

RFP ATTACHMENT IV – RESPONSE TEMPLATE

Respondents are required to provide responses using the following template and to clearly answer for each Solution Area they are proposing for.

SECTION 1 – FIRM QUALIFICATIONS

1.A - COMPANY PROFILE SUMMARY
INSTRUCTIONS: Provide a quick company overview by filling out the required information on the Response column (B) in the table included below.

A. REQUIRED INFO	B. RESPONSE
1. Year company was founded	Founding Year:
2. Top 3 areas of expertise	Expertise:
3. Number of Years delivering Cloud-based-VoIP, Contact Center solutions, and/or Collaboration Solutions	Years (#):
4. Number of employees	Employees (#):
5. Number of active projects	Projects (#):
6. Company structure – public or private	Structure:
7. Revenues generated last three fiscal years	Revenues (\$):
8. Net income last three fiscal years	Profitable (yes/no):
9. Please provide financial statements for last 3 fiscal years to support answers in 7 and 8.	Attach to this Response Template
10. Active Relevant company certifications	Certifications:

1.B - COMPANY CORE EXPERTISE

INSTRUCTIONS: Provide below a brief overview of your company and areas of expertise that best demonstrates your ability to configure, manage, and support the needs of the Solution Area(s) to which you are responding.

[Insert your brief response here]

1.C - COMPANY DELIVERY METHODOLOGIES

INSTRUCTIONS: Explain below the processes, practices and methodologies that your firm plans to leverage to deliver training to customers, configuration, and management of the Solution Area(s) to which you are responding.

[Insert your brief response]

1.D - KEY DELIVERY PERSONNEL

INSTRUCTIONS: Provide below a brief paragraph describing the key experience of the top 3 key Service delivery (non-executive) personnel that are responsible for delivering training to customers and configuration of the solution. If proposing to multiple Solution Areas clearly indicate the Solution Area staff will be assigned to.

[Insert your brief response]

1.E - KEY PROJECT REFERENCES

INSTRUCTIONS: Provide 3 key references and related points of contact from recently completed engagements where your company provided Cloud-based VoIP, Contact Center, and/or Collaboration Solutions – fill out 3 tables below. If proposing to multiple Solution Areas, provide 3 References for each Solution Area and clearly indicate the Solution Delivered

REFERENCE # 1	REQUIRED RESPONSE
<i>Customer company name</i>	
<i>Solution delivered</i>	
<i>Completed on</i>	
<i>Project duration</i>	
<i>Key benefit delivered</i>	
<i>Customer contact name</i>	
<i>Customer's contact phone</i>	
<i>Customer's contact email</i>	
<i>Customer company location</i>	

REFERENCE # 2	REQUIRED RESPONSE
<i>Customer company name</i>	
<i>Solution delivered</i>	
<i>Completed on</i>	
<i>Project Duration</i>	
<i>Key Benefit Delivered</i>	
<i>Customer Contact Name</i>	
<i>Customer's Contact phone</i>	
<i>Customer's Contact email</i>	
<i>Customer Company Location</i>	

REFERENCE # 3	REQUIRED RESPONSE
<i>Customer Company Name</i>	
<i>Solution delivered</i>	
<i>Completed on</i>	
<i>Project duration</i>	
<i>Key benefit delivered</i>	
<i>Customer contact name</i>	
<i>Customer's contact phone</i>	
<i>Customer's contact email</i>	
<i>Customer company location</i>	

1.F - SSAE-16 Status – SOC 1 and SOC 2 Report
<i>INSTRUCTIONS:</i> <i>Provide SSAE-16 status, SOC 1 and SOC 2 Reports</i>

Provide SSAE-16 status, SOC 1 and SOC 2 reports here or attach to Response Template

SECTION 2 – MINIMUM QUALIFICATIONS

2.A - DECLARE INTENT TO PROPOSE FOR ANY SOLUTION AREAS

INSTRUCTIONS: For the Solution Area or Areas for which your firm is submitting a proposal, each Respondent should indicate in the table below its intent to be a qualified vendor by placing a “Yes” in the “Qualified” column below associated with the related Solution Area.

IMPORTANT: Respondents must demonstrate expertise in their selected Solution Areas.

Number	Solution Area	Proposing to this Area? (Y/N)	Fill out Section
1	Cloud-based VoIP		2.B
2	Cloud-based Contact Center		2.C
3	Cloud-based Collaboration Solutions		2.D

Respondents seeking to become a qualified vendor in a specific Solution Area must also fill out and meet all the minimum qualifications in the following specific section(s) related to the Solution Areas for which they indicated, in the above table, to be a “Qualified” vendor.

2.B - MINIMUM QUALIFICATIONS FOR CLOUD DELIVERED VoIP SOLUTION

INSTRUCTIONS: Insert a “Yes” or “No” in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Solution Area, a Respondent must respond with a “Yes” to all of the Minimum Requirements.

IMPORTANT: Only respondents seeking to submit a proposal for consideration in **Solution Area 1 (Cloud Delivered VoIP)** must fill and meet all the following minimum qualifications.

No.	Requirement	Yes / No	Comments
1	At least three years' experience as a cloud –based service provider		
2	Able to support at least 20,000 registered endpoints for the City		
3	Able to support at least 5,000 simultaneous calls for the City		
4	A 24/7/365 support system that provides for immediate escalation of performance issues		
5	Maintains an error log of alerts, error messages and conditions		
6	An auto attendant / IVR system that will shall answer callers with a recording and allows callers to route to an extension through touch tone input, in response to a voice prompt		
7	Call forwarding system temporarily forwards all calls to another extension or to voice mail		
8	Call hold system temporarily leaves a phone call without disconnecting it		
9	Caller ID system displays incoming caller ID on a phone display if available		
10	Call transfer system moves a call from one extension to another. Including moving calls out of the system to numbers on the PSTN.		
11	Deployed endpoints support a standard RJ11 headset connection (typically Plantronics) with electronic hookswitch capability		
12	AD integration system (either directly or through a third party program) support integration with CCSF O365 AD infrastructure for both telephone directory and user authentication		
13	Disaster recovery system is supported by a minimum of two geographically dispersed host locations for resiliency		
14	Solution will be a fully Cloud-based scalable user subscription-model solution that supports quick and easy increases or decreases in the number of users (No CCSF provided or CCSF managed on premise equipment other than endpoints)		

No .	Requirement	Yes / No	Comments
15	HIPAA / PHI / BAA compliance system is certified as HIPAA / PHI / BAA compliant and MEDI-CAL Privacy Security Agreement compliant		
16	Criminal Justice Information Services (CJIS) system is certified as CJIS compliant.		

2.C - MINIMUM QUALIFICATIONS FOR CLOUD DELIVERED CONTACT CENTER

INSTRUCTIONS: Insert a “Yes” or “No” in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Solution Area, a Respondent must respond with a “Yes” to all of the Minimum Requirements.

IMPORTANT: Only respondents seeking to become a qualified vendor in **Solution Area 2 (Cloud Delivered Contact Center)** must fill and meet all the following minimum qualifications.

No	Requirement	Yes / No	Comments
1	At least three years' experience as a cloud-based service provider		
2	A 24/7/365 support system that provides for immediate escalation of performance issues		
3	Analog TTY/TDD functionality for the hearing impaired		
4	Automated attendant and call prompting		
5	Supervisor may barge or whisper into calls		
6	Agents may execute consultative and blind call transfers		
7	Three-way calling		
8	Users may create and maintain multiple agent/hunt groups		
9	Users may create script conditions (i.e. no agents logged in) that generate a special (i.e. closed) announcement		
10	Intelligent call routing		
11	Intelligent call queuing		
12	Call distribution performance reporting capabilities and support metrics based on intervals (minutes/hours/days/months - and custom metric configuration)		
13	Intelligent interactive voice response capability		
14	Real time information display (such as calls in queue, agents available, agents logged in, agent status, SLA%, abandoned calls and % abandoned) directly from the ACD		
15	Multi-level access levels password protection		
16	Error log of alerts, error messages and conditions		
17	Users may pre-record greetings including multiple greetings based on criteria such as skill or listed directory number		
18	Agent software that runs on thin client (preferably Windows Remote Desktop environment)		
19	Intelligent recording reporting capability		

No .	Requirement	Yes / No	Comments
20	Historical call information and logger information retention based on CCSF defined parameters		
21	Recorded data can be purged and archived based on CCSF defined parameters		
22	API for integrating with CRM applications		
23	Integration with cloud-based VoIP telecom systems		
24	Remote routing of identified number(s) to alternate answering location(s) in case of a site or citywide disaster		
25	Business continuity provisions and resiliency to avoid disruptions of service		
26	Fully cloud-based scalable user subscription-model solution (no on premise equipment other than endpoint devices or endpoint accessories) that supports quick and easy increases or decreases in the number of users		
27	Certified as HIPAA / PHI / BAA compliant and MEDICAL Privacy Security Agreement compliant		
28	Certified as Criminal Justice Information Services compliant		

2.D - MINIMUM QUALIFICATIONS FOR CLOUD DELIVERED COLLABORATION SOLUTIONS

INSTRUCTIONS: Insert a “Yes” or “No” in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Solution Area, a Respondent must respond with a “**Yes**” to all of the Minimum Requirements.

IMPORTANT: Only respondents seeking to become a qualified vendor in **Solution Area 2 (Cloud Delivered Contact Center)** must fill and meet all the following minimum qualifications.

No .	Requirement	Yes / No	Comments
1	At least three years’ experience as a cloud delivered service provider		
2	A 24/7/365 support system that provides for immediate escalation of performance issues		

SECTION 3 – SOLUTION AREA TECHNICAL CAPABILITIES

3.A - DESCRIBE CAPABILITIES FOR SOLUTION AREA 1 CLOUD DELIVERED VoIP

INSTRUCTIONS: Provide below answers to the following questions demonstrating your product's capabilities relevant to this Solution Area. Clearly indicate if configuration or a Third Party Application is required to meet the capabilities listed.

System Management Capabilities	Describe how your product meets these capabilities
System administration portal - Allows for typical MACD activities, as well as, advanced call configurations (i.e. Hunt Groups, Multiple Appearance Directory Numbers)	
System administration segmentation - Allows partition administration of the system so that some users would not have visibility to others	
Change tracking - Audits trail of change activity (minimum 30 days)	
Dedicated accounts – Allows each Admin User to have a dedicated user account that can be authenticated through O365 Active Directory	
System status/monitoring portal – Dashboard displays current alarm status, as well as any alarm history (minimum 72 hours)	
Availability- Service Level Agreement	
System Technical Requirements	Describe how your product meets these capabilities
99.999% Availability - Up-time equivalent to 99.999%	
24/7/365 Support - Immediate escalation of performance issues	
Endpoint capacity - Supports up to 40,000 endpoints including IP phones, video devices & analog devices (i.e. fax, modem, TTY)	

Voicemail capacity with unified messaging - Supports up to 25,000 combined voicemail and auto-attendant users with the ability to support Unified Messaging with O365	
Simultaneous on-net calls - Supports up to 5,000 simultaneous on-net calls	
Simultaneous off-net calls - Supports up to 2,500 simultaneous off-net calls	
E.164 support - Supports a native E.164 numbering plan and can be configured as such	
Enterprise dial pPlan - Allows for a citywide on-net dial plan that minimizes calls traversing external connections	
Enterprise abbreviated dialing - Allows for abbreviated dialing patterns within communities of interest or within the entire enterprise	
Endpoint tracking – At minimum tracks all registered endpoints to building address and floor, while also complying with any regulatory requirements	
PSAP access – Delivers emergency services calls (911) directly to local San Francisco PSAP	
Number porting – Allows CCSF to port any and all existing DID numbers to the new system	
Call traffic prioritization - Pprioritizes certain call traffic deemed as essential during an emergency either by source or destination	
Call recording - Supports integrated IP call recording for a minimum number of endpoints < 100	

Call accounting - Creates detailed records for all incoming & outgoing calls and enable CCSF to export records in an industry standard format	
Endpoint paging (audio/text) - Supports audio and text paging to any endpoint registered to the system and have the capability to segment into paging groups	
Error Log - Maintains an error log of alerts, error messages, and conditions	
System Feature Requirements	Describe how your product meets these capabilities
Auto attendant / IVR - Answers callers with a recording and allows callers to route themselves to an extension through touch tone input, in response to a voice prompt	
Automated directory - Allows incoming callers to look up an employee's extension by entering the first few letters of their name	
Ad-hoc call conferencing (up to 6 parties) - Connects three or more parties (up to six) into one phone conversation	
Call forwarding - Temporarily forwards all calls to another extension or to voice mail	
Call forwarding off network- Temporarily forwards all calls to a number outside the system	
Call hold - Temporarily leave a phone call without disconnecting it	
Caller ID – Displays incoming caller ID on the phone display when available	
Caller ID blocking - Blocks outgoing caller ID at the extension level (system wide)	

Call pick up - Picks up a ringing phone in a defined list from another location using a code	
Call routing - Route calls based on a written script	
Call transfer - Transfers a call from one extension to another. Including transferring calls out of the system to numbers on the PSTN	
Personal Directory - User can create personal directories of frequently called numbers	
System Directory – User can look up extensions by entering the first few letters of a name	
Display call history - Displays menu in phone allowing users to view missed calls, placed calls, etc.	
Extension mobility - Extends office number to a cell phone providing one number reachability	
Group page – User may sends a message via the speaker on the phone to an administered group of extensions	
Holiday table – User can create a holiday table and route calls based on that table	
Automatic intercom — User can establish an immediate talk path between two extensions by lifting the receiver on the phone. Typically used with door phones.	
Dialed intercom - Administered groups of extensions can communicate using a predetermined code	
Music on Hold - Provides generic or custom background music when someone is put on hold	
Priority calling – Provides special/distinctive call alerting between internal telephone-users	

Redial – User can redial the last number with the touch of a button	
Shared mailboxes – User can route from multiple numbers to one mailbox	
Shared line appearances – User can have one line on multiple phones at multiple sites (not just the prime site)	
Speed dial – User can store telephone numbers and access via a list or programmed button on the telephone	
Soft phones - User can access the feature/ functionality of the phone system from a computer at remote location	
Time of day routing – User can route calls based on time of day/day of week.	
Whisper (barge in) page - One user can interrupt or "barge in" on the call of another user and make an announcement that is only heard by the user	
System Endpoint Requirements	Describe how your product meets these capabilities
Support for existing IP endpoints – Option to re-use approximately 5,000 IP endpoints (3,000 Cisco and 2,000 Avaya)	
Support for combined voice & data - Deployed endpoints have a PC port capable of 1 Gbps data connection	
Automatic ringdown - Deployed endpoints support automatic ringdown	
Headset support - Deployed endpoints support a standard RJ11 headset connection (typically Plantronics) with electronic hookswitch capability	

Hearing aid compatibility - Deployed endpoints are hearing aid compatible	
External alerting devices - System supports external alerting devices (IP or analog)	
Endpoint variety - System supports a variety of endpoints including, but not limited to: 24,000 General User 10,000 Executive/Admin 4,000 analog 2,000 single line	
Endpoints via Cat 3 wiring - System allows deployment of VoIP endpoints over Cat 3 wiring where substandard LAN connections are available	
System Integration Requirements	Describe how your product meets these capabilities
Integration with Contact Center applications - Number of cloud-based Contact Center applications the solution works with	
AD integration - System supports integration with CCSF O365 AD infrastructure for both telephone directory and user authentication	
O365 Integration - System supports integration with CCSF's O365 messaging system to support unified communications features	
Computer telephone integration - System interacts with a computer system—examples are a user clicking on a telephone number on the screen and the phone system automatically dials the number (reduces wrong numbers and saves time) or when a customer calls in, the phone number from the caller-ID is passed to the computer and automatically displayed on the screen before the employee answers the phone	

TDM/IP PBX Integrations - System can be integrated into existing on-site TDM and IP PBX systems while maintaining existing enterprise dialing features. Existing legacy systems may or may not support ISDN QSIG and/or SIP integrations.	
System Security and Business Continuity Requirements	Describe how your product meets these capabilities
HIPAA and CJIS features – System enables secure chat and phone calls between health caregivers and staff, etc.	
End-to-end encryption - System has end-to-end encryption for signaling and media for all communication utilizing unprotected transport	
Endpoint survivability - System supports local gateways that allow for PSTN ingress/egress in the event of a WAN or Internet failure	
Disaster recovery - System is supported by a minimum of two geographically dispersed host locations for resiliency	
System Collaboration Requirements	Describe how your product meets these capabilities
Provides instant messaging among multiple users	
Provides video chat and video conferencing among multiple users	
Provides web conferencing with desktop screen sharing	
Provides ability to move between meeting modes without restarting a meeting (e.g.): - From instant message to voice, video, or web conference - From two-way call to multiway conference	

Provides ability to translate voice to text	
Provides ability to translate text to voice	

3.B - DESCRIBE CAPABILITIES FOR SOLUTION AREA 2- CLOUD DELIVERED CONTACT CENTER

INSTRUCTIONS: Provide below answers to the following questions demonstrating your product's capabilities relevant to this Solution Area. Clearly indicate if configuration or a Third Party Application is required to meet the capabilities listed

General	Describe how your product meets these capabilities
Scalability to 1,000+ Contact Center agents	
Support structure that provides for immediate escalation of performance issues 24/7/365	
Operational availability of 99.999%	
Agent/supervisor logins for individual departments limiting access to their specific department information	
Analog TTY/TDD functionality for the hearing impaired	
TTY/TDD prompting embedded in scripting for general published numbers	
Automated attendant and call prompting	
Automated announcement and broadcast capabilities	
Nuisance caller identification	
Supervisor may barge or whisper into calls	
One button access to execute call management features (e.g., hold, conference, transfer)	
Agent chat	

Consultative and blind call transfers	
Three-way calling	
E-mail/fax/web inquiry handling	
Create and maintain multiple agent/hunt groups	
Create and maintain ACD menus	
Create script conditions (i.e. no agents logged in) that would generate a special (i.e. closed) announcement	
Transaction history to facilitate diagnosis and reconciliation of system errors	
Proactive monitoring of system performance and notification of system administrator when problems arise	
Headset can toggle between radio and phone (MTA)	
Customers on hold may receive messages pertinent to the caller based on calling line identification features	
Utilization of remote agents	
Logs all accounts agent accessed during the day and updates log at any time after initial call was taken	
Translates ACD menu path choice into appropriate screen pop	
Easily creates ad-hoc temporary call centers; e.g., for elections	
Intelligent Call Routing	Describe how your product meets these capabilities
Call Routing Based On:	

Number of agents logged on/available/in queue	
Agent	
· Idle the longest	
· Highest skill level that has been idle the longest	
· Highest skill level	
· Agent with lowest estimated waiting time	
· Age of oldest call	
Skills Based Routing on:	
· Dialed number identification service (DNIS)	
· Automated number identification (ANI)	
· External data	
Conditional Routing Based On:	
· Time of day	
· Day of week	
· Customer response to call prompting	
· Number of staffed agents in skill	
· Number of available agents in skill	
· Number of calls queued at a given priority for a skill	
· Amount of time the oldest call has been waiting in a skill	
· Language spoken	

• Holiday table	
• Highest priority	
Overflow Routing Based on:	
• Average time to answer in target group	
• Average time for callers to abandon anywhere in the queue	
• Average time to answer in overflow group	
Average time in queue	
Routes out of a script to a number outside the CCSF network	
Supports routing based on existence of an outstanding request	
Intelligent Call Queuing	Describe how your product meets these capabilities
Priority Queuing	
• Based on DNIS	
• Based on ANI digits	
• Based on time in queue	
• Based on identifying repeat callers	
Skills-based queuing	
Queuing to multiple groups responsible for different services	

Change of priority of call while in queue	
Transfer calls back to queue – maintaining place in queue	
Calculate estimated wait time for calls in queue to provide to caller – system administrator can able to turn on or off, based on business rules	
Call Distribution Performance Reporting Capabilities - Support metrics based on intervals (minutes/hours/days/months - and custom)	Describe how your product meets these capabilities
Support key performance indicators for call center activities including:	
. Average handling time	
. Abandonment rate	
. Service level	
Abandonment differentiation reporting – simple hang up vs. caller on hold hears a message that answers their question and then hangs up	
Call type broken down into specified tasks with average handling times calculated	
Provide flexible reporting capabilities such that reports can be generated using a number of criteria including but not limited to:	
. Agents	
. Hunt groups	
. Main directory numbers	
Performance statistics on a per agent bases including but not limited to:	

· Average elapsed time per customer interaction	
· Maximum/minimum elapsed time per customer interaction	
· Percentage of customer interactions closed within a specified period of time	
· Percentage of customer interactions escalated or handed off	
· Total number of customer interactions handled hourly/daily/weekly/monthly	
· Average number of customer interactions handled hourly/daily/weekly/monthly	
Creates a historical record for each call that enters the center to final hang-up – including IVR selections, transferred, conference or routed to another location	
Provides real-time reports related to queue activity, call volumes and other call center management functions	
Provides historical reports related to queue activity, call volumes and other call center management functions	
Easy creation of custom reports	
Provides audit-tracking reports for user access and usage logs	
CRM for 311	Describe how your product meets these capabilities
CRM Interaction Operations	
· If the agent is not in an interaction, start a new interaction	
· If the agent is in an interaction when the caller disconnects – the agent remains “busy” until the end of the interaction	
Passes incoming caller ID to the interaction	

Allows for multiple interactions for a single call	
If customer allows contact details to be recorded in Lagan CRM, allows phone number to pre-populate “phone” field for individual search and executes the search	
If customer does not allow contact details to be recorded, goes directly to location search	
Links the call (interaction) with the action taken by the agent, i.e. KB solution, SR, transfer, etc.	
Makes outbound calls from customer records, service requests, CRM forms and KB results (click to dial)	
IVR	Describe how your product meets these capabilities
Allows caller to make selections for more information while waiting in queue	
Allows caller to request a call back rather than wait in queue	
Allows call back request to be automatically routed to a queue when an agent becomes available	
Allows limiting callbacks to numbers in designated area codes	
Has intelligent IVR capability	
Allows easy adjustments/reconfiguration of IVR menu structure and scripts	
Allows IVR to integrate with CTI functionality	

Allows agent to look up information in a CCSF database and provide verbal response to customer	
Allows for financial transactions and complete inquiries based on IVR responses	
Provides voice recognition capabilities	
Provides flexibility to add IVR ports based on increasing call volumes	
Segregates callers based on purpose of call	
Allows callers to go back to the previous menu	
Provides an estimate time delay before an agent is available to receive a call	
Tracks which options were selected within the IVR	
Tracks length of time interactions between client and IVR options	
Integrates with IVR so that clients can respond to surveys and have the data automatically populated into a customer history record in CRM	
Gathers demographics in IVR and automatically populates data into the customer history record	
Transfers customer at end of call to the IVR for surveying and automatically populated information into the customer history	
Allows user to access database via a touch-tone phone	

Retains historical call activities data to show patterns, growth, etc. and monitor progress	
Workforce Management	Describe how your product meets these capabilities
Monitors staff time allocation across all contact channels and activities	
Automates agent schedules	
Enables staffing forecasts – including what if scenarios	
Tracks actual activity versus the published schedule	
Measures and manages individual productivity	
Scheduling abilities include:	
· Setting work rules – state law and union requirements	
· As-needed scheduling (part-time staff)	
· Meetings	
· Training	
· Shift bidding	
· Wait listing	
· Accrual tracking	
· By universe (Shift/group of shifts)	

· By type (Vacation, FH, HI, Comp, etc.)	
· Shift swap – Posting and limits	
· Time reporting: Emerge system integration	
· Agent view	
Incorporates adherence, skills and proficiency information into future schedules	
Intraday Management for:	
· Adherence	
· Agent activities	
· Agent scorecards	
Wall Board	Describe how your product meets these capabilities
Displays real time information directly from the ACD (i.e. calls in queue, agents available, agents logged in, agent status, SLA%, abandoned calls and % abandoned)	
Displays custom messages entered by an administrator	
Customizable font sizes and multiple windows	
Call Recording – General	Describe how your product meets these capabilities
Records calls for later playback	
Records screens for simultaneous (with audio) playback	

Monitors (live-listen) calls as received	
Speeds up playback	
Archives/purges recordings (6 months minimum retention)	
Archives single recordings	
Caller ID capturing capability	
Overwrite protection for all voice recording in the hard drive and archive media	
Multi-level access levels password protection	
Log of error alerts, error messages and conditions	
Electronic file export of the entire recording or a segment of the recording	
Playback displays elapsed time and recorded time indicator – continues to record after call work activity after the caller has disconnected until the interaction has ended	
Tags/annotates/redacts a conversation/file – 311 Specific	
Provides accurate representation of silence in the original recording	
Ability to query by:	
· Phone number	
· Channel	
· Range of call duration	

• Date/time	
• Agent	
• Dialed number	
• Expressions based on database fields	
• Keyword or phase	
• Tag/annotation	
• Query by Call Type	
o Incoming	
o Outgoing	
o Transferred	
o Internal	
Audio playback via client PC speakers	
Online network playback capability	
One touch/click instant playback, user selectable length or last conversation	
Variable speed playback while preserving pitch	
Speaks the time and date of the playback conversation	
Call Recording - MTA Specific	Describe how your product meets these capabilities
Records VoIP and analog phones	

Has integrated call recording with radio (voice and radio calls)	
Retains a full 90 days of recording on hard drive	
Combines two analog audio signals into one recording channel	
Interfaces with Motorola, Harris Open Sky2, and P25 Phase II radio systems	
Allows user to customize channel names	
Save-as file naming convention includes date, time, and channel number	
Auto archives to an external Network Attached Storage (NAS) (existing Dell enterprise network storage)	
Visually displays which channels are active during playback	
Provides multi-channel simultaneous playback features, user selectable channels, minimum 5 channels simultaneously	
Provides multi-channel playback groups, preset channels user selectable	
311 Specific	Describe how your product meets these capabilities
Call center can serve as a backup and overflow 911 Call Center.	
Supports call volume of up to 2,000,000 (311 only) customer interactions per year	

Caller may reserve an agent even if calls are waiting in queue	
Supervisor/manager may change the skills of multiple agents	
After work time needs is considered in wait time calculations	
Additional skill sets may be to the queue based on a set of criteria	
Caller may be queued to additional skill sets based on an “over-threshold” state	
Agent may automatically configure a rest period between calls	
Unique call center agent ID with password protection (integration with City AD desirable)	
Agent may define work status	
Has operation (access) modes: computer, desktop or remote (telecommute)	
Agent may pre-record multiple greetings based on skill or listed directory number	
Auto answer w/customizable zip tone (volume)	
Agent software has:	
<ul style="list-style-type: none"> Caller Display 	

o ANI for automatically determining the origination telephone number on toll calls	
o Dialed number	
o Skill	
o IVR menu selection	
o User to user info	
• Work Modes	
o Available	
o Hold	
o After call	
o Adjustable auto after call	
o Work code (at least 10)	
• Disconnect/release	
• Volume control during call	
• Work mode timer	
• Headset off/on	
• Recent call list	
• Click to dial	

• Speed dial	
• Phone directory	
• Multiple skill handling (10 minimum)	
• Priority setting	
• Enhanced transfer	
• Enhanced conference (3 or more lines)	
Statistics viewer includes supervisor and agent roles	
Agent software runs on thin client (preferably Windows Remote Desktop environment)	
Quality Management (311)	Describe how your product meets these capabilities
Compares evaluations in a summary table format	
Programs calibrations	
Customizes form design	
Contains multiple call types on one evaluation form	
Makes custom queries	
Has Intelligent Recording Reporting Capability	
• Agent	
• Supervisor	
• Evaluator	

• Call center	
• Scorecard questions	
• Subscription/email capabilities	
Provides for call flagging (agents can flag their own calls for QA evaluation)	
Contains real time desktop activity monitory and speech analytics	
Contains live evaluation/calibration capability	
Speech Analytics	
• Talk over	
• Phrase recognition	
• Reporting	
• Remote observation (screen scrapes)	
Other	Describe how your product meets these capabilities
Retains historical call information and logger information based on CCSF defined parameters	
Purges and archives recorded data based on CCSF defined parameters	
Security infrastructure and tools protect programs and data from intentional unauthorized access attempts and accidental security breaches	
Ergonomic design that meets ADA requirements for call taker work areas	

HSS	Describe how your product meets these capabilities
API for integrating with CRM applications	
Voicemail to email capability	
DPH	Describe how your product meets these capabilities
Secure (encrypted) video communication between video endpoints located on SFGH/DPH networks and external video endpoints and clients.	
Support for and interoperability with existing SFGH/DPH H.323 video endpoints	
Support for and interoperability with SIP video endpoints and clients	
Provides "client-less" browser based participation including audio, video, and content sharing.	
End-user ability to schedule web/video meetings via secure web portal	
End-user ability to schedule web/video meetings via Outlook (office 360)	
Supports meetings with up to 25 video participants including rooms, desktop clients, and browser based clients.	

User interface for scheduling conferences is intuitive and easy to use	
User interface for placing/receiving calls is intuitive and easy to use	
User interface for managing video/web meetings is intuitive and easy to use	
Meeting organizer can require a PIN to join video/web meetings	
Meeting organizer can lock the meeting	
Meeting organizer can mute/disconnect participants from meeting	
System Integration Requirements	Describe how your product meets these capabilities
Integrates with cloud-based VoIP telecom systems - (Identify the number of cloud-based VoIP Telecom systems the application works with)	
Utilizes industry API, adapters, adapter development kits and similar enterprise application integration tools to facilitate data transmission	
Supports integration with multiple CRM software solutions	
Allows agents to transfer selected data to external systems, resulting from a call	
Operates independently of CRM application if that application is unavailable	
Pulls data/integrates with HR system (callers should be able to enter their DSW/EmplID into the IVR and have data from eMerge use that information to create a Salesforce case as the call comes to agent's desk)	

Uses one soft phone/client application for all VoIP and Contact Center functionality	
Supports integration with multiple service management/service ticketing software solutions; (e.g., ServiceNow)	
System Security and Business Continuity	Describe how your product meets these capabilities
Remotely routes an identified number to an alternate answering location in case of a site or City wide disaster	
Business continuity provisions and resiliency avoids disruptions of service (minimum of two geographically dispersed host locations for resiliency)	
Supports hardwired analog telephones in case of system failure w/auto failover	
Provides native backup and recovery of critical system tables, files and other information (include sample SLA)	

3.C - DESCRIBE CAPABILITIES FOR SOLUTION AREA 2- CLOUD DELIVERED COLLABORATION SOLUTIONS

INSTRUCTIONS: Provide below answers to the following questions demonstrating your product's capabilities relevant to this Solution Area. Clearly indicate if configuration or a Third Party Application is required to meet the capabilities listed

System Collaboration Requirements	Describe how your product meets these capabilities
Provides instant messaging among multiple users	
Provides video chat and video conferencing among multiple users	
Provides web conferencing with desktop screen sharing	
Service Level Agreement contains detailed reliability metrics for different product areas specifically highlighting instant messaging, video conferencing, and web conferencing reliability	

SECTION 4 – TOTAL COST OF OWNERSHIP

4.A - DESCRIBE TOTAL COST OF OWNERSHIP

INSTRUCTIONS: Provide an estimated break out of total cost of ownership over 3 years for the following: Solution Area 1- 20,000 endpoints, Solution Area 2 – 1,000 Agent Seats, Solution Area 3 – 20,000 users. Provide a total Cost of Ownership table clearly labeled for each Solution Area you are responding to. Cost of ownership shall include Equipment, Annual Solution Subscription costs, Professional Services, and Cost of any Third Party Applications necessary to meet the technical capabilities listed in Section 3. Indicate whether subscription is based on concurrent users or named users. Costs should be clearly separated and labeled by functionality and Solution Area.. Itemize both aggregate and per user costs where applicable. Provide pricing and specific details for all listed features, functionality and options. Add additional rows for any costs not listed below

Solution Area – (Label with appropriate area – create one for each Solution Area you are proposing for)

Cost Area	Year 1 Cost	Year 2 Cost	Year 3 Cost	Total Area Cost
Equipment				
Annual Solution Subscription				
Professional Services (with 7% LBE subconsulting goal)				
Third Party Applications (if necessary)				
Total Annual Cost				