**EXHIBIT A: STATEMENT OF WORK**

1. **WORK.** Contractor will design and implement a cloud-based Interactive Voice Recognition (IVR) and Call Center systems for Jury Services (hereinafter referred to as “IVR Jury Services System”) for the Court. Contractor will ensure the IVR Jury Services System includes, but is not limited to:
   1. Configurability. A configurable system consisting of an IVR application that provides the Court’s Jury Administration Department with a solution tailored to the specific needs of the Court. The general information module shall allow for flexibility in managing the menu options and messages to meet current and future needs.
   2. Interface. An interface with the Court’s jury system application/database via the Court-supplied proprietary web enhanced jury system (WEJ).
   3. Call volume. The ability to easily support call volume of approximately 9000 calls per week and “burst calls” up to 1000 calls coming in within a two hour period.

|  |  |  |
| --- | --- | --- |
| *Current Amount of Calls Received Per Week* | *Number of Agents* | *Average Duration of Calls (minutes)* |
| *6500* | *6+* | *2* |

* 1. System Features such as:
     1. Auto Attendant; and
     2. Audio to Text; and
     3. Automatic Call Distribution (ACD); and
     4. Computer-Telephone Integration (CTI) functions.
  2. Caller Features. Provide callers with the abilty to:
     1. Obtain the status of their summons; and
     2. Make self-processes such as postponements; and
     3. Elect to transfer calls between districts; and
     4. Elect to receive electronic updates regarding reporting services via SMS, voice, and email; and
     5. Get directions to caller’s jury service courthouse; and
     6. Receive an estimate of the time the caller will be on hold; and
     7. Elect to receive an automated callback to be configurable for end time (last callback); and
     8. Receive automated access to details of caller’s jury service; and
     9. Obtain general information topics seven days a week, 24 hours a day, including but not limited to general information about jury service; and
     10. Make choices in a touchtone call flow in English and Spanish, and additional languages as added; and
     11. Listen to information an unlimited number of times; and
     12. Transfer to a live representative during regular Court business hours; and
     13. Option to reply via speech recognition.
  3. Multiple language scripts. Initially scripts will be in English and Spanish. Additional languages will be able to be added as-needed without performance loss.
     1. All scripts will be provided to the Contractor by the Court in English.
     2. Contractor will translate all scripts into Spanish and additional languages as requested by the Court.
     3. Upon the Court’s request to change voice scripts:
        1. For temporary English, Contractor will provide the new script no more than fourt-eight (48) hours after request; and
        2. For professional English, Contractor will provide the new script no more than ten calendar (10) days after request; and
        3. For Spanish or other languages voice file changes, Contractor will provide the new script no more than two (2) weeks days after request.
  4. Automatic Call Distribution (ACD):
     1. During Court business hours, callers who request assistance will be connected to a representative via the IVR Jury Services System’s ACD software. Contractor will ensure the ACD function and features include, but are not limited to, the ability to:
        1. Queue on-hold calls; and
        2. Support one or more groups of representatives (e.g. one group for English speaking and another for Spanish speaking callers:; and
        3. Configure the size of allowable queues, overflow rules for each group, wrap-up times, etc.; and
        4. Queue wait times are the same (e.g. if there is no Spanish agent signed on the system the Spanish caller will receive a message stating so, and be given the option to be placed in the English queue in order based on their call time and not be bumped to the end).
     2. A pop-up window that provides numerous automated call center functions, including but not limit to:
        1. Updated on the representative’s desktop as the call is connected to the representative’s phone; and
        2. Provides the representative with a summary of the call; and
        3. Includes information gathered from the caller by the system; and
        4. Allows the representative to add a third party (inside or outside of the Court) to an existing call; and
        5. “Pop” the juror’s screen to the representative desktop if available as the call is received by the agent.
  5. Deliverables
     1. Project plan.
     2. Weekly status calls.
     3. Pre-implementation documentation:
        1. Scripts and Translations Sign-offs; and
        2. Mock-ups; and
        3. Sample custom and pre-configured reports; and
        4. Statistics.
     4. Training.
     5. Implementation.
     6. Support. Three (3) years maintenance and support beginning after implementation, with the option to extend for one (1) year periods.
  6. On-going Reports.
     1. Custom and pre-configured daily IVR and ACD reports; and
     2. Real-time statistics; and
     3. Display performance data in both numerical and graphical format.

*End of Exhibit A*