



**CITY OF HOUSTON
INFORMATION TECHNOLOGY DEPARTMENT
Q23370
NOTICE OF INFORMAL REQUEST FOR
QUALIFICATIONS**

ITD
611 Walker 9th Floor
Houston, Texas 77002
(832) 393-0205
(713) 837-9863 Fax

GENERAL TERMS & INSTRUCTIONS

The City of Houston (City) is soliciting proposals from qualified professional firms to support the City's 3-1-1 Help Line Call Center. This will include supporting the existing Genesys Application Suite and associated applications as well as supporting the existing Motorola Customer Service Request (CSR) CRM application. The City is transitioning to a new 311 platform. The **consulting services** are needed for **interim support that may run from 9 to 24 months.**

Please review the Scope of Work/Services below. If you should have additional questions regarding this RFQ or believe that your company/organization meets the minimum requirements as outlined in the Scope of Work/Services of this RFQ, please submit your response to **Frank Rodriguez, Division Manager**, via the following method listed below by: **Tuesday, August 25, 2009 at 2:00 p.m. CST:**

Mail: Attn: Frank Rodriguez
City of Houston
Information Technology Division (8th floor) Suite 800
611 Walker
Houston, Texas 77002

Pre-Proposal Conference: There will be **no pre-proposal conference**. Prospective proposers needing additional information/clarification to this request for qualification (RFQ) are requested to e-mail questions to **Frank Rodriguez** at frank.rodriquez@cityofhouston.net. The deadline for submitting questions is Friday, **August 7, 2009 at 2:00 p.m. CST.** **No questions will be accepted after August 6, 2009.** All relevant questions will be answered via letter of clarification to this RFQ and posted on the City's e-bidding website.

SCOPE OF WORK/SERVICE

1. Objective

The objective of this RFQ is to invite prospective consultants to submit written qualifications for Consultants to support the City's 3-1-1 Help Line that includes Genesys application suite and Motorola CSR applications. The City's current Genesys and Motorola CSR solution was deployed eight years ago. The Genesys Application Suite provides the Call Center functionality for the 311 Help Line. The Motorola CSR application provides for customer request tracking and case management. The goal of this RFQ is to continue the support of the Genesys and Motorola CSR systems.

- 1.1 The consultants qualifications must meet the skill and support requirements of this RFQ;
- 1.2 The consultant must demonstrate the ability to support and sustain the solution over its useful life;
- 1.3 The consultant must have good understanding of TCP/IP network operations;



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- 1.4 Excellent customer service skills;
- 1.5 Logical troubleshooting skills;
- 1.6 Good written and verbal communication;
- 1.7 Ability to assist and train other employees;
- 1.8 General understanding of call center operations;

2. Background

- 2.1. With an estimated population of 2.24 million people (January 1, 2009) and an incorporated area encompassing approximately 700 square miles, the City of Houston is the fourth largest city in the U.S. and the largest in Texas.
- 2.2. The City of Houston launched the 3-1-1 Helpline in August 2001 to receive non-emergency calls for city services and to provide access to city government for Houston's citizens. The 3-1-1 system centralizes the call-taking functionality for many city services and handles non-emergency requests from citizens in a timely and effective manner.
- 2.3. Currently, the 3-1-1 consolidated municipal call center provides citizen access to city services 18-hours/day, 365-day/year with plans to extend their hours of operation to 24-hours per day shortly. From traffic fines and sewer concerns to pothole problems and neighborhood complaints, Houstonians can call 3-1-1 and speak to a customer service representative. Additionally, Houstonians can access this helpful service via fax, e-mail and the web.
- 2.4. 3-1-1 non-emergency call traffic is routed over the AT&T public switched network to provide 3-digit dial to the call center.
- 2.5. At the present time, the call center answers over 48,000 calls per week, 5,000 of which result in creation of an electronic service request. A Service Request in the 3-1-1 call center is a request for specific city services (like pothole repair or synchronization of a traffic signal) and can be tracked from start to finish.

3. Support Requirements

3.1. Genesys CTI and Call Routing Support

3.1.1. Skill Requirements

- 3.1.1.1. Certified Genesys Engineer (CGE), or passed at least one CGE exam
- 3.1.1.2. Experience with Genesys Framework and ERS versions 6.x
- 3.1.1.3. Experience with Genesys VTO Server version 6.x



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- 3.1.1.4. Experience with Cisco Call Manager 3.2 & CRA 3.0(3a)
- 3.1.1.5. Computer telephony integration (CTI) background
- 3.1.1.6. Working knowledge of Oracle (9i or 10g)
- 3.1.1.7. Ability to understand and use SQL
- 3.1.1.8. Proficient with Windows administration (NT 4.0 and 2000)

3.1.2. Support Requirements

- 3.1.2.1. Manage a five-node Wintel Genesys cluster (primary and backup servers in "warm-standby" mode), providing near 100 percent uptime. Regular administration of the Genesys application suite, including.
 - 3.1.2.1.1. Creating and configuring users, agents, groups, queues, skills, routes, DNs, etc.
 - 3.1.2.1.2. Responding to all Genesys/CTI issues
- 3.1.2.2. Maintain the Genesys application suite to ensure proper operation of all Genesys components (ensuring that all Genesys applications are running correctly, in the correct run modes, and are all properly connected)
- 3.1.2.3. Create and maintain automated monitoring and alerting procedures using the Genesys Solution Control Interface (SCI)
- 3.1.2.4. Plan, test, and implement all Genesys CTI and Call Routing application upgrades and enhancements
- 3.1.2.5. Support and assist other employees and teams whose responsibilities require them to interface with a Genesys application or component (IVR, PBX Oracle, SCA, CSR, NXi, WFM, VTServer, SYMON, etc.)
- 3.1.2.6. Maintain complete and accurate documentation on configuration and SOPs
- 3.1.2.7. Be available and on-call 24x7 to respond to any Genesys application issue

3.2. Genesys Data Modeling and Reporting Support

3.2.1. Skill Requirements

- 3.2.1.1. Certified Genesys Engineer (CGE), or passed at least one CGE exam
- 3.2.1.2. Experience with Genesys StatServer and DMA versions 6.x
- 3.2.1.3. Experience with the Genesys applications CCPulse and CCAalyzer



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- 3.2.1.4. Experience with the Brio Reporting tool
- 3.2.1.5. Familiarity with computer telephony integration (CTI)
- 3.2.1.6. Working knowledge of Oracle (9i or 10g)
- 3.2.1.7. Ability to understand and use SQL
- 3.2.1.8. Proficient with Windows administration (NT 4.0 and 2000)

3.2.2. Support Requirements

- 3.2.2.1. Configure and maintain all Genesys data collection and aggregation to meet the reporting requirements of the Call Center, departments, and City Hall
- 3.2.2.2. Ensure that the DMA and ETL are up and collecting data, providing near 100 percent data collection
- 3.2.2.3. Create and maintain real-time and historical Call Center activity reports
- 3.2.2.4. Plan, test, and implement all Genesys data modeling and reporting application upgrades and enhancements
- 3.2.2.5. Train and assist employees who use the Genesys reporting tools
- 3.2.2.6. Maintain complete and accurate documentation on configuration and SOPs
- 3.2.2.7. Be available and on-call 24x7 to respond to any Genesys reporting or data collection issues

3.3. Genesys Workforce Management (WFM) Support

3.3.1. Skill Requirements

- 3.3.1.1. Genesys Certified Professional – Workforce Management (GCP7-CWFM) certification.
- 3.3.1.2. Experience supporting Genesys Workforce Management version 7.x
- 3.3.1.3. Working knowledge of Genesys Framework and Routing version 7.x
- 3.3.1.4. Experience with Apache & Tomcat running on Windows Servers
- 3.3.1.5. Working knowledge of Microsoft Internet Information Server (IIS)
- 3.3.1.6. Proficient with Windows administration (NT 4.0 and 2000)



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3.3.2. Support Requirements

- 3.3.2.1. Manage and administrate the Genesys Workforce Management component, including WFM Web Services
- 3.3.2.2. Assist employees who use Genesys Workforce Management
- 3.3.2.3. Plan, test, and implement all Genesys WFM component upgrades and enhancements
- 3.3.2.4. Maintain complete and accurate documentation on configuration and SOPs

3.4. NICE Call Recording System

3.4.1. Skill Requirements

- 3.4.1.1. Experience administrating NICE Release 8.9 Enterprise Suite: E. Ware2
- 3.4.1.2. General understanding of Genesys Framework and Routing
- 3.4.1.3. Good understanding of TCP/IP network operations
- 3.4.1.4. Good knowledge of Windows 2003 Server & Appliance as well as XP desktop support, including software installation

3.4.2. Support Requirements

- 3.4.2.1. Ensure proper and continued operation of all NICE components and applications (software, hardware, and firmware), including the Genesys CTI integration and the NICE digital voice recorder
- 3.4.2.2. Regular administration of the NICE application suite, including:
 - 3.4.2.2.1. Configuring agents, groups, permissions, scoring plans, etc.
 - 3.4.2.2.2. Responding to all NICE issues
- 3.4.2.3. Plan, test, and implement all NICE application and hardware upgrades and enhancements
- 3.4.2.4. Support and assist other employees and teams whose responsibilities require them to interface with an NICE application or component (IVR, PBX, NXi, Genesys, SYMON, etc.)
- 3.4.2.5. Maintain complete and accurate documentation on configuration and SOPs



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- 3.4.2.6. Install Nice Client Software and assist employees who use any of the NICE client applications
- 3.4.2.7. Be available and on-call 24x7 to respond to any NICE component issues

3.5. Nxi Text Services™ (NTS™) Support 5.1.

3.5.1. Skill Requirements

- 3.5.1.1. Experience administrating NXi Text Services™ for the hearing impaired
- 3.5.1.2. Experience administrating NXi NexTalk for Networks™
- 3.5.1.3. Knowledge of TDD, TTY, and ASCII communication devices and protocols including:
 - 3.5.1.3.1. Baudot
 - 3.5.1.3.2. Bell 103
 - 3.5.1.3.3. Voice Carry Over
 - 3.5.1.3.4. Hearing Carry Over
- 3.5.1.4. General understanding of telephone switches and CTI
- 3.5.1.5. General understanding of Genesys Framework and Routing
- 3.5.1.6. Good knowledge of Windows XP desktop support

3.5.2. Support Requirements

- 3.5.2.1. Ensure proper and continued operation of all NXi components and applications, including the Genesys CTI integration and manual failover operations
- 3.5.2.2. Regular administration of the NXi Text Services™ for the Deaf, including:
 - 3.5.2.2.1. Configuring users, call flow scripts, greetings, mailboxes, etc.
 - 3.5.2.2.2. Responding to all NXi issues
- 3.5.2.3. Plan, test, and implement all NTS application and hardware upgrades and enhancements
- 3.5.2.4. Support and assist other employees and teams whose responsibilities require them to interface with NTS™ (IVR, PBX, NICE, SYMON, etc.)



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- 3.5.2.5. Maintain complete and accurate documentation on configuration and SOPs
- 3.5.2.6. Train and assist employees who use any of the NXi applications
- 3.5.2.7. Be available and on-call 24x7 to respond to any NXi component issues

3.6. SYMON™ Visual Messaging System Support

3.6.1. Skill Requirements

- 3.6.1.1. Experience with SYMON Communications' SYMON™ 2000 software suites
 - 3.6.1.1.1. SYMON™ 2000 Server SYMON™ Says
 - 3.6.1.1.2. SYMON™ Administrator
- 3.6.1.2. Good understanding of TCP/IP network operations
- 3.6.1.3. Good knowledge of Windows 2000 & XP
- 3.6.1.4. General understanding of Genesys Framework and Routing
- 3.6.1.5. General understanding of DCOM network communications
- 3.6.1.6. Experience administering SQL databases (7.0 or 2000)

3.6.2. Support Requirements

- 3.6.2.1. Manage a SYMON™ 2000 server and all network connections (including signs, message destinations, and connection sites)
- 3.6.2.2. Ensure proper and continued operation of all Symon components and applications, including the Genesys CTI integration
- 3.6.2.3. Ensure proper and continued integration with Genesys StatServer
- 3.6.2.4. Respond to all SYMON™ hardware and software issues
- 3.6.2.5. Assist other employees whose responsibilities require them to interface with an SQL server database (NICE, SharePoint, etc.)
- 3.6.2.6. Support the Netbrite display boards (troubleshooting, service, etc.)
Train and assist employees who use the SYMON™ software
- 3.6.2.7. Plan, test, and implement all application upgrades
- 3.6.2.8. Implement requested configuration and functionality changes



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3.6.2.9. Maintain complete and accurate documentation on configuration and SOPs

3.7. Web Support

3.7.1. Skill Requirements

3.7.1.1. Experience with Microsoft Internet Information Server (IIS v4 and v5)

3.7.1.2. Good understanding of Active Server Pages

3.7.1.3. Working knowledge of Windows administration (NT 4.0 and 2000)

3.7.1.4. Ability to understand and use SQL

3.7.1.5. General understanding of HTML, Java script, and VB script

3.7.1.6. General understanding of document management and version control

3.7.1.7. Experience with Apache and Tomcat running on Windows Servers

3.7.2. Support Requirements

3.7.2.1. Maintain the Genesys WFM web interface

3.7.2.2. Maintain and administrate multiple IIS servers

3.7.2.3. Plan, test, and implement all IIS upgrades and enhancements

3.7.2.4. Support and assist other employees and teams whose responsibilities require them to interface with IIS or the SharePoint Portal (Oracle, SCA, CSR, WFM, netIQ AppManager, etc.)

3.7.2.5. Maintain complete and accurate documentation on configuration and SOPs

3.8. Motorola CSR Support

3.8.1. Skill Requirements

3.8.1.1. Experience administrating an enterprise-wide installation of Motorola's Customer Service Request application

3.8.1.2. Detailed understanding of the CSR application, including SRs, Flex Questions, the Information Reference, Security Management, etc.

3.8.1.3. Ability to analyze business processes and create CSR structures to support those



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processes

- 3.8.1.4. Working knowledge of Oracle (9i or 10g)
- 3.8.1.5. Ability to understand and use Oracle SQL
- 3.8.1.6. Experience with reporting tools such as Brio or Crystal Reports
- 3.8.1.7. General understanding of graphical information systems (GIS)

3.8.2. Support Requirements

- 3.8.2.1. Administrate an enterprise-wide installation of Motorola's Customer Service Request application supporting (presently) 500 users:
 - 3.8.2.1.1. Manage users, groups, permissions, outcomes, reports, etc.
 - 3.8.2.1.2. Maintain application security and integrity
 - 3.8.2.1.3. Maintain the City Telephone Book database
- 3.8.2.2. Respond to all CSR issues, such as;
 - 3.8.2.2.1. User connection problems and workstation errors
 - 3.8.2.2.2. SR, FAQ, and IR issues
 - 3.8.2.2.3. Address validation errors
 - 3.8.2.2.4. Mapping/GIS issues
- 3.8.2.3. Provide support to all CSR departmental Group Administrators
- 3.8.2.4. Assist city departments as they migrate into the 3-1-1 CSR system (at this time, 22 of 24 city departments are using 3-1-1 CSR)
- 3.8.2.5. Work with the Database Support Team as needed to assist with Oracle issues and CSR interface issues
- 3.8.2.6. Plan, test, and implement all application upgrades, enhancements, and new modules
- 3.8.2.7. Maintain complete and accurate documentation on configuration and SOPs
- 3.8.2.8. Be available and on-call 24x7 to respond to any CSR component issues



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3.9. Service Center Application (SCA) Support

3.9.1. Skill Requirements

- 3.9.1.1. Experience developing with Oracle Forms and Report 6i
- 3.9.1.2. Experience supporting and developing code using ActiveX
- 3.9.1.3. Experience with Motorola's Customer Service Request application
- 3.9.1.4. Good understanding of Oracle packages, triggers, and stored procedures
- 3.9.1.5. General understanding of Genesys Framework and Routing
- 3.9.1.6. General knowledge of Windows NT 4.0 and 2000 desktop support

3.9.2. Support Requirements

- 3.9.2.1. Maintain the Unisys Service Center Application, including configuration management and change control of the source code
- 3.9.2.2. Investigate and correct any SCA issues, such as:
 - 3.9.2.2.1. Oracle Forms or ActiveX errors
 - 3.9.2.2.2. Genesys integration problems
 - 3.9.2.2.3. Sun TRA CK® CSR integration problems
 - 3.9.2.2.4. NICE integration problems
 - 3.9.2.2.5. NXi integration problems
- 3.9.2.3. Develop, test, and implement new SCA reports as requested
- 3.9.2.4. Develop, test, and implement new SCA functionality as required or requested
- 3.9.2.5. Support the CSR Admin, Group Admins, Oracle Support Team, and end-users of the SCA, as needed
- 3.9.2.6. Maintain complete and accurate documentation on configuration and SOPs

3.10. Oracle Application Development Support



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3.10.1. Skill Requirements

- 3.10.1.1. Experience supporting and developing with Oracle Developer Suite 6i
- 3.10.1.2. Experience developing in distributed Oracle 9i or 9i environments, including:
 - 3.10.1.2.1. Developer Suite 6i (especially Forms and Reports)
 - 3.10.1.2.2. Packages, stored procedures, functions, and triggers
 - 3.10.1.2.3. SQL, PUSQL, and DOS batch scripting
 - 3.10.1.2.4. Advanced Queuing
- 3.10.1.3. Experience with Motorola's Customer Service Request application
- 3.10.1.4. Good understanding of Oracle packages, triggers, and stored procedures
- 3.10.1.5. Good understanding of Java packages in Oracle 9i or 10g
- 3.10.1.6. General understanding of graphical information systems (GIS)
- 3.10.1.7. General understanding of Genesys Framework and Routing

3.10.2. Support Requirements

- 3.10.2.1. Monitor and support two custom, business-critical, Oracle-to-Oracle interfaces, providing near 100 percent uptime
- 3.10.2.2. Develop, test, and implement new and enhanced interface functionality as requested
- 3.10.2.3. Plan, test, and implement new Oracle enhancements and upgrades using standard software development methodology
- 3.10.2.4. Develop, test, and implement new Oracle reports as requested
- 3.10.2.5. Investigate and respond to all Oracle issues
- 3.10.2.6. Support and assist other employees and teams whose responsibilities require them to interface with Oracle components (SCA, CSR, NXi, Genesys, etc.)
- 3.10.2.7. Maintain complete and accurate documentation on configuration and SOPs
- 3.10.2.8. Be available and on-call 24x7 to respond to any Oracle application or interface issues

3.11. Server Support

3.11.1. Skill Requirements



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- 3.11.1.1. Microsoft Certified Systems Engineer (MCSE)
- 3.11.1.2. Experience supporting enterprise mission critical Windows servers
- 3.11.1.3. Experience configuring and supporting systems using Microsoft Clustering
- 3.11.1.4. Experience with complex enterprise storage management systems.
 - 3.11.1.4.1. SCSI shelves and RAID configurations
 - 3.11.1.4.2. DLT tape storage libraries
 - 3.11.1.4.3. Network attached storage or storage area networks
 - 3.11.1.4.4. HP Blade Servers
- 3.11.1.5. Experience with Active Directory, DNS, WINS, and DHCP
- 3.11.1.6. Good understanding of TCP/IP network operations
- 3.11.1.7. Experience with netIQ AppManager
- 3.11.1.8. Familiar with scripting and batch processing
- 3.11.1.9. Experience managing and creating Hyper-V virtual servers
- 3.11.1.10. Experience maintaining 2008 Core Windows 2008
- 3.11.1.11. Updating servers using a WSUS environment

3.11.2. Support Requirements

- 3.11.2.1. Administrate more than 30 mission-critical WinTel servers (Compaq, IBM, and Unisys) and a multiple terabytes of online storage, including:
 - 3.11.2.1.1. Monitor performance and resource utilization of servers and storage systems
 - 3.11.2.1.2. Review (and respond where needed) all system and application log files
 - 3.11.2.1.3. Evaluate and install all appropriate patches and service packs
 - 3.11.2.1.4. Monitor and maintain appropriate security levels
 - 3.11.2.1.5. Troubleshoot and service all hardware and operating system problems



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- 3.11.2.2. Assemble and install new servers and subsystems as required
- 3.11.2.3. Plan, test, and implement all operating system and hardware upgrades and enhancements
- 3.11.2.4. Properly maintain the cluster to provide 100 percent uptime
- 3.11.2.5. Schedule and maintain (including testing) all backup jobs for the operating system, applications, and open databases (SQL Server and Oracle)
- 3.11.2.6. Create and maintain automated monitoring and alerting procedures using netIQ's AppManager product
- 3.11.2.7. Assist the Network Team in configuring and responding to issues involving Active Directory, DNS, WINS, and IP addressing (DHCP and static)
- 3.11.2.8. Coordinate with the Enterprise Messaging Team to respond to trust issues with Exchange and other NT domains
- 3.11.2.9. Assist the PC/LAN and Desktop Support Team with connectivity and other issues as they arise
- 3.11.2.10. Support and assist other employees and teams who support applications running on the servers or whose systems interface with the servers (IVR, PBX, NICE, Oracle, Genesys, NXi, Symon, Network Team, etc.)
- 3.11.2.11. Maintain complete and accurate documentation on configuration and SOPs
- 3.11.2.12. Be available and on-call 24x7 to respond to any NICE component Issues
- 3.11.2.13. Monitor the City's McAfee server to make sure virus updates are being distributed

3.12. Network Support

3.12.1. Skill Requirements

- 3.12.1.1. Experience with LAN and network infrastructure support (design, implementation, and maintenance)
- 3.12.1.2. Experience with Active Directory, DNS, WINS, and DHCP
- 3.12.1.3. Experience integrating and supporting voice-related technologies such as PBXs and IVRs (CTI)
- 3.12.1.4. Experience with network troubleshooting tools (protocol analyzers, network monitors, etc.)



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3.12.2. Support Requirements

- 3.12.2.1. Administrate a TCP/IP infrastructure that is integrated with voice-related technologies and interfaces with several other City LANs
- 3.12.2.2. Configure and administrate remote access (Terminal Server)
- 3.12.2.3. Monitor network utilization and errors, responding when appropriate
- 3.12.2.4. Recommend and implement network design changes, as appropriate
- 3.12.2.5. Assist the Server Team in configuring and managing Active Directory, DNS, WINS, and IP addressing (DHCP and static)
- 3.12.2.6. Support and assist other employees and teams who support applications that rely on proper network operations (IVR, PBX, NICE, Oracle, Genesys, NXi, Symon, etc.)
- 3.12.2.7. Maintain complete and accurate documentation on configuration and SOPs
- 3.12.2.8. Be available and on-call 24x7 to respond to any NICE component issues

3.13. Technical Team Lead Responsibilities

- 3.13.1.1. Develop the input for project plans for the Project Manager and advise the Project Manager throughout the Project Life Cycle of issues that positively or negatively impact the projects
- 3.13.1.2. Lead the day-to-day activities of the 3-1-1 Technical Support Team and assume responsibility for the Work Quality of the project team.
- 3.13.1.3. Report project status weekly to the Project Manager and notify the Project Manager of any impacts to the project schedule.
- 3.13.1.4. Document and submit change requests and recommendations to the Project Manager for review and approval and posting on the Change Management Portal.
- 3.13.1.5. Ensure functionality of all project deliverables (including interim deliverables) according to agreed upon technical specifications by designing technical project work plans and acceptance test plans.
- 3.13.1.6. Identify and assign the appropriate expertise to resolve technical issues during the escalation process.



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3.14. After Hours 311 system support

Standard business hours for 3-1-1 systems support consist of the City of Houston business work days from 7:00 AM through 5:00 PM, Monday through Friday, excluding City holidays. During Standard business hours, Contractor will provide a full support/maintenance staff on-site. After Hours System Downtime is defined as the inability of the 3-1-1 system to receive incoming calls and/or create or retrieve service requests during the hours of 5:00 PM through 7:00 AM, Monday through Friday, and 7:00 AM through 12:00 PM (midnight) Saturday, Sunday and City holidays. Contractor will provide an After Hours Notification Procedure and will respond to After Hours System Downtime. All other problems will be resolved the following business day.

- 3.14.1.1. Recommendation that Supervisory staff and above be the only personnel authorized to initiate team trouble call for system failures,
- 3.14.1.2. When the 3-1-1 System is down – Supervisors will contact the 311 support team via cell phone or email (or both as required)
- 3.14.1.3. In the event immediate action is required the Project Manager will contact the 3-1-1 Technical Team Lead who will assign the appropriate engineer to address the problem
- 3.14.1.4. Upon resolution of the system downtime, the 3-1-1 Project Manager will update the Call Center supervisor, and take the necessary steps to close out the 3-1-1 issue

4. Current Technical Environment

Following is a description of the 3-1-1 system's current hardware and software environment:

4.1. Customer Service Request System

CSR is the Motorola Oracle-based service request system used by the 3-1-1 Service Center. CSR is the back-end server application and runs on four servers (two in production, one in test, and one in development) and CSR is the client desktop application.

4.1.1. Components:

- 4.1.1.1. CSR 3.9.1
- 4.1.1.2. Oracle-to-Oracle interface (written by Unisys) between CSR and Azteca's Cityworks (a GIS-based enterprise asset management tool for Public Works). Referred to as the UM (Utility Maintenance) Interface.



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4.1.1.3. Oracle-to-Oracle interface (written by Motorola) between CSR and an Infosol database. Referred to as the MROW (Maintenance and Right-of-Way) Interface.

4.2. **SCA**

SCA is the Service Center Application developed by Unisys to provide a desktop user interface to the 3-1-1 applications. It allows CSR to communicate with the Genesys, NICE, and NXi applications. It also provides some customized reporting. SCA has been developed with Oracle Forms and ActiveX. The City maintains the source code.

4.3. **Genesys**

The Genesys suite of applications provides the computer telephony integration (CTI), data logging and reporting, and workforce scheduling for the 3-1-1 Service Center. They reside on several different servers and the most critical components are configured in a warm stand-by mode for redundancy. All components are version 6.5 except for the staff scheduling applications, Work Force Manager (WFM), which is version 7.5.

4.3.1. **Components:**

- 4.3.1.1. Log_DBServer
- 4.3.1.2. MessageServer
- 4.3.1.3. SolutionServer
- 4.3.1.4. Solution Control Interface
- 4.3.1.5. Tserver (Primary and Backup)
- 4.3.1.6. StatServer (Primary and Backup)
- 4.3.1.7. URServer (Primary and Backup)
- 4.3.1.8. CCA_DBServer (Primary and Backup)
- 4.3.1.9. ETL_Proxy
- 4.3.1.10. CCA_StatServer (Primary and Backup)
- 4.3.1.11. VTServer
- 4.3.1.12. CC Pulse
- 4.3.1.13. CC Analyzer
- 4.3.1.14. CCA_DataSourcer



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- 4.3.1.15. Data Modeling Assistant
- 4.3.1.16. IR_Designer
- 4.3.1.17. Workforce Manager
- 4.3.1.18. WFM_ScheduleServer
- 4.3.1.19. WFM_StatServer
- 4.3.1.20. WFM WebServices
- 4.3.1.21. Data Aggregator
- 4.3.1.22. Configuration Server
- 4.3.1.23. Configuration_DBServer
- 4.3.1.24. ITCUtility
- 4.3.1.25. Several Local Control Agents

4.4. **Oracle**

Oracle provides the database for both CSR and the WFM components of Genesys. For CSR, there are presently three Oracle environments: Testing, Training, and Production. The WFM Oracle instances are all production. The Oracle tools are spread over several different servers.

4.4.1. ***Oracle Instances:***

- 4.4.1.1. HOUPROD
- 4.4.1.2. HOUTEST
- 4.4.1.3. HOUDEV
- 4.4.1.4. GENRPT
- 4.4.1.5. GENWFM
- 4.4.1.6. OMSREPO
- 4.4.1.7. CSRUPG

4.4.2. ***Components***



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- 4.4.2.1. Oracle Developer 6i with Patch 14
- 4.4.2.2. Oracle8i/9i Enterprise Edition 9.2.0.5.0
- 4.4.2.3. Oracle JServer 9.2.0.5.0
- 4.4.2.4. Oracle Forms 6.0.8.23.2
- 4.4.2.5. Oracle Toolkit 6.0.8.23.0
- 4.4.2.6. Oracle Procedure Builder 6.0.8.20.0
- 4.4.2.7. Oracle Query Builder 6.0.7.1.0
- 4.4.2.8. Report Builder 6.0.8.23.30
- 4.4.2.9. Oracle XML Parser 1.0.2.1.0
- 4.4.2.10. Oracle Sqlmgr 6.0.8.18.0
- 4.4.2.11. Oracle Toolkit 2 for Windows 32-bit platforms 6.0.8.23.0 6.0.8.23.0
- 4.4.2.12. Oracle Forms PL/SQL 8.0.6.3.0
- 4.4.2.13. Oracle SQL
- 4.4.2.14. Oracle Fail Safe 3.0.4
- 4.4.2.15. Oracle Tools 2.1.0.1.0

4.5. **Microsoft Windows**

Microsoft Windows is the operating system for all servers and clients used within the 3-1-1 Service Center. There are no other operating systems involved. The servers and workstations are a combination of HP, Compaq, Unisys, and IBM. Some run Windows 2008, Windows 2003 and the rest run Windows 2000.

4.5.1. ***List of servers and operating systems:***

- 4.5.1.1. 311csr01 Windows 2000 Advanced Server
- 4.5.1.2. 311csr02 Windows 2000 Advanced Server
- 4.5.1.3. 311ora01 Windows 2003



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4.5.1.4.	311csrdev01	Windows 2003
4.5.1.5.	311csrdev02	Windows 2000
4.5.1.6.	311csrweb01	Windows 2000
4.5.1.7.	311csrweb02	Windows 2000
4.5.1.8.	311csrwebtst03	Windows 2000
4.5.1.9.	311gen01	Windows 2000
4.5.1.10.	311gen02	Windows 2000
4.5.1.11.	311gen03	Windows 2000
4.5.1.12.	311gen04	Windows 2000
4.5.1.13.	311genvt01	Windows 2000
4.5.1.14.	311nxi01	Windows 2000
4.5.1.15.	311nice01	Windows 2003
4.5.1.16.	311nice02	Windows 2003
4.5.1.17.	311asr01	Windows 2000
4.5.1.18.	311cm01	Windows 2000
4.5.1.19.	311symon01	Windows 2000
4.5.1.20.	311gis01	Windows 2000
4.5.1.21.	311portal01	Windows 2000
4.5.1.22.	Myr311backup02	Windows 2003
4.5.1.23.	Myr311ftp01	Windows 2000
4.5.1.24.	311monitor01-v	Windows 2000 Advanced Server
4.5.1.25.	311ad03	Windows 2000
4.5.1.26.	311myrad02	Windows 2000



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4.5.1.27.	311ad04	Windows 2000
4.5.1.28.	Cohsqlcn	Windows 2000
4.5.1.29.	311manage02	Windows 2008
4.5.1.30.	311core01	Windows 2008
4.5.1.31.	311core02	Windows 2008
4.5.1.32.	311core03	Windows 2008
4.5.1.33.	311gen01-v	Windows 2000
4.5.1.34.	311gen02-v	Windows 2000
4.5.1.35.	311gen03-v	Windows 2000
4.5.1.36.	311gen04-v	Windows 2000
4.5.1.37.	311csr03v	Windows 2000 Advanced Server

4.6. **NICE Applications**

The NICE applications provide a contact management quality assurance solution for call recording and playback. These applications are integrated with Genesys. The software runs on two servers and utilizes a digital voice tape recording and playback unit and a 9,000-hour online storage system.

4.6.1. **Components:**

- 4.6.1.1. NICELog Recording System
- 4.6.1.2. NICE Call Logging System

4.7. **WebIntake**

Apache/Tomcat mix installed on Windows server 2000 in DMZ connecting to database backend. Provides web based SR creation.

4.8. **SYMON Server**

SYMON™ 2000 Server runs on a workstation class machine and provides a real-time communication and visual messaging system for the large NetBright wallboards. It also communicates with the Genesys applications to display real-time inbound call statistics on the wallboards.



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4.8.1. Components:

- 4.8.1.1. SYMON™ 2000 Server 6.0.1
- 4.8.1.2. SYMON™ Says 6.0
- 4.8.1.3. SYMON™ Administrator 6.0
- 4.8.1.4. Several NetBright wallboards located in the Service Center

4.9. NXi

NXi Telephony Services™ and NXi NexTalk for Networks™ integrate non-voice calls (TDD, TTY, VCO, and HCO) into the 3-1-1 Service Center applications so that agents can converse with the deaf, hearing impaired, and speech impaired community.

4.9.1. Components

- 4.9.1.1. NXi Telephony Services™ version 4.0 (server software)
- 4.9.1.2. NexTalk for Networks™ version 4.0 (client software)
- 4.9.1.3. Genesys Media Link 6.1
- 4.9.1.4. Four TDD stations
- 4.9.1.5. Four NexCom 300™ TTY compatible modems

4.10. Microsoft SQL Server

SQL Server databases are used as back-ends by several of the 3-1-1 applications, including NICE, netIQ AppManager, and the 3-1-1 SharePoint Portal.

4.10.1. Components:

- 4.10.1.1. Microsoft SQL Server 2000
- 4.10.1.2. Microsoft SQL Server 6.5
- 4.10.1.3. SQL Server Enterprise Manager 5.0

4.11. Brio Enterprise Version 6

Brio is the reporting tool used to access Statistical data gathered, processed and stored in an Oracle database by Genesys applications.

4.12. Veritas Backup Exec 9.1



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Backup Exec is used to backup all of the 3-1-1 servers. Oracle and open file agents are used on the clients to insure that all files are backed up while servers are up.

4.13. **Microsoft Internet Information Server V5.0**

IIS is used to provide a web interface for the WFM scheduler for the Service Center. It also serves the SharePoint 3-1-1 Support Portal. In addition, strategic Mayoral initiatives include extending 3-1-1 services to departments, elected officials, and eventually citizens over the Internet.

4.14. **Visual Interdev Version 6.0**

Used for developing the 3-1-1 Support Server.

4.15. **Visual SourceSafe Version 6.0**

Visual SourceSafe is used for source code version control within 3-1-1.

5. General Requirements

- 5.1. All proposals must conform to requirements outlined herein. The City reserves the option to request additional information from selected candidates.
- 5.2. The City reserves the right to select the respondent determined to be the most responsive and responsible, and in the judgment of the City, that best meet its needs for the specified services. The City further reserves the right to negotiate all terms of the contract(s) including price.
- 5.3. Proposals must list the names, agency(ies), contact person, telephone numbers, resumes and the profile of expected participants in the services being provided. There may be subsequent instructions, if any, issued to the selected contractor in connection with the final process.

6. PERTINENT FEDERAL REGULATIONS WITH REGARD TO NONDISCRIMINATION AND EQUAL OPPORTUNITY

- 6.1. The requirements of Title VIII of the Civil Rights Act of 1968 and Title VI of the Civil Rights Act of 1964, relating to prohibitions against discrimination in housing and the benefits of federally funded programs because of race, color, religion, sex, or national origin must be met by the Contractor.
- 6.2. The Contractor must adhere to federal regulations prohibiting discrimination on the basis of age under the Age Discrimination Act of 1975, and prohibit discrimination against handicapped individuals under Section 504 of the Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990.
- 6.3. The requirements of Executive Order 11246, relating to equal employment opportunity in connection with federally funded programs must be met by the Contractor.

6.4. The Contractor must meet the requirements of Executive Orders 11625, 12432, and 12138 relating to the



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use of minority and women's businesses (MWBE) in connection with federally funded programs.

REQUIRED DOCUMENTS:

The documents listed below must be provided with the proposal:

- Licenses and certifications.
- Resumes of key personnel/proposed staff.
- Client references which proposer has performed similar support services.
- Brief overview of the company's experience and qualifications in providing the requested services and an explanation of the proposer's understanding of the work that must be accomplished.
- Proposed methodology/strategy to perform the services requested.
- Proposed Fee Schedule
- Required forms identified in the table below.

TABLE 1 - REQUIRED FORMS
Affidavit of Ownership.doc
Fair Campaign Ordinance.doc
Drug Forms
Pay or Play Acknowledgement Form & Certification of Agreement to Comply with Pay or Play
All Applicable Licenses/Certifications as Required in Scope of Work/Specifications
Conflict of Interest Questionnaire

You can download the forms at the following link: http://purchasing.houstontx.gov/solicitation_forms.htm