

# Terms of Reference

## *IVR Helpline System Maintenance and Support Services*

### 1. Background

UNHCR Jordan operates a critical helpline service utilizing an enterprise-grade Interactive Voice Response (IVR) system integrated with contact center capabilities. The system has been operational for over ten years and serves as a vital communication channel for refugees and asylum seekers.

### 2. Objective

UNHCR seeks to contract a qualified service provider to maintain, upgrade and support the existing enterprise IVR and contact center infrastructure. The provider will ensure system stability, provide technical support, and assist with system upgrades and licensing management.

### 3. Current Infrastructure Overview

The existing environment consists of:

- Cisco Unified Communications Manager (CUCM) for core telephony services (Including **JABER**)
- Cisco Unified Contact Center Express (UCCX) with Premium features for IVR and contact center operations.
- Cisco Unity Connection (CUC) for unified messaging
- Cisco Unified Communications Manager IM and Presence (IMP)
- Cisco Expressway for remote access
- Cisco Finesse for agent desktop interface
- Voice recording solution (currently being upgraded)
- CIMC and ESXI
- Paging system for broadcast calling
- Enterprise-grade voice gateways supporting:
  - Multiple PRI/E1 connections
  - SIP trunk capabilities.
  - High availability configuration
- **Redundant** server infrastructure running Business Edition 6000

### 4. Required Technical Expertise

Vendors must demonstrate expertise in:

- Enterprise IP telephony platforms.
- Contact center solutions.
- IVR script development and maintenance.
- Voice gateway configuration and troubleshooting.

- SIP and PRI/E1 voice protocols if required.
- High availability architectures.
- System integration and database connectivity.
- Contact center reporting and analytics.

## **5. Scope of Services**

### **5.1 Technical Support and Maintenance**

- Provide 24/7 technical support through phone, email, and remote sessions.
- Troubleshoot and resolve issues related to:
  - IVR call flow and scripting.
  - Voice quality and connectivity.
  - Agent desktop applications.
  - System performance and stability.
  - Integration between platforms.
  - Recording and reporting functions.
- Perform regular system health checks.
- Monitor system performance and capacity.
- Implement necessary patches and updates.
- Maintain system documentation.

### **5.2 Vendor Coordination**

- Manage support cases and escalations.
- Coordinate with manufacturer's technical assistance center.
- Follow up on hardware /software replacement or licensing requests.
- Facilitate renewals and software subscription updates if required.

### **5.3 System Administration Support**

- Assist with:
  - IVR prompt recording and management.
  - Call flow modifications.
  - User profile management.
  - Log report generation and customization.
  - Security updates and password resets across platforms.
  - License administration if required.
  - Configuration changes.
  - Database integration.
  - Backup and recovery procedures.

### **5.4 Hardware and Software Management**

- Monitor hardware health and performance.
- Coordinate hardware replacements if required.
- Plan and execute software upgrades for all platforms.
- Manage Publisher/Subscriber redundancy if required.
- Ensure proper system capacity and resource utilization.

- Support future migration to cloud services if needed.

### **5.5 Supporting new services or features to be added.**

- Any new Modules or services we will require to add in future (during the contract) to our existing services will be included and supported under the terms and rules of this agreement whether related or not related to the IVR workload.
- Any new licenses, new software and/or new hardware components as requested by UNHCR are to be quoted separately and implemented by the contractor during the service contract duration whereas the UN discount is to be considered.

## **6. Service Level Requirements**

- 24/7 support availability
- Response times:
  - Critical issues: 30 minutes
  - Major issues: 2 hours
  - Minor issues: 4 hours
- Monthly service review meetings
- Quarterly system health reports
- System availability target: 99.9%
- Maximum resolution times:
  - Critical issues: 4 hours
  - Major issues: 8 hours
  - Minor issues: 24 hours
- Regular backup verification
- Proactive monitoring alerts

## **7. Required Qualifications**

- Minimum 5 years' experience maintaining enterprise contact center solutions.
- Engineers certified in relevant technologies:
  - 2 Engineers (Collaboration & Cyber Security) Contact Center specific certifications.
  - Voice gateway configuration expertise.
- Proven track record of supporting similar-scale installations.
- Premier partnership status with enterprise telephony manufacturers.
- Local presence with 24/7 support capability.
- Experience working with humanitarian organizations (preferred).

## **8. Deliverables**

- Monthly service reports including:
  - System performance metrics.
  - Call statistics and quality metrics.
  - Issue resolution summary.
  - Capacity utilization.
  - License usage reports.
  - Security update status.
  - Backup verification results.

- Recommendations for improvements.
- Quarterly system health assessment including:
  - Infrastructure status.
  - Capacity planning.
  - Risk assessment.
  - Technology roadmap.
  - Upgrade recommendations.
- Updated system documentation.
- Regular training sessions for UNHCR staff, at least 4 sessions per year after the system deployed and become stable.
- Knowledge transfer documentation.
- Standard operating procedure.

## 9. Contract Duration and Terms

- Initial contract period: One year.
- Option to extend based on performance.
- Quarterly performance reviews.
- Clear escalation procedures.
- Penalty clauses for SLA breaches.
- Knowledge transfer requirements.
- Exit management plan.
- Regular service review meetings.

## 10. Evaluation Criteria

### Technical Evaluation (70%):

- Support methodology and approach (20%)
- Technical expertise and certifications (20%)
- Similar project experience and client references (20%)
- Local presence, support capability and service modality (10%)

### Financial Evaluation (30%):

- Technically compliant offers will be considered for next stage of financial evaluation and the lowest cost technical offer will obtain the highest financial scores.

## 11. Additional Requirements

- Experience with support processes.
- Familiarity with UN/NGO procurement procedures.
- Understanding of humanitarian operation requirements.
- Ability to support hybrid cloud transitions.
- Experience with contact center analytics and reporting.
- Cyber Security Report Flow.