

Attachment 2
VA TOLL FREE SERVICES (TFS) TECHNICAL CAPABILITIES

The Contractor's managed toll free services (TFS) capabilities shall include the following:

1. The Contractor shall act as the responsible organization or "Resp Org" for assignment and maintenance of toll-free numbers if requested by the ordering agency.
2. The Contractor shall ensure the TFS is provided as a Government service circuit so it cannot be disconnected.
3. The Contractor shall support toll-free number portability.
4. The Contractor shall provide, manage and maintain TFS into the VA required locations.
5. The Contractor shall offer Universal International Toll-Free Number service (also known as Universal International Free Phone Number - UIFN). This UIFN shall enable VA to request a single, unique toll-free number that is the same throughout the world (where available commercially from participating countries), to include domestic and international TFS with nationwide single number coverage and call routing features (e.g., area code routing, time of day and day of week routing, percent allocation routing, alternative routing)
6. The Contractor shall ensure the TFS allows for a single toll-free number to terminate at multiple service delivery points (SDPs) and multiple toll-free numbers to terminate at a single location (SDP).
7. As a default measure, the TFS shall provide a busy signal or recorded announcement for all calls that encounter network congestion and/or terminating egress congestion, as determined by VA.
8. The TFS shall provide a network intercept to record announcements as an inherent network capability when a call cannot be completed. At a minimum, such generic announcements shall be provided for the following conditions:
 - a) Time out during dialing
 - b) Denial of access to features and other related conditions
 - c) Denial of access to non-domestic or restricted calls

9. The TFS shall provide customized network intercept recorded announcements. The contractor shall provide options for the custom announcement to be a) recorded by the contractor or b) recorded remotely by VA.
10. The TFS shall, at a minimum, provide all announcements recorded in English. Other languages shall be optional.
11. The TFS shall provide Dialed Number Identification Service (DNIS). DNIS will enable multiple toll-free numbers to be routed and uniquely identified on a shared trunk group. The TFS shall transmit DNIS digits, upon VA request, prior to the delivery of a TFS call to uniquely identify the dialed toll-free number. The DNIS digit length shall be 10 digits.
12. The TFS shall identify and provide the calling parties Automatic Number Identification (ANI) to assist VA with identifying malicious or emergency calls.
13. U.S. and Canadian callers shall be able to reach VA using TFS Numbers linked to the VA's existing local telephone number (switched access) or a dedicated nodal circuit.
14. Non-domestic callers in other countries shall be able to call using International TFS Numbers, making it easy for global customers to reach and access VA's customer service centers in the U.S.
15. Using TFS Inbound, calls shall be routed to the required VA locations.
16. The Contractor shall include all necessary service-related equipment (SRE), including terminal devices and software, to provide the managed TFS.

MANDATORY TFS FEATURES

The Contractor's proposed managed TFS offering shall include the standard features listed below.

Name of Feature	Description
Agency-based routing database (also known as Host Connect)	The Contractor shall provide routing of TFS calls with associated data based upon a query(s) of information provided by a database located at VA premises. The query(s) could be to single, redundant, or multiple databases, depending upon agency specifications and the complexity of the application.

Name of Feature	Description
Alternate Routing (also known as “Cascade” routing)	The TFS shall allow calls to be re-routed on a pre-determined plan based upon availability of trunks (busy) at the terminating location, a maximum number of calls allowed in progress, or a pre-defined ring-no-answer condition. If none of the alternate terminations are able to receive the call, then the call shall be terminated to (1) a predefined announcement, or (2) a busy signal, at VA’s option.
ANI	Automatic Number Identification (ANI). The TFS shall allow transmission of the caller’s real time ANI information (full 10 digit number or non-domestic equivalent) to the ordering agency.
ANI Based Routing	The TFS shall enable calls to be routed based upon the originating ANI of the caller. Default routing defined by VA shall be used if ANI is not available.
Announced Connect	The TFS shall provide a customized message to the called party, before the caller is connected, and provide the called party with information about the caller (e.g. ANI, account number etc.). This feature is commonly referred to as a “whisper.”
Call Redirection	<p>The TFS shall enable calls to be transferred by the Contractor’s network, no matter which platform the call is being re-directed from, from the called party/agent to another toll-free number or any PSTN number by using, at VA’s discretion, any one of the three following modes of network level call transfer:</p> <ol style="list-style-type: none"> 1. Blind transfer (unsupervised) 2. Verification by the agent and then transfer (supervised) 3. Three-way conference and then transfer 4. Take-back and Transfer (to alleviate congestion on VA Networks) <p>The Contractor shall ensure that there is no double billing</p>

Name of Feature	Description
	for toll free calls that have been transferred using call redirection. This includes calls redirected within the contractor's network from one operating platform to another operating platform.
Service Assurance Routing	The TFS shall route calls to an announcement or a predefined alternate termination within five minutes of the agency request if an emergency situation or service disruption occurs. The TFS shall complete routing requests to other types of terminations within thirty minutes of the request.