

Responses to Vendor Questions Regarding the AAA 1-B's Phone System RFP

1. 169 DIDs vs. 146 user licenses & 180 eFax profiles. Does each user and each eFax need a distinct DID (Direct Inward Dial = phone number w/ 3-digit area code and 7-digit number)?

All staff within the Southfield office require a DID number. However, there are eFax groups, where multiple staff members utilize that group's eFax number.

2. Does AAA1B want to retain physical fax machines to match up with existing business processes, or is going 100% electronic faxing desired?

AAA1B wants to go 100% electronic faxing.

3. Automated Call Recording -- what type of retention is required? 90 day, 365 days, multiple years?

ACR retention is 180 days.

4. Is there any integration required to connect the new phone system with sound systems in buildings (pagers, door buzzers, conference rooms, etc.)?

The phone system does tie into the overhead speakers in the conference rooms. While the organization currently does not utilize a paging system, this feature and its costs should be in the quote.

5. What service does AAA1B use for conferences? Are most conferences done with video, or just audio?

Our organization uses MS Teams for conferences.

6. What database does AAA1-B utilize? Any interest in integrating this with the phone system to enable features like "screen pops" with client file opened on inbound call, store recorded calls into a client's file, use database settings to establish call routing rules, etc.

The organization is in the process of migrating to a new EMR. AAA 1-B currently uses "screen pops" on a minimal basis but would be interested in the feature.

7. What type of cell phones does the AAA1B staff utilize? Are these all the same type? Does AAA1B provide the cell phones, or do AAA1B staff use their personal cell phones and get reimbursed?

All AAA 1-B staff utilize Apple iPhone SE models.

8. Are there any issues with adding a software application onto the AAA1B's staff cell phones?

No, but software applications additions are maintained through the vendor.

9. Do individual contact center groups require different call queueing, call routing, supervisor monitoring?

Yes, based on the various job duties, require different call queueing, call routing, supervisor monitoring.

10. Would automated outbound calling be useful for things like Medicaid enrollment seminars, event notifications, etc.?

Yes, that feature would be helpful for the organization.

11. Emergency & Mass Notification -- does AAA 1-B have any specific notification applications in mind to implement with the new phone system? Or should we just describe the potential options?

A description of the potential options regarding Emergency and Mass Notifications would be acceptable.

12. Would AAA1B like to examine the possible usage of multimedia (omni channel) communications with clients? This would allow clients to communicate with AAA1B in their preferred mode: emails, text, Webchat, voice, social media feeds can all be included in the contact center queues.

Yes, AAA 1-B would like to explore the Webchat option.

13. Any call recording enhancements desired? Some examples include Quality Monitoring for supervisors to score call recordings, phonetic based call recording scans that can proactively alert supervisors to focus on specific words or phrases, tone of voice, etc., include a "screen capture" application to track agents use & navigation of internal databases which is synchronized with call recordings.

Yes, AAA 1-B would like to see the call recording enhancements available.

14. Would AAA1B like to have the ability for callers on hold in a queue to select a "Call Back" option? Or is live answer the best business practice?

While we have a live answer standard business practice, AAA 1-B would want the feature for callers on hold in a queue to select a "Call Back" option.

15. Are the phones going to be powered by the POE data switches, or should we include a power supply with each phone? Of a mix of both of these power supply methods?

AAA 1-B We currently have power supplies on phones, but we are in the process of acquiring POE data switches. At any rate, a mix of both of these power supply methods should be quoted.

16. You mention 169 DID's do you want to keep (port) them to the new solution? You also mention 131 unused. Do you want to keep them for the future? If so, you need to port those in order to keep the numbers.

For potential future growth purposes, AAA 1-B would like to port the unused numbers as well

17. You mention 13 toll free numbers do you want to port those as well? Do you know how much usage you have on those toll-free numbers?

AAA 1-B would like to maintain the 13 toll-free numbers. Usage of the numbers is variable, so it cannot be firmly established.

18. You discuss Cisco 7200 switches, do you have an IT staff or vendor that can set QOS and set up separate VLANs? Will you be getting new switches that support POE or are you ok with power supplies for phones?

We are in the process of acquiring new switches that support POE, however we would also look at power supplies for phones.

19. You asked for 99.999% uptime. Do you plan on imposing penalties for providers that do not meet the 99.999% uptime? You do not mention anything about this what guarantees do they offer for meeting the SLA. There are very few that truly provide 99.999% uptime.

AAA 1-B does not intend to impose penalties for providers not meeting the 99.999% uptime, we anticipate the vendor's quotation will include language addressing uptime.

20. There is a big difference between 99.999% uptime & 99.9% uptime. What about how they address DOS attacks?

AAA 1-B expects the vendor to identify their process surrounding DOS attacks.

21. And/or music/announcement on hold until agent is available.

AAA 1-B would like to have the quote include the cost of this feature.

22. Under same section you ask if the solution is capable for agent & staff to route calls on their computers, do you want to do this on the fly during live calls in production or ability to do for changes for different schedules?

AAA 1-B would prefer to have this capability “on the fly” during live calls in production. However, we would like information on the ability to route calls for different schedules as well.

23. Under section 24 for agent and supervisor options you ask about screen pops & integrations. What CRM or database are you looking to integrate with? Does it support REST API?

AAA 1-B is in the process of migrating to a new EMR. While the EMR vendor has not done any integrations of this type, the new EMR will support REST API.

24. Are you utilizing any collaboration of file sharing/back-up solutions?

AAA 1-B is not currently utilizing any collaboration of file sharing/backup solutions but would be interested in that feature.

25. What is your timeline in regard to migrating over to a new system once a vendor has been selected?

AAA 1-B is looking to migrate to a new system once a vendor has been selected by the beginning of 2023.

26. How many physical Fax Machines would you need to be in use?

We currently use an eFax solution; however we also have two large MFP that include the fax option.

27. On average how many pages of faxes per month do you need across the entire organization?

The organization on average faxes 4,000 pages per month across the entire organization.