecific deliverables that shall be produced by Consultant during the project engagement shall be provided to OCTA in advance of the start of project to permit OCTA adequate time to assess the reasonableness of the content and approve the format and proposed content.
- 1.11 Documentation Repository. OCTA shall establish a MS Teams site for the project, to which Consultant shall have guest access. All 'master' versions of documentation shall be posted to this site by Consultant. The documents shall be 'checked-out, and 'checked-in' to provide control, versioning, and collaboration during the process of drafting the documentation. The project documentation shall always be maintained within the Repository.
- 1.12 All **Deliverables / Documentation** shall be submitted to OCTA in digital formats that are compatible with the OCTA Microsoft Office suite, or as approved by the OCTA PM.

Objectives

- Effective and efficient administration of the project.
- Complete and accurate information.
- Transparency.
- Readily accessible information for the appropriate resources.

Deliverables

- 1.1 Project Schedule
- 1.2 Project Milestones
- 1.3 Roles and Responsibilities Matrix
- 1.4 Change Orders
- 1.5 Item Log
- 1.6 Project Status Reports
- 1.7 Kick Off Meeting
- 1.8 Various Meetings
- 1.9 Meeting Agendas
- 1.10 Meeting Minutes
- 1.11 Ancillary Project Deliverables
- 1.12 Documentation Repository
- 1.13 Documentation Formats

Task 2 - Requirements Gathering

Consultant shall gather and document OCTA requirements, including usecases, from OCTA personnel to ensure the Genesys Cloud Voice system is configured in a way that meets the needs of OCTA's OC ACCESS and ACCESS Eligibility Call Centers' and the needs of the ACCESS callers.

Business Analysis Joint Application Development (JAD) sessions shall be conducted to gather the **Requirements Documentation**. Consultant shall use these sessions to discuss and review any customer data collection forms and information OCTA needs to provide. This includes both the functional and the non-functional requirements. The JAD session shall ensure consensus from cross-functional teams (business, technical and testing teams) by documenting complete, non-redundant, prioritized, and valid features, functions, and requirements. The requirements shall describe the problem, business case, process, and procedures (input, process, output), data model, and any other pertinent information. The ultimate deliverable shall provide the business solution that shall be used for the Build/Configuration, and by the Test Team. The final Requirements deliverable shall be approved by the OCTA Business and Technical teams.

Objectives

- 1. Consensus between Consultant, CTS, and IS department representatives.
- 2. Complete, prioritized list of features, functions, and requirements.
- 3. Define all business rules that apply to Genesys Cloud Voice Call Center.
- 4. Define the business processes and procedures, including workflow routing, alerts, notifications.
- 5. Define the licensing assignments, including for Cloud Voice PSTN (DID, inbound/outbound PSTN, etc.).
- 6. Define the IVR and specific menus and internal/external transfers for each of the two (2) call centers.
- 7. Define voicemail for individuals and group voicemail for ACCESS Eligibility.
- 8. Define the workgroups/call queues, roles, and agent skills, for both Inbound and Outbound ACD and Agentless/Outbound dialed calls.
- 9. Define Agentless and Outbound Queue to Agent Dialing Campaigns, including upload method for phone numbers to be dialed each campaign, and reporting. Define all call flows, from initiating call through to end of call, including caller experience while on hold, and how to update/change Music On Hold recorded announcements.
- 10. Define agent user screen views to create a standard template for each of the two (2) call centers.
- 11. Define supervisor user workspaces and views to create one (1) standard template for all supervisors and business users.
- 12. Define the reports and filters needed for each of the two (2) call centers, including how to derive the specific report Hold and Max Hold time formulas used by OCTA.

- 13. Define the custom Dashboard for OC ACCESS.
- 14. Define migration/copy and access of legacy PureConnect Call Recordings.
- 15. Define Genesys Cloud Call Recordings, storage and retention and exportability of files and metadata.
- 16. Define post-Go Live Maintenance and Support.
- 17. Define Training.
- 18. Documentation that can be used during Configuration/Build and Testing.

Deliverables

Detailed and approved Requirements documentation in the form of a Requirements Matrix.

Task 3 - Design

Design workshop meetings shall be conducted during the Design Phase. Prior to each meeting, Consultant shall submit design documents for discussion, review and approval that includes the design and other information required for the review, including architecture topology diagram, data flow diagram, network diagrams, and security diagrams.

Unless Consultant proposes an alternate approach, which is acceptable to OCTA, design review shall be divided into three distinct stages:

- 3.1 Initial Design
- 3.2 Preliminary Design
- 3.3 Final Design Review and Approval

3.1 Initial Design

The primary objectives of the Initial Design workshop meeting(s) shall be to acquaint OCTA with Consultant's intended design and procurement activities, resolve questions, potential issues, and decision points discovered during Requirements Gathering, and provide the basis for proceeding to Preliminary Design. Consultant's staff shall work closely with OCTA to accurately complete the application implementation and configuration, as well as all related services. Consultant shall also answer remaining questions posed during Requirements Gathering. All decisions shall be documented. At a minimum, completion of the Initial Design stage shall accomplish the following Objectives:

3.1.1 Confirm Consultant's management team and staffing roles, as well as identifying the work to be performed by Genesys or subcontractors rather than the Primary Consultant firm.

- 3.1.2 Confirm OCTA's Team staff and their roles, as well as identifying the work to be performed by OCTA.
- 3.1.3 For the Objectives identified and defined in Task 2, provide narrative and where applicable, Visio or other documentation that describes and otherwise explains to OCTA the design and solutions proposed by Consultant.
- 3.1.4 Provide a list of information needed and decisions required from OCTA and identify which are pre-requisites or precursors to the project tasks (where applicable) and project milestones, including deadlines where delays will impact the overall project's proposed completion date.
- 3.1.5 Ensure that all tasks needed to ensure Genesys Voice (DID, inbound/outbound PSTN, etc.) are discussed and included. As listed in Requirements, OCTA requires a fully cloud solution.
- 3.1.6 Provide a list of any priority dates where slippage may impact project schedule. (expiration dates, order dates, etc.)
- 3.1.7 Provide diagrams showing functionality and interfaces between System Components and elements, such as OCTA's' systems (if any), that are not to be provided by Consultant, but which will affect the system provided by Consultant.

Deliverables:

- 3.1 Design Documentation and Project Documents meeting these objectives.
- 3.2 Preliminary Design Review.
 - The Preliminary Design Review is designed to fine tune and complete any remaining questions or decisions needed for the Final Design and to confirm the adequacy of the selected design approach. At a minimum, the Preliminary Design Review shall include:
 - 3.2.1 Review and discussion of the Design Documentation and Project Documents deliverables created as a result of the Initial Design Review.
 - 3.2.2 Detailed technical descriptions of the major components/modules of Genesys Cloud Call Center and Genesys Cloud Voice's, allowing a thorough understanding of the implementation of the proposed design.
 - 3.2.3 Software system level flow charts or Visio Diagrams, if applicable. Software data backup and recovery procedures.

3.2 Objectives:

 Review and confirm all requirements to meet the Objectives listed in the Requirements Gathering Tasks have been included and any

- actions needed to accomplish are part of the Design and Project Plan.
- Understanding and consensus between Consultant and OCTA on the proposed Design, Project Plan, Deployment Plan and Schedule.

3.2 Deliverables:

- Updated Design Documentation and Project Documents
- 3.3 Final Design Review.

The Final Design Review shall be conducted to review 3.2 Deliverables for completion and consensus for Configuration/Build when detailed design is complete. The Final Design Review shall determine whether the detailed design shall conform to the design requirements. Data submitted for the Final Design Review shall be updated to a level of detail consistent with the completed design and submitted for the Final Design Review. At a minimum, the Final Design Review shall include:

3.3.1 Latest revisions of the drawings and documentation submitted for the Preliminary Design Review.

Objectives:

Final Review prior to Configuration/Build and Testing.

Deliverables:

- 3.3 Updated **Design and Project Documentation**
- 3.4 Security Review Attachment A: OCTA's Preferred Standards & Practices

Consultant's technical staff shall work with OCTA's security and project team to review security requirements in the new hosted environment.

Where necessary, Consultant's technical staff shall assist in evaluating Consultant architecture and configuration as related to security and ACCESS.

All website access and URLs shall use https.

Deliverables:

3.4 Approval of the Final Design from OCTA Cyber Security Team

Task 4 - Configuration / Build

- 4.1 Consultant shall customize and configure the approved final design for Genesys Cloud Voice. Any and all changes shall be reviewed with OCTA and documented.
- 4.2 As part of the Configuration/Build, core functional testing to validate the completed configuration shall be performed by Consultant prior to release to OCTA, and list of issues/resolutions provided to OCTA's PM and Technical Lead.
- 4.3 OCTA shall provide the requested information to Consultant and perform the tasks assigned in the Final Design and Project Documentation.

Objectives

- Perform configuration Design/Build to meet the Requirements Objectives per the approved Final Design and Project Documentation.
- Fully configured, installed and operational solution tested successfully before release to OCTA for User Acceptance Testing (UAT) and training.
- Complete Genesys Cloud Voice configuration and set up such that during OCTA testing, assigned DIDs and inbound/outbound call routing is fully functional.

Deliverables

- Fully configured, ready for OCTA Testing and Training, Genesys Cloud Voice Call Center solution per the approved Final Design and Project Documentation.
- Documented System Configuration, including deviations and changes to the approved Final Design and Project Documentation.

Task 5 - Test

Consultant shall be required to thoroughly test the application to ensure stability, performance, and system functionality prior to making the configured solution available for OCTA testing efforts. Consultant shall develop the Test Plan, Test Cases, and Test Scripts (if automated testing is being conducted).

5.1 Test Plan

Consultant shall develop a Testing Plan for the entire project. The Testing Plan shall address each type of testing.

5.1.1 The **Testing Plan** shall include <u>who</u> is conducting the testing, <u>what</u> type of testing will be conducted, <u>when</u> the testing will be conducted, <u>where</u> the testing should be performed, the purpose of the test (<u>why</u>), and <u>how</u> to conduct the testing.

- 5.1.2 The testing shall include unit-, system-, integration-, load-, stress-, functional-, non-functional-, device-, and network-testing.
- 5.1.3 Testing may include backup and restore, and disaster recovery procedures.
- 5.1.4 Consultant's technical members shall assist OCTA project staff as needed, to complete all UAT.

5.2 Test Cases

The Test Cases are a set of conditions or variables under which a Tester shall determine whether a system under test satisfies requirements or works correctly. The process of developing test cases can also help find problems in the requirements or design of an application. The Test Cases shall include a Description, any assumptions or pre-conditions, the steps, and the expected result.

User Acceptance Testing (UAT)

OCTA shall conduct UAT of all system functionality. Consultant shall be responsible for supporting the UAT efforts, including:

- Clarifying system functionality.
- Troubleshooting and correcting errors and invalid results.
- Updating system documentation (as applicable).

Objectives:

- Testing efforts are thorough, effective, and efficient.
- All pertinent resources are clear on the testing process and efforts that shall be completed.
- Acceptance Test success criteria is defined.
- Bugs are documented, prioritized, and resolved.
- Any necessary corrections or configuration changes are completed.
- All planned testing is completed successfully.

Deliverables:

- 5.1 Test Plan.
- 5.2 Test Cases (and Test Scripts if automated testing is being conducted).
- 5.3 Testing Results.
- 5.4 Defect logging in Item Log.
- 5.5 Stakeholder sign-off on the completed testing.

Task 6 - Train

6.1 Consultant shall develop a **Training Plan** for the entire project. The Training Plan shall include the following information: who is conducting

- and attending the training, <u>what</u> the training will include, <u>when</u> and <u>where</u> the training will be conducted, the purpose of the test (<u>why</u>), and <u>how</u> the training will be conducted.
- 6.2 Describe the mediums that shall be used (videos, manuals, classes, etc.).
- 6.3 **Training Documentation** shall be provided that is comprehensive of the system features and functionality for the specific use by OCTA Users in OCTA environment. Detailed manuals, outlines, lesson plans, shall be submitted for approval. Instruction shall be designed to be comprehensive of the equipment, and the system features and functionality. The documentation shall be provided in both digital and print format. These manuals shall describe and explain all features and functions of the application, how to use the application, and some common troubleshooting techniques.
- As listed in Consultant Services, Efforts, and Deliverables, Consultant shall be required to provide training for IT (technical training) and System Administration. Consultant shall also provide end-user training to both OCTA and OCTA contracted employees. Where Train the Trainer training is used, this shall be explicitly called out. Any limits in regard to attendees and number of training sessions shall be clearly stated to the Project Team.
- 6.5 Training sessions, whether in-person at OCTA's administrative offices in Orange, California or as Teams Meeting or Zoom, shall be agreed upon in advance with OCTA.

Objectives:

- Ensure that OCTA project team and the system administrators understand how to manage, maintain, use, and support all technology components involved in Consultant's solution.
- Provide training per the agreed upon classes to OCTA staff and contractors.
 - System Administration/Familiarization Class to be provided to OCTA Telecommunications. Hands-on and interactive is preferred for this course.
 - Supervisor/Business Users Class including reporting. Hands-on and interactive is preferred for this course.
 - Agents Train the Trainer class
 - End-User Training for OCTA's system users.

Deliverables:

 Training Plan that denotes the people providing the training, the resources attending the training, the objectives and expectations of the training, the content that will be provided, schedule and location, and the purpose of the training.

- Training Documentation, including manuals, outlines, lesson plans, etc., either paper or digital, for each training session.
- Training Classes per the approved Final Design.

Task 7 - Deploy

Consultant shall be responsible for the implementation/deployment of the application into a Production Environment for OCTA to use it as a production system. The Go-Live date is the date OCTA shall commence using the application as a Production system.

7.1 <u>Go-Live Assessment</u>

Consultant's PM shall prepare a **Readiness Assessment Report** for submission to OCTA's Project Sponsors. This report shall identify any incomplete efforts, tasks, and bug fixes and prioritize their importance from a technical-perspective to the cutover date, as well as the plan for addressing the incomplete tasks in the post go-live phase. Contingency plans for Go-Live shall be documented.

Objectives:

- Complete Readiness Assessment Report.
- Identify outstanding tasks and identify estimated completion dates.
- Prepare the implementation efforts.

Deliverables:

- 7.1.1 Readiness Assessment Report.
- 7.1.2 Draft of **Deployment Plan**.

7.2 Go-Live Plan

A meeting shall be held prior to production deployment to review the **Deployment Plan**. The **Plan** shall include <u>who</u> is participating in the deployment, <u>what</u> the deployment will encompass, <u>when</u> the deployment efforts/tasks shall be conducted, <u>where</u> the deployment shall be performed.

Consultant and OCTA PM shall work with the project teams to draft an appropriate **Schedule** that includes the following: tasks, durations, resources, start- and end-times, status reporting, and validation (to ensure the deployment was completed successfully). This shall be included within the Deployment Plan.

A **Deployment Checklist** shall be documented to ensure all changes are moved to production accurately and completely.

A **Support Plan** shall be documented that shall include support before, during, and post-production deployment.

OCTA requires that all changes to the Production environment shall be approved by the project sponsor, business owner, and OCTA PM.

Objectives:

- Approved Change Control.
- Plan for support-related activities.
- Create schedule.
- Determine Production Validation tests.

Deliverables:

- 7.2.1 Approved **Deployment Plan.**
- 7.2.2 Go-Live Schedule.
- 7.2.3 **Deployment Checklist.**
- 7.2.4 Production Validation Tests.
- 7.2.5 Go-Live Support Plan.
- 7.2.6 Approved Change Control.

7.3 Go-Live / Deployment

Execute the Deployment plan with OCTA per the Go-Live Schedule. Consultant shall have technical staff familiar with the Configured Final Design and capable of troubleshooting/resolution of issues, available for support

7:00 am – 6:00 pm, Pacific Time, on the first two (2) days of Go-Live.

Objectives

- Deploy Configured and Tested Final Design to production environment.
- Consultant staff provided to OCTA for Go-Live Support.

Deliverables

- Production environment solution installed and configured addressing all approved Final Design requirements.
- Consultant Staff for Go-Live Support

7.4 Final Acceptance

Consultant shall assist OCTA in evaluating results of UAT Tests, Go-Live, and Training. Based on the outcome of this evaluation, changes to final design, or to training, or final documentation may be made.

Objectives:

- Evaluate results of UAT Tests, Go-Live, and Training.
- Summarize processes that did not yield desired results.
- Review and prioritize pending defects.
- Decide upon changes and/or corrections needed to achieve desired results.
- Completion and sign-off on UAT testing.
- Completion and sign-off on Training Classes.
- Identification of required action items for project completion.

Deliverables:

- Updated System Documentation (based on deployment revisions).
- Updated Items Log that with any remaining defects that must be addressed.
- Deployment Acceptance.

Task 8 - Post-Deployment Support/Warranty

Consultant shall warrant their design and configuration and provide system maintenance and support. Following system acceptance of the application, Consultant shall warranty their work to conform to requirements set forth in this Scope of Work, for a minimum of thirty (30) days after Go-Live. Consultant shall correct and repair, at no cost to OCTA, any defect, malfunction, or non-conformity that prevents the application from performing in accordance with requirements set forth in this Scope of Work.

- The warranty period shall begin on the Go-Live date if all bugs and defects
 previously reported during testing have been resolved to OCTA's
 satisfaction. Go-Live constitutes the date when the solution is formally
 accepted in writing and ready for deployment in OCTA's production
 environment.
- Defects and issues previously reported during testing shall be fixed to OCTA's satisfaction before the solution can be formally accepted for Go-Live and before warranty can begin. A test in production is not considered Go-Live.
- If minor issues remain and it is mutually agreed by OCTA and Consultant to proceed with the Go-Live in production to allow Consultant additional

- time past Go-Live to resolve these minor issues that shall not initiate the start of warranty. In this case a separate written acceptance shall be provided to commence the warranty period after all remaining issues have been fixed by Consultant and accepted by OCTA.
- Consultant shall provide Help Desk Services to troubleshoot and resolve system issues or questions. Consultant shall provide a support phone number and website where issues can be raised, documented, managed, and monitored, and support tickets tracked.

Objective

- Initial warranty on work performed and on-going support on the business application.
- Resolution of any defects and issues previously reported or found during Go-Live.

Deliverables

- Help Desk contact information, web-based tracking tool, Help Desk services and software fixes, where appropriate.
- List of defects/issues and plan of action for resolution added to Project Documentation

LIMITATION ON GOVERNMENTAL DECISIONS

Nothing contained in this scope of work permits Consultant's personnel to authorize or direct any actions, votes, appoint any person, obligate, or commit OCTA to any course of action or enter into any contractual agreement on behalf of OCTA. In addition, Consultant's personnel shall not provide information, an opinion, or a recommendation for the purpose of affecting a decision without significant intervening substantive review by OCTA personnel, counsel, and management.