Fisheries and Oceans Canada
Pêches et Océans Canada

Canadian Coast Guard
Garde côtière canadienne

Safety First, Service Always

ANNEX A

STATEMENT OF WORK

CANADIAN COAST GUARD

SITUATION CENTER (SITCEN)

Komutel

Table of Contents

1.0   INTRODUCTION. The Canadian Coast Guard (CCG) has a mandate to respond to emergencies, legislated by the Oceans Act; the Canada Shipping Act 2001; and the Arctic Water Pollution Prevention Act. The CCG also participates in several response plans. To fulfil the Coast Guard's mandate in situations where an incident exceeds the capacity of local responders, the Canadian Coast Guard Situation Centre (CCG SITCEN) will provide leadership; oversight; and strategic direction in support of Government decisions and will coordinate the internal emergency response; business continuity; and CCG's involvement in international events.

Over the course of an incident, the SITCEN will monitor and coordinate operations; conduct collaborative planning; brief senior management; and host meetings with Canadian and international partner departments and agencies. The SITCEN will need to communicate with numerous government departments, international partners, and tactical elements. Many of those communications will be via telephone, which will necessitate a telephone management system (computer telephony interface). This will be required at both the SITCEN's main site at 200 Kent St in Ottawa, Ontario, at the backup SITCEN in Prescott, Ontario, at the Regional Operation Centers in St. John's NL, Montreal Qc and Victoria BC

1.1   SCOPE. This project is to deliver the SITCEN and other selected sites a modern telephone system that is suitable to the collaborative, fast pace work environment and provide necessary functions that are highly reliable and self-redundant to all CCG stakeholders associated with incident response and incident management.

Centers Locations:Canada:	
British Columbia	ROC Western 25 Huron Street, Victoria, British Columbia, V8V 4Z9
Newfoundland	ROC Atlantic 280 Southside Road, St. John's, Newfoundland and Labrador, A1C 5X1
Ontario	National SITCEN 200 Kent St, Ottawa, Ontario, K1A 0E6
Quebec	ROC Central & Arctic 105 McGill St, Montreal, Quebec, H2Y 2E7

2.0 Scope of Work

2.1 **Overview:** The Contractor must provide a telephone management system (computer telephony interface software), Software Error Correction, Maintenance Releases, and Support Services for Licensed Software for the SITCEN and its backup site in Prescott. The contractor must provide software maintenance and support services as described in this Statement of Work.

2.2 **Software Error Correction Services**: The Contractor is responsible for the proper functioning of the software.

2.3 **Maintenance Releases**: The Contractor must, when requested by Canada and at the hourly or daily labour rates specified in the Contract, perform the software installation and configuration for maintenance releases. See 3.4 for more details on Maintenance Release Management.

2.4 **Maintenance Release Management**: The Contractor must:

  i.   provide support to the SITCEN 24 hours a day, every day, including statutory holidays;
  ii. acknowledge a trouble call within 15 minutes of vendor notification;
  iii. provide maintenance and repairs by a source local to the Ottawa area;
  iv. have all circuit cards and parts for the system available and stocked through a source local to the Ottawa area;
  v.   provide a four-hour turnaround time for hardware replacement or software repair.

2.5 **Product Documentation (Technical):** The Contractor must provide access to or electronic copies of all instruction manuals, user guides, maintenance manuals, etc. for all components of the telephone management system.

2.6 **Principal Period of Maintenance (PPM):** The Principal Period of Maintenance is defined as, for all equipment and associated peripherals.

  i.   The contractor must provide 24/7/365 access to telephone, email, and on-site support, for a period of 12 months which includes all statutory holidays.

  ii. The Contractor must maintain the equipment in good working order.

  iii. The Contractor must make any adjustment, revision, repair or replacement of

major subassemblies to maintain the equipment in good working order and perform up-to-date revisions according to the Original Equipment Manufacturer's (OEM) mandatory specifications.

iv. The Contractor must make available, a web-based support for client access to information resources including notices, advisories, hardware and software manuals and documentation, and searchable knowledge bases.

3.0 SYSTEM OPERATION

3.1 Functionality: The Computer Telephone Interface (CTI) based desktop solution must provide enhancements over basic desktop telephone devices to meet CCG SITCEN operational requirements through the following features:

a. call Management via mouse, keyboard or touch screen (see para 2.2)
b. ability to dial any phone number on the screen through a simple mouse click
c. ability to monitor telephone extensions status
d. Standing Operation Procedures management
e. Chat platform
f. must maintain a database of contacts
g. Ability to record telephone conversation, to attach notes to recordings and playback from a PC
h. Ability to synchronize Databases and auto update from multiple sources
i. must be usable in low light environment
j. must keep statistics on telephone use on both incoming and outgoing calls
k. must be able to simultaneously multiple recipients using any combination of emails, SMS or PIN to PIN
l. ability to broadcast vocal call recording by phone to multiple recipients

3.2 Call Management Non-Private Lines. Since the Centres' staff will work in collaboration with each other, the Centres must have the ability to have multiple users select other staff members' lines to join a conference within their phone lines. The Centres' administrative staff must be able to designate specific lines/trunks/extensions as 'non-private' so that

a. An extension user must be able to break into an ongoing call (privacy override), use a monitor speaker to listen to the call or use their handset or headset to participate in the call.

b. Breaking into another staff member's call must not require more than one keystroke or button push.

     c.   Any number of users must be able to simultaneously answer an incoming call on any line and all will have full access to the conversation without the requirement to have another user grant access or the need to invoke additional keystrokes or options.

     d.   There shall be no interruption, notification or disruption to the conversation in progress or any loss of sound quality when an extension user joins or disconnects from a call.

3.2.1   **Call Management**. Direct Inward Dialing:

    a. Incoming calls to all operational lines must be routed directly to the Centres' equipment without being processed through an auto attendant or answering machine. However, during situations where call volumes reach critical levels the Centres must have the option to manually activate the Auto Attendant at their discretion.

    b. If an extension is in use and another call for that extension is received at the Centres the call must not go unanswered, but rather processed by the Mass Call Management system as described below.

3.2.2   **Calling Features and Call Management**

    a. Call Forward: The new telephone management system must be capable of forwarding incoming and outgoing calls such that:

       i. The destination of the forward could be an on-site extension or an off-site number;

      ii. Users participating or monitoring the call on an extension, regardless of their choice of headset, handset or monitor speaker, must not be required to disconnect from the call during the process of forwarding the call; and

     iii. Offsite locations may be domestic, international or satellite (Satellite Network Access Code) numbers.

    b. Conference Calling: The new telephone management system must permit any user to add a minimum of eight off site numbers as well as all internal phones to a call such that:

       i. Users participating or monitoring the call on an extension, regardless of

their choice of headset, handset or monitor speaker, must not be required to disconnect from the` call during the process of another user adding participants to the call;

ii. Offsite numbers could be domestic, international, or satellite (Satellite Network Access Code) numbers.

c. Direct Station Selection: Each phone set at each station must be able to access all programmable extensions, trunk lines and hotlines through no more than one button push or keystroke regardless of the users' choice of headset, handset or monitor speaker.

d. Hold: A hold feature must function so that:

i. An incoming call to a line that already has a call on hold will be processed through the Mass Call Management System described below;

ii. A call placed on hold while extension users are monitoring the call will not place the call on hold for the extension users;

iii. If all extension users who were monitoring a call that was placed on hold select to stop monitoring the call by changing to another line, the call on hold will not be dropped but will ring again at the phone set that placed it on hold shortly after that user ceases monitoring other calls or participating in other conversations;

iv. A call placed on hold while extension users are monitoring the call will only place the call on hold for the user who selected the hold feature;

v. A call placed on hold without other extension users participating or monitoring will ring again at the phone set that placed it on hold shortly after that user ceases monitoring other calls or participating in other conversations.

e. Redial: The new telephone management system shall display and allow users to access individual and system-wide redial lists from their workstation such that each phone set shall:

i. Maintain a list of a minimum of 50 of the last dialed numbers from that phone set;

ii.   Allow the user to edit outgoing or incoming calls (i.e. add prefixes, country codes, or correct misdialed numbers) of the number to be redialed;

iii.   Display, at a minimum, the caller name and phone number for the redial number, if available; and

iv.   Allow the user to redial the number through a one-touch selection of the redial function.

f. The telephone management system shall maintain a master system-wide redial list that lists all calls to and from the Centers. The master system-wide redial list shall:

i.   Allow users to access the system wide redial list from their workstation either through their phone set, their computer desktop or through an additional piece of hardware

ii. Allow users to edit the numbers to be redialed to make corrections;

iii. Display at a minimum the caller name and phone number, if available;

iv. Allow the user to redial the number through a one-touch selection of the redial function.

g. Call Transfer: The new telephone management system must have a transfer function to move incoming or outgoing calls to another extension that functions such that:

i.   The transfer function is initiated through a one touch selection;

ii. Selection of the destination number may be through speed dial or direct dial or through the computer interface described below;

iii. The user initiating the transfer can continue to participate in the call, monitor the call or disconnect from the call without affecting the success of the transfer; and

iv. If the destination extension is busy, the transfer fails and the call remains connected to the original user.

h. Mute: The new telephone management system must have a mute function that disables the microphone on the user's headset or the handset shall function such that:

   i. The mute function is initiated through a one touch selection;

   ii. The mute function will disable the microphone on the user's handset or headset yet still allow the user to hear the conversation on the selected line;

   iii. The mute function is only applied to the headset or handset of the user selecting the function so that extension users participating in the call are unaffected by the selection;

   iv. A second press of the mute button or selecting another line without pressing the mute button again shall cancel the mute, enable the user's microphone and allow them full participation in the conversation on the selected line; and

   v. If a call terminates while a user is in mute mode, their microphone must be immediately re-enabled automatically so that the phone set returns to normal functionality for the subsequent call.

i. Mass Call Management. During the course of a large-scale incident, the SITCEN can anticipate a flood of calls in very short periods of time, possibly exceeding staff ability to answer them all. The Mass Call Management system shall, at a minimum:

   i. Allow incoming calls to be divided into groups and allow hunt orders with a group to be defined;

   ii. Move an incoming call to an in use line to the next available line in the hunt order of a group or continuously cycle through the hunt order of a group until answered;

   iii. Move an incoming call to an in use line to a queue when all lines in that hunt group are in use;

   iv. Ensure that no call to the Centers on any line is ever unanswered, lost or dropped; and

     v.   Allow administration of line groups, hunt groups, hunt order, queue management and control parameters, queue messages and all other Mass Call Management system options by staff on site. Announcement service capability is also required and must be administered directly by the staff.

3.3 **Key Assumptions.** The new telephone management system for the Centres must be compatible with all known systems of telecommunications. It must be backward compatible with Centrex and VOIP. As well, the entire calling features must function as described in this document regardless of the trunking system in use by the various parties participating in a call.

3.4 **Environmental Requirements**.

3.4.1 Low Light Environment: The SITCEN operations room will have numerous televisions and computer monitors located at various places throughout the room. To minimize glare, staff will frequently turn off the overhead lighting so that they are able to use this equipment from across the room. The new telephone management system must be equipped so that all buttons, displays, indicators and messages are fully usable in a low light environment.

3.4.2 **RF Interference**: There will be numerous sources of extraneous noise and other types of interference in the SITCEN operations room. The new telephone management system must be able to accept these sources of interference and must not be a source of interference that adversely affects other equipment. Specifically, the phone sets of the system must not interfere or be susceptible to feedback with each other regardless of volume level, physical placement, or separation of equipment or use of handset, headset or monitor speaker.

4.0 Inspection, Testing and Acceptance

4.1 **Inspection and Testing:** The Contractor must agree that all deliverables shall be subject to Government of Canada inspection. Staff will conduct post-installation testing of the new phone system after it has been installed in the SITCEN and backup site. Acceptance of the equipment and payment of the contract funds shall be partially withheld until staff is satisfied that they are sufficiently trained on the equipment and the system will function to meet requirements. Technical staff will conduct technical inspections throughout each phase of the project implementation. Any deficiencies noted throughout the inspection process must be corrected before final acceptance.

4.2 **Documentation Requirements:** The Contractor shall supply technical and installation documentation to clearly identify:

    i.   Technical specifications of all supplied equipment including software configurations;

    ii.   installation requirements, including hardware specifications for SITCEN supplied PC workstations, to facilitate the integration of a complete network;

    iii.   system schematics and software manuals in PDF format to fully describe how the individual equipment components are integrated into a fully operational system; and

    iv.   maintenance information documentation detailing the technical and user support available through the Contractor's annual service contract.

5.0   Training Requirements

Services Required

    i.   The Contractor shall provide the instructor to teach the course in English at the SITCEN's main site. The SITCEN shall provide the PC workstations, telephony environment, network connectivity, training room, and access to the SITCEN in support of the training period.

    ii.   The Contractor must create a comprehensive and customised administration-training package and a comprehensive and customized operators-training package. The training must enable administrative staff to effectively administer the system for use, and include system options; selections and management; and statistics. The training must enable operations staff to effectively use the new system and understand and remedy common malfunctions. The Contractor must provide the necessary user guides for training, with one copy of each required document for each student and/or administrator.

    iii.   The Contractor shall carry out all the necessary work to deliver training regarding basic operation, advanced operation, and administration procedures.