

SCOPE OF SERVICES
HOUSTON INFORMATION TECHNOLOGY
SERVICES

Project Name:
eGAIN Annual Maintenance
Renewal

Technology Category:
Professional Services

DATE
9/27/2016

**Scope of Services
Houston Information Technology Services
Professional Services**

1. INTRODUCTION

The City has a need to provide web-based chat and email communications into its contact centers such as Public Works Utility customer services. This provides multiple ways for the citizens to reach an agent to address their concerns in the most efficient way for them. These services are also more efficient for the contact center since an agent can handle multiple live chats simultaneously.

2. BACKGROUND

eGAIN is the solution the City selected during the implementation of the contact center software to provide web chat and email integration.

3. SCOPE OF SERVICES:

The scope of services is for the annual maintenance of the eGAIN solution.

Support Platinum Solutions PLU for eGAIN CHAT (qty 20) and eGAIN MAIL (qty 16).

4. REQUIREMENTS: Products and Services to Support the Requirements

The requirements of the service is to extend the City's maintenance through eGAIN.

5. PROJECT EVENTS AND TASKS

Annual support services

6. PERIOD OF PERFORMANCE

One year from the renewal date.

7. INVOICES

Net 30 days

8. DELIVERABLES

Annual support services

9. ACCEPTANCE TESTING

Not applicable

10. ACCEPTANCE CRITERIA

Not applicable

11. ASSUMPTIONS, PROJECT ROLES AND RESPONSIBILITIES

Not applicable

11. REPORTS AND MEETINGS

Not applicable.

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12. FURNISHED EQUIPMENT AND WORK SPACE

Not applicable

13. TRAVEL

None

14. LOCAL MINORITY/WOMEN BUSINESS ENTERPRISE PARTICIPATION:

Not applicable

15. PILOTS CONDUCTED:

Not applicable
