

IP Telephony Working Group Meeting August 25, 2005

California Department of Insurance
and
Delegata

Agenda

- Whose Pilot is it anyway? (Dan Whetstone - CDI)
- What's in it for me? (Christopher Flores - Delegata)
- We need your input (Derek Woo - Delegata)
- CDI TIRP Project Status (Roy Simpson - CDI)

Enterprise IP Telephony Drivers

- Increased Staff Productivity
 - Greater staff mobility (including telecommuting)
 - Integration of distributed offices
 - Enhanced services (e.g., Unified Messaging)
- Enhanced customer service for Contact Centers
 - Remote agents
 - Multi-channel customer interaction
- Operational Efficiencies
 - Single network for voice and data
 - Simpler Moves/Add/Changes (MACs)
- Improved disaster recovery and business resumption
- Protection from technology obsolescence

What's in it for me?

- Validate IP Telephony technology and services in enterprise environment
- Verify interworking with other enterprise applications
- Identify implementation issues and challenges
- Estimate system costs and operational efficiencies
- Plan for organizational consolidation

Pilot Network Evaluation Metrics

- Voice Quality
- System Reliability
- System Security
- Feature Sets
- Enhanced Services
- Interoperation Factors
- Operational Efficiencies
- Cost Factors
- Implementation Issues

What are your VOIP/ IP telephony drivers?

- End-of-life of current PBX system
- New building or consolidation
- Optimization of current PBX system
- Increased staff productivity
- Enhanced contact center services
- Operational efficiencies
- Disaster recovery/business resumption
- Technological obsolescence
- All of the above
- None of the above

What IP Telephony system are you considering?

- Architecture: Owned or Hosted (e.g., IP Centrex)
- IP PBX: Pure IP or IP-enabled
- System operations: Internal or external
- WAN connections: PSTN or Internet
- Other systems: Contact center, messaging
- Inter-working: Peripherals and legacy systems

What issues would you like the pilot to address?

- How mature is IP Telephony?
 - Voice quality, reliability, feature sets
- What are the implementation issues?
 - Network upgrades
 - Staffing and training
 - Vendor performance
- What are the TCO factors?
 - Upgrade costs, equipment costs, operational efficiencies, PSTN charges
- What enhanced services make sense?
- Others?

We would like your input...

STATE OF CALIFORNIA
IP TELEPHONY WORK GROUP

IP Telephony Questionnaire

Department Name: _____

Contact Person: _____

Email: _____ Phone Number: _____

1. Your IP Telephony drivers:

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2. The IP systems you are considering:

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3. The issues you would like pilot to address:

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Procurement timelines

	Key Action Dates	Date
1.	Release RFP	July 22, 2005
2.	Letter of Intent to Bid Due (Appendix C, Form C12), Statement of Financial Condition (Appendix C, Forms C2 & C3, Signed Confidentiality Statement (Appendix C, C7).	August 9, 2005 by 5:00 PM PDT
3.	Last Day to submit questions for clarification of RFP requirements and/or requirements change request.	August 17, 2005 by 5:00 PM PDT
4.	Last Day to Protest RFP Requirements.*	August 31, 2005 by 5:00 PM PDT
5.	Draft Proposals Due (by 2:00 p.m. PDT)	September 14, 2005
6.	Confidential Discussions in Sacramento CA.	October 5 thru October 12, 2005
7.	Last Day to Submit Questions regarding the RFP prior to submission of Final Proposals	October 26, 2005
8.	Final Proposals Due (by 2:00 p.m. PDT)	November 9, 2005
9.	Cost Opening	Nov 28, 2005
10	Notification of Intent to Award	December 12, 2005
11.	Last Day to Protest Contract Award	December 19, 2005
12.	Contract Award**	December 29, 2005

Reporting Expectations

Workgroup Meeting Date	Status Reporting
August 2005	Procurement project status
October 2005	Procurement project status Enterprise workgroup switch replacement
February 2006	Contract Award Status Final Project Plan Final Staff Training Plan Enterprise workgroup switch replacement
April 2006	Final Provisioning, Installation, Testing and Cutover Plan Final System Architecture for TS, CCS, and UMS. Detailed Pilot Acceptance Test Plan Start of Pilot
June 2006	Status of Pilot Acceptance (Pilot ending June 30)
August 2006	Status of Phase 1 deployment – Sacramento, Rancho Cordova, Fresno Status of Phase 2 deployment – San Francisco, Benicia, Morgan Hill
October 2006	Status of Phase 3 deployment – Los Angeles, City of Commerce, Rancho Cucamonga, Santa Ana, Orange, San Diego 1 and 2, Valencia
February 2007	Acceptance Testing for TS, CCS, and UMS complete