Attachment A1

RFP: VOIP Requirements

1. General Requirements

   a. Project management to evaluate installation and transfer requirements

   b. Support 15 physical locations

   c. Support ~225 end-users

   d. 24x7x365 Support by phone and email

   e. Operational Hours support for on-site visits

   f. System monitoring to alert when issues arise (SysLog)

   g. Provide SLA with specific details for penalties when requirements not met

   h. Contract-Specific

      - Opt-out clause with a maximum of 60 days notice (less preferred)

      - 1-year Contract Term Preferred

      - Business Associate Agreement (BAA) following our format in Contract Template Attachment A

      - Complete "GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT GENERAL CONTRACTOR AFFIDAVIT PURSUANT TO O.C.G.A. SECTION 13-10-91"

   i. Provide an Administrative portal for Local IT to address:

      - Immediate issues

      - Adding Phone Hardware

      - Moving Phone Hardware

      - Replacing / Removing Phone Hardware

      - Manage Phone Soft-keys and Extensions

      - Call Queue Management

      - Call routing

      - Call Forwarding

      - Call logs for troubleshooting

- Reset user accounts / passwords
- (Optional) Ability to create user accounts

2. E-Fax

   a. Support individual logins to allow users to both check and send faxes from the same login they use for their phone

   b. HIPAA compliant – No copies of faxes should be sent via email notifications

   c. (Optional) Connectivity to physical Xerox or Cannon Fax machines

   d. Support multiple fax numbers per location:

      - 11 sites with minimum 2 fax numbers each
      - 4 sites with upwards of 5 fax numbers each

3. Phone Requirements

   a. Paging groups / compatibility with legacy overhead paging

   b. Call Park (On-hold pickups)

   c. Cordless Phones

   d. 5-digit extension to support location-based prefix

   e. "Hotel" options (allow multiple extensions to sign into one phone)

   f. Mobile Application

   g. Call Center

      - Migrate current program specific call center with support for a 4-person staff with a supervisor and program manager
      - Call recording
      - Callback feature
      - Ability to transfer to call queue / ring groups for specialized care
      - Ability to add Call Centers in the future (specifically we may eventually want a call center to service all 10 medical clinics)
      - Ability to spin up a Call Center for Emergency Operations to facilitate communication to our District Operations Center (DOC)
      - Ability to disable Emergency Operations Call Center to save money in non-emergency times

Attachment A1

- 800-number compatibility with Caller-ID and Spam filter mgmt