

**STATEMENT OF WORK (SOW)
FOR
HOUSTON INFORMATION TECHNOLOGY
SERVICES**

**Project Name:
HITS – HEC On Call Support
Technology Category: Professional
Services**

November 24, 2015

Statement of Work (SOW)
Houston Information Technology Services
Professional Services

1. INTRODUCTION

Service to be provides 24x7x365 call support for the Houston Emergency Center (HEC) IT. Serve as first point of contact for all service issues relating to computing issues, such as inoperable hardware or software issues.

2. BACKGROUND

This service is required to provide immediate support for mission critical applications, such as CAD, NICE LOG, etc., since HITS does not maintain a mission critical 24 x 7 support desk. HEC mission critical systems are vital to Public Safety, thus there is an urgent requirement for an answering service support that can rapidly contact essential personnel in case of system failure.

3. SCOPE OF SERVICES

This service must include:

- a. Providing a toll free number for HEC users to call.
- b. Answering the phone call in a professional manner.
- c. Following an incident "triage" script to determine the proper notifications.

This service DOES NOT require the answering service to provide technical solutions or trouble shooting advice.

4. REQUIREMENTS: IMPLEMENTATION, INSTALLATION AND OR SERVICES

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a. Solution Components

1. Answering Service will provide an email interface to contact designated personnel.
2. Answering Service must be able to update contact list within 1 working day.
3. Answering service must be able to provide a spreadsheet consisting of call history on the 1st of each month for the prior month.
4. Answering Service must be able to follow an incident "triage" tree (script) to route the call.

5. Services

1. Answering Service must answer in-coming phone calls within 5 minutes. Callers will not be placed on "HOLD" for not more than 2 minutes.
2. Answering Service must be able send emails at the conclusion of the call, contact the HITS – HEC on-call individual, and conference the caller with the HITS – HEC on-call individual, as necessary.
3. Emails will be designed in a manner to allow integration with other service support software, such as Service Now. The subject of the message must clearly identify this is support issue. Generic subject lines, such as "YOUR MESSGE" are to be avoided is possible.
4. If possible, answering service should have the ability to send SMS text to the on- call individual as necessary, as an alternative contact method.
5. If possible, the answering service should enter the call directly into Service Now for processing.

6. Training and Knowledge Transfer

Training will consist of HITS – HEC IT support providing troubleshooting diagrams, contact lists, and schedules.

7. Support

User support is limited to use of email, phones, and text messages.

8. PROJECT EVENTS AND TASKS

This does not meet the definition of a project, but all training and coordination will be completed within 30 days of contract award.

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9. PERIOD OF PERFORMANCE

The solution will be considered implemented within 30 days of contract award.

10. INVOICES

Contract will be based on an approximately 1,000 call per month, for a period of not less than 12 months, with an escalation table showing costs for additional calls above this amount. Contract may be renew for another 12 month period at conclusion of original 12 months. Vendor will invoice the City monthly.

11. DELIVERABLES

Milestones, Deliverables, Schedule and Payment Schedule

It is anticipated this contract will be awarded not later than Jan 1, 2016 and call service will be in use not later than Feb 1, 2016.

Vendor will provide a monthly invoice not later than the 1st of each month.

13. ACCEPTANCE TESTING

Acceptance testing will include review of triage schema and notification processes.

13. ACCEPTANCE CRITERIA

Acceptance criteria will be answering service ability to process calls according to the script.

14 ASSUMPTIONS, PROJECT ROLES AND RESPONSIBILITIES

Roles: HITS – HEC IRM will be primary operational point of contact.

HITS – HEC administration assistant will be administrative point of contact, e.g., billing and statements.

15. REPORTS AND MEETINGS

Vendor will provide monthly reports as specified. As a minimum the report should include Date / Time stamp of the call, person's name who called, Length of call, Brief description of call, and name of the HEC On Call technician. Report will be provided in a CVS format.

16. FURNISHED EQUIPMENT AND WORK SPACE

NA

17. TRAVEL

NA

18. LOCAL MINORITY/WOMEN BUSINESS ENTERPRISE PARTICIPATION:

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MWBE Goal% or MWBE Waiver

19. PILOTS CONDUCTED:

Currently HITS – HEC is using an answering service to support the HEC Call Floor and administrative areas. This process has been in place for over 10 years.