

Annex D: Terms of Reference
For
MANAGED SERVICE CONTRACT
FOR CISCO IPT
in UNHCR Representation Office in Amman - Jordan
RFP/JOR/2024/197

A INTRODUCTION

The office of the United Nations High Commissioner for Refugees Representation Office in Jordan is inviting Cisco Partners in Jordan for the provision of Service Contract for its Cisco IP Telephony (Unified Communications Manager (UCM) and Contact Center Express (CCX)) in its office in Amman.

B BACKGROUND

B.1. UNHCR has globally adopted Cisco Systems for its entire network and collaboration components. Currently, UNHCR Representation Office in Jordan (BO Amman) is managing the network infrastructure components in-house and through its ICT staff. However, for the Cisco collaboration part (Voice), a second level support is to be managed by a third-party (Cisco specialized Partner company).

B.2. UNHCR BO Amman is currently running the following products for office communication and call center (Helpline) for communication with people of concern:

- Cisco Unified Communications Manager (CUCM)
- Cisco Contact Center Express (UCCX)
- Wallboard for UCCX
- Advanced Quality Management (AQM) including IVR
- Cisco Unity Connection (CUC) IM & Presence
- Expressway C, Expressway E,
- InformaCast

All the services are hosted on three different BE6000 servers except the Wallboard which is installed on a separate device.

B.3. The AQM service mentioned above is currently running and we are planning to replace it with newer technology (we can provide the details later).

B.4. The current version of **CUCM** is **V.12.5.1.13900-152** and **UCCX** is **V.12.5.1.11002-481 (Su2-ES04)** Premium AQM and IVR. All licenses including the SWSS upgrade are valid until end of (**12-Mar-2026**).

(See attached Annex A1 and A2 for all hardware, software PAK numbers, licenses and servers registered under UNHCR BO Amman IPT).

B.5. UNHCR office in Amman has One ISDN lines (PRI/E1) for voice gateways installed on Cisco 3945 gateway:

1. One PRI (30 channels | 30 DIDs) provided by Orange for the main office voice gateway through the CUCM (Dedicated for outbound calls).
2. Two PRI (60 channels) provided by Zain for the Call Center (Dedicated for inbound calls). UNHCR in process of installing SIP trunk 120 Channels.
3. One PRI (30 channels) provided by Zain for the Call Center (Dedicated for outbound calls). UNHCR in process of installing SIP trunk 120 Channels.

B.6. The Cisco Partner “Contractor” is required to provide professional services through Cisco SmartNet for the IPT (Voice components). SmartNet includes TAC, Faulty Hardware Replacement, and the right to upgrade IOS software.

C SCOPE OF WORK REQUIRED BY THE CISCO PARTNER

Whereas the Cisco Partner, hereinafter referred to as the “Contractor”

1. The contractor to provide professional services through Cisco SmartNet that includes the Cisco software support service (SWSS).

Description of Services	Resolution time
Software upgrades and/or replacement of any faulty hardware components for IPT components as mentioned in Annex-B	24 hours
Support services to IP telephony (IPT) and PRI lines that include, but not limited to, tuning and/or configuration modifications or addition of new configuration related to hardware failure or software bugs	4 hours (including after working hours and weekends)
Major new configurations including, but not limited to, Major IVR call flow changes, adding or changing servers, UCCX integration with relevant Databases...etc.	8 business days for IVR scripts and 4 business days for other collaboration activities
Maintain/support helpline wallboard ensuring the platform is working as per UNHCR expectation during the contract period, and covers configurations/modifications for the platform, which includes but not limited to, matching any new/modifications to the IVR script.	8 business days

2. The contractor to diagnose and/or troubleshoot all problems on the Cisco IPT either remotely (via phone, e-mail, Remote Desktop Session, etc.) or onsite at the UNHCR premises in Khalda during and after working hours or on weekends in coordination with UNHCR.
3. 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-Cisco discount is to be considered.

4. For end of support devices, the contractor will be responsible to configure new devices and move all valid licenses to new servers ensuring smooth availability of service during the migration.
5. The contractor to guarantee that at least two fully trained Cisco engineers (CCIE – Collaboration and Security) with minimum of four years of professional experience in Cisco systems to be dedicated for UNHCR Cisco IPT and to be available at all times during the coverage period of the service contract to respond promptly to problems and failures.
6. The Contractor to guarantee that any required IVR implementation projects will be done and managed by the same contractor without including any third parties for scripting.
7. The contractor to assign single point of contact (email and telephone) for all service requests.
8. The contractor to provide inputs and information as requested by UNHCR to third-party operational consultants.
9. The contractor to provide capacity building training to UNHCR DAG and ICT staff to perform in-house level one support which includes, but not limited to:
 - Record and upload prompts
 - Change the welcome message/scripts
 - Change working hours for holidays
 - Upload list of contacts for outbound campaign
 - Generate CUIC reports
 - CUCM report extraction
 - Jabber Setup
 - Creating/ managing User Profiles, CMCs, End Users
 - Billing mechanism and file transfer
 - IPT device troubleshooting
10. The contractor to perform preventive maintenance for the entire UNHCR IPT system every three months (Quarterly).
11. The contractor to provide configurations tuning/minor modifications through the contract's time frame without limitation.
12. The contractor to provide Technology Workshop (At least once a year) to keep the UNHCR DAG and ICT staff updated with technology trends.
13. The contractor once has hands-on on the UNHCR IPT system (Cisco Servers), to provide all technical documentation that includes all updated services, licenses and modules on the Cisco servers and administrator credentials for all Cisco Servers. If required, passwords will be changed following an agreement by both parties, UNHCR and Contractor).
14. All the work related to new/add/amend configuration and/or troubleshooting should be implemented in close coordination with the UNHCR DAG and ICT unit.
15. The Contractor to guarantee that it has all the necessary expertise, qualified personnel, facilities, equipment and tools, insurance and other means to provide the above mentioned professional services while there is a need for a regular maintenance and on call maintenance for the Cisco IPT system in the UNHCR Premises.
16. The contractor to provide all related documents and certificates related to their partnership with Cisco and their cisco engineers.
17. The Contractor to provide, at its own expense, all personnel, tools, transportation and other facilities required for the performance and completion of the Services.
18. The Contractor to ensure that it shall perform the Services with the necessary care and diligence, and in accordance with the highest professional standards

19. The contractor to maintain all IPT systems in an operationally functioning status for the period of the service contract with the assumption that the systems are not intentionally or unintentionally vandalized or misused.
20. The Contractor to be responsible for obtaining, at its own cost, all licenses, permits and authorizations from governmental or other authorities necessary for the performance of the service contract (Including without limitation all entry/exit visas and work permits for its personnel and customs clearance for equipment and material provided by the Contractor). However, UNHCR shall cooperate with the Contractor as necessary and appropriate including where appropriate by liaising with relevant authorities.
21. The contractor to provide a Business Continuity & Disaster Recovery Plans that include but not limited to data backup/restore for the Cisco IPT systems and submit to UNHCR for validation and acceptance.
22. The contractor to provide quarterly reports on attended incidents, change requests and updates including information on response times, resolution time and description of the services covered

D RESPONSIBILITIES OF UNHCR

1. UNHCR will assign two focal persons for all service. All service requests will be sent by email to the contractor.
2. When required, UNHCR shall provide the Contractor's personnel the necessary security passes and access to areas necessary (i.e. Server's Room) for the performance of the Services.
3. If remote support is needed by the contractor, UNHCR shall provide access to its IPT network over remote access tools.
4. The Contractor to acknowledge that UNHCR shall have no obligation to provide any assistance to the Contractor in performing the Services.
5. UNHCR reserves the right to review all Services performed by the Contractor under the service contract, to the extent practicable, at all reasonable places and times during the term of the contract. UNHCR shall perform such review in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor to cooperate with all such reviews by UNHCR, at no cost or expense to UNHCR.
6. UNHCR's sole obligation with respect to customs matters re items required for UNHCR shall be to provide the contractor with supporting letter indicating that the items will be for the sole use of UNHCR. If any further documentation is required by any authority, the Contractor shall advise UNHCR and UNHCR agrees to provide reasonable assistance to the Contractor in obtaining such documents.