



*Cloud Operations Managed
Services (COMS) – Tier 2 Support
for the Customer Service Center*

Board Meeting – June 9, 2014

Managed Services Support

Two principal technology solutions in the service center, RightNow OCX (Oracle CRM) and Interactive Intelligence (IVR/ACD), were implemented and configured/customized by Eventus Solutions Group in 2013.

As allowed under the C4HCO Procurement Policy, a market scan was performed and the combination of the vendor's historic knowledge as well as potential efficiencies, a decision was made to sole source the contract.

Because of their expertise, excellent service, and knowledge of the organization's systems and operations, C4HCO requested that Eventus submit a proposal for Managed Services support for Right Now and Interactive Intelligence.

Included Services

- System issue diagnosis and troubleshooting
- Warranty coverage for configurations and customizations
- Account provisioning
- Disaster planning and recovery
- Performance management/optimization
- CRM system administration
- IVR system administration
- System upgrade support
- System performance monitoring
- Reporting and analytics
- System Optimization
- License Analysis

Proposal Details

- The work performed under this agreement would conform to the detailed proposal as well as the MSA under which the vendor is already engaged
- SLA's specify response and resolution times as well as escalations and conform with industry standards
- The initial term of the engagement is for 2 years, costing a total of \$840,000, with an annual renewal option for an additional 3 years
 - This pricing is competitive as compared with other states procuring these services

Recommendation

- The C4HCO Board authorizes CEO/ED, Patty Fontneau, to negotiate and finalize agreement with Eventus Solutions Group to provide COMS services for the customer service center CRM and IVR technologies