

## **Attachment 4**

### **Audio Conferencing Services (ACS) Scope of Work**

The Contractor shall be responsible to perform services for the Department of Veterans Affairs (VA) Solution Delivery, Office of Information and Technology, IT Operations and Services

The Contractor's responsibilities shall include:

1. Provide project management plan for this contract.
2. Provide On-call engineering design and technical subject matter expert support for audio teleconferencing service provided.
3. The audio bridge, audio conference reservation system without operator assistance for all conferences under 200 lines (SELF SERVICE PORTAL), attendant-assisted conferencing for conferences 200 lines or more. Minimal operator presence.
4. For White Glove/Concierge Services: Attendant Assistance, Preset Conferences for Veteran Caregiver blast dials, Operator Dial out capability in assisting with connecting International customers to a VANTS audio conference or make bridge capable of receiving calls from Canada/Guam/China/England/Australia and other International participants required to join audio conferences.
5. ACS Features Required:
  - a. Audio Recording
  - b. 24/7 audio conferences
  - c. Download and replay capability for all recordings
  - d. Secure audio conference capability
  - e. Automatic Port Expansion -Support, without operator assistance, automatic expansion to support additional users to the conference in progress beyond the dial-in ports reserved as long as facilities are available.
  - f. Participant count
  - g. Roll Call
  - h. Music capability if requested
  - i. Operator Audio Path (if needed)
  - j. Single point of failure (no single point of failure and administrative contact if there are issues)
  - k. Reservation less services (can schedule conferences without specified time/number of lines/duration) (no operator assistance required)
  - l. Audio and data sharing simultaneously
  - m. Multi-point Bridging Capability: Support selective two-way or one-way conversations between conferencing ports (i.e., allow a subset of conferees to participate in a two-way conference while the remaining conferees are listeners only). During a multi-point conference, the addition of a party to, or the deletion of a party from, the conference shall be indicated by a tone or verbal announcement.

- n. Meet-Me Conference – Allow each user to be connected in a conference by dialing a designated number and authorization/pass code at a predetermined time or as directed by the operator. For recurring meet-me conferences, the contractor shall permit the participants to reuse the same dial access number and authorization/pass code and allow bookings of recurring conferences.
  - o. Preset Conference – Allow an authorized user to activate a previously-defined conference with associated conferees by dialing an access number followed by an authorization/pass code. Once activated, the system shall attempt to connect the pre-designated participants using the predefined lists. (VETERAN CAREGIVER BLAST DIALS)
  - p. Attendant-Assisted Conference. Allow operators to establish a conference. Conferees shall be able to call an operator during a conference for immediate attention, such as general assistance or adding or dropping participants. Available at any time during an audio conference.
  - q. Secured Audio Conference. Support sensitive voice conferences with end-user encryption for discussions of a CUI nature between multiple locations with protection from unauthorized interception (i.e., eavesdropping).
  - r. Executive conference. Conference requires professional moderator assistance with control of conference attendant functions.
  - s. Host controls. The conference host has the capability to control conference attendant functions.
  - t. International global meet. The feature provides in-country local access which is a non-North American toll number assigned to a specific country and bridge.
  - u. Operator dial-out. The capability to add a participant to a conference via an outbound call from the conference bridge initiated by the conference attendant. (if required)
  - v. Host dial-out. The capability to add a participant to a conference via an outbound call from the conference bridge initiated by the conference host.
  - w. Participant list report.
6. Analyze and document current VANTS program management, operations and recommend changes to business operations that would enhance VANTS services. See Attachment 3 VANTS\_ACS Statistics.
  7. Must be PIV Compliant (logging into application, Single Sign On (SSOI)) and adhere to all VA Security Requirements

Under the managed services described within this RFI, the entire solution would be entirely owned by the provider including the infrastructure, code updates, management, change and other necessary practices with the exception of the data. The government would engage services strictly through outcome based SLAs and rendering of business capabilities presented to the provider.

The Contractor shall provide all management, transportation, equipment, tools, materials, service related equipment (SRE), supplies, installation, supervision, engineering, maintenance, testing, and services necessary to make the circuits,

services, functionality, and features fully operational and perform all the tasks associated with providing an enterprise-wide managed audio teleconferencing service and associated TFS. The managed infrastructure service shall include ongoing responsibility for 24-hour monitoring, managing and/or problem resolution for the audio teleconferencing service and TFS systems. The Contractor shall be bound by the service-level agreements that state the performance and quality metrics of their relationship. The managed infrastructure services shall not include VANTS business operations personnel (e.g., agents). The managed infrastructure services shall be capable of supporting transition of the entire VA enterprise.

#### Supervisor Tools

- Agent and Supervisor Desktop Tools Requirements
- Call Detail Record (CDR)
- Scheduling / Running Reports
- Agent / Supervisor Statistical Data
- Agent Monitoring

#### End User Managed Service Platform Training

- Training for Supervisor and Agent application use (if required)
- Virtual Training
- Training videos available for AdHoc Training

#### Storage

- Application Specific
- Record Specific
- Archive Specific

#### Toll Free Service

- Single Number to Call
- Government Service Circuit
- Universal International Toll-Free Number
- Agency-based routing database (also known as Host Connect)
- Alternate Routing (also known as "Cascade" routing)
- ANI Based Routing
- Announced Connect
- Call Redirection
- Service Assurance Routing

#### Disaster Recovery/Continuity of Operations

- Disaster Recovery Plan
- Information System Contingency Plan
- Resiliency / Failover
- Continuity of Operations Guide

#### Support

- 24x7x365 Support
- Response Times
- Scalability to support additional port growth as necessary

The Contractor shall use its own robust telephony (inclusive of voice and IVR services), as well as offer customer services through channels such as email response management, Short Message Service (SMS), text services and mobile applications, to meet VANTS requirements.