FOR BOARD ACTION

Agenda Item # 6.a.	Meeting Date: 8/28/12

SUBJECT:

IVR for Outage Response

PREPARED BY:

Mark Kotschevar, Director of Core Services

ITEM DESCRIPTION:

As part of our ongoing initiative to expand the use of technology in our outage response process, we have investigated using integrated voice response (IVR) to auto populate Responder, our existing outage management system. Currently when a customer calls in to report an outage, the call taker must manually fill in the customer's name or address in Responder in order to start populating and displaying the outage information. This is time consuming and slows down the ability of Responder to roll up outages to a possible open device on the system.

Enventis, our current IVR provider for customer service calls, has given us a proposal to leverage our existing IVR system to include the ability to recognize the customer by phone number or spoken address and auto populate our Responder system with the outage location. This will remove the need to manually answer each outage call and input the outage location. The system will be set up such that the customer can at any time opt out of the IVR system and speak to a call taker. This allows any customer to report a hazardous condition or information as to the outage cause directly to an RPU employee. In addition, Responder will be able to determine if the caller is part of an existing known outage and the IVR system will inform the customer of that fact and let them know a crew has been dispatched.

In order to provide high availability, additional hardware and software will need to be implemented as part of this project.

FOR CAPITAL PURCHASES/BIDS/MAJOR PROJECTS:

We are proposing
1) to use dollars budgeted as part of the 2012 smart grid initiative to cover the cost of the IVR base software and maintenance. Currently, the smart grid budget contains $120,000 for this purchase; The cost is $106,870.73.
2) to use dollars budgeted as part of the 2012 IS allocation to cover the cost of the additional hardware and software components for high availability. The cost is $80,784.57

UTILITY BOARD ACTION REQUESTED:

Management recommends that the Utility Board approve a purchase order agreement with Enventis in the amount of $187,655.30 for the implementation of IVR for outage response.

_____
General Manager

_____
Date   August 23, 2012

ROCHESTER PUBLIC UTILITIES

Product and Maintenance Quote

Enventis
A subsidiary of HickoryTech

Quote Date:	8/20/2012
Quote Number:	**120730r2-339881**
Project:	Outage Management (Adding High Availability)
Customer:	RPU
Customer Contact:	Frank Peterson
Phone:	0
Address:	
Account Manager:	Chris Bye
Direct Extension:	763-577-3917

Software & Applications

Part Number	Description	Qty	Unit Price	Ext. Price
NUR-TX-SPTTS-B-HA	Nuance Recognizer v9.x / Vocalizer Standard Dialog Port Bundle - (Hot Standby)	20	$ 909.30	$ 18,186.00
NU-OSDM-US-N-B-HA	Nuance NDM- North American Name (Hot Standby)	20	$ 173.20	$ 3,464.00
NU-OSDM-US-CSA-B-HA	Nuance NDM - US Address Bundle (City, State and Address), (Hot Standby)	20	$ 259.80	$ 5,196.00
			Subtotal	$ 26,846.00

Maintenance & Support

Part Number	Description	Qty	Unit Price	Ext. Price
DGX-MS02-NS	Annual Maintenance & Support - Premium - 12 Month Period	1	$ 6,200.00	$ 6,200.00
			Subtotal	$ 6,200.00

UCS Server — C210M2 Rack Server 2U

Part Number	Description	Qty	Unit Price	Ext. Price
UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr. 2xE5640 CPU 48GB RAM 10x146GB HDD	2	$ 14,680.98	$ 29,361.96
CIB-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE)	2	$ -	$ -
UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz	4	$ -	$ -
UC-HDD300G12F105	300GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted	20	$ -	$ -
UC-MR-1X041RX-A	4GB DDR3-1333-MHz RDIMM/PC3-10600/1R/1.35v	24	$ -	$ -
UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers	2	$ -	$ -
UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0 1 5 6 10 60) - 512WC	2	$ -	$ -
UC2-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server	4	$ -	$ -
CAB-9K12A-NA	Power Cord 125VAC 13A NEMA 5-15 Plug North America	4	$ -	$ -
CON-UCS3-C210M2VC	UC SUPPORT 24X7X4 Bare Metal UCS C210M2 Svr.2xE5640 CPU4	2	$ 658.35	$ 1,316.70
			Subtotal	$ 30,678.66

Vmware — Virt Foundation VMWare

Part Number	Description	Qty	Unit Price	Ext. Price
R-VMW-UC-FND5-K9	Cisco UC Virt. Foundation 5.0 (2-Socket 32GB vRAM)	2	$ 1,549.38	$ 3,098.76
VMW-UC-FND5-SNS	Cisco UC Virt. Foundation 5.0 SnS	2	$ -	$ -
CON-ESW-UCFND5	ESSENTIAL SW Cisco UC Virt. Foundation 5.0 (2-Socket	2	$ 237.50	$ 475.00
UCSS-U-VMW-FND-1-1	UCSS Cisco UC Virt.Foundation One Year - 1 server	2	$ 0.90	$ 1.80
			Subtotal	$ 3,575.56

Product Total:	$	65,506.72
Maintenance Total:	$	1,791.70
Cisco Unified Communications Software Subscription (UCSS) Total:	$	1.80
Product / Maintenance Subtotal:	**$**	**67,300.22**
Enventis Installation Services (Estimated):	$	8,380.00
Quote Total:	**$**	**75,680.22**
Estimated Sales Tax at 6.875%:	$	5,104.35
Quote Grand Total (Estimated):	**$**	**80,784.57**

Payment Terms:
Hardware and Maintenance payments are due net 30 days from time of delivery.

Assumptions:
Any proposed services subject to terms in scope of work
Purchase Order subject to Enventis standard Terms and Conditions
Pricing is valid for 30 days.
Applicable freight charges are not included in this quote.

All returns are subject to 10% restocking fee

PROFESSIONAL SERVICES SCOPE OF WORK

Nuance Outage Management (Adding High Availability) Proposal

This Scope of Work (SOW) is entered into as of this 29th day of August 2012, by and between Enterprise Integration Services, Inc., a Minnesota corporation ("Enventis"), located at 2950 Xenium Lane North, Plymouth, MN 55441, and City of Rochester, a Minnesota Municipal Corporation, acting through its Public Utility Board ("Customer") , located at 4000 East River Road NE, Rochester, MN 55906.

1   ABOUT THIS DOCUMENT

This SOW is the summary of services and deliverables included as part of the professional services agreement described below. Enventis' technical staff will perform these services for the stated installation price listed in the "Financial Summary" section of this document. No additions to this SOW will become included in the project without a written request from the customer and a written confirmation, with price adjustment if warranted, from the Enventis Account Executive. Communication with Enventis technical staff or other parties outside those in written form shall not be deemed a modification to this SOW until confirmed in writing.

2   SERVICES OVERVIEW

Enventis shall provide the following services to the customer, during standard business hours, unless explicitly stated otherwise in this SOW:

2.1   UCCX on UCS with Redundancy

2.1.1   Description

Customer is requesting Enventis assistance in upgrading their existing Unified Contact Center Express (UCCX) environment to the UCS platform. Customer requires redundancy for UCCX as part of the Nuance implementation project. Enventis will configure and install redundant C210M2 UCS servers and upgrade Customer's UCCX to 8.5.1(SU3) with redundancy.

2.1.2   Enventis Responsibilities

Enventis resources will provide the following:

- Discovery meeting with customer and development of Test and Validation Plan
- Stage C210M2 UCS servers and configure VMWare, disk partitions
- Install C210M2 UCS servers at Customer location
- Install UCCX 8.5.1(su3) on C210M2 UCS server

- Backup 8.5.1(SU3) and restore on C210M2 UCS platform
- Install HA UCCX on secondary C210M2 UCS server
- Testing to Plan
- Day 1 Support

2.1.3 Enventis Project Management Responsibilities

- Project Initiation
    - Staff assignment (team acquisition)
    - Administrative setup
    - Initial scheduling
- Project Execution and Monitoring
    - Schedule management and reporting
    - Budget management and reporting
    - Deliverable oversight and reporting
    - Change management
- Project Closure
    - Deliverable validation

2.1.4 Customer Responsibilities

Customer will be responsible for the following items:

- Provide required resources for completion of services including credentials, IP information and access.
- Purchase of required hardware to meet Cisco requirements for version support
- Provide maintenance window for service work

2.1.5 Deliverables and Milestones

- Milestone: Completion of server and UCCX upgrades
    - Deliverable: Day one support for 6 hours

3 ASSUMPTIONS

Services and services pricing were based upon the following assumptions. Any additional costs identified as a result of deviations from these assumptions will be managed through the Enventis change order procedures.

- Customer is responsible for determination of its requirements and customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer acknowledges that completion of services is dependent upon customer meeting its responsibilities as identified in this SOW.

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- All written deliverables will be provided to the customer in Adobe Acrobat PDF, Microsoft Visio, Microsoft Word or Microsoft Excel format only.
- Enventis assumes no more than 3 onsite visit will be required.
- Enventis assumes Customer will have functional hardware and stable network environment
- Enventis assumes Customer has all appropriate licensing
- Enventis does not anticipate end user training will be necessary as a result of the like-for-like upgrades

4   DURATION

Services shall not commence until this SOW has been fully accepted by both parties.

Performance of services shall commence on a date that is agreed upon between Enventis and the customer. Either party may terminate this Schedule prior to completion, without prejudice to any claim against the other party, in the event of a breach of any material term or condition of this SOW or the Master Agreement by the other party, which is not cured within 15 days of written notice thereof. All accrued fees and expenses become immediately due and payable at termination.

Customer and Enventis acknowledge that completion of services by the estimated end date is dependent upon Enventis and customer meeting its obligations in this SOW. All changes affecting the baseline schedule are subject to agreement by customer and Enventis and managed through the change order procedures as specified herein (**Appendix A**).

5   FINANCIAL SUMMARY

5.1   Professional service terms:

- The on-site work will be conducted at the client's **Rochester, MN** location.
- Client will make available all relevant personnel (including persons responsible / situated at other locations) for conferences/calls during the installation period.
- Travel will be billed one-way.
    - Other travel costs (airfare, rental car, hotel, food, etc), will be billed at actual.
- Applicable taxes extra at actual.
- Payment terms are net 30.

5.2   Service Pricing

- This proposal is to be performed as a time and materials agreement**.**
- Total Estimated Hours and Cost = $8,380
    - Nuance Engineer (Remote Server Setup) – 4 hours x $115 = $460
    - Enventis Engineer – 48 hours x $165 = $7,920

- This contract was developed and priced based on information from Customer. Changes in service requirements may change resource requirements, and timelines. These changes will result in new prices.

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6 CONFIDENTIALITY

Consistent with the Minnesota Government Data Practices Act, each party agrees to keep the other party's Confidential Information, as defined below, strictly confidential, and not to appropriate the other party's Confidential Information for its own use or disclose the other party's Confidential Information to anyone other than its employees and contractors on a need-to-know basis, and only then if such persons agree to maintain its confidentiality. Upon termination of this Agreement, each party will return to the other party all of the other party's Confidential Information which it has in its possession, including all copies, reproductions and excerpts. "Confidential Information" means information not generally known to outside persons, which is proprietary to the party, including trade secret information about processes, methods, products, systems, pricing, technology, prototypes, plans, drawings, designs, configurations, know-how, business plans, financing, agents, suppliers and customers. All such information about a party will be presumed to be Confidential Information, regardless of whether it is so marked or identified. Notwithstanding the foregoing, the following will not be considered Confidential Information for purposes of this Agreement.

7 CUSTOMER RESPONSIBILITIES

Customer shall designate a dedicated, knowledgeable, contact person with authority to act on Customer's behalf on all matters under this Schedule. Customer shall also provide Enventis with reasonable workspace during all times of service (including desk, chair, and personal computer with access to Customer network and printers). Customer shall also provide Enventis with appropriate access to Customer facilities, including badges with proper security and access rights. Customer agrees that if it fails to perform the above responsibilities, Enventis may perform them and charge Customer for all related expenses.

IN WITNESS WHEREOF, the parties have caused the execution of this Schedule as of the day and year first above written.

Enterprise Integration Services, Inc.   **Rochester Public Utilities**

By _____   _____

Dated:_____   General Manager

                                               _____

                                               Printed Name

                                               CITY OF ROCHESTER

                                               _____

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Mayor

_____

Printed Name

Reviewed as to Form:

_____

City Attorney

_____

Printed Name

Attest:

Dated: _____

_____

City Clerk

Revised

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Change Order # XX

Change Date Requested: 00/00/201X

Company Name: Company

Project Name/Number: XXXX

Description: XXXX

Total additional services: N/A

Total additional hardware and maintenance: $00.00   See attached quote #: N/A

Authorized by (print name): _____

Title: _____

Date: _____

Signature: _____

Revised

Please sign and fax to Enventis at 763-577-3999.

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Product and Maintenance Quote

Enventis
A subsidiary of HickoryTech

Quote Date:	8/20/2012
Quote Number:	**120730r1-339879**
Project:	Outage Management (Base)
Customer:	RPU
Customer Contact:	Frank Peterson
Phone:	0

Enventis
2950 Xenium Lane North, Suite #138
Plymouth, MN 55441
(763) 577-3900 - Main Phone

Address:	
Account Manager:	Chris Bye
Direct Extension:	763-577-3917

Software & Applications

Part Number	Description	Qty	Unit Price		Ext. Price
NUR-TX-SPTTS-B	Nuance Recognizer v9.x / Vocalizer Standard Dialog Port Bundle - English	20	$ 1,818.60	$	36,372.00
NU-OSDM-US-N-B	Nuance NDM - North American Name	20	$ 346.40	$	6,928.00
NU-OSDM-US-CSA-B	Nuance NDM - US Address Bundle	20	$ 519.60	$	10,392.00
NU-LIC-MGR-W	Nuance License Manager v11.x.x - WIN Per Site License	1	$ --	$	-
NU-NSS-W	Nuance Speech Server (MRCP) v5.1.x - WIN, Per Site License	1	$ --	$	-
			Subtotal	**$**	**53,692.00**

Maintenance & Support

Part Number	Description	Qty	Unit Price		Ext. Price
DGX-MS02-NS	Annual Maintenance & Support - Premium - 12 Month Period	1	$ 12,400.00	$	12,400.00
			Subtotal	**$**	**12,400.00**

Product Total:	$	66,092.00
Maintenance Total:	$	-
Product / Maintenance Subtotal:	**$**	**66,092.00**
Enventis Installation Services (Estimated):	$	33,904.00
Quote Total:	**$**	**99,996.00**
Estimated Sales Tax at 6.875%:	$	6,874.73
Quote Grand Total (Estimated):	**$**	**106,870.73**

Payment Terms:
Hardware and Maintenance payments are due net 30 days from time of delivery.

Assumptions:
Any proposed services subject to terms in scope of work
Purchase Order subject to Enventis standard Terms and Conditions
Pricing is valid for 30 days.
Applicable freight charges are not included in this quote.

All returns are subject to 10% restocking fee

PROFESSIONAL SERVICES SCOPE OF WORK
Nuance Outage Management (Base) Proposal

This Scope of Work (SOW) is entered into as of this 29th day of August 2012, by and between Enterprise Integration Services, Inc., a Minnesota corporation ("Enventis"), located at 2950 Xenium Lane North, Plymouth, MN 55441, and City of Rochester, a Minnesota Municipal Corporation, acting through its Public Utility Board ("Customer") , located at 4000 East River Road NE, Rochester, MN 55906.

1   ABOUT THIS DOCUMENT

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2   SERVICES OVERVIEW

Enventis shall provide the following services to the customer, during standard business hours, unless explicitly stated otherwise in this SOW:

2.1   Nuance Application Installation and Configuration

2.1.1   Description

Customer is requesting Enventis/ Nuance assistance in the installation and configuration of the Nuance Speech Server and Speech Recognizer applications for use with Cisco Unified Communications Manager. Customer will provide VM environment capable of supporting the Nuance application requirements:

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Server Requirements

- Intel Xeon Quad Core E5560 2.8GHz 1333MHz, (QPI 6.4 GT/s), 8MB Cache or above
- The processor must support streaming SIMD extensions

- 4 GB RAM

- 75 MB of free disk space for the recognizer's run-time software (includes 8 MB for documentation)
- Sufficient free disk space for at least one Language Pack
    - A typical language requires 75-150 MB. US English is not typical, it requires about 250 MB.
- 20 MB of free disk space for the tuning data directory (1 GB recommended)

Supported Operating system Processor VMware

- Windows 2003 Server with Service Pack 1 or later 32-bit ESX 3.5, ESX 4.0
- Windows Server 2008 (Recognizer v9.0.11 and up) 32-bit ESX 3.5, ESX 4.0
- Windows XP Professional with Service Pack 2 or later 32-bit ESX 3.5, ESX 4.0
- Red Hat Enterprise Server 3.0 (update 5) 32-bit ESX 3.5, ESX 4.0
- Red Hat Enterprise Server 4.0 (update 3) 32-bit ESX 3.5, ESX 4.0
- Red Hat Enterprise Linux 4.0 (AS, ES, or WS) 32-bit ESX 3.5, ESX 4.0
- Red Hat Enterprise Linux 5.0 through 5.3 (AS, ES, or WS) 32-bit ESX 3.5, ESX 4.0
- **Windows Server 2008 R2 (64-bit) is supported however the product is not a 64-bit application.**

Note:

- While Nuance is pleased to offer support for VMWare environments you should be aware that there will be degradation to system density associated with doing so.
- Customers who are considering utilizing VMWare will need to undertake their own testing to validate acceptable provisioning levels, understanding that measuring CPU and memory loads alone aren't sufficient.

2.1.2   Enventis Responsibilities

Enventis/ Nuance will be responsible for the following items:

- Discovery and Design session(s) with Customer
- Development of Test and Validation Plan with Customer
- Develop VoiceXML application based on script and call flow approved by customer
- Develop AEF Loader based on script and call flow approved by customer
- Develop Java and SQL integration
- Installation of Nuance Recognizer 9.x
- Installation of Nuance Speech Server 5.1
- Modification(s) to CUCM or UCCX environment
- Testing of services to Plan
- Day One support

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2.1.3 Customer Responsibilities

Customer is responsible for the following items:

- Resources necessary to complete the project including credentials, IP configurations and access (VPN,SSH or physical)
- Customer to provide resources for Discovery and Design session(s)
- Customer to provide resources for creation of Test and Validation Plan
- Customer to provide the supported VM environment for applications
- Customer to provide Tomcat Application Server (Communications Manager)
- Customer to provide complete backup of SQL database for development and testing by Nuance
- Customer responsible for any pre-recorded prompts (if used)
- Customer to provide maintenance window for service work

2.1.4 Deliverables and Milestones

- Milestone: Completion of services and successful test to Plan
  - Deliverable: Day One support
  - Deliverable: Nuance Documentation

3 ASSUMPTIONS

Services and services pricing were based upon the following assumptions. Any additional costs identified as a result of deviations from these assumptions will be managed through the Enventis change order procedures.

- Customer is responsible for determination of its requirements and customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer acknowledges that completion of services is dependent upon customer meeting its responsibilities as identified in this SOW.
- All written deliverables will be provided to the customer in Adobe Acrobat PDF, Microsoft Visio, Microsoft Word or Microsoft Excel format only.
- Enventis/ Nuance assume all coding and testing will be performed remotely.
- Enventis assumes Customer will provide remote access (VPN, SSH).
- Enventis assumes Customer has a supported VM environment per the application requirements.
- Enventis assumes Customer will provide maintenance window(s) for service work.

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4 DURATION

Services shall not commence until this SOW has been fully accepted by both parties.

Performance of services shall commence on a date that is agreed upon between Enventis and the customer. Either party may terminate this Schedule prior to completion, without prejudice to any claim against the other party, in the event of a breach of any material term or condition of this SOW or the Master Agreement by the other party, which is not cured within 15 days of written notice thereof. All accrued fees and expenses become immediately due and payable at termination.

Customer and Enventis acknowledge that completion of services by the estimated end date is dependent upon Enventis and customer meeting its obligations in this SOW. All changes affecting the baseline schedule are subject to agreement by customer and Enventis and managed through the change order procedures as specified herein (**Appendix A**).

5 FINANCIAL SUMMARY

5.1 Professional service terms:

- The on-site work will be conducted at the client's **Rochester, MN** location.
- Client will make available all relevant personnel (including persons responsible / situated at other locations) for conferences/calls during the installation period.
- Travel will be billed one-way.
    - Other travel costs (airfare, rental car, hotel, food, etc), will be billed at actual.
- Applicable taxes extra as actual.
- Payment terms are net 30.

5.2 Service Pricing

- This proposal is to be performed as a time and materials agreement**.**
- Total Estimated Hours and Cost = $33,904
    - Nuance Project Manager – 10 hours x $105 = $1,050
    - Nuance Script Consultant – 12 hours x $115 = $1,380
    - Nuance Engineer (Remote Server Setup) – 16 hours x $115 = $1,840
    - Nuance Technical Expert – 125 hours x $170 = $21,250
    - Nuance QA Specialist – 16 hours x $85 = $1,360
    - Nuance Programmer – 16 hours x $109 = $1,744
    - Enventis Engineer – 32 hours x $165 = $5,280

- This contract was developed and priced based on information from Customer. Changes in service requirements may change resource requirements, and timelines. These changes will result in new prices.

6 CONFIDENTIALITY

Consistent with the Minnesota Government Data Practices Act, each party agrees to keep the other party's Confidential Information, as defined below, strictly confidential, and not to appropriate the other party's

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Confidential Information for its own use or disclose the other party's Confidential Information to anyone other than its employees and contractors on a need-to-know basis, and only then if such persons agree to maintain its confidentiality. Upon termination of this Agreement, each party will return to the other party all of the other party's Confidential Information which it has in its possession, including all copies, reproductions and excerpts. "Confidential Information" means information not generally known to outside persons, which is proprietary to the party, including trade secret information about processes, methods, products, systems, pricing, technology, prototypes, plans, drawings, designs, configurations, know-how, business plans, financing, agents, suppliers and customers. All such information about a party will be presumed to be Confidential Information, regardless of whether it is so marked or identified. Notwithstanding the foregoing, the following will not be considered Confidential Information for purposes of this Agreement.

7   CUSTOMER RESPONSIBILITIES

Customer shall designate a dedicated, knowledgeable, contact person with authority to act on Customer's behalf on all matters under this Schedule. Customer shall also provide Enventis with reasonable workspace during all times of service (including desk, chair, and personal computer with access to Customer network and printers). Customer shall also provide Enventis with appropriate access to Customer facilities, including badges with proper security and access rights. Customer agrees that if it fails to perform the above responsibilities, Enventis may perform them and charge Customer for all related expenses.

IN WITNESS WHEREOF, the parties have caused the execution of this Schedule as of the day and year first above written.

Revised

Enterprise Integration Services, Inc.   **Rochester Public Utilities**

By _____   _____

Dated:_____   General Manager

                                                                                      _____

                                                                                           Printed Name

                                                                        CITY OF ROCHESTER

                                                                                      _____

                                                                                              Mayor

_____

Printed Name

Reviewed as to Form:

_____

City Attorney

_____

Printed Name

Attest:

Dated: _____

Revised

_____

City Clerk

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Change Date Requested: 00/00/201X

Company Name: Company

Project Name/Number: XXXX

Description: XXXX

Total additional services: N/A

Total additional hardware and maintenance: $00.00   See attached quote #: N/A

Authorized by (print name): _____

Title: _____

Date: _____

Revised

Signature: _____

Please sign and fax to Enventis at 763-577-3999.

rpu
we pledge, we deliver

RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, is requested to approve a purchase order with Eventis for

Purchase of the software, hardware, and maintenance
for the IVR Outage Response Project.

The amount of the purchase to be ONE HUNDRED EITHTY SEVEN THOUSAND SIX HUNDRED FIFTY FIVE AND 30/100 DOLLARS ($187,655.30).

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 28th day of August 2012.

_____
President

_____
Secretary