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1 Executive Summary / Cover Letter

The proposal shall include a statement indicating compliance with the Terms and Conditions presented in Section III (and Appendix E of this response) of this RFP or a statement indicating any exceptions thereto subject to negotiations.

The proposal must be signed by a person who has legal authority to contractually bind the Offeror.



2 Supplier Information

2.1 Supplier Profile

2.1.1 Legal name and address

Include incorporation state

2.1.2 Company Founded

Date

2.1.3 Public of Private

2.1.4 Financial Sources

2.1.5 Company Offices, Sales Office, and Support Location(s)

2.1.6 Full Time Employee Count

2.2 Solution Description

Briefly summarize the solution you provide and a project description including an implementation schedule



2.3 Organization Chart

Respondents shall provide an organization chart, which includes escalation hierarchy for problem resolution and resumes of staff who will be assigned to this project

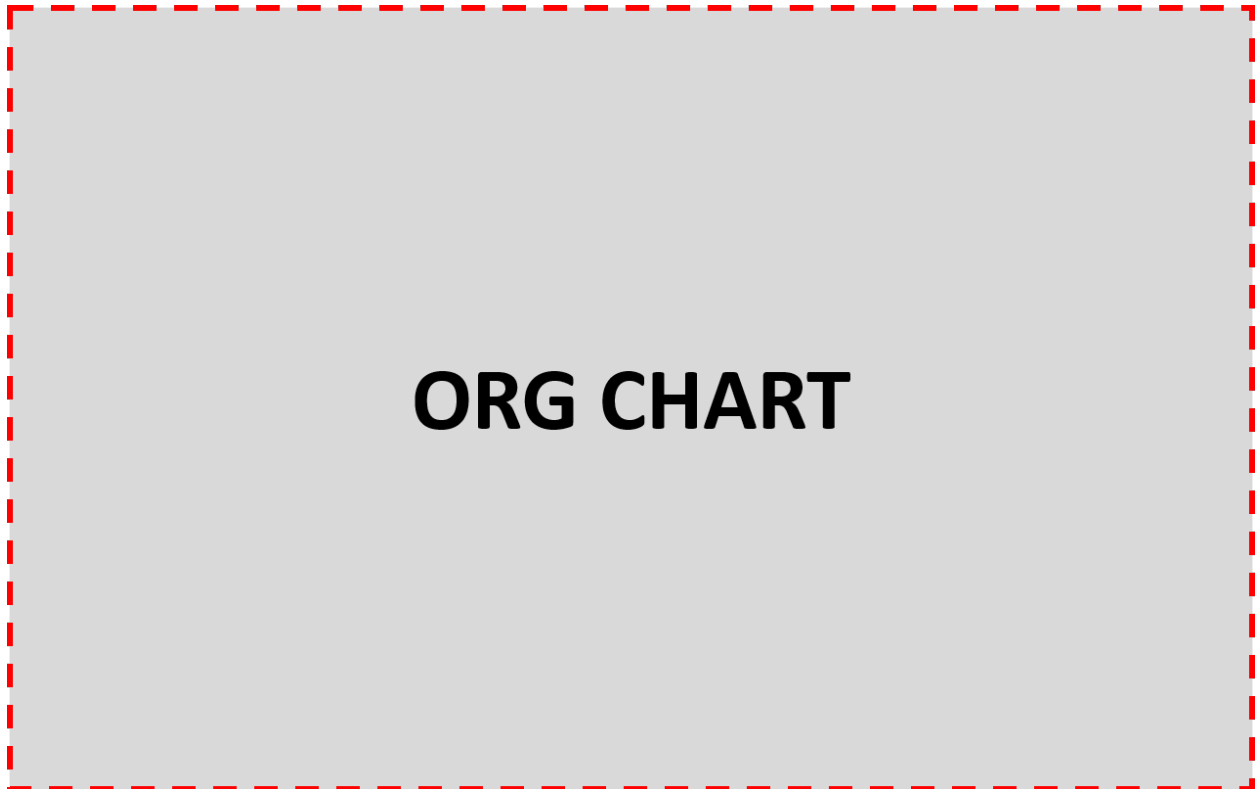


Figure 1: Organizational Chart

2.4 Client/Project References

The Respondent should provide three references that have experiences with these services. Please include e-mail addresses.

2.4.1 Reference 1

Project Name	
Company / Agency	
Contract Number	
Total Contract Value	
Dates of Performance	
Point of Contact	Name Title Company / Agency Phone Email Address

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Project Description

2.4.2 Reference 2

Project Name	
Company / Agency	
Contract Number	
Total Contract Value	
Dates of Performance	
Point of Contact	Name Title Company / Agency Phone Email Address
Project Description	

2.4.3 Reference 3

Project Name	
Company / Agency	
Contract Number	
Total Contract Value	
Dates of Performance	
Point of Contact	Name Title Company / Agency Phone Email Address
Project Description	

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3 Functional Requirements

3.1 System Access and Controls

- Describe how the applications for agents, supervisors and administrators are deployed and accessed.
- Does the system provide configurable, role-based access?
- Describe how many levels of access your system can provide, such as manager, supervisor, agents, etc. and provide what the capabilities of each level are in detail. Describe how your system supports single sign on (SSO) capability if capable.
- Does the solution provide Active Directory integration or configurable username/password policies like password complexity, retries, etc. Please describe the options available.
- Are remote/at-home agents, supervisors and administrators supported?
- Are there any system limits? What is the maximum number of: What is the minimum number of:
 - Agents
 - Supervisors
 - Administrators
 - Queues
 - Routing steps
 - Announcements
- What is the process to increase licensing if we need to expand capacity beyond what is purchased or contracted for?
- Is a reduction in licensing available and to what extent?

3.2 Components

3.2.1 ACD

Handling of inbound customer interactions in a timely and rules-driven way is critical to the success of our business. Describe the capabilities of your solution's ACD.

- Can the ACD routing be defined by non-technical users?
- Does the solution provide a graphical, drag-and-drop interface for defining ACD routing?
- Does your ACD provide skills-based routing? Can the solution conditionally overflow calls to secondary queues?
- Can agents belong to multiple groups/queues at the same time?
- Does your ACD provide multichannel routing?
- Is screen pop to Oracle CC&B or other systems supported for inbound calls?
- Can calls be routed to specific announcements and/or queues based on:
 - Dialed Number?
 - Call Type?
 - Time of Day?
 - Day of Week?
 - User defined schedules?
 - The last agent that handled the call?
 - Result of customer's last interaction?
 - Date retrieved from Oracle CC&B, web service or other system?
- Is auto-answer available and configurable on a per agent basis?

-
- If an agent does not have auto-answer configured and doesn't answer a call, what happens to the caller and the agent? How is it reported?
- Is music on hold available? Is it configurable?
- Can the caller be provided an estimated wait time?
- What options are available for priority routing?
- Can calls be conditionally routed to group voicemail? If yes, how are group voicemails retrieved by agents?
- Does the ACD provide a virtual hold capability allowing callers to hang up and still maintain their place in queue to receive a callback?
- Does the ACD support alternate routing for after hours, weekends and holidays?
- How are alternate routing rules activated?
- Can calls be forwarded to external numbers (partner, answering service, etc.)? Are there additional fees associated with rerouted calls?
- Can an agent on an ACD call receive a second call to his/her specific extension?
- Can administrators define custom not-ready codes? Can different not ready code options be assigned on an agent by agent or workgroup basis?
- Can administrators define custom logout reason codes?

3.2.2 IVR

As part of inbound call handling GCWW uses menu selections and allows callers to access account information. This capability is critical to our customer engagement strategy and GCWW is interested in further developing this capability both to provide superior service to our customers and to offload calls to less costly channels. Describe your solution's IVR.

- Can we configure call flows and/or IVR applications without professional services?
- Does the solution provide a graphical, drag-and-drop interface for defining IVR applications?
- What technical skills are required to program the IVR?
- Does your IVR provide multi-level auto-attendant solutions?
- Can your IVR collect DTMF input from callers (account numbers, case numbers, etc.)?
- Is speech recognition available? Can speech based IVR be configured without professional services?
- Can the IVR connect to Oracle CC&B or use web services to connect to other systems to retrieve caller information?
- What mechanisms does the IVR use to query external systems?
- Can the collected data be used to enhance ACD call routing?
- Can collected data be used to provide self-service applications?
- Is Text-To-Speech included for speaking back variable data?
- Can the collected data be provided to agents via screen pop?
- Can we administer and create voice asset libraries without professional services?
- Does the system log all interactions in detail records to support reporting and tuning of applications?
- Can IVR applications be developed offline and then put into production after testing with live calls?
- Is your platform PCI Compliant?

- Payment processing is an integral feature of GCWW IVR. Is your company willing to work with 3rd party payment vendors to ensure the most customer friendly solution for payment processing via IVR?

3.2.3 Dialer

A key component of our contact center solution is the outbound dialer. The dialer is used for courtesy follow up calls, reminders and callbacks. We desire a fully integrated solution that enables higher agent productivity through advanced dialing options and blending while lowering administrative overhead. Please describe your dialer.

- Do you provide a Dialer as a standard module of your solution or is it purchased separately?
- Is the Dialer provided by a third party?
- Does the system support call by call blending of outbound and inbound to the same agents?
- Does your solution offer configurable dialing modes?
- Can the dial mode be changed “on-the-fly”?
- Can multiple campaigns run simultaneously with different dialing modes?
- Can a single campaign leverage multiple lists with configurable virtual sorting and dialing ratios?
- Does your solution offer fully predictive dialing?
- Does your solution provide preview dialing? Does it support configurable timers?
- Can an inbound call override an outbound preview prior to the dial being initiated?
- What other dial modes does your dialer support?
- Does your dialer support automated, outbound IVR campaigns (robo-calls)?
- Can outbound IVR campaigns be configured to allow called parties to speak to a live agent?
- Is screen pop to Oracle CC&B or other systems supported for automated outbound calls?
- Does your dialer track all details, including result, for all outbound calls, including incomplete and dropped calls?
- What options exist for bulk loading record lists into the dialer?
- Can list imports be scheduled?
- Can records be automatically loaded from the Oracle CC&B system?
- Can individual records be added directly from web pages?
- Can records be added with a priority flag for immediate dial?
- Does the dialer comply with FTC directives regarding display of Caller ID?
- Does the dialer track dropped calls and prevent dialing in a manner that results in dropped calls exceeding 3%?
- Can rules be set to ensure that contacts are not dialed too frequently?
- Can rules be varied based on the result of previous dial attempts?
- What actions are supported for dropped calls?
- Does the dialer provide answering machine detection?
- What actions are supported on detection of an answering machine?
- Does the dialer provide an internal DNC list?
- Can customers add themselves to the DNC list through the IVR?

3.2.4 Chat

While most GCWW customers communicate by phone, customers are increasingly choosing other channels. Describe how chat features are supported on your system.

- Are chat interactions handled using the same user interface as voice interactions?
- How is chat configured to route into the contact center?
- Are simultaneous chat limits defined per agent?
- What is required to integrate chat into our web site?
- Can agent greetings and end-of-interaction messages be automated?
- Does the system support response templates for chat?
- Can agents push pages and URLs to the customer if needed?
- Does your system support proactive chat as well as end-user initiated?
- Are chatbot features included to allow self-service in chat before it's sent to an agent?
- Describe the level of natural language support available for configuring chatbot.
- Can chatbot be configured to mimic the flows of the voice IVR?

3.2.5 Email

The volume of customer email communication with GCWW is increasing to the point where we need to integrate it into the normal agent workflow. Describe how email features are supported.

- Are email interactions handled using the same user interface as voice interactions?
- Is the maximum number of emails defined on a per-agent basis?
- How is email configured to route into the contact center?
- Can agents initiate outbound email communication to end-users?
- Does the system support response templates for email messages?
- Does the email system support attachments?
- How does your email solution integrate with Office 365 mailboxes?
- What reporting is available out of the box for emails?

3.2.6 SMS

GCWW does not currently provide an SMS channel for our customers but we desire to offer one. Describe how SMS or mobile texting features are supported.

- Are SMS interactions handled using the same user interface as voice interactions?
- How is SMS routing into the contact center configured?
- Does your system support short or long codes for routing inbound text messages?
- Does SMS contain the same chatbot features/flows as chat?

3.3 Quality Management/Optimization

To ensure we provide the best quality interaction with our customers, GCWW regularly monitors and scores agent interactions. Today these processes are manual, and we desire to take it to the next level. Minimally the solution should provide 100% call recording with screen capture.

We also require configurable scoresheets and reporting, but we are also interested in more advanced options such as business rule-driven quality optimization. Describe the capabilities of the Quality Management/Quality Optimization solution.

- Please describe your QA functionality.
- Does your solution provide integrated call recording?
- Does the solution support 100% recording of calls?
- Does your solution provide an integrated QA application?
- Does the solution support 100% recording of screens?
- Please describe the screen capture capability. How does it work?
- Does your QA solution allow users to store and retrieve calls based on pre-defined business rules including queue, agent and KPIs?
- Please explain how your recording solution helps users be PCI-DSS compliant.
- What encryption methods are used for recordings?
- What media formats are used for recordings?
- Does the solution require servers on the customer premises or are recordings stored in the cloud?
- What are your standard recording storage time frames?
- If we require longer recording periods than your standard, can you accommodate for a fee? Is there an option to download the calls to storage on customer premises after a certain period? Can those calls still be accessed using the same QA platform as recent calls?
- Does role-based access control exist for access to recordings?
- From the time a call is recorded, how long does it take before it can be accessed?
- Can users create a “snippet” of a best-practice call, annotate it, and share it?
- Can calls be exported to a standard audio file format to be sent externally?
- Describe the capabilities of your QA form development environment.
- Describe the calibration capabilities that your QA solution provides.
- Can reps challenge/question an evaluation, add comments, and send it back to the reviewer?
- What reporting/dashboard visualization capabilities come standard with your QA solution?

3.3.1 Workforce Management

We are interested in a formal workforce solution that provides forecasting and advanced scheduling features. We are also interested in empowering our agents wherever possible and are interested in solutions that allow agents to participate in the scheduling process. Describe your solution's WFM solution and capabilities.

- Does your WFM solution provide accurate forecasting ability to plan the staffing levels?
- Can your system handle forecasting Outbound, Inbound and Blended call center environments?
- Is “what if” forecasting to project the impact of increased call volume or the impact of changes in headcount provided?
- Does the forecast system properly account for multi-skilled agents?
- Does the forecast factor in non-call demands on agents including chat, email and SMS?
- Our agents often have other work that makes them unavailable for unscheduled periods. Does your solution factor in this less than ideal amount of agent availability?

- Does the WFM solution provide both short- and long-term forecasts?
- Does your system have real-time monitoring of Intra-day performance?
- Does your system provide a graphical view of agent schedule adherence both historically and real-time?
- Does the WFM provide variable work rules? (i.e. Minimum/Maximum Shift lengths, Minimum/Maximum Hours length, Minimum/Maximum Days Off)
- Are both manual and automated shift creation supported?
- Does your system have an agent interface allowing the agents to submit vacation requests, trade shifts, shift bid, etc.?
- Does your system provide dashboard (real-time & historical) functionality for agents to monitor their performance?
- Is the WFM pre-integrated into the ACD and Dialer for historical and real-time data?
- If required, can you integrate with third party hosted and/or premise WFM solutions?

3.3.2 Integration/APIs

The systems that GCWW uses to support our business are changing rapidly. We are increasingly taking advantage of cloud-based solutions but also have premise-based systems that are still critical. For our contact center to operate efficiently, all these systems must operate together seamlessly. Describe methods used to integrate your cloud contact center solution into other cloud and premise-based systems including but not limited to Oracle CC&B, WFM, QO/Quality Management, Data Warehouse/Business Intelligence

- Is screen pop to Oracle CC&B or other application supported for ACD calls?
- Is screen pop to Oracle CC&B or other application supported for Dialer calls?
- What mechanisms are used to integrate for screen pops?
- What mechanisms does the IVR use to query external systems?
- Does your solution provide click-to-dial from Oracle CC&B or other applications?
- Can records be added automatically to the Dialer from Oracle CC&B or other systems?
- Can all customer interactions be automatically logged in Oracle CC&B or via web service?

3.3.3 Customer Surveys

In addition to our internal quality monitoring, GCWW regularly surveys our customers for feedback on our services and agent interactions. Today we provide a post call survey via phone to customers who agree to take it. We desire a capability that will enable us to automatically survey customers immediately following their interaction with us while increasing the percentage of customers who complete the survey. Please describe your survey capabilities.

- Does your solution support automated, post-call surveys use live agent callback? Please describe.
- Does your solution support automated, post-call surveys use IVR? Does the customer need to stay on the line, or can they receive a callback? Please describe.
- Does your solution support text-based post-chat surveys? Please describe.
- Does your solution support follow up email surveys? Please describe.

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3.4 User Applications

3.4.1 Agent Application

Describe the agent application provided by your system with specific attention to streamlined workflows and ease of use.

- Describe your system's capabilities to provide screen pop to Oracle CC&B or other systems.
- Can agents be configured to handle concurrent mixed interactions (handle an email and multiple chat sessions)?
- What are the limits for concurrent interactions? Is it configurable by interaction type? By Agent?
- Can agents perform warm and cold transfers to other agents, other queues and non- ACD destinations?
- Can agents see queue statistics?
- Can agents see their current talk and not ready times?
- Can agents schedule personal and group callbacks?
- Can the agent easily request assistance from a supervisor?
- Does the system support internal chat with supervisors?
- Do agents get placed in a not ready state if they do not answer an inbound interaction?
- Can agents enter a wrap up state following an interaction? Can a maximum wrap up time be set by the administrator?
- Do remote/at-home agents have all the same capabilities as office-based agents?

3.4.2 Supervisor Application

Describe your system's supervisor application and capabilities to monitor interaction activity, agent status, etc.

- Does the application display real-time agent interaction, queue and dialer metrics for all agents (including remote/at-home)?
- Can supervisors create alerts on KPIs?
- Can supervisor alerts include visual, audible and email alerts?
- Can views be locked down so supervisors see only their team and applications?
- Does the interface provide an alert when agents request assistance?
- Can supervisors broadcast messages to groups?
- Can supervisors send messages to individuals?
- Can supervisors remotely log out agents?
- Do agents have "chat room" capability to ask for supervisor assistance? Is this feature licensed or require any additional hardware/software?
- Does the supervisor application support silent monitor? Whisper coach? Barge in?
- Can supervisors be given access to activate/deactivate campaigns from the supervisor application?
- Do you provide a mobile application for supervisors?

3.4.3 Administrator Application

Describe your system's administrator application with specific attention to ease of use and time required to implement changes.

- Can the ACD routing be defined by non-technical users?
- Does the solution provide one administrative interface for ACD, IVR, Visual-IVR, Dialer and CTI?
- Does the administrative application give end users access to all aspects of contact center configuration?
 - Password policies?
 - Local ANIs?
 - Dialing rules?
 - Users?
 - Queues?
 - Outbound campaigns?
 - IVR/ACD scripts?
 - Agent scripts?
 - Prompt/Announcement management?
 - Reason codes?
 - Integrations?
- Does the application provide an intuitive, drag-and-drop environment for defining IVR/ACD applications?
- Can agents be assigned to multiple queues?
- Can agents be assigned to multiple channels with concurrent limits set by channel?

3.5 Reporting Dashboards and Analytics

GCWW's current contact center reporting capability is limited and disjointed. We desire a system that provides easy access to non-technical users to a consolidated view of all contact center operations (agents, queues, IVR, dialer, etc.) Please describe your reporting solution and provide example reports. Please also describe your contact center voice and data analytics solutions.

3.5.1 Standard Reports

- Describe how historical reports are generated.
- Does the solution provide unified reporting across sites?
- Can supervisors and administrators access standard reports?
- Are standard reports configurable?
- Can reports be filtered to show specific agents, queues, etc.? What filters are available?
- How far back can historical data be accessed?
- If we need our data available for longer, can you accommodate for a fee?
- Can historical data be archived?
- What is the length of reports that can be archived?
- Do standard reports include all interaction channels?
- Does the solution support cradle-to-grave call tracking?
- Do reports include:
 - Calls offered?

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- Calls Answered?
- Answer rate?
- Abandon rate?
- Average call duration, talk time, wrap time, handle time?
- Average speed of answer?
- Percent available time?
- Configurable Service levels?
- Login/Logout activity?
- Calls by dialed number?
- First call resolution?
- Calls transferred to and from agents?
- Call-by-call detailed reporting?

3.5.2 Custom Reports

- Can reports be customized easily without vendor intervention?
- Describe how ad-hoc reports can be customized.
- Do custom reports require a specialized application?
- What technical skills are required to customize reports?
- Can report data be exported? What formats are supported?
- How is access to reports managed?
- Can restricted reporting access be given to users?
- Describe how this example metric would be configured:
 - $\text{Productivity percentage} = (\text{Time spent on call/chat/email with customer} + \text{Wrap time from those interactions} + \text{time spent in certain not ready codes} + \text{idle time available for a call}) / (\text{Total logged in time} - \text{Time spent in not ready codes for Break or Lunch})$

3.5.3 Report Distribution

- Can reports be manually downloaded?
- What report formats are supported?
- Can reports be automatically distributed by email?
- What methods are available for getting data from your system for the purpose of data-warehousing?
- Can we connect directly to the database?

3.5.4 Dashboards

Does your solution have a dashboard that allows supervisors/managers to view the status of their agents in real time? Can they view to the level of the specific not ready code selected?

- Are the dashboards configurable?
- Can non-administrators customize dashboards?

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- Do the dashboards provide graphical and tabular data?
- Can dashboards be displayed on a wallboard or large screen monitor?
- Are all interaction channels included in dashboards?
- What key performance indicators (KPIs) can be displayed?
- Can visual alerts be configured with thresholds for KPIs?
 - Analytics
 - Please describe your analytics solutions.
 - Does your analytics solution provide word map capability?
 - Does your solution provide predictive models?
 - Can your solution provide proactive messaging?
- Please describe your standard analytic solutions compared to any customized solutions offerings.

4 Solution Architecture

Provide a detailed description of your contact center core technology and infrastructure.

4.1 Data Centers

- What is the physical location of the data centers that your solution uses?
- Are the data centers operated by a third party? What vendor?
- What physical security controls are in place at your production data center(s)?
- Describe your call center scalability, such as how many call center agents can be supported on your system?
- How can you expand capacity to support growth?
- Provide network architecture diagrams on the proposed solution that depict key elements (hardware, software, and network connectivity, etc.).
- Telecom & Data Infrastructure
- Does the solution require any premise-based servers?
- Describe LAN/WAN load considerations and connectivity recommendations between our data center and your cloud-based data center.
- Describe what voice connectivity methods are supported for both receiving incoming calls, for voice connectivity to agents and for outbound customer calling, including:
 - TDM voice
 - SIP Trunks
 - VoIP via our MPLS network
 - VoIP via vendor MPLS network
 - VoIP via Internet-VPN
 - VoIP via the open Internet (e.g. at-home agents)
- Provide call flow diagrams on how the calls are routed between the proposed solution and agents' phones.
- How does your solution integrate with IP and non-IP PBX?
- Are there any hardware or software elements required for PBX integration?
- Do you support routing calls to our VoIP PBX via SIP using VPN, MPLS or dedicated circuits between your data centers and us?
- Do you support VPN required access to the application?
 - Service Availability/Disaster Recovery
 - Describe the level of redundancy or resiliency your contact center infrastructure can provide.
 - How is your system architecture designed to deliver 99.99% or better availability?
 - What is your capability to fail over to an alternative, geographically separated facility?
 - What is your approach to backup and recovery, including secure back-ups of our data?
 - What is the frequency of upgrades and maintenance?
 - What is the expected amount of time our service will be impacted during maintenance or upgrade windows?
 - What notice is provided of pending maintenance and upgrades?
 - Are all your customers upgraded at the same time? Can GCWW elect to upgrade at a later date?
 - Do you have teams and/or systems dedicated to monitoring system availability and alarms?
 - What is your approach to remote back-up of customer data (e.g. call flow configuration

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files)?

- Describe how your solution will enable us to minimize the impact of any disaster affecting one or all of our contact center locations?

4.2 Desktop Computer Requirements

- Describe minimum agent desktop requirements.
- Does voice recording add additional requirements on the agents' computer? Are there any drivers, applications, etc. that need to be installed?
- Does screen recording add additional requirements on the agents' computer? Are there any drivers, applications, etc. that need to be installed?
- Describe minimum supervisor desktop requirements.
- Describe minimum administrator desktop requirements.
- Does your solution support desktop virtualization? Which environments are supported?
- Does the solution include a softphone, or does it need to be purchased? How is the softphone installed?
- Describe your global presence including the countries supported today.

5 Security

Security and privacy of customer data is extremely important and is an essential element of our client relationships. Your platform must be secured to industry leading standards, including daily security scans and code reviews and multiple layers of security that meet and exceed the industry's security and compliance requirements.

- Do you have a PCI-DSS attestation of compliance?
- Is your solution HIPAA compliant? Will you sign a Business Associate Agreement?

5.1 Security Policy and Procedures

Describe your organization's Security Policy and Procedures. Please include provisions to protect customer data from any unauthorized access by implementing access controls and employing encryption.

- Are all employees required to review and certify a full understanding of your company's Policy and Procedures?
- Does your Policy and Procedures cover the following topics?
 - Data retention?
 - Employee security awareness training and management?
 - Data storage and transmission?
 - Security vulnerability assessment program?
- Are background checks performed on all staff with access to customer data?
 - Security Vulnerability Assessments
- Does your Information Security Department conduct internal and external network vulnerability scans?
- Are potential vulnerabilities identified and communicated to appropriate personnel for prompt remediation?
- Are all high-level vulnerabilities corrected within 10 days and medium-level vulnerabilities corrected and subject to a Change Control Policy?
- Are follow-up scans performed to confirm compliance with your security standards?

5.2 Intrusion Detection

- Are intrusion detection systems installed in your environment to alert network operations personnel of any attempt to penetrate the system and its data?
- Are intrusion sensors and file integrity checking systems configured to automatically notify the network operations personnel of any potential compromises or attacks?



6 Professional Services

Provide an overview of the project management methodology used. Specifically, describe the discovery process to finalize a statement of work. Indicate the duration, resources, typical steps, and the information you require from our organization during the process.

6.1 Project Management

- Describe the implementation process including design, planning, development, training, testing, etc.
- Will your resources setup and configure 100% of the new contact center solution or is that fully or partly the customer's responsibility?
- Indicate which tasks are required to be performed with your representatives on site and which you can conduct remotely.
- Indicate if a dedicated project manager and a dedicated technical resource will be assigned to this project. This technical consultant cannot hold a pre-sales function in your organization.
- Is the project manager accountable for creating a detailed project plan mapping out the project in full detail, through service enablement?
- Throughout the project implementation phase will there be weekly project status calls?
- How long does it take to implement your cloud-based contact center solution?
- What customer resources are required to support the implementation of the solution?
- Please provide a sample project plan.

6.2 Training

- Do you provide training and workshops to teach customers how to implement and use your contact center solution?
- Describe the training courses that are provided with a standard implementation.
- Is training online or in person?
- Do you provide customized training specific to the customer's configuration?
- Do you provide certification programs? If yes, please describe what certifications are available and their associated cost.
- Do you offer post-implementation training and workshops for optimization and new hires?

6.3 Documentation

Provide an overview of the documentation provided with the solution.

- Do you offer system manuals for administrators, supervisors and agents?
- Are there online tutorials?
- Is online, searchable help provided?
- Are technical requirements documented?



7 Support

The selected vendor will be expected to meet or exceed certain service level requirements, which will be specified in the agreement. Please describe your approach to maintenance and support as well as your standard support options.

- How frequently are updates and upgrades to the software applied?
- When are system upgrades typically performed?
- Do you provide toll free, web and email support options?
- What is your response time commitment based on severity?
- Is emergency access to technical support personnel available 24 hours per day, seven (7) days per week?
- Provide details of your escalation procedures.
- Can you provide a designated contact person to be accountable for customer problem resolution and escalation when necessary?



8 Pricing

8.1 Assumptions

List the manner and details that you used to calculate pricing.

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