

SCOPE OF WORK

Unified Communications System

NAHAC is seeking proposals from qualified candidates to provide an on-premise IP phone system. The proposed system shall be cloud based offering traditional telephony functions with unified communications features. The proposed system must also support the NAHAC Contact Center system.

The proposed Unified Communications (UC) system must integrate many communications mediums such as phone, chat, and video conferencing to enhance user productivity and provide ways to interact across different communication channels. The proposed system must provide this functionality through a cloud-based system.

General UC environment requirements

1. Disaster recovery solution
2. Consistent and excellent voice quality
3. Mobility/Soft phone application with same feature parity as hard phone
4. Integration with leading smart phones & tablets
5. Ability to access the system remotely to troubleshoot and check
6. Remote Solution
7. Import 37 existing DIDs
8. Public Address/Announcements capability
9. SIP Integration
10. Up to 20 Gigabit Desk Phones
11. Qty(1) Conference Phone

Phone System Requirements

12. Auto dialing
13. Directory services (where callers can be routed to a given employee by keying or speaking the letters of the employee's name)
14. Calling ID Name and Number
15. Multiple Calls per Line Appearance
16. Direct Inward Dial (DID)
17. Do not disturb (DND)
18. Extension Dialing
19. Automatic call back
20. Programmable "soft key" buttons w/ paperless labels
21. Custom Call Routing
22. Call forwarding on busy or absence
23. Call logging

24. Call park
25. Call pick-up
26. Call transfer
27. Call waiting
28. Conference call
29. Call Redirect
30. Call Hold / Release
31. Mute handset
32. Music on hold source
33. Personal dialing list
34. Speed dial list
35. Hot desk (extension login)
36. Follow-me, also known as find-me
37. Speaker Phone Capable
38. Make/Drop Add On Conference
39. Conference bridging for internal and external

Collaboration Requirements

40. Integration with Microsoft calendaring and e-mail
41. Instant Message (logged, searchable)
42. Video conferencing capability
43. Screen Sharing
44. Integration with Microsoft Office 365

Voice Mail Requirements

45. Custom greeting
46. Custom menu
47. Ability to skip prompt
48. Broadcast Voice Mail
49. Voice Mail forward to Email
50. Voice mail translated to text
51. Shared message boxes
52. Visual Voice Mail

Interactive Voice Response Requirements

53. Night/ After Hours Service
54. Flexibility to change the call flow quickly and remotely, for emergencies and weather for example

Reporting Requirements

- 55. Ability to retrieve data through a variety of connections such as ODBC and web services
- 56. Exportable data for reporting, including flexible retention parameters
- 57. Reporting capability based on call reason and resolution and by group number and by agent

Contact Center requirements

- 58. Listen in silently, barge, and join calls (for supervisory and training use)
- 59. Add, delete, and modify numerous greetings within a call tree hierarchy
- 60. Receive and send faxes
- 61. Generate real-time reports (canned and ad hoc) of call center metrics by CSR, group/team, entire call center and by time frames (hour, day, week, month, etc.)
- 62. Automatic Call Distribution (ACD)
- 63. Skill-based routing
- 64. Include front desk / switch board capability to queue multiple calls
- 65. Phone, email, voicemail, text, video and IM chat
- 66. Ability to manage emails, phone calls, chats
- 67. Support for up to Qty (10) Contact Center seats

Hardware and Software Integration Requirements

- 68. Office 365
- 69. Skype for Business
- 70. Exchange Online
- 71. Outlook Web App
- 72. iPhones
- 73. Windows 10
- 74. Android
- 75. Active Directory
- 76. SIP Integration

Vendor Support Requirements

- 77. Vendor will complete implementation
- 78. Vendor will provide day-today maintenance of the solution
- 79. Vendor will provide training to NAHAC IT Staff
- 80. Vendor will provide training to NAHAC Personnel