

Executive Summary:

Mitel appreciates the opportunity to offer our solution to the Georgia Technology Authority. We recognize the importance of this decision and feel extremely confident in delivering a solution that will meet and exceed all expectations. Mitel has been in the business of providing applications that allow our customers to communicate for over 40 years. We operate in over 100 countries, support over 60M end user customers, hold 1,800 patents and are over 1.1 Billion in revenue. We are proud to provide our customers the broadest portfolio in the industry today with market leading software applications in Contact Center, Interactive Voice Response, Unified Messaging and Mobility to further complement our Voice and Unified Communication platforms. We are unique in our delivery, offering a purpose built, hosted contact center solution that blends superior feature sets with the desired simplicity across the platform (management, end user applications). Ultimately, this translates into investment protection and superb return on investment for you and your stakeholders.

Thank you for sharing a comprehensive view of your needs. We understand your goals and feel confident in offering our MiContact Center Live solution. Mitel is well positioned to address your current needs as we understand them which include:

- Scalability
- Ease of Deployment
- Reliability
- Multi-Tenant Capabilities.

MiContact Center Live provides an award winning, multichannel contact management solution, enabling your organization to engage with customers in their preferred communication channels. This includes voice, SMS, email, social media or web chat. MiContact Center Live is a 100% cloud based solution. The recognized benefit allows GTA participants to lower capital expenditures associated with an on-premise solution, accelerate integration, and leverage ongoing technology innovation. Deployment is simple – as the system is managed through a standard browser. All that is needed by the customer is a supported internet browser to gain access to the platform.

Technology is a key enabler, but ultimately we recognize the drivers for the State of Georgia – delighting your customers and stakeholders. MiContact Center Live will ensure exceptional flexibility in achieving a world class customer experience. Whether a county, agency, or education entity is contacted, we have the ability to engage in the desired or most accessible media (Email/Chat/SMS/Voice/Social Media). Customers can quickly be identified, engaged, and conversations can be pivoted whether it's using SMS (text messaging), Twitter, Facebook, chat, email, or voice – all by using the single, integrated cloud-based MiContact Center Live platform.

Having installed thousands of customers over time, we understand that technology / capability is important, but the following are equally as important:

- **Investment Protection –**
 - Today and in the future - Mitel meets all your requirements today. In addition, we maintain the financial stability and are committed to investing in solutions for the future.
 - We invest 25% of our R&D into the Contact Center space.
 - Call Center Focused – Recently achieved “Challenger Ranking” in the Gartner Magic Quadrant. Aimed to be the most well rounded portfolio in the market, we have acquired Aastra, PrarieFyre, Oaisys and established an OEM partnership with LiveOps.

- **Reliability –**
 - Dependable - The proposed solution is purpose built as a Hosted Contact Center platform– operating in a production environment for over 12 years.
 - Innovative - The MiContact Center Live solution has been built on active/active architecture. This allows us to offer the Georgia Technology Authority with a solution that is unique, a "**zero scheduled downtime**" solution. GTA will be able to provide to your stakeholders the confidence in keeping the system "always available".

- **Flexibility of Delivery -**
 - Our deployments are efficient - there is no software to install.
 - No-charge upgrades which require **no downtime and no IT involvement**.
 - We will have all the resources required for success. Whether Remote or On-site, we have every deployment type covered. We are quick to install, quick to react, and patient in our support. Your success is our success.

- **Presence –**
 - A Mitel and GTA partnership will ensure the proper resources are available locally to implement and support all departments and agencies.
 - Mitel has a large corporate presence in Atlanta, which includes your Georgia based account team, solutions engineers, and senior management including the Sales VP for the US. Atlanta is also the regional hub and has a large Solution Center presence.
 - Mitel is locally available to drive User Group meetings with the State of Georgia agencies to promote best practice sharing, product updates, and receive feedback from the users that depend on our platform.
 - Prepared and equipped to market the GTA HCC contract to counties, municipalities, public K-12 and public higher education which will help drive the overall value of the GTA HCC contract.

- **Experience -**
 - 250 customers installed on MiContact Center Live platform
 - 30,000 agents globally on MiContact Center Live platform
 - 3 BILLION Interactions handled on the MiContact Center Live platform- we have the experience and truly understand your business.

- **Governmental Scope -** Mitel is committed to the Government vertical markets - Federal, State and Local, Education and Not-for-profit by managing an extensive portfolio of Government contracts. Mitel has held a GSA Schedule 70 contract for the Federal Government for over 30 years and does offer COOP purchasing for state agencies who so elect to utilize a GSA schedule. In addition, Mitel is focused and committed to both COOP Purchasing contracts - Most recently Mitel was awarded a 4 year contract as the exclusive communications provider for NJPA (National Joint Powers Alliance) and also has been awarded a WSCA/ NASPO contract. Our state and locals sales team utilize our State Contract offerings to satisfy a State procurement regulations and mandates, such as OGS-NY, Texas ,CMAS (California), DIR , NJ, PEPPM, Ohio, Kentucky - to mention a few .

While most companies are trying to retrofit legacy architecture to the cloud, we are purpose built for the cloud. Our combined partnership with LiveOp's stakes us as the industry leader. The Mitel MiContact Center solution is robust, currently leveraged within enterprise organizations like Salesforce and Symantec. We are pleased with the opportunity to present this proposal. We look forward to continuing our dialogue and demonstrating the strength of our offering. Above all, we appreciate the opportunity to earn your business and deliver a customer-focused solution aimed to delight your extended communities.

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1.0 General Description

This Appendix provides an overview of the Contact Center services requirements. The purpose of the document is to provide a perspective of the products, services, equipment, software and support that are included within the scope of the **Exhibit 2 Statement of Work**. It is not intended that the contents be inclusive of all aspects of the environment.

MiContact Center Live is the only cloud contact center platform that is focused on delivering a highly available, reliable and scalable solution designed for enterprises of ANY size. We bring together the complete contact center functionality, multichannel capability, social customer service, and the largest community of high-performance, home-based, independent agents. This is all accomplished while giving you on-demand scalability, analytics, and proven security.

Mitel Voice™

- Inbound calling– Have complete control over call routing and ensure each call is managed in a way that provides the best customer interaction and experience. You can route calls to any agent, regardless of their location or telephony transport method (PSTN or VoIP).
- Outbound dialing – Leverage on-demand outbound functionality to rapidly configure and deploy outbound telemarketing, surveys, telesales or fundraising campaigns.
- Interactive Voice Response (IVR) – Deploy self-service, customer segmentation, or pre/post-routing applications in a personalized, user-friendly manner. Options are available to support speech-enabled applications, touch-tone call routing, call surveys, database integrations and callback from queue.
- CTI – Easily integrate with third-party desktops and telephony infrastructure.

Features for this solution include:

Mitel Voice

Provides platform for inbound and outbound voice calls.

ACD with Skills-based Routing

Allows users to author call routing strategies to distribute calls based on agent abilities.

Interactive Voice Response (IVR)

Enables users to design speech-enabled or touch tone IVR menus to segment and route customers appropriately and includes callback option.

Dashboards

Display various metrics and industry-standard key performance indicators by time period, session, or agent.

Historical Reporting

Includes sophisticated, yet easy-to-use, reporting and analytical tools that identify broad trends and provide fine-grained analysis of individual agent performance.

Silent Monitoring

Permits supervisors to listen to calls in real-time from anywhere in the world, regardless of where an agent is located, and provide feedback on both live and recorded calls.

Speed Dial

Enables agents to add speed dial numbers to the agent phone panel to greatly simplify transfer and other customer service activities.

Call Flow Authoring

Allows call routing and interaction flows – including call greetings, information gathering, CRM lookups, queuing, intelligent routing and post-call surveys – to be quickly created and dynamically changed by the business user based on real-time business needs, without IT involvement.

Outbound Dialing

Removes all the manual aspects of outbound dialing through automated preview, progressive and predictive dialers, allowing agents to focus on delivering better results.

Mitel Chat & Email

Enables agents to initiate and receive contact through web chat and email.

Call Recording (standard quality)

Offers 100% 8-bit call recording without any premise-based hardware or client-side software. Historical calls can be retrieved by agent ID, customer ID, or other call context data. High quality recording can be added on at an additional cost per named agent.

Data Exchange

Supports bi-directional data exchange with the leading CRM platforms to provide disposition options for call wrap-up and end-to-end unified business insight.

Surveys

Offers customers post-call surveys or opt-in surveys while in queue prior to agent connection.

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Available add-ons include:

MiContact Center Live CTI/CRM Integration

Easily integrates with third-party CRMs and telephony infrastructure.

MiContact Center Live High Quality Recording

Provides superior quality voice recording than native feature (standard quality).

MiContact Center Live 1 GB of Call Recording Data Storage

Call Recording data is retained for 180 days after which there is a fee/GB of stored data per month.

Call Recording (high quality)

Provides superior quality voice recording than native feature (standard quality).

Mitel Social

Allows agents to initiate and respond to contact through social media channels (Twitter and Facebook) and SMS.

Contact Center Screen Pop

Provides real-time screen pops displaying customer information using connectors to Salesforce, Microsoft Dynamics, Zoho, Zendesk, and other leading CRM systems.

MiContact Center Live Screen Recording

Complements call recording with video of agent desktop activity.

MiContact Center Live 1 GB of Screen Recording Data Storage

Screen Recording data is retained for 180 days after which there is a fee/GB of stored data per month.

This service is able to be ordered on its own or bundled with MiCloud Business. MiCloud Business is a feature rich hosted PBX.

2.0 Core Contact Center Services

2.1 Hosted Services

The Service provider's solution addresses the requirements in this section with the following:

Please see the point by point short answer below, followed by an explanation on our execution.

1. Solution is available as "Software as a Service" (SaaS)

Yes

2. Have the ability to scale up/down full contact center services as needed by request.

Yes, the customer is able to scale up to tens of thousands of agents, and also scale back down. Billing is done on a month to month basis using the maximum concurrently logged in agent count.

3. Support multiple contact center partitions and agents with flexibility to interact with other contact centers if possible.

Yes.

4. Provide redundancy for Hosted Contact Center Services.

Yes - Across Data Centers in New York and Las Vegas in Active-Active Configuration. Additionally there are power generators to supply energy in case all other power sources fail.

5. Support TDM and VoIP communications to agents.

Yes

5.1. TDM, ability to route calls to PSTN for call termination on Agency provided systems.

Yes

5.2. VoIP, provide choice of hard or soft phone

Yes

5.3. Soft Phone should have minimal impact on existing desktop real estate environment.

Yes

5.4. Can leverage any standard 10 digit number.

Yes

6. Provide a hosted contact center solution that is physically located in data centers within the United States.

Yes - New York and Las Vegas

7. Hosted Contact Center supported by staff that is physically located within the United States.

Yes, all support staff is located within the United States.

8. Provide and support HCC seats in physical Agency locations and remote teleworker locations.

Yes, this solution is completely cloud based and directly accessible via any web browser. Being Telco, PBX, Browser and OS Agnostic empowers the client with the ability to have "At Home Employees". There are no limitations for at home/premise based agents. The functionality is identical. There is NO limitation on the number of remote agents. A Phone path (any), PC/Mac and internet access are the only requirements. Administrators may monitor all employees regardless of location. Remote sites are supported in the same way as a brick and mortar environment. Supervisors have the ability to create "Groups" which will segment the Remote/on site workers allowing for comparison.

9. Administrative functionalities available to the Agencies should incur no fees if performed by the Agencies.

Yes- Powerful administration tools are included; please refer to the end of section 2.4 for more details. Administrator and Supervisor Accounts are free and unlimited.

10. Provide a call disposition tool that caters to the respective business model of the agency.

Yes. Call dispositions are customizable by the user. Agencies will be able to customize their disposition codes individually.

11. Interface with Agency designee on support of End User systems, desktop support, and standard images.

Yes, we do provide support. However as there is physical hardware required, no software to install nor images to be created or used the support required by an Agency will be minimum. Our solution - is completely Web Browser based - Runs directly on IE, Firefox and Chrome and is platform and system agnostic.

Extended Information supporting our responses to the Hosted Services Requirements:

The Mitel solution is designed with no single points of failure in its data center architecture. Redundancy is implemented on a component level across network devices and multiple pools of servers. Mitel has data center space in two facilities, one located in New York and the other in Las Vegas. At each data center Mitel minimally employs redundant N+1 power and cooling, redundant telephony circuits within and across carriers and redundant Internet circuits with diverse carriers. The generators at our co-location facilities are fed from at least 3000 gallon fuel tanks which provide estimated run time of at least 24 hours at full electoral load. Regular generator and load switching tests are performed by our providers at each facility. Our hosting providers have multiple emergency, on-call fuel delivery contracts in place that guarantee delivery of fuel generators in case of emergency.

Mitel maintains an active-active data centers strategy meaning that both centers are capable of routing calls with automated failover through route plans and carrier advanced features. Mitel has deployed F5's Global Traffic Manager (GTM) for application resiliency. With GTM we ensure optimal reliability and fast application failover between our data centers. We also ensure that all users are sent to a site that is available and provides the best response time. All web, chat and reporting traffic is controlled via this mechanism. In the case of a failure, any traffic destined for the failed facility is redirected to the surviving site automatically. This mechanism is also exercised regularly during planned maintenance activities. Regular capacity reviews are conducted to ensure sufficient available capacity to operate in the event of a site failure.

Copies of all transaction and configuration data are stored across locations. New information is moved in near real time using database replication technology. Tape backups are also stored offsite in contracted secure disaster resistant facilities. Testing of data restoration is conducted periodically.

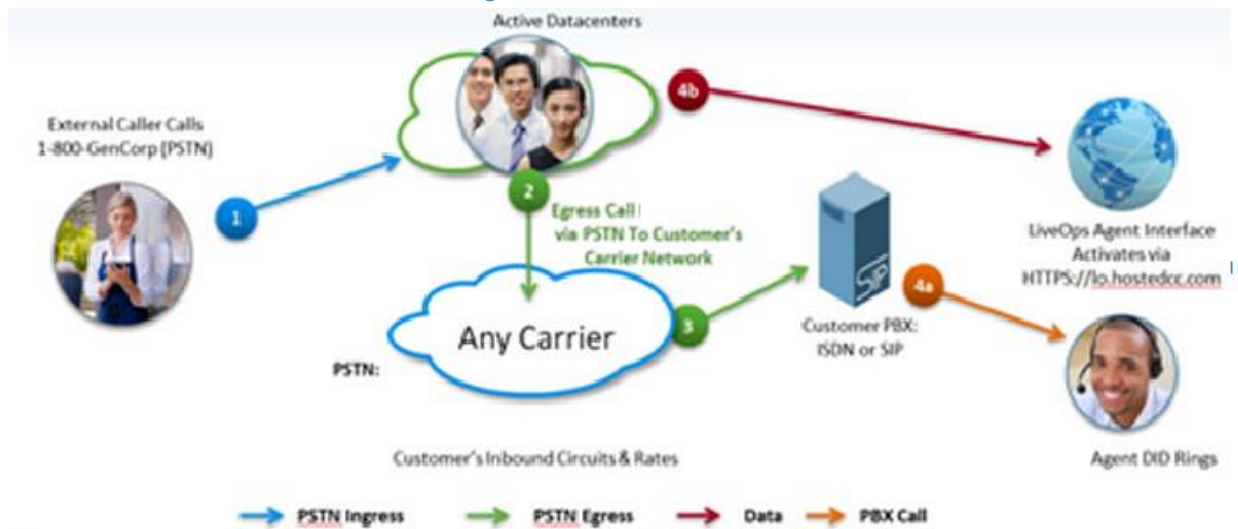
Telephony redundancy across data centers is achieved through route plans and carrier advanced features which support alternate destination routing. Customers who opt to implement these plans achieve automated geographic diversity of call traffic as calls are routed to multiple locations, circuits, and trunk groups. Route plans and carrier features provide real time failover of calls in the event of full or unavailable circuits and ensure delivery of calls across locations. These route plans are actively used to spread calls between both data centers ensuring that all functionality is continuously available. Failover functions are exercised frequently by removing circuits or sections of the telephony infrastructure from production during managed maintenance periods. Regular capacity reviews are conducted to ensure sufficient capacity per

carrier to recover from any circuit or data center failure.

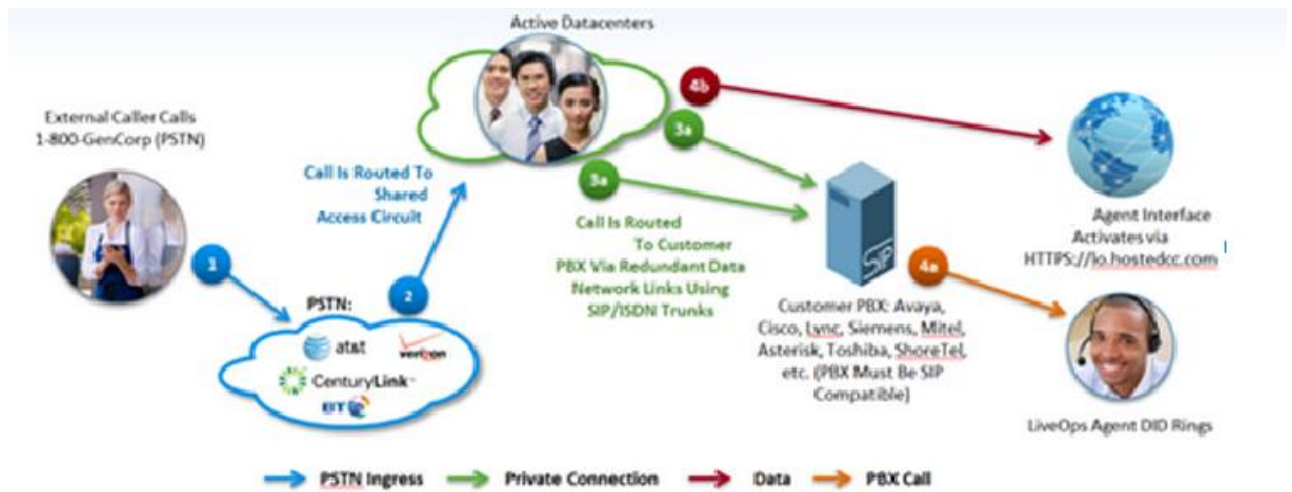
The customer will not need to place servers at their premises. The Mitel data centers are built in a true active-active model. They are built to handle full traffic in any of our data centers should we lose a data center. We do not spin up VM instances per customer as others do as this could be a single point of failure. There are multiple clusters of application focused servers built in redundancy within each data center. Additional redundancy is achieved across data centers. Applications are delivered to customers using a web browser over an Internet connection. Voice traffic is delivered from our Data Centers/POPs over PSTN or DVP connections to the customer's existing PBXs local to the agents.

We have peering agreements with most major carriers. Assuming the customer uses a carrier that we have a peering agreement with then there would be no ingress charges. The customer would just have the carrier point the TFN's to our data center.

Two representative diagrams are shown below. The first shows PSTN routing using TDM voice circuits into the PBX that terminates the agent's DID/DDI number.

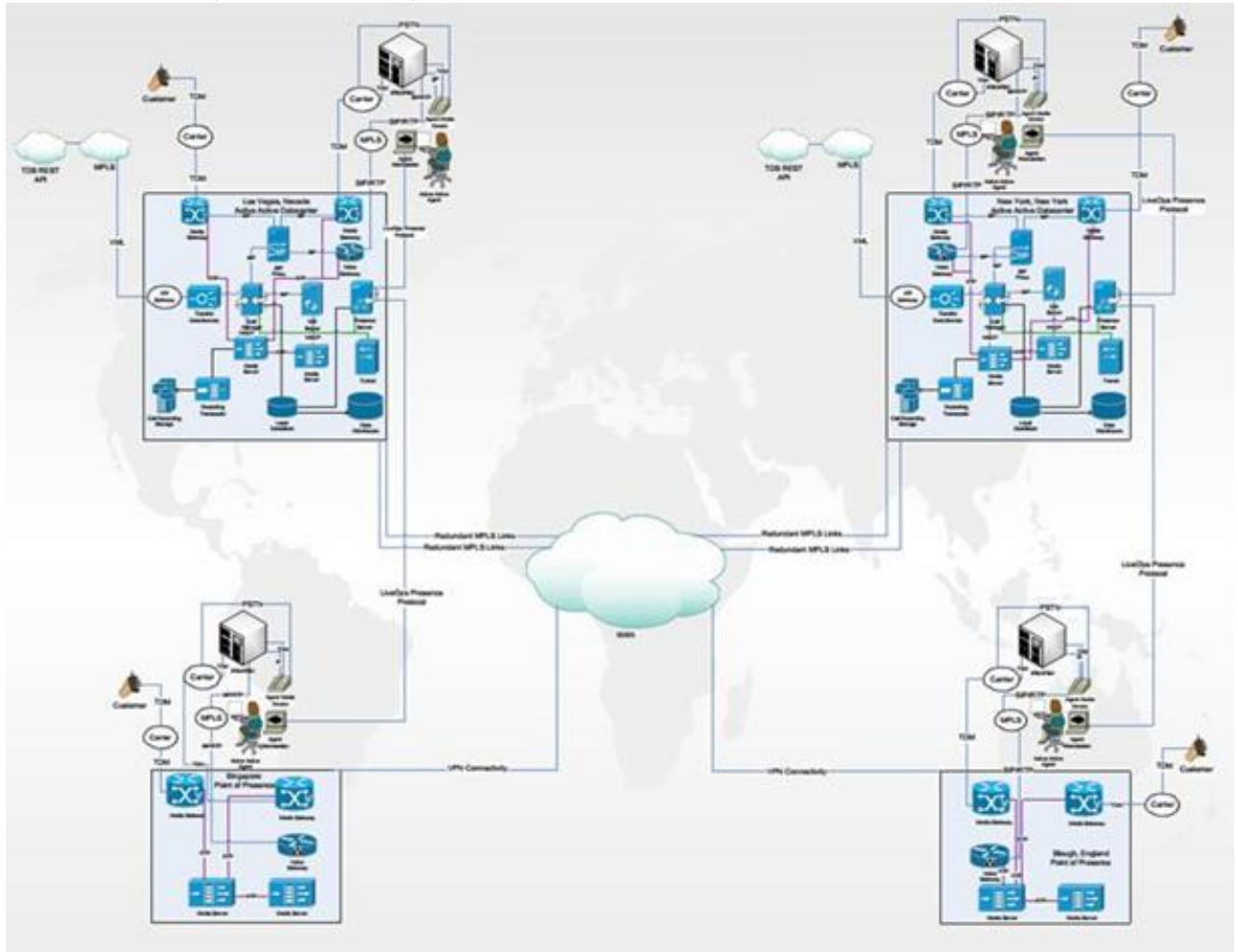


The second diagram shows Direct Voice Peering (DVP) where an MPLS connection would be added between The Customer's WAN and Mitel Data Centers and voice POPs in London and Singapore. Once the MPLS connection is in place, SIP Trunks can be directly connected to a SIP enabled PBX or a router to convert to ISDN for a TDM PBX connection.



Network architecture diagrams on the proposed solution that depicts key elements (hardware, software, and network connectivity, etc.), where these elements reside (data center vs. CUSTOMER premise). Key elements technical specifications and Mitel or CUSTOMER supplies these key elements.

If the customer connects to Mitel via private data line or MPLS for Direct Voice Peering (DVP), you would need to provide and locate their routers in our facilities and yours. The diagram below identifies key elements of our platform and connections between them:

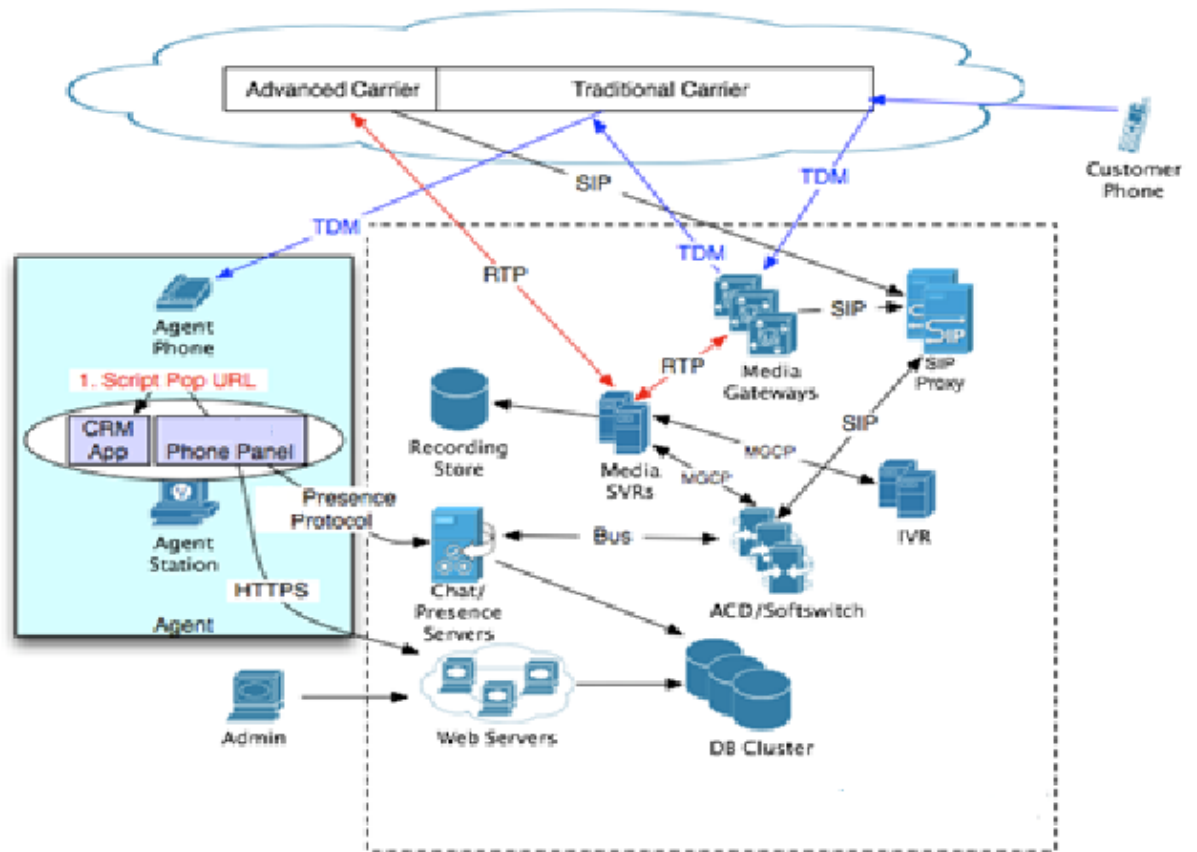


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Mitel primarily uses in-house developed technologies along with open source tools and frameworks. The diagram below depicts the logical architecture of the Mitel On-Demand Contact Center Platform. The primary components of the Mitel architecture include:
Platform

- Media Gateways
- SIP Proxies
- SoftSwitches/ACD
- IVR System
- Media Servers (call managers)
- Agent
- Presence Servers
- Computer
- Dedicated landline phone connection or PBX telephone with DID/DDI number
- Internet Connection

It represents a logical view, not necessarily the physical configuration of servers. For example, some components may actually run on the same Linux Servers or certain detail surrounding the Network Infrastructure and related IT components are intentionally not depicted to simplify the diagram. Also, all applicable protocols are not depicted. Mitel platform runs all essential functions in two physical data centers located in Las Vegas, NV and New York City areas. Each data center is capable of running all core client and business functionality. Enough capacity exists so that the overall system can handle peak load even if one datacenter is taken offline.



Mitel Platform Technical Architecture

The following is a brief description of the major components of the system.

Media Gateway

Mitel utilizes Cisco's 5850 Media or Voice Gateway for its TDM Carrier termination. The Cisco AS5850 Universal Gateway is a high-density, carrier-class gateway, offering high capacity and high availability. The Cisco AS5850 Universal Gateway is specifically designed to meet the demands of large, innovative service providers, supporting up to five channelized DS3s (CT3s), 96 T1s/PRI voice on any port at any time. It offers high-availability features such as hot-swap on all cards, load-sharing and redundant hot-swappable power supplies, redundant route-processing cards and call-admission control to ensure 99.999-percent availability. As a highly flexible voice gateway, the Cisco AS5850 supports any codec at 100-percent capacity, simplifying network engineering. An open programmable architecture simplifies rapid voice-service creation Session Initiation Protocol (SIP) used within the Mitel Platform.

SIP Proxy

The SIP Proxy is a Mitel developed software application that provides call-routing services in Mitel IP-Based Telephony Platform. In the simplest terms, the SIP Proxy acts as a traffic cop directing outbound phone calls to the appropriate carrier and incoming calls to the correct portions of the Mitel infrastructure for handling.

Softswitch/ACD

The Softswitch/ACD handles call control and directs the handling of all calls within the platform. Mitel allows users of its contact center to define attributes to describe agents such as performance statistics, training certifications, or a myriad of other dynamic or statically defined statistics. The Softswitch/ACD stores all of this information and then makes decisions in real time in order to answer the "next call" question. It can take calls back if the best agent proves not to be available, and it can collect data in real time to continually adjust its notion of "best agent" in response to new performance data.

The controls of the Softswitch/ACD are what make such innovative Mitel call flows as Transfer with Audio (a first agent leaves a message for a second agent, and then transfers the call to that second agent. Before the second agent receives the call, he/she listens to the message saving the first agent valuable time in waiting for the second while allowing customer information and context to be transmitted).

IVR System

The IVR system is a completely integrated component of the Mitel telephony platform. The integrated Mitel IVR system is a Java Script browser. Mitel has defined an entire library of Java Script objects to provide control of other components of the telephony platform such as transferring a call or creating a conference, and to perform typical IVR functions such as playing audio prompts, accepting touch tone input, or recording audio. In addition Mitel also fully integrates with VxML capable Voice Browser-based IVR systems for ASR and TTS Speech functionality.

Media Server

The Real Time Protocol or RTP carries audio data in Voice over IP or VoIP. The Media Server receives RTP streams as directed by the SIP Proxy servers and Softswitch/ACDs. It mixes audio legs from different call endpoints outside of Mitel; the caller in an inbound call and a home-based agent on the receiving end. It also blends these audio streams to enable real time call recording. If a conference call is called for, the Media Server mixes that in as well. Finally, the Media Server is the environment that allows Mitel Interactive Voice Response (IVR) applications (e.g. "press one for sales...") to operate on a phone call.

Presence Server and Phone Panel

The whole concept of routing a call to an agent is predicated on knowing whether or not the agent is there to answer it or whether the agent is already on the phone with another customer. Mitel manages its Agent State with its Presence Server. When an agent logs in, a Java applet,

which we call the Phone Panel, establishes a persistent connection with the agent's computer. The agent client actively works to maintain the connection, restoring it in the event of a loss. The system as a whole load balances connection requests, so even if the original server has gone offline, the agent's session continues with only minor interruption.

In addition to keeping track of presence, this client / server combination is also responsible for call control -- allowing an agent to put a caller on hold, transfer the call or bring in a third party to a conference call, or request after call work -- and it is the last link in our CTI (Computer - Telephony Integration) chain. When Mitel sends a phone call to an agent's phone, it can simultaneously send a URL for the agent's browser to execute. The URL can contain a payload of information or session data that can be delivered to an application on the agent's desktop or a web service controlling a back end application, or it can drive Mitel's own call flow scripting system.

Web/Application Servers

The Web/Application Servers depicted in Figure 2 utilize Apache open source technology and provide various functions such as scheduling call scripting and contact center management/administration functions to the managers in addition to agent functions.

2.2 Automatic Call Distribution

The Service provider's solution addresses the requirements in this section with the following:

Please see the point by point short answer below, followed by an explanation on our execution.

1. Support multi-channel routing, basic and advanced call routing, skills based routing and call back/virtual queuing.

Yes, displayed to the agent through Mitel's Engage interface.

2. Be compatible with IVR, Chat, and Email.

Yes- Also support SMS, Facebook and Twitter using Mitel's Engage Interface.



Mitel Engage™ (figure above):

- Easy to use and respond across any channel – Whether it’s a phone call, email, chat session, SMS, Facebook post or Tweet, the message and phone panels in Mitel Engage are integrated within a single window, making it easy-to-use and faster to respond without having to switch applications.
- Provides customer information, front and center – Within a single window and with minimal clutter, Mitel Engage puts the most critical and recent customer information in clear view—along with the customer’s complete interaction history all in one place.
- Clean, simple, modern interface – Inspired by modern web design and consumer-driven applications, the fresh look of Mitel Engage is designed especially for today’s multi channel contact center agent to be easy to learn and simple to use.
- Built for speed and accuracy – Agents spend less time and need fewer clicks to complete the most common functions. Plus, agents can take advantage of predefined templates to ensure consistent quality, and ultimately deliver 360 degrees of customer satisfaction.

3. Ability for Agency to manage the creation, modification and deletion administration of agents.

Yes, it is part of the standard administration tools.

4. Provide Agency with the ability to adjust wrap time and force calls to agents.

Yes, we are able to automatically present calls to agents, and if the agent does not take the call immediately put the agent in a "forced away" state. All of these activities are reported through our reporting tools.

Wrap up time can be configured via our admin tools.

5. Ability to build not-ready codes, also the ability to automatically interrupt not-ready codes as call volumes increase excluding break codes.

Yes, we support this functionality.

6. Email routing for multiple skill sets.

Yes, we support skills based routing for all of our channels, including our MultiChannel interactions - Email, SMS, WebChat, Twitter, Facebook.

7. Agent whisper feature

Supervisors may Silent Monitor each agent. Whisper is on the roadmap within our solution. Release is expected in Fiscal Year 2014.

8. Interact with Agency regarding the configuration and scripting of Automatic Call Distribution (ACD), Intelligent Routing, and Predictive Dialing.

Yes. Mitel will work with the agency on all these points during the initial installation process to make sure that the agency is properly configured and trained in the configuration and scripting of ACD calls, routing and dialing.

9. Ability to have agents from multiple agencies in a shared skillset

Yes.

10. Ability to route calls to different agency groups

Yes.

11. Force calls to agents when staffed in without them having to signal to receive a call.

Yes, we can automatically route and force calls to agents. Configurations are available for authorized users to set within our admin tools

12. Provide the ability to change gate - opening or closing

Yes, the agencies will be able to configure and change opening and closing times, with the additional ability to immediately implement alternative ACD routing or configurations depending on whether the agency is set to open or closed

13. Provide an alert when an agent is dropped from the ACD queue

Yes -Visual and audible alerts can be configured.

14. Ability to set thresholds on agent, application, and skillset levels.

Yes, levels can be set as thresholds for example, 1-10, boolean (yes-no) and string (if skill == spanish then ...)

15. Ability for supervisor to log agents out of the system.

Yes, through our supervisor tools.

16. Ability to integrate with Customer Relationship Manager (CRM)

Yes - Mitel has created integrations with many CRMs using standards based methods available in the published Mitel API library. Features include Screen Pop with customer information as “ Get” parameters, auto creation of activity history records that include links to call recordings, IVR integration to make database queries used in routing decisions, and click to dial functions launching outbound calls via CRM interfaces. At present integrations have been created for Salesforce.com, MS Dynamics, ZenDesk and Sugar CRM. Others can be created with Professional Services engagement as well.

Extended Information supporting our responses to the ACD Requirements:

All Administration and Supervision Functions are handled within a Web Based Portal. Within the portal, Supervisors/Admins may: Alter Call Flows, Create Reports, Monitor Agent Status/Activity and more.

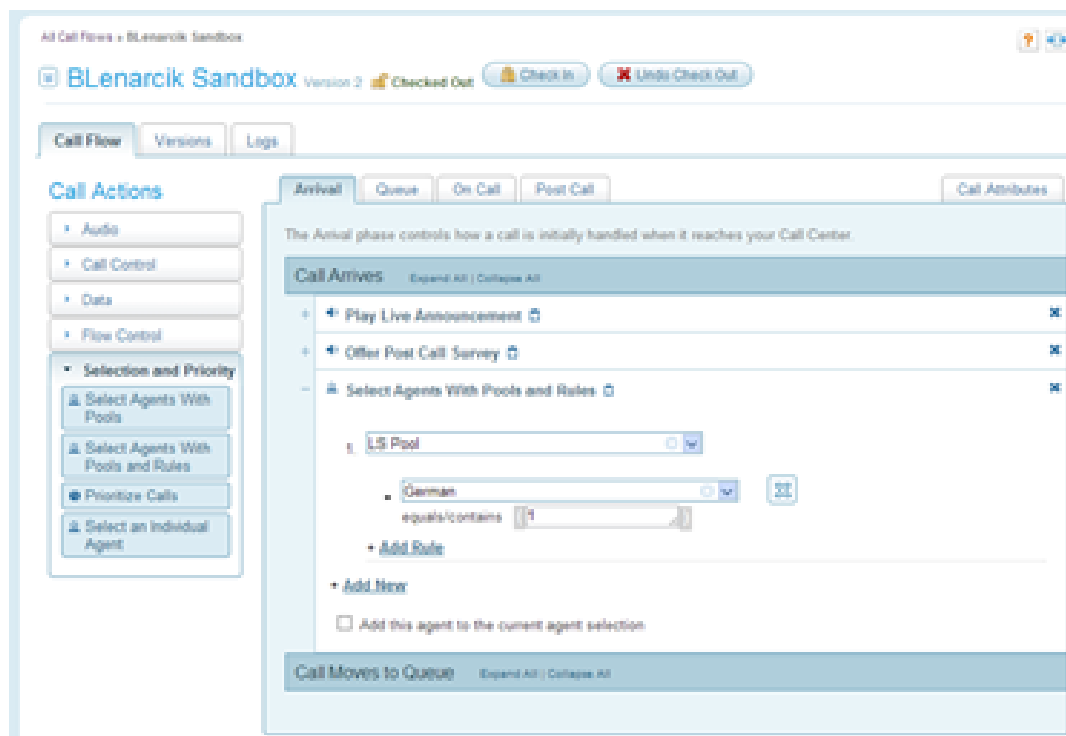
Each agent ID is unique and encrypted. There is no limit to the number of agents that we can enable, we currently manage over 40000 unique agent ID's. Each ID can be associated with a set of permissions within the system. Furthermore, Mitel provides an unlimited number of Admin and Supervisor accounts for no extra cost.

The Softswitch/ACD handles call control and directs the handling of all calls within the platform. Mitel allows users of its contact center to define attributes to describe agents such as performance statistics, training certifications, or a myriad of other dynamic or statically defined statistics. The Softswitch/ACD stores all of this information and then makes decisions in real time in order to answer the "next call" question. It can take calls back if the best agent proves not to be available, and it can collect data in real time to continually adjust its notion of "best agent" in response to new performance data.

MitelAuthoring™ - Call Flow Authoring Tool

Quickly create contact flows into your contact center and dynamically change routing rules based on current business needs—all manageable by the business user without IT involvement. Mitel organizes the call center by Program and Campaign. A Program can have many Campaigns and can be defined as a department, division or any other container desired for reporting. Dial in numbers are directed to Campaigns which can be configured as IVR or Call Flow based. Call Flow Campaigns provide customers with a drag and drop Call Flow Authoring tool.

Routing Attributes are used to describe properties of an Agent and are defined by the administrator. Attributes can be defined as integer, strings or logical values. These properties determine membership in Agent Pools and can be used to assign agent skills. Campaigns, in turn, look to one or more Agent Pools when distributing telephone calls to Agents. Agent Pool selection can be defined with rules to find an agent with the appropriate attribute match or value (for example, "German = 1")



Mitel supports multichannel interactions that include Email, Chat, SMS, Twitter and Facebook. Faxes can be routed to Email inboxes through use of fax servers or cloud fax services. Routing is handled through the use of Keywords in the content (also subject for Email) across each channel separately or across all channels. The interactions can be directed to specific Campaigns (queues) based on exact match, contains, regular expressions, "starts with", or "ends with" types and can be directed to an agent queue or a skillset.

2.3 Auto-Attendant and Integrated Voice Response

Please see the point by point short answer below, followed by an explanation on our execution.

The Service provider's solution addresses the requirements in this section with the following:

1. Provide for automated speech recognition (ASR) and Text-to-Speech (TTS)

Yes, Mitel is able to provide automated speech recognition and Text-to-Speech capabilities.

2. Include call back/virtual queuing capability.

Yes, standard. The Mitel Engage interface is used to distribute the call back messages as another task in the queue.

3. Ability to integrate with Customer Relationship Manager (CRM).

Yes, able to integrate with various CRM tools such as Salesforce, MD Dynamics and more.

4. Ability to integrate to agency applications and database systems.

Yes, we have a robust API that enables this capability.

5. Setup, support, operate, and maintain the IVR systems and related call routing / mapping logic. This includes caller menu selections, all voice message scripts and prompts, and intelligent call routing or routing to call queues / Agents based on type or characteristics of inbound call. Make changes to the IVR system on a regular basis as required or as requested by Agency.

Yes, call routing tools and IVR tools and training are provided.

6. Create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

Yes

7. Establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules and after hours or emergency messages.

Yes, customer is able to make the changes him/herself or request changes to our professional services team to make any changes.

8. Provide the ability to make emergency (short notice) changes to the IVR systems to address business problems, service issues, outages, or other items that may impact contact volumes.

Yes, customer is able to make the changes him/herself or request changes to our professional services team to make any changes.

9. Provide 24x7 automated (IVR) support in certain situations, including retrieval/recall

Yes

10. Allow each state agency the ability if needed to update their own recorded messages, routing messages, etc. without needing to contact their provider.

Yes, customer is able to make the changes him/herself or request changes to our professional services team to make any changes.

11. Have redundancy capability to an alternate system during a storm/disaster event. This would include alternative messaging, remote phone capability, etc.

Mitel's MiContact Center Live system is 100% cloud based and geographically distributed, with data centers in both east and west coasts of the United States configured in an Active-Active architecture. This allows us to move all of our customer's services from one data center to another seamlessly in the event of a disaster, with 100% of our contact center capabilities still available. Furthermore, since our system is 100% web based, agents will be able to continue working remotely should the need arise during storm/disaster events, without the need to install any software or hardware at the agent's home.

Extended Information supporting our responses to the Auto attendant and integrated voice response section.:

Mitel Authoring allows creating of IVR applications that capture user input that can be used to make routing decisions or passed to external applications using TransferData Service API, DataExchange API or screen pops. Being 100% cloud based, Mitel APIs are web services oriented.

Mitel has deep integration with Salesforce.com and is able to capture numeric case numbers from the customer via DTMF and display the case number at the agent desktop. The activity logged by the agent at the end of the case will automatically be added to the activity record of the case. For other system's that are used by the agent at the desktop (Siebel, Custom Web based applications) Mitel will be able to provide the data collected in the IVR's at the agent desktop and can assist with the developer of the application using the information for screen pop.

Mitel has the ability to populate information in case fields from the call flow into any system that supports REST GET with credentials (username/password). However, once the call reaches the agent desktop, Mitel does not have the ability to write into the CRM /Salesforce.com. However the customer can use any of the system information that is presented at the agent desktop and write custom scripts to push this information to the CRM/Salesforce.com systems.

Within Salesforce.com, an agent activity for a particular call can be recorded or associated with only one case. However the customer can create custom visual force pages to populate other cases as required. With other systems, the customer can create custom scripts to associate call

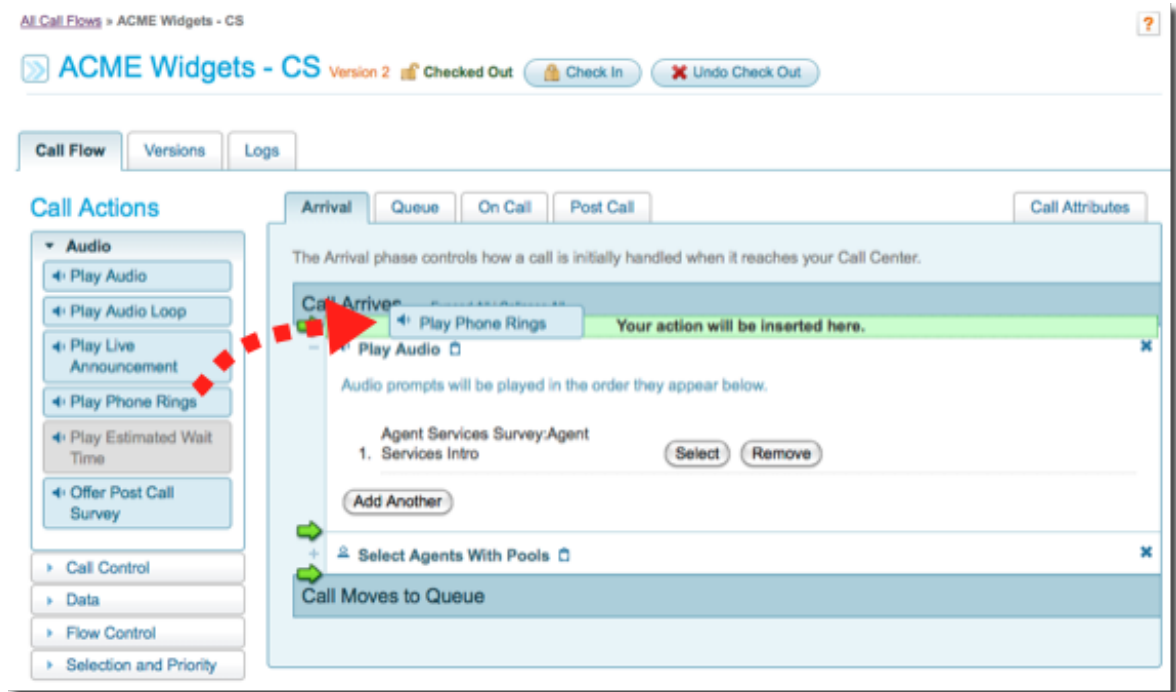
activity with number of cases.

We are working with the other CRM solutions as well. As long as the CRM is using open standards we can pop (SAP, Siebel or Oracle on Demand) using either a professional services engagement or we can give The Customer the tool kit to create the adapter to other CRM platforms.

Call Flow / Auto Attendant Tool

A Call Flow/Auto Attendant is a connected series of call actions and configurable parameters that describes a possible caller experience through the different phases of the call. Call Flows are created and edited by Contact Center users (called Call Flow authors). Call Flows are associated with Contact Center Campaigns. There can be multiple versions of a Call Flow in use simultaneously.

The Call Flow Designer is the graphical "drag and drop" tool you use to create Call Flows.



The Call Flow Designer lets authors create, share and manage Call Flows. Here are the key features and benefits of the Call Flow Designer:

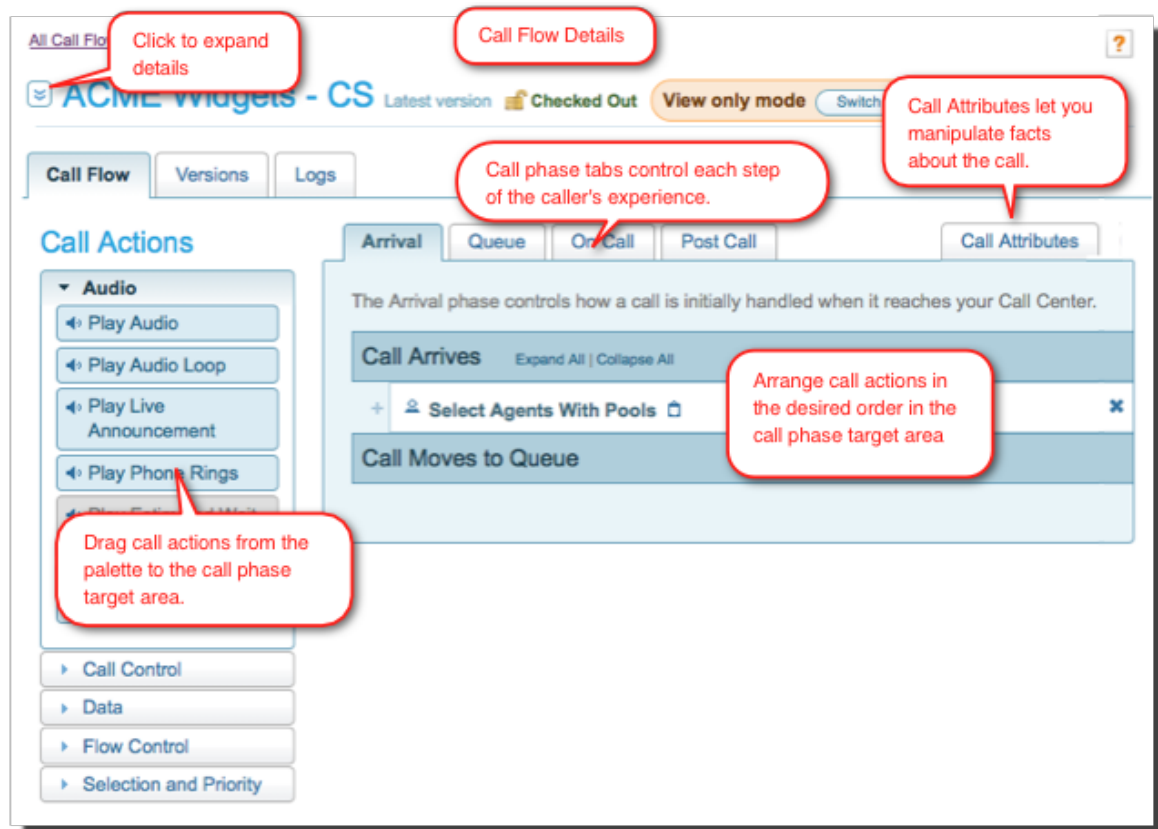
Key Concepts

- Create sophisticated Call Flows without programming.
- Drag and drop Call Actions.
- Support for conditional branching and evaluation of programmatic expressions.
- Store and manipulate call related data using Call Attributes.
- Support for versions, check in, check out of Call Flows.
- Automated validation of Call Actions.
- Step by step logging of Call Flow activity during live calls.

To access the Call Flow Designer:

- Select the **Routing > Call Flows** menu.
- Create a new Call Flow, or view or edit an existing Flow.

Call Flow Designer Tour



Call Flow Designer

The Call Flow Designer page is made up of four main areas:

- The Details section—shows information about the current version of the Flow.
- The Call Flow tab—the main Call Flow design area, containing the Call Actions palette, call phase tabs and Call Attributes tab.
- The Versions tab—view and manage all versions of this Flow.
- The Logs tab—view details of the last 10 calls handled by this Flow today.

2.4 Reporting & Analytics

The Service provider’s solution addresses the requirements in this section with the following:

1. Provide industry standard reporting for system, agents, ACD and IVR, including real-time, industry standard call metrics and the ability to set SLA’s therein.

Yes, all standard in our reporting tools, with integrated reports included for ALL channels.

2. Ability to provide base line, canned, ad-hoc, historical and real-time reports supported by dashboards with graphs and charts.

Yes all available and also configurable.

3. Ability to support wallboard displays for dashboard performance metrics such as calls/email/chat/etc. answered, service levels, abandon rates, calls waiting, hold times, view all agents status, and banner messages.

Yes, all available.

4. Ability for Agency to define, build and run custom reports supporting business requirements.

Yes, authorized users are able to define, build and run custom reports as they see fit.

5. Provide for real-time access by Authorized User to reporting systems.

Yes, Administrators and Supervisor licenses are free and unlimited and such accounts can have real time access to reporting systems.

6. Allow agent to view their individual call metrics (real time, historical and baseline) on their desktop.

Yes, each user can be configured to be given access to reporting tools. This functionality is not locked to only supervisors. We use a permissions based system.

7. Ability to change reporting metric requirements for different skillsets.

Yes.

8. Ability to prompt messages on agent desktop displays.

Yes through our Mitel unified communications tools.

9. Ability to provide an Agent Report that tracks the entire Agent call flow for any single call.

Yes, both in a chart and graphically.

10. Ability to export raw contact center analytics data for use.

Yes, exported as pdf, excel or csv files.

11. Provide access to application historical data for 37 months, agent historical data for 13 Months.

Yes, Historical data is kept for 7 years.

Extended Information supporting our responses to the Reporting and Analytics Requirements:

Amazing agility. Better visibility. With Mitel Management applications, not only will you get x-ray vision into your contact center performance, but you also gain the power to make changes in just minutes instead of months – all without the need for help from IT. You can now be on the front line of all customer interactions and get instant visibility so you can react to issues before they affect business results. Mitel is 100% in the cloud and can be administered by anyone with a data connection.

The Web/Application Servers utilize Apache open source technology and provide various functions such as scheduling call scripting and contact center management/administration functions to the managers in addition to agent functions.

Mitel provides SSO for all users of a specific tenant on our platform regardless of the permission to access the application or platform tools. There are default user groups (Admin, Staff, Supervisor, Agent, etc.) which can be expanded by the administrator as required. Each User Group has permissions based on “padlocks” that define what part of the system can be accessed. There are currently 371 padlocks available that provide very granular access control to the platform.

Mitel Insight



With Mitel Insight, that knowledge is instantly available through a suite of sophisticated yet easy to use reporting and analytical tools. From identifying broad trends across all your contact centers to fine-grained analysis of individual agent performance, we enable your business to manage your contact center performance quickly, easily and effectively. Mitel Insight uses state-of-the-art data warehousing principles and flexible ad-hoc reporting to empower you to be the master of your performance data – all without requiring IT support. That’s the power of knowledge, and the power of Mitel Insight.

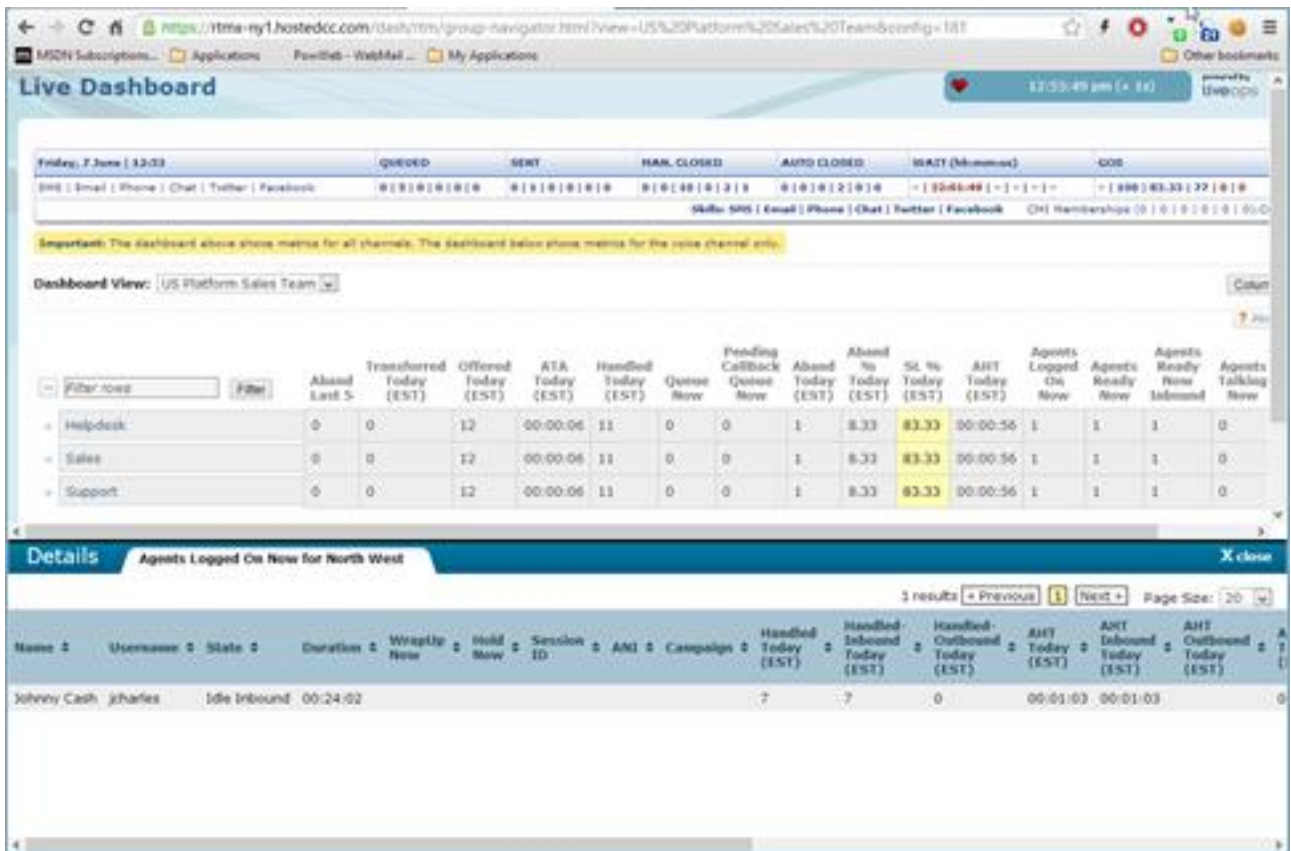
Mitel Insight reporting services provides customizable Live Dashboards that provides 73 different KPIs.

Mitel Insight™

- Advanced reporting – powerful reporting tool provides critical information to the business user in just a few clicks
- Live dashboards – critical dashboards give you immediate visibility into operations
- Access to screen recordings is available via Mitel Insight reports in the same manner as audio recordings
 - Mitel has extremely robust reporting capabilities, which are fully accessible to clients via the web, to provide insight and complete visibility into the MiContact Center Live, including cradle to grave call statistics. Mitel also has some unique contact center management tools and visualizations that can be demonstrated on-line.
 - The Mitel Insight reporting tools will allow clients to also access digital recordings based on any sort criteria housed in the system (i.e. talk time, agent ID, agent location, originating ANI, date of call, time of call, etc.). All recordings are available at any time without any intervention from Mitel personnel. Recordings are MP3 formatted files and can be downloaded through the Internet.
- Mitel Insight is part of the Cloud Contact Center web site: it is accessed through the site's Reports menu.
- Mitel Insight is form based: you fill in the parts of the form that are relevant to you, click a button to "run" the report, and the results appear in your web browser window.
- Mitel Insight is an historical reporting tool. It returns detailed and summary views of your Mitel Cloud Contact Center performance in a time frame ranging from a few hours old to days, weeks, months, or even longer.
- Mitel Insight is customized to your needs and role in Contact Center: depending on your access privileges, you will see different capabilities from the application. This both ensures security of data and helps minimize complexity when it is not needed.
- Live Dashboards is customized to provide real time views of Key Performance Indicators for supervisors, managers or executives.
 - The Live Dashboard lets you see highly flexible and customizable Views of your
 - Contact Center's performance.
 - A Dashboard View is a table composed of one or more rows of facts and columns of metrics known as key performance indicators (KPI).
 - Every Dashboard user can customize the columns that appear in a Dashboard View so that it is most meaningful to them.

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- You can drill down into Agent-based KPI to see details of the Agents contributing to that metric.
- Dashboard Views may display warnings and alerts when selected KPI reach predetermined thresholds.



Some of the Key Performance indicators and Reporting features supported include:

- Answer rate
- Calls Answered
- Calls Offered
- Abandon rate

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- Average call duration, talk time, wrap-up time, handle time
- Average speed of answer
- Percent available time
- Service level objective vs. actual
- Occupancy
- Login/Logout activity
- Calls by dialed number
- Calls transferred to and from agents
- Call-by-call detailed reporting
- Views of multiple reports, queues, groups, or agents
- Real-time agent and group performance to the agent desktop
- Supervisor views of agent and group performance
- Managers or supervisor notification/alerts based on service level, queue status or other thresholds (exception reporting to defined list of recipients)
- Simultaneous viewing of queues, agents' states and service level
- Configurable thresholds to change colors
- Real-time and historical reports for all media (e.g., Email, Chat, Fax, Voicemail)
- Reports/data can be saved and exported into different file formats
- List formats
- Reports can be customized easily without vendor intervention. Note skills required to customize reports
- Flexible user-friendly tool allowing the ability to create, schedule, deliver, and display reports
- Drill down into specific reporting information to further explore the meaning of the data

- Desktop display or banner showing key performance indicators and other information
- Dashboard display reflecting all transaction types (calls, emails, fax, mail, etc.) – pending and transferred to agents and supervisors

Ad-Hoc Reports

Mitel' reporting system transparency enables clients to run pre-configured reports from their desktops or create their own customized reports via ad hoc reporting using the same interface. Report output is delivered to the user's browser window and can be interactively sorted and filtered. Users can save an Ad Hoc report to be executed as a standard report.

Sales Demo Call Segment - Detail

Your Reports: [Search] [Save] [Save as copy] [Delete] [Edit Options] [Send to] [New report]

Report: Sales Demo Call Segment - Detail

From: Today | Yesterday | Last Week | Last Month

View: Table | Bar Chart | Line Chart | Scatter Chart | Email Results

Refreshments: Call Segment: Call Type is equal to the last week (2013-08-26 through last midnight)

Generated on: 2013-08-29 16:40 (EST) (0/1) (1 Rows)

#	Client ID	Campaign Name	Call Type	Phone Number	Call Country Code	Call Country ID	Interactive ID	Seamless ID	Start Time	Month	Day of Week	Hour	Minute	Agent	Agent Full Name	Agent Phone Number	Agent Country Code	Agent Country	Answered	Time to Answer (seconds)	Call Length (minutes)	Active Length (minutes)
1	1101	Platform Sales Team	UPRSLX	1.877.847.8389	1	USA	1520873053	1520873054	2013-08-27 10:52:02	08	Friday	10	52	shweta	shweta	1.803.830.8127	1	USA	1	0:05	23:55	
2	1101	Platform Sales Team	UPRSLX	1.877.847.8389	1	USA	1520873053	1520873054	2013-08-27 10:52:02	08	Friday	10	52	shweta	shweta	1.803.830.8127	1	USA	1	0:05	11:02	
3	1101	Platform Sales Team	UPRSLX	1.877.847.8389	1	USA	1520873053	1520873054	2013-08-27 10:52:02	08	Friday	10	52	shweta	shweta	1.803.830.8127	1	USA	1	0:03	3:06	
4	1101	Agent Sales Team	UPRSLX				1520873053	1520873054	2013-08-27 10:52:02	08	Friday	10	52	scottmiller	scottmiller	1.512.855.8900	1	USA	1	0:00	0:38	

Historical Reports

Reports are created by selecting the appropriate Report Type and refining the selection query values (“where”), choosing fields to display (“what”) and time range (“when”). The results are displayed in your browser and can be interactively sorted by clicking on column headers or filtered by selecting values in the report rows. The main reporting tool page is shown below.

Report Tool

Your Reports:

Report: Call Segment

Time: Today | Yesterday | Last Week | Last Month

View: Table | Bar Chart | Line Chart | Scatter Chart | Scatter Desktop

References: Call Segment: Call Type is equal to 2012-06-1

Generated on: 2012-06-19 14:51:58 (EST) (07:12:58)

#	All Segments	Answered Segments	Call Length	Arrival Length	Queue Length	Talk Time	Agent Time	Hold Length
1	798	379	2,758.13	367.87	111.32	2,202.85	2,188.38	8.38
Totals:	798	379	2,758.13	367.87	111.32	2,202.85	2,188.38	8.38

Generate Excel | Generate CSV | Show durations as: 00:59:55 seconds four

Report Type:

Field Categories:

Common Administrative Call Arrival / Generic Time Call Routing Call Performance

Call Duration Agent Performance - Counts Agent Performance - Duration

When:

Today Yesterday Last Week Last Month All Dates

Specific Range:

Starting Date:

No. Days/Hours/Min:

Always enforce date constraint

Maximum Rows:
Minimum Rows to Generate Excel:

Where:

Call Type:
Answered Segments:

Group By:

Rating (Threshold):

All Segments:
Answered Segments:

Show Fields:

All Segments Answered Segments Call Length Arrival Length Queue Length Call Talk Time Agent Time Hold Length

Field Extensions:

Agent Attributes Call Attributes

Additional Options:

Include Outbound Calls not Connected to an Agent Don't Display 'No' Columns Don't Display Totals Show only Webtop

Customized Reports

Report customization is performed using the same Report tools. Any report type can be completely customized and saved into categories to restrict access to admins, staff, etc.

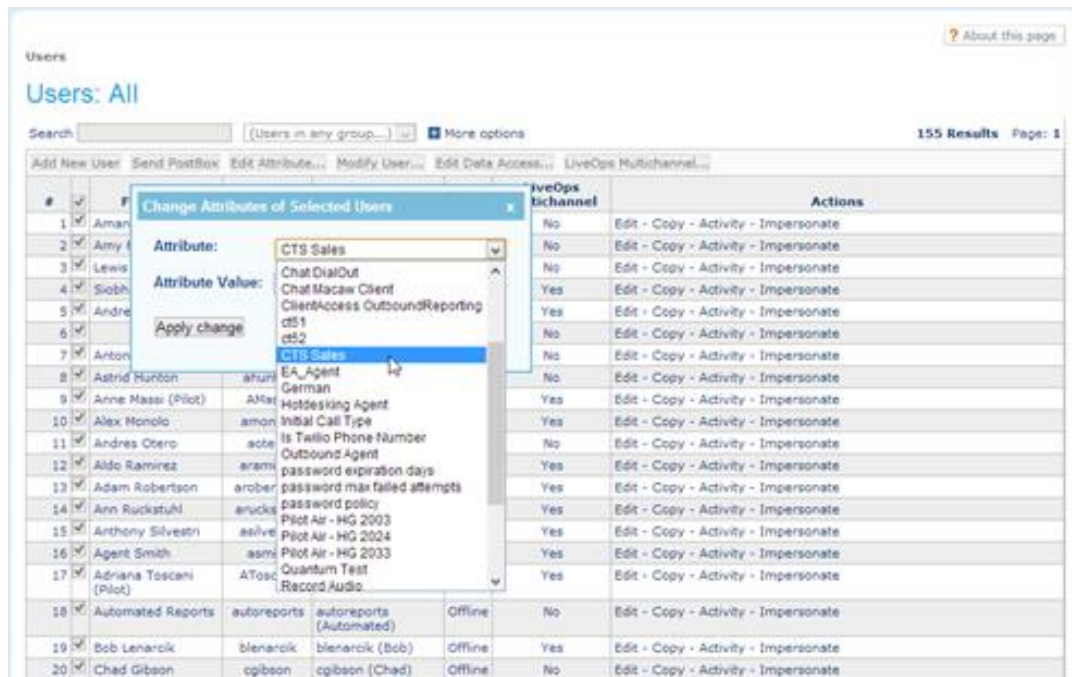
Import & Export

Historical reports can be exported manually to Excel (.XLS) or Comma Separated Values (CSV). Reports can also be scheduled to run and emailed. Scheduled reports can be HTML or CSV format.

Other features:

- Track local and remote, IP and non-IP agents.
- Because Mitel is 100% cloud based, all agent activity is tracked regardless of the location or type of endpoint used.
- Provide local and remote access by supervisor.
- All access to reports is through a browser and an Internet connection.
- Move multiple agents, changing skills for multiple agents.

Agent skills and pool membership is accomplished through the use of customer definable Attributes.



- Provide multisite reporting

Supervisors, Administrators and Staff members can access reports across the entire Contact Center for The Customer regardless of locations. Conversely, permissions can be assigned to restrict access to reporting data as required.

- View reports on the web

This is native to the Mitel solution. Each report generates a tiny URL that can be used to view the current report from another user’s browser assuming they have permission to login and view reports. This allows “sending” a report via email without including any data in the message body or attachment.



- Report exceptions

Exception reports can be easily created using the Report Tool and entering values for having (threshold) fields as shown below:

Report Tool

Your Reports

RUN NOW **Load Extensions** **Restore Defaults** Show results in a new window

Report Type: [About this report](#)

Field Categories:
 Common Administrative Call Arrival / Generic Time Call Routing Call Performance
 Call Duration Agent Performance - Counts Agent Performance - Duration Callback Call Attributes
[Check All](#) | [Uncheck All](#)

When:
 Today
 Yesterday
 Last Week
 Last Month
 Specific Range:
 Starting Date:
 No. Days/Hours/Min:
 Always enforce date constraint

Group By: [Clear All](#) | [Undo Clear](#)
 Callcenter
 Callcenter ID
 Client
 Client ID
 Partner
 Campaign Name
 Campaign ID
 Program Name
 Program ID
 Pool
 Offer Name
 Call Flow ID
 Call Flow Name
 Current Call Flow Name
 Call Flow Version
 Inbound / Outbound / Dialout
 Data Center
 Phone Number
 Phone Number Owner

Where: [Clear All](#) | [Undo Clear](#)
 Callcenter

Having (Threshold):
 All Segments
 Answered Segments
 Average Time to Answer
 Offered for Agent Selection
 Answered Abandon
 Call Length
 Average Call Length
 Average Queue Length
 Queue < 10 (%)
 Queue < 20 (%)
 Queue < 30 (%)
 Queue < 60 (%)
 Abandon %

- o Provide threshold notification

Live Dashboards provides configurable threshold alerting for any of the 73 KPIs available. Alerts can be visual using color coding and audible from a library of sounds.

Live Dashboard Configuration

[? About this page](#)

Live Dashboard Configuration

This page lets you configure the dimensions, facts, views and thresholds that make up your Live Dashboard.

Dimensions Views **Thresholds**

Filter >> All Thresholds

View Name	Metric (KPI)	Thresholds	Actions
All Views	Agents ACW % Now	0 100 %	Edit Threshold Delete Threshold
All Views	Agents Talking % Now	0 100 %	Edit Threshold Delete Threshold
All Views	Long Agent Now	0 3600 Sec	Edit Threshold Delete Threshold
Inside Sales	Aband % Today (EST)	0 100 %	Edit Threshold Delete Threshold
Inside Sales	Agents Not Ready % Now	0 100 %	Edit Threshold Delete Threshold
UK Platform Sales Team	Aband % Today (EST)	0 100 %	Edit Threshold Delete Threshold
UK Platform Sales Team	Agents ACW % Now	0 100 %	Edit Threshold Delete Threshold
UK Platform Sales Team	Long Queue Now	0 3600 Sec	Edit Threshold Delete Threshold
UK Platform Sales Team	SL % Today	0 100 %	Edit Threshold Delete Threshold
US Platform Sales Team	Aband % Last 30	0 100 %	Edit Threshold Delete Threshold
US Platform Sales Team	Queue Now	0 100 %	Edit Threshold Delete Threshold
US Platform Sales Team	Queue Now	0 100 %	Edit Threshold Delete Threshold
US Platform Sales Team	SL % Today	0 100 %	Edit Threshold Delete Threshold

[+ Add New Threshold](#)

o Tracking (cradle to grave) feature

This is native to Mitel Insight. Both Voice and Multichannel Reports provide cradle to grave data. Voice reports include audio and (optional) screen recording links within the report output. Multichannel reports provide the message content for email, chat, SMS, Twitter and Facebook interactions.

2.5 Call Recording & Basic Quality Management

The Service provider's solution addresses the requirements in this section with the following:

2.5.1 Call Recording

1. Manage and maintain call recording systems, voice and screen, including:

1.1. Provide 20% random call recordings and screen capture per agent per day.

Yes, we natively record ALL calls and are able to turn on/off recording as requested. Random screen capture is also available.

1.2. Provide online storage to hold at the minimum two calendar months of recordings per agent.

Yes

1.3. Provide interface to archive recordings to GTA or Agency provided storage.

Yes

1.4. Provide a method for appropriately adjusting monthly online storage needs.

Yes

1.5. Ability to barge-in a call, coach, conference or take over call and record it.

Supervisors have the ability to barge in a call , a PBX feature standard with our MiCloud Business solution. When using our hosted PBX solution, MiCloud Business solution, if the user is setup with the proper Class of Service or identified as a Supervisor, our solution will allow them to barge-in a call they have been silently monitoring. The user would then be able to conference, record, and take over the call as needed.

1.6. Ability to listen to a call at any point during the call.

Yes

1.7. Ability to record one agent during workday and not impact the 20% recording time.

Yes

1.8. Ability to listen to recorded calls from any location (web based call recording)

Yes

1.9. Ability to email downloaded recordings.

Yes

1.10. Ability for agent to initiate recording their own all.

Yes

1.11. Ability to search recordings by filters.

Yes

1.12. Have the ability to administer call center recordings based on agent. Be able to designate 100% recordings or unique amount separate from standard recording environment, per agent.

Yes

Extended Information supporting our responses to the Call recording and basic call management requirements:

Mitel Campaigns can be configured to record 100% of calls at no additional cost (starting at professional level). Agent-initiated on-demand recording is on the Mitel roadmap. Recordings are available using Mitel Insight reporting via secure Internet access. Clients have access to all calls resulting in complete visibility into the MiContact Center Live through our web-based reporting tool. The associated reporting tools will allow clients to access digital recordings based on any sort criteria housed in the system (i.e. talk time, agent ID, agent location, originating ANI, date of call, time of call, etc.). All recordings are available at any time without any intervention from Mitel personnel. Audio recordings are MP3 formatted files and can be downloaded through the Internet.

Clients have unlimited online call retrieval for audio recordings in the previous 6 months. This is a rolling 6 months: Clients always have access to the preceding 6 months no matter how long a program has been running. Mitel will archive calls after 6 months and can store them for access for longer for an additional charge if required by a client.

Calls are recorded in real time and can be listened in Real Time while the call is being recorded, and are typically available for the Client review the recording within 15 minutes. Playback for the recording Calls can be accessed through the web interface, and there is an extensive search menu available for call management and searches. All Calls are stored in a protected zone in the Mitel production datacenter's.

Call recordings can be encrypted by hardware encryptors. These hardware encryptors are FIPS 140 2 level 3 compliant which meets the highest Federal standards, and are mandated for use

by Federal agencies for encryption – <http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf>. In addition to this, rather than use shared encryption keys between clients, Mitel has assigned unique encryption keys to each Client. This ensures that Client call-recordings are encrypted to their own unique encryption key, and cannot be un-encrypted by third parties. These encryption controls combine to provide an in-depth, multilayer, and client centric encryption model for our Clients’ call data.

Screen recording capability is available at an additional monthly fee. Access to screen recordings is available via Mitel Insight reports in the same manner as audio recordings.

Access to screen recordings is available via Mitel Insight reports in the same manner as audio recordings.

The first truly cloud-enabled screen recording application



Improve agent effectiveness and maximize every customer contact with 100% call recording, as well as the first truly cloud-enabled screen recording application in the market. Unlike traditional on-premise solutions, cloud-based Mitel Recording can capture as many concurrent agent screen interactions as needed without any hardware or software limitations. And, all

recordings are encrypted securely in Mitel data centers and can be retrieved for playback from a web browser.

Mitel also supports quality assurance where a percentage of calls can be directed to Audit Queues for supervisors to review and score agents performance by answering a set of pre-defined questions.

2.5.2 Customer Surveys

Provide the ability to initiate, collect, and track information on customer surveys within the system for the support of the contact center service.

Yes- The Mitel based Platform allows customers to create post call surveys using the Mitel Call Flow Authoring Suite. These post call survey questions can be DTMF defined scales as well as audio recording questions for post call surveys.

2.6 Network & Transport

The Service provider's solution addresses the requirements in this section with the following:

2.6.1 Toll-Free service requirements

Mitel NetSolutions will provide a per minute inbound and outbound toll-free service. An option with unlimited usage is also available at a premium cost.

2.6.2 Trunking Requirements

Mitel NetSolutions evaluates the SIP or TDM trunking needs on a quarterly or basis. Trunks used for MiCloud Contact Center Live are shared across all customers. They are sized in such a way that there is always a minimum buffer of unused trunks. A combination of VoIP and TDM trunks are used within each of our data centers in order to provide redundancy and best serve the end user's traffic.

2.6.3 Data network requirements

End Users are welcome to purchase end-to-end data connections in the form of MPLS, VPN, or Private line through Mitel NetSolutions. Assistance can be provided for bandwidth requirements assessments. If purchasing a SIP Trunking or Hosted PBX services along with the Hosted Contact center, NetSolutions can also provide a VoIP readiness check on the Local Area Network.

When the data circuits are ordered through Mitel NetSolutions, a project coordinator will be assigned to the account. They will assist with installation and initial testing of any circuits and equipment provided by NetSolutions.

2.6.4 VPN / Security for Transport

Mitel NetSolutions can provide network security and monitoring for IP VPN circuits provided by NetSolutions to the end user. Additional equipment at the end user's premise may vary from opportunity to opportunity. This will be determined by the type of phone system in use by the customer.

2.7 Fully integrated solution

F

Describe how your solution is fully integrated, coupled or separated to deliver ACD routing, IVR and QM key components.

The Mitel Mi Contact Center Live solution is a fully integrated multi-channel platform that can deliver constituent interactions to agents via voice, email, web chat, SMS and social monitoring on Facebook and Twitter. ACD and IVR routing can be managed by the customer via a drag and drop GUI using the Call Flow Authoring tool. Key Quality Monitoring is provided by a fully integrated cloud offering of Verint Impact 360.

2.8 Telephony Delivery Design & Capacity

T

Describe how your proposed solution will manage and deliver capacity for telecom trunking services as in TDM, SIP, Data, Toll Free for the anticipated volume in support of the contact centers.

The MiContact Center Live solution has many options for creating the best fit telephony routing architecture based on the GTA or sub agency requirements. The options are as follows:

Ingress Routing

- PSTN: Constituent calls can route inbound over PSTN lines using either Toll Free numbers or local area dial telephone numbers. Calls route directly into the MiContact Center Live platform. This is the most common option used for inbound call routing.

- DVP (Direct Voice Peering): Mi Contact Center Live customer's can elect to terminate constituent calls on local PBX systems and then forward those calls to the Mi Contact Center Live via SIP using private MPLS connections. This is not used frequently by customers, but is an option.

Egress Routing (This is the call routing path to agent from the Mi Contact Center Live platform)

- PSTN: The platform can route calls to Agents via PSTN on any DID or dialable telephone number.

- DVP: (Direct Voice Peering): Using SIP over MPLS, constituent calls can be routed to agents via a SIP Trunk into the SIP enabled PBX and delivered to the agent's handset.

2.9 Security for Protected Voice/Data

Describe how your service protects the at-risk data when traversing the voice network to the remote, at home agents

The recommended solution for at home agents would be to utilize a PSTN line for the audio path to the agent. This will ensure that all voice communications are passed across secure high quality PSTN lines. Alternately agents could receive calls to handset or softphone using encrypted secure SIP.

Data Collection

Mitel views secure customer data collection and retention as one of its top priorities. To address this critical business goal, MiContact Center Live employs a variety of practices and procedures to ensure 100% compliance.

Customer data must be kept private during collection – such when making a purchase or providing personal information necessary to receive support or benefits. Once collected, it must remain secure and protected until it is deleted or destroyed.

Data Encryption

Sensitive data is stored in a 1024-bit RSA encrypted “vault” database, and is not agent accessible. Call recordings can be encrypted to NIST FIPS 140-2 3 (US Federal Information Processing Standard).

We also offer protection from hacking/ “Man in the middle” attack, by using SSL certificates from well-reputed certificate authorities, and leverages AES 256 encryption to protect client-server communications.

2.9 Segmentation of Agency Contact Centers within Multi-Tenant Solution

Describe how your proposed solution will ensure State contact centers will not impose performance of other agencies during unexpected surge events.

Capacity for the overall platform is managed by the Network Operations team. At no time is there more than 30% load (including trunking) on the overall system platform. As additional tenants are brought on additional capacity is added. Fluctuations in call volume will never affect tenants as capacity planning keeps load at 30% and allows for a triple in overall platform traffic volume without an interruption in service.

2.9 Proposed Failover Design and Supporting Service Level Agreement

Please describe in detail your failover design in support of your proposed uptime SLAs. (How many 9s in support of the solution as a whole and/or for specific components)

The Mi Contact Center Live platform maintains an active-active data centers strategy meaning that both centers are capable of routing calls with automated failover through route plans and carrier advanced features. We have deployed F5's Global Traffic Manager (GTM) for application resiliency.

With GTM we ensure optimal reliability and fast application failover between our data centers. We also ensure that all users are sent to a site that is available and provides the best response time.

All voice, web, web chat and reporting traffic is controlled via this mechanism. In the case of a failure, any traffic destined for the failed facility is redirected to the surviving site automatically. This mechanism is also exercised regularly during planned maintenance activities. Regular capacity reviews are conducted to ensure sufficient available capacity to operate in the event of a site failure.

A service level commitment of 99.9% availability is given for this offering. We would also like to note that there is no down time required for Maintenance and upgrades, so our availability is measured on a true 24/7, 365 days availability. We do NOT remove time set up for maintenance and upgrades from our calculations for availability.

3.0 Enhanced Contact Center Services

3.1 *Enhanced Quality Management*

The Service provider's solution addresses the requirements in this section with the following:

1. Role based score cards with key performance indicators

Yes

2. Integrated Learning Tools

Yes

3. Coaching Management Tools

Yes

4. Enhanced correlation of reporting, optimization and forecasting of key performance indicators.

Yes

Advanced Quality Monitoring is provided and contains the following features:

- o Advanced Scorecards (with key performance indicators)
- o Learning and training tools
- o Coaching tools
- o Evaluation tools

3.2 *Enhanced Workforce Management*

The Service provider's solution addresses the requirements in this section with the following:

1. Provider should describe the workforce management capabilities within their offering

Yes, please read our detailed description at the end of this section. We are able to offer a fully integrated, completely cloud based Verint Impact 360 solution to our customers. Furthermore, should the Agency already have a WFM system in place, we will work with them directly to integrate our

system with theirs seamlessly. We have deep integrations with Verint, Monet and other WFM and QM tools

2. Ability to analyze customer interactions

Yes

3. Leverage call data to adjust scheduling.

Yes.

4. Identify customer and employee behavior

Yes

5. Ability to perform short term and long term forecasting

Yes

6. Provide for skills improvement and coaching

Yes

7. Provide data to forecast schedules for shift assignments

Yes

Advanced Workforce Management is provided as an option and contains the following features:

- Correlated reporting
- Scheduling tools
- Adherence tools
- Forecasting tools (short term and long term)
- Customer interaction analytics
- Agent interaction skills courseware

MiContact Center Live capabilities in relation with the “Workforce Management/ Optimization” Requirements

- Create optimal schedules to meet service levels consistently and cost effectively; accommodate employee proficiencies, quality scores, and preferences; and support inbound, outbound, in-house, outsourced, and virtual contact center and back-office customer service operations.

Accurately forecast daily and long-term workload, with the ability to track intra-day trends against forecast and take action quickly.

- Monitor staff adherence to schedule for phone and desktop activities from a single screen and drill directly to recorded interactions for better insight and coaching.
- Track, analyze, and manage employee performance using predefined key performance indicators (KPIs) displayed in role-appropriate scorecards.
- Automatically assign and deliver best-practice learning to employees' desktops to address skill gaps, communicate policy updates and changes, and supplement classroom training without impacting service levels.
- Accommodate a dedicated, blended, or task-switching work environment.
- Create forecasts and schedules — and track calls and adherence — for outbound and blended inbound/outbound contact centers and back-office customer service operations.
- Schedule meetings or training without impacting service levels.
- Comply with government, union, and “time-banking” regulations through a comprehensive set of work rules.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.
- Schedule based on skill priorities that align with your contact routing strategy.
- Create and schedule teams as a unit to support training and accommodate employee concerns, such as carpooling or childcare arrangements.

Planning, Adherence, and Management The “Pulse” screen in Impact 360 Workforce Management tracks key operational metrics so you can take corrective action right away. It provides a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service level statistics, and other critical information. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing accordingly.

With intra-day management, you can:

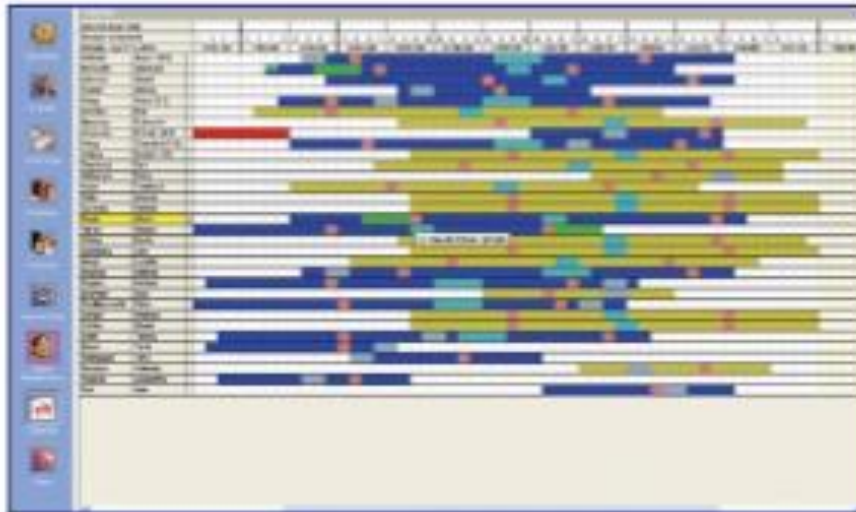
- Track and compare actual, forecasted, and required statistics by individual or combined queue.
- View deviations of key contact center metrics in percentages or absolute numbers.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.

- o Schedule overtime, or provide employees with voluntary time off in over-staffing and under-staffing situations.

Impact 360 Workforce Management provides views of inbound, outbound, and blended contact centers for a complete picture of adherence. You can simultaneously compare your agents' actual phone, non-phone, and desktop activities against their schedules, review a breakdown of adherence per activity, and manage exceptions, helping minimize shrinkage in your center.

Supervisors receive instant alerts for out-of-adherence states, helping them correct problems right away. They can "live monitor" and drill down to recorded interactions directly from the adherence screen to immediately analyze interactions causing adherence exceptions. An advanced adherence exception management function shows employee exceptions graphically across the entire day in real time, allowing supervisors to approve or deny them in one-minute increments.

For virtual and multi-site contact centers, Workforce Management provides a single point of control over the entire network and decision making at individual sites. With multi-site management, you can roll up information to present a complete picture of your entire operation.





With Impact 360 Workforce Management, you can produce optimized schedules that balance cost, service level, and employee preferences.

With adherence views, you can quickly compare employees' actual activities against their schedules, review a breakdown of adherence per activity, and manage exceptions.

Agent Self-Service Workforce Management enables your staff to manage their own schedules without impacting service levels. This can build morale and retention, while allowing your managers to focus on coaching and performance-related tasks.

Using any Web browser, agents can securely:

- Request preferences for start times by day, and preferences for days off during the week.
- View published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, and request shift swaps via an online swap board, which is monitored by an automatic conflict checker. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests, even down to portions of a day.

Automated Tasks

Impact 360 Workforce Management not only automates Shift Bidding, but also introduces a higher degree of fairness in awarding shifts. The automated rules engine factors in seniority, rank, and unique “tie-breaking” bonus points, and assigns shifts accordingly. Managers or supervisors can allocate bonus points to staff to recognize extra effort, and employees can

choose to use the bonus points to elevate their position in the bid. The system also immediately notifies agents of the chances of getting their shifts, setting expectations ahead of time.

Strategic Planner – Impact 360 Strategic Planner provides long-term resource planning functionality for today’s multi-skilled contact centers. By helping you align resources with projected customer demand and corporate objectives, it can enable you to develop “what if” scenarios to determine optimum trade-offs among revenue, staffing, overtime, vacation, training, and more. With Strategic Planner, you can increase service levels, reduce unnecessary costs, and anticipate and avert downstream crises.

Performance Management – Role-appropriate scorecards with an extensive set of predefined KPIs (and the ability to create your own) show employee performance against goals. You can drill directly from the KPIs on the scorecard to specific recordings or adherence screens, compare the performance of employees or departments, and automatically trigger eLearning assignments based on scorecard results for highly targeted training.

eLearning – eLearning can be assigned automatically and scheduled to minimize the impact on service levels. Using Impact 360 Content Producer, best-practice recorded interactions can be converted easily into interactive eLearning courses and quizzes. Courses can be delivered directly to your employees’ desktops based on scorecard results and quality monitoring evaluations. Employees can assign lessons to themselves to brush up on specific skills, and supervisors can track course completion.

Coaching – Optional coaching functionality provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that’s integrated with individual quality monitoring evaluation scores and KPIs.

Centralized Administration and Reporting – Impact 360 provides centralized administration and reporting, which can reduce administration overhead and total cost of ownership. You can choose from an extensive set of standard, pre-configured reports, or conduct ad-hoc queries for custom analysis of your operations.

3.3 *Customer Relationship Management (CRM)*

The Service provider’s solution addresses the requirements in this section with the following::

1. Provider should list integrated and separate CRM options as well as ability to leverage existing CRM sources.

Integrations into CRM solutions such as Salesforce, Microsoft Dynamics, SugarCRM, Zendesk, Zoho CRM, Saleslogix and other home-grown and/or proprietary systems is possible.

2. Provider should have the capability to migrate existing CRM data into a replacement option.

Yes

The MiContact Center Live solution supports integration with nearly any cloud-based and/or premise based Customer Relations Management (CRM) solution. Database lookups and content extraction can be done using Salesforce.com's SOSL and SOQL queries as well as standards-based REST API queries.

Screen pops into CRM solutions based on Caller ID (ANI) and or collected digits is also possible.

More Details:

Mitel has deep integration with Salesforce.com and is able to capture numeric case numbers from the customer via DTMF and display the case number at the agent desktop. The activity logged by the agent at the end of the case will automatically be added to the activity record of the case. For other system's that are used by the agent at the desktop (Siebel, Custom Web based applications) Mitel will be able to provide the data collected in the IVR's at the agent desktop and can assist with the developer of the application using the information for screen pop.

Mitel has the ability to populate information in case fields from the call flow into any system that supports REST GET with credentials (username/password). However, once the call reaches the agent desktop, Mitel does not have the ability to write into the CRM /Salesforce.com. However the customer can use any of the system information that is presented at the agent desktop and write custom scripts to push this information to the CRM/Salesforce.com systems.

Within Salesforce.com, an agent activity for a particular call can be recorded or associated with only one case. However the customer can create custom visual force pages to populate other cases as required. With other systems, the customer can create custom scripts to associate call activity with number of cases.

We are working with the other CRM solutions as well. As long as the CRM is using open standards we can pop (SAP, Siebel or Oracle on Demand) using either a professional services engagement or we can give The Customer the tool kit to create the adapter to other CRM platforms

4.0 Transition Requirements

4.1 *Setup & Transition*

The Service provider's solution addresses the requirements in this section with the following::

Mitel Sales and Sales Engineering are responsible for preparation of the final Statement of Work and price quotation. Mitel project resources assigned to the project will finalize routing and call flow design with The Customer personnel. The Sales Engineer will work from a Statement of Work Checklist to capture customer information prior to submitting the SOW for contract execution. The process will require one or more meetings with key stakeholders to understand the current environment, challenges that need to be addressed and desired new functionality. The duration and number of meetings will depend on number of Programs or Campaigns required to implement The Customer's contact center.

Mitel Professional Services' implementation methodology uses a four phase approach:

Phase 1: Requirements Review

- Understand the objectives & requirements for the contact center solution

Phase 2: Contact Center Design

- Define overall design including key elements to be developed and configure

Phase 3: Implementation/Training

- Implement key components, training, and mentoring for Contact Center configuration

Phase 4: Launch & Support

- Deliver a smooth, supported launch experience
- Project Post Mortem – Lessons learned for continuous improvement

Across Phases:

- Mitel Project Management

The Mitel project team consists of:

Mitel Project Manager: Key responsibilities include creation and ongoing monitoring of the project plan, managing and coordinating activities for all involved Mitel personnel, acting as the key interface to The Customer, scheduling all meetings, and maintaining action items and risk lists.

Mitel Call Center Design Consultant: Key responsibilities include working with The Customer to understand routing and IVR requirements, proposing solutions to meet these based on best practices, and documentation of the high level design.

Mitel Call Center Implementation Engineer/Trainer: Key responsibilities include detailed functional specification of IVR call flows, training of administrators, supervisors, and agent trainers, and providing assistance and mentoring to The Customer during call center/IVR configuration.

Mitel Telephony Engineer: Key responsibilities include working with The Customer to develop and implement plans for necessary telephony support.

In general terms, we require between 15-90 days from contract execution to begin production calls. The actual time to implementation depends upon many factors including telephony and system integration, integration to 3rd party systems and applications, program complexity, Client readiness, certification program development, agent sourcing and certification. Mitel will work with you to develop a detailed Project Plan.

A typical solution deployment begins with needs assessment, technology and telephony requirements analysis, and validation of critical customer success and quality measures. Mitel requires the following basic information to begin planning:

Telephony and Call Flow questions:

- Describe the anticipated Customer Call Flow using Mitel
- Does the call flow require integration with an existing Call Routing system? If Yes, provide details on the Call Routing system.
- Does the customer front-end calls with an existing Hosted or Premise IVR?
- Does the Customer require audio services?
- Which carrier(s) does the customer use?
- How does customer deliver calls to Mitel?
- Are there any CTI, backend data dip, data transfer or screen pops?
- Is there any integration to 3rd party applications or services?

Agent Questions:

- How will the agents interact with the client's system?
- Is there any integration to 3rd party applications or services?
- Are there any CTI, backend data dip, data transfer or screen pops?
- Are there any additional Agent/Agent desktop security requirements?
- Is any PCI/FTC Compliance needed?
- Are there any Agent Certification or qualification requirements?
- Are there specific certification requirements?

Platform deployment time varies with implementation occurring in four phases:

1. Solution Architecture
2. Design
3. Implementation
4. Launch and Optimization

5.0 Training and Support

5.1 Training

The Service provider's solution addresses the requirements in this section with the following:

The MiContact Center Live solution includes access to a large array of training, documentation and E-Learning tools including:

- Agent Training Videos
- Supervisor Training Videos
- Administration Training Videos
- Reference Guides (.PDF and HTML)
- User Guides (.PDF and HTML)
- Supervisor Guides (.PDF and HTML)
- Administrator Guides (.PDF and HTML)

On-site training will be provided as well as instructor-led web-delivered training sessions. Training for Administrators, Supervisors and Agents will be included. Details Below:

Training

Mitel will provide a block of hours of training for administration, supervisor, and agent trainers remotely via webinar shortly after the The Customer call center instantiation is created. If desired, this training could be delivered on site for an additional charge.

For Administrators and trainers, there is an optional two-day course that is typically held on-site at Mitel but can also be held at the client site if required. This two day course is an additional fee over and above the quoted setup charge.

Mitel is committed to our customer's success. As such, a named Client Services Manager will be assigned to your account. If at any time it becomes apparent that additional training is necessary to implement a solution using the Mitel CC platform, the Client Services Manager will work with you to determine the most effective way to provide the training.

Finally, for an additional charge, Mitel staff are available to be on-site just prior to launch to assure that the launch goes smoothly.

Training Material

Material can be provided to you for uploading to your intranet. E-learning and on-line help is continually available through the MiContact Center Live platform for all users. In addition, members of the Mitel professional services team are available to host “just in time” sessions for the key client contacts to walk through specific aspects of the contact center on a time and materials basis. There are also, online learning aids in multimedia e-learning formats as well as on-line help in the contact center itself. Finally, customer developed materials can be uploaded into the platform for review by agents, and online agent quizzes can developed to certify their learning.

The Mitel platform currently supports approximately more than 20,000 home-based independent contractors many of whom have never worked in a traditional call center environment. These agents have gained proficiency in the environment using the learning resources provided in the contact center. As such, we expect customer agents will be equally successful in gaining proficiency with the tools.

Travel & Expenses for Training

As a cloud-based solution, typically installation does not require travel to the customer site. Thus, travel and expenses are not associated with the webinar-based training included in the standard Call Center Setup package. If customer requests onsite support, such support can be provided on a time and materials basis and customer would be responsible for travel related expenses. For optional onsite training either at Mitel or the customer site, additional fees as well as travel and expenses would also apply.

5.2 Technical Support

The Service provider’s solution addresses the requirements in this section with the following:

The MiCloud Contact Center Customer Support Center (CSC) is staffed and available 24x7x365 for critical failures. Support staff resides within the United States.

Interaction with the CSC can be through phone, email and/or web-ticket submission. Email notification of service affecting events is provided as well as notification of trouble ticket status and issue resolution.

Escalation Procedure

The procedures below define the methods for escalating ODP issues. The escalation paths are defined for both The Customer and Mitel as either party may detect or be responsible for resolving such issue. The methods of escalation, communication during the investigation and expected response times vary depending on the apparent severity of the issue.

Method for Client escalating Mitel Errors

For all escalations to Mitel certain information is required in order to determine the root cause and resolve the issue. This information should be provided electronically by emailing to the email address provided to the client

- 1) Issue Start Time: < enter your best estimate of the start time (including time zone) of the issue.>
- 2) Issue End Time: < enter “ongoing” or your best estimate of the end time of the issue.>
- 3) Service Affected: < describe the high level impact to the service>
- 4) Service Impact: <identify issues as Severity 1, 2 or 3 and list affected features and best estimate of % or agents affected. Feel free to use few, some, many or all in your description of % affected>
- 5) Steps to Reproduce: < list detailed steps that allow you to reproduce the issue. Also describe if the issue happens all the time or is intermittent>
- 6) Contact Name: <enter name of point of contact Mitel can use to communicate with on this issue>
- 7) Contact Email Address: <>
- 8) Contact Phone Number: <>
- 9) Contact Other: <list any other methods that should be used to communicate with this contact person>
- 10) Other: <list any other information that you feel is relevant to the issue>

Severity 1 Escalations

Severity 1 errors are the most severe errors and are characterized by a significant number of agents being unable to receive calls through the ODP. If The Customer reasonably believes that a Severity 1 error exists, they should forward the information listed above to Mitel. If telephone communications are required for troubleshooting and correction, The Customer should call the Support Hotline.

Severity 2 Escalations

Severity 2 errors are less severe than Severity 1 errors and are characterized by a major function of the ODP being significantly impacted. If The Customer reasonably believes that a Severity 2 error exists, they should forward the information listed above to Mitel. If telephone communications are required for troubleshooting and correction, The Customer should call their Account Manager. Account Managers are available during regular business hours. After hours calls will go to voicemail and the Account Manager will respond to those calls within 4 business hours.

Severity 3 Escalations

Severity 3 errors are errors that do not significantly affect the use of the ODP. If The Customer believes that a Severity 3 error exists, they should email the information listed above to Mitel.

Method for Mitel to escalate Client Errors

If Mitel detects an error in the ODP for which the responsibility of repair lies with The Customer, Mitel will contact The Customer using the contact methods below. If the error is causing a significant impact on the Agents' ability to use the contact center, Mitel will contact The Customer by phone. Otherwise, the information will be sent to the email address identified by the customer.

Monitoring progress of error resolution

After an error has been identified and before it is mitigated, Mitel will provide periodic updates to The Customer. The frequency and format of these updates will vary based on the severity of the issue.

- Severity 1 – For Severity 1 errors, Mitel will provide an email acknowledgement that the issue has been received and updates at 30 minute intervals until the error is resolved. Alternatively, a conference bridge can be opened during the debugging of the issue to keep The Customer informed real time.
- Severity 2 – For Severity 2 errors, Mitel will provide an email acknowledgement when the issue has been received and updates at 2 hour intervals until the error is resolved.
- Severity 3 – For Severity 3 errors, Mitel will provide an email acknowledgement when the issue has been received.

Scheduled Maintenance Procedures

While maintenance of the platform normally does not cause service interruptions to any of its customers, there may be times when Mitel needs to perform scheduled maintenance that may impact the ability to use the On-Demand Platform. On such occasions, Mitel will provide the The Customer with advanced notice by either phone or by email. If possible, Mitel will give 48 hour notice or more of such changes and will plan all such changes to have the minimal impact on the service.

6.0 General Requirements

6.1 Pricing Model

The Service provider's solution addresses the requirements in this section with the following:

- Ability to provide a Per Seat subscription model, including quick scalability pricing

Yes, Mitel's MiContact Center Live is available on a per seat basis, with the capability of scaling up to several thousands of agents.

Mitel's pricing model is a pay what you use model, where our customer can scale up and down as their business' needs change and only pay for the agents utilized during a given month.

- Ability to provide tier volume discounts to individual agencies based on projected enterprise volumes.

Yes, Mitel will provide volume discounts to individual agencies. Please refer to attachment 4A and 4B for further details.

- Basic Seat pricing should include all features and functions (seat, email, chat, fax, etc.) with the exception of enhanced workforce management, enhanced quality management, Customer Relationship Management, and Customer Surveys.

Yes, Mitel's offer includes a basic seat price which integrates all features and functions. Workforce Management, Enhanced quality management, Customer relationship management and Customer surveys are available as a-la-carte options.

- Provide inclusive toll-free services and per-minute toll-free services for competitive pricing.

Yes. Mitel provides both inclusive toll-free services and per-minute toll-free services. We would like to note that Mitel is capable of managing and billing for these services directly, giving GTA and its agencies the added benefit of having only one company to contact for all contact center related needs, and one number to call for all customer service inquiries. Provide a rate-card for optional professional services.

- Per Seat Pricing should include all installs, moves, adds or changes (IMAC)

Once the initial Contact center configuration is completed, the configuration, move, addition or change of a contact center seat incurs no added cost other than the regular per seat cost. Mitel also gives the supervisors and administrators the capabilities and training to be able to add, modify and remove agents in house; that is without the need of contacting Mitel or incurring any additional charges.

- No minimum requirement for the number of seats contact centers required to purchase

Comply. There is no minimum requirement for the number of seats.

- Ability for Agencies to add seasonal seats at any time without implementation or disconnect fees

Comply. Agencies are able to add and remove agents at any time without any implementation or disconnect fees. Agencies will only be billed for the monthly agent usage. Agencies will also be provided training on how to add, edit and remove agents.

- There should be no implementation fee or other fees besides the monthly recurring seat charges imposed for upgrading and downgrading solution capabilities

Comply. Once the initial configuration of Contact Center services is completed, upgrading or downgrading agents' capabilities incurs no implementation fees other than the updated monthly cost per agent.

- Ability to provide pricing that can include upfront transition costs within the per-seat price (amortized over the life of the contract) as well as priced separately.

Yes, Mitel has the ability to provide pricing that can include upfront transition (implementation and setup) costs within a per-seat price (amortized over the life of the contract) as well as priced separately. Price will be dependent upon the scope of effort required for implementation and maintenance, the number of agents and the agreed to contract period with a particular agency or department.

- Provide a-la-carte pricing for other than basic seat, such as Enhanced Quality Management, Enhanced Workforce Management, Customer Relationship Management, and Customer Surveys, etc.

Comply. Enhanced Workforce Management, Customer Relationship Management, Enhanced quality Management, customer surveys and more features are available as a-la-carte pricing options. Additionally, Mitel's MiContact Center Live solution is fully integrated with third party solutions such as Verint Workforce management, giving the GTA and its agencies the flexibility to integrate any existing Verint implementations to MiContact Center Live, or choose to implement these solutions through Mitel.

For further pricing details, please refer to attachments 4-A and 4-B.

6.2 Security Requirements

The Service provider's solution addresses the requirements in this section with the following:

1. Provider must comply with the State and Agencies data integrity and privacy policies for the delivery of the contact center services.

Yes, we comply.

2. Provide encryption for VoIP calls that meet or exceed IRS Publication 1075 requirements, if required by Agency.

Yes. Security and privacy of customer data is extremely important to Mitel and is an essential element of our client relationship.

Security Policy and Procedures

Mitel's Security Policy and Procedures include provisions to protect customer data from any unauthorized access by implementing access controls and employing data and protocol encryption.

All employees must review and certify a full understanding of the Mitel' Policy and Procedures – which covers the following topics:

- Data retention
- Employee security awareness training and management
- Data storage and transmission
- Security vulnerability assessment program

Furthermore, background checks are performed on all staff with access to customer data.

Data Collection

Mitel views secure customer data collection and retention as one of its top priorities. To address this critical business goal, Mitel employs a variety of practices and procedures to ensure 100% compliance.

Customer data must be kept private during collection – such when making a purchase or providing personal information necessary to receive support or benefits. Once collected, it must remain secure and protected until it is deleted or destroyed.

Data Encryption

Mitel sensitive data is stored in 1024-bit RSA encrypted in “vault” database, not agent accessible.

Call recordings can be encrypted to NIST FIPS 140-2 3 (US Federal Information Processing Standard).

Security Vulnerability Assessments

The Mitel Information Security Department conducts internal and external network vulnerability scans each quarter (at a minimum) and after any significant change in the network (e.g., new system component installations, changes in network topology, firewall rule modifications, product upgrades). All potential vulnerabilities are communicated to appropriate Mitel personnel for prompt remediation. All high-level vulnerabilities must be corrected within 10 days; medium-level vulnerabilities must be corrected and subject to Change Control Policy. Follow-up scans confirm compliance with Mitel security standards.

Database Servers

Customer data is stored on Mitel' database servers on a secure database VLAN. Database access is limited to Mitel' operations and engineering teams. Logical access is protected in the Mitel Call Center application hosted on web servers in a DMZ, utilizing 128-bit SSL cipher key minimums, and requiring unique usernames and passwords to authorize users. All user access is logged as well as all database transactions are logged.

Georgia Technology Authority

Intrusion Detection

Intrusion detection systems installed on the Mitel environment alert the Mitel NOC of any attempt to penetrate the system and its data. Intrusion sensors and file integrity checking systems are configured to automatically notify the NOC upon any potential compromises or attacks.

Additional Controls

Additionally, the stringent controls and processes described below minimize any risk for unauthorized logical or physical access to data or systems.

Mitel has implemented all the key controls of PCI DSS Tier 1 Service Provider and we have been certified as fully compliant. Mitel is audited annually by Trustwave to maintain our PCI compliance

- Systems & Applications are secured to industry leading standards and beyond. Full data encryption used.
- Networks: Secure Architecture, multilayer Firewalls & Intrusion Detection Systems (IDS) monitored 24x7 by Mitel staffed Security Operations Center (SOC)
- Physical: 5 Security Perimeters including Mantraps with 2 Layers of Biometrics. Up to 500 surveillance cameras supported by infrared, ultrasonic & photoelectric motion sensors. 24x7 armed Ex-Military & Law Enforcement Staff
- Secure Exchange: Mitel has a proprietary application called Secure Exchange which allows callers to provide and receive sensitive personal information in a Secure Vault while fully restricting the call center agent from hearing or accessing that data. Secure Exchange assures that captured data is encrypted whenever it is stored or transferred. As a result, sensitive customer information (pre-defined with client) can never be accessed by agents or any non-approved personnel.

Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Agent Seat 0-49 agents	single named agent	monthly	\$ 85.00
2	HCC Agent Seat 50-199 agents	single named agent	monthly	\$ 80.00
3	HCC Agent Seat 200+ agents	single named agent	monthly	\$ 75.00
4	HCC Agent Seat 0-49 agents - Toll free services	single	monthly	\$ 222.50
5	HCC Agent Seat 50-199 agents - Toll free services	single	monthly	\$ 217.50
6	HCC Agent Seat 200+ agents - Toll free services	single	monthly	\$ 212.50
7	HCC Agent Seat 0-49 agents - w/ social media & SMS	single	monthly	\$ 120.00
8	HCC Agent Seat 50-199 agents - w/ social media & SMS	single	monthly	\$ 115.00
9	HCC Agent Seat 200+ agents - w/ social media & SMS	single named agent	monthly	\$ 107.00
10	HCC Agent Seat 0-49 agents - w/ social media & SMS - Toll free services included	single named agent	monthly	\$ 257.50
11	HCC Agent Seat 50-199 agents - w/ social media & SMS - Toll free services included	single named agent	monthly	\$ 252.50
12	HCC Agent Seat 200+ agents - w/ social media & SMS - Toll free services included	single named agent	monthly	\$ 244.50
13	CRM integration 0-49 agents	single named agent	monthly	\$ 3.30
15	CRM integration 50-199 agents	single named agent	monthly	\$ 3.10
16	CRM integration 200+ agents	single named agent	monthly	\$ 2.90
17	screen recording 0-49 agents	single named agent	monthly	\$ 26.00
19	screen recording 50-199 agents	single named agent	monthly	\$ 25.00
20	screen recording 200+ agents	single named agent	monthly	\$ 23.00

Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
21	HCC Impact 360 Workforce Management - Operational- Agent License	<i>single named agent</i>	<i>monthly</i>	\$ 30.00
22	HCC Impact 360 Workforce Management - Advanced - Agent License	<i>single named agent</i>	<i>monthly</i>	\$ 40.00
23	MiContact Center Live Report Delivery for Impact 360 Workforce Management - (operational or advanced)	<i>flat monthly price</i>	<i>monthly</i>	\$ 1,150.00
24	HCC Impact 360 Quality Monitoring - Operational - Agent License	<i>single named agent</i>	<i>monthly</i>	\$ 45.00
25	HCC Impact 360 Quality Monitoring- Advanced - Agent License	<i>single named agent</i>	<i>monthly</i>	\$ 50.00
26	MiContact Center Live Report Delivery for Impact 360 Quality Monitoring- (operational or advanced)	<i>flat monthly price</i>	<i>monthly</i>	\$ 1,000.00
27	HCC Telco Charges - Inbound ACD calls	<i>per minute</i>	<i>monthly</i>	\$ 0.0275
28	HCC Telco Charges - outbound ACD calls	<i>per minute</i>	<i>monthly</i>	\$ 0.0275
29	toll free number maintenance	<i>per toll free number</i>	<i>monthly</i>	\$ 1.95

One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	Tenant creation and implementation	per HCC	one-time	\$ 800
2	Voice Channel Design, Configuration, training and provisioning	per HCC	one-time	\$ 6,000
3	Email Channel Design, Configuration, training and provisioning (Optional -only needed if any agent requires email functionality)	per HCC	one-time	\$ 3,200
4	Web Chat Channel Design, Configuration, training and provisioning - (Optional - only needed if any agent requires web chat functionality)	per HCC	one-time	\$ 3,200
5	SMS Channel Design, Configuration, training and provisioning (Optional -only needed if any agent requires SMS functionality)	per HCC	one-time	\$ 3,200
6	Social Media Channel Design, Configuration, training and provisioning ((Optional - only needed if any agent requires social media functionality)	per HCC	one-time	\$ 3,200
7	Outbound Dialer Design, Configuration, Training and Provisioning (Optional -only needed if any agent requires power/progresive, push/preview or progressive outbound dialer functionality)	per HCC	one-time	\$ 1,600
8	CRM Integration Design, Configuration, Training and Provisioning (Optional - only required for integration with third party CRM systems)	per HCC	one-time	\$ 1,600
9	HCC Impact 360 Workforce Management - Operational- Implementation and Training (Optional)	per HCC	one-time	\$ 30,600
10	HCC Impact 360 Workforce Management - Advanced - Implementation and Training (Optional)	per HCC	one-time	\$ 46,000
11	MiContact Center Live Configuration for Impact 360 Workforce Management - (operational or advanced)	per HCC	one-time	\$ 5,000
12	HCC Impact 360 Quality Monitoring - Operational - Implementation and Training (Optional)	per HCC	one-time	\$ 29,000
13	HCC Impact 360 Quality Monitoring- Advanced - Implementation and Training (Optional)	per HCC	one-time	\$ 40,000
14	MiContact Center Live Configuration for Impact 360 Quality Monitoring- (operational or advanced)	per HCC	one-time	\$ 8,000

Rate Card Charges

Ref ID	Rate Card Charge		Charge per hour		Charge per week		Charge per month
1	General Professional Services	\$	250	\$	9,000	\$	31,500
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Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
1	MiCloud Business Advanced User Seat	each	\$17.60 Monthly		
2	MiCloud Business Lite User Seat	each	\$15.40 Monthly		
3	MiCloud Business Extension Only User Seat	each	\$11.00 Monthly		
4	MiCloud Business Extension Only User Seat	each	\$13.20 Monthly		
5	MiCloud Business E911 Listing	each location	\$4.40 Monthly		
6	MiCloud Business per Minute Usage	per minute	\$.03 per minute		
7	Mitel UC Express Softphone	each	\$2.00 Monthly		
8	MiVoice 5304 IP Phone	each	\$102.30 One Time		
9	MiVoice 5320e IP Phone	each	\$195.30 One Time		
10	MiVoice 5330e IP Phone	each	\$244.90 One Time		
11	MiVoice 5340e IP Phone	each	\$306.90 One Time		
12	MiVoice 5360 IP Phone	each	\$368.90 One Time		
13	MiVoice IP Phone Power Brick & Cord	each	\$27.90 One Time		
14	MiVoice Conference Unit	each	\$864.90 One Time		
15	MiVoice Video Unit	each	\$1236.90 One Time		
16	Power Brick & Cord for MiVoice Conference/Video Units	each	\$77.50 One Time		
17	MiVoice 5550 IP Attendant Console	each	\$1550.00 One Time		

Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
18	Programmable Key Module - 12 Key	each	\$155.00	One Time	
19	Programmable Key Module - 48 Key	each	\$266.60	One Time	
20	Cordless (DECT) Handset and Module	each	\$217.00	One Time	
21	Cordless (DECT) Headset and Module	each	\$291.40	One Time	
22	Bluetooth Handset and Module	each	\$155.00	One Time	
23	MiVoice 5304 IP Phone - Rental	each	\$4.40	Monthly 36 Month Term	
24	MiVoice 5320e IP Phone - Rental	each	\$6.60	Monthly 36 Month Term	
25	MiVoice 5330e IP Phone - Rental	each	\$7.92	Monthly 36 Month Term	
26	MiVoice 5340e IP Phone - Rental	each	\$11.00	Monthly 36 Month Term	
27	MiVoice 5360 IP Phone - Rental	each	\$13.20	Monthly 36 Month Term	
28	MiVoice IP Phone Power Brick & Cord - Rental	each	\$.88	Monthly 36 Month Term	
29	MiVoice Conference Unit - Rental	each	\$35.20	Monthly 36 Month Term	
30	MiVoice Video Unit - Rental	each	\$47.08	Monthly 36 Month Term	
31	Power Brick & Cord for MiVoice Conference/Video Units - Rental	each	\$2.20	Monthly 36 Month Term	
32	MiVoice 5550 IP Attendant Console - Rental	each	\$57.20	Monthly 36 Month Term	
33	Programmable Key Module - 12 Key - Rental	each	\$6.16	Monthly 36 Month Term	
34	Programmable Key Module - 48 Key - Rental	each	\$11.00	Monthly 36 Month Term	

Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
35	Cordless (DECT) Handset and Module - Rental	each	\$8.80 Monthly 36 Month Term		
36	Cordless (DECT) Headset and Module - Rental	each	\$11.00 Monthly 36 Month Term		
37	Bluetooth Handset and Module - Rental	each	\$6.16 Monthly 36 Month Term		

Service Provider Pricing Assumptions

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions which impact price.

Ref ID	Price Impact (Y/N)	Description
1	y	Rate price charges for the weekly rate are based on five (5) , Eight hour work days - Each day is priced at \$1800
2	y	Rate price charges for the monthly rate are based on twenty one (21) , Eight hour work days - Each day is priced at \$1500
3	y	All inclusive toll free services are subject to a fair usage policy. - Fair use policy: All inclusive is based on an average of 5000 minutes per agent per month assuming the whole organization will aggregate to an average of 5000 per agent per month; above 5500 minutes per agent per month; Mitel has the right to assess 2.75 cents per minute. Mitel will review with the Agencies the charges on monthly bases and as long as the whole organization aggregate and keep the agent inbound/outbound usage within these constructs; Mitel will not assess any overage charges as Mitel will pool all minutes to the Agencies
4	y	Mi Contact Center Live is able to Integrate directly with Verint, Monet and other WFM and QM services. If an agency already owns a WFM or QM system or account, they do NOT need to get rid of it. We will work with the agency to integrate our services directly with their existing WFM provider. If they shoose to do so we will work with the WFM or WM service provider and the agency on the costs.
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1.0 Service Charges

Service charges are those that the GTA Customer can expect to incur on a recurring basis (usually monthly) as part of receiving the services from the Service Provider (e.g. agent seat).

ID	Name of Charge	Description of Entitlement
1	HCC Agent Seat 0-49 agents	Mitel Voice, ACD with Skills-Based Routing, IVR (Interactive Voice Response), Dashboards, Historical Reporting, Silent Monitoring, Speed Dial, Call Flow Authoring, Outbound Dialing, Live Chat & Email, Call Recording, Callback, Data Exchange and Surveys. Includes unlimited Administrator and Supervisor Licenses. Unlimited Network Call Queing and Geo Redundancy. - Includes premium 24/7 support , all updates and maintenance for the life of the contract.
2	HCC Agent Seat 50-199 agents	same as ID #1 - discounted for volume
3	HCC Agent Seat 200+ agents	same as ID #1 - discounted for volume.
4	HCC Agent Seat 0-49 agents - Toll free services included	Same as ID #1 - Includes all Inbound Toll free charges. Fair use policy applies
5	HCC Agent Seat 50-199 agents - Toll free services included	Same as ID #2 - Includes all Inbound Toll free charges. Fair use policy applies
6	HCC Agent Seat 200+ agents - Toll free services included	Same as ID #3 - Includes all Inbound Toll free charges. Fair use policy applies
7	HCC Agent Seat 0-49 agents - w/ social media & SMS	Mitel Voice, ACD with Skills-Based Routing, IVR (Interactive Voice Response), Dashboards, Historical Reporting, Silent Monitoring, Speed Dial, Call Flow Authoring, Outbound Dialing, Live Chat & Email, Call Recording, Callback, Data Exchange and Surveys. Includes unlimited Administrator and Supervisor Licenses. Unlimited Network Call Queuing and Geo Redundancy. Expands the base functionality by adding integrated Social Media (Facebook and Twitter) and SMS interaction capabilities. Includes premium 24/7 support , all updates and maintenance for the life of the contract.
8	HCC Agent Seat 50-199 agents - w/ social media & SMS	same as ID #7 - discounted for volume
9	HCC Agent Seat 200+ agents - w/ social media & SMS	same as ID #7 - discounted for volume

10	HCC Agent Seat 0-49 agents - w/ social media & SMS - Toll free services included	Same as ID #7 - Includes all Inbound Toll free charges. Fair use policy applies
11	HCC Agent Seat 50-199 agents - w/ social media & SMS - Toll free services included	Same as ID #8 - Includes all Inbound Toll free charges. Fair use policy applies
12	HCC Agent Seat 200+ agents - w/ social media & SMS - Toll free services included	Same as ID #9 - Includes all Inbound Toll free charges. Fair use policy applies
13	CRM integration 0-49 agents	<p>CRM Integrations provide functionality -- such as computer telephony integration (CTI), embedded phone panel and more -- that enhance customer service operations by making CRM customer data easily accessible for each agent-handled call.</p> <p>Leveraging flexible API architecture, and standards-based framework, Mitel's CRM integrations are proven to deliver the capabilities you need to promote an efficient and proficient operation at a lower cost of ownership. Immediately, you'll be doing business better.</p> <p>Current supported CRM applications</p> <ul style="list-style-type: none"> • Salesforce • Microsoft Dynamics • SugarCRM • Zendesk

		<ul style="list-style-type: none"> • Zoho CRM • Saleslogix <p>Integration with other CRM applications is also available.</p>
15	CRM integration 50-199 agents	same as ID #15 discounted for volume
16	CRM integration 200+ agents	same as ID #15 discounted for volume
17	screen recording 0-49 agents	<p>Completely cloud based screen recording for each agent.</p> <p>100% web-based</p> <p>Cloud-based solution means no hardware or software limitations – no IT management required</p> <p>Quality monitoring from anywhere</p> <p>In-browser playback of the screen recording and audio call</p> <p>On-demand scalability</p> <p>Capture as many agent interactions as needed</p> <p>Recording transparency</p> <p>Seamless and uninterrupted agent desktop experience</p> <p>Fine-tuning configuration</p> <p>Able to configure at the Contact Center, Campaign and Agent level</p>

18	screen recording 50-199 agents	same as ID # 17 - discount offered on volume
19	screen recording 200+ agents	Same as ID#19 - discount offered on volume
20	HCC Impact 360 Workforce Management - Operational- Agent License	Single agent license for the following features: Encryption, Forecasting and Scheduling, Advanced Adherence, Agent Interaction Skills courseware and Customer Interaction Analytics. Optional add-ons: Advanced Scorecards, Time Off Manager, Strategic Planner, Shift Bidding, Competency Learning and Coaching
21	HCC Impact 360 Workforce Management - Advanced - Agent License	Single agent license for the following features: Encryption, Advanced Scorecards, Forecasting and Scheduling, Advanced Adherence, Time Off Manager, Strategic Planner, Shift Bidding, Agent Interaction Skills courseware and Customer Interaction Analytics. Optional add-ons: Competency Learning, KPI Design Adapter and Coaching.
22	MiContact Center Live Report Delivery for Impact 360 Workforce Management - (operational or advanced)	Data Feed Integration form MiCC Live Database to the Impact 360 Workforce Management service. This allows for active monitoring of Contact Center activities by the Impact 360 WFM tools suite.
23	HCC Impact 360 Quality Monitoring - Operational - Agent License	Single agent license for the following features: Encryption, Voice Recording, Search and Replay, Real Time Monitoring, Screen Capture, Evaluations, Smart Inbox, Coaching, e-learning content producer, Agent Interaction Skills courseware and Customer Interaction Analytics. Optional add-ons: PlayBack via Phone, Competency Learning and Performance Management Coaching.
24	HCC Impact 360 Quality Monitoring- Advanced - Agent License	Single agent license for the following features: Encryption, Advanced Scorecards, Voice Recording, Search and Replay, Real Time Monitoring, Screen Capture, Evaluations, Smart Inbox, Coaching, e-learning content producer, lesson management, desktop learning library, Agent Interaction Skills courseware and Customer Interaction Analytics. Optional add-ons: PlayBack via Phone, Competency Learning, KPI design adapter and Performance Management Coaching.
25	MiContact Center Live Report Delivery for Impact 360 Quality Monitoring- (operational or advanced)	Data Feed Integration form MiCC Live Database to the Impact 360 Workforce Management service. This allows for active monitoring of Contact Center activities by the Impact 360 WFM tools suite.
26	HCC Telco Charges - Inbound ACD calls	Per minute charge for inbound ACD calls to the MiCC Live Data Center. Includes all 1-800 charges, delivery of the call to the hosted MiContact Center Platform and delivery of the call to the appropriate agent. - US/Canada
26	HCC Telco Charges - outbound ACD	Per minute charge for outbound ACD calls

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	calls	
28	toll free number maintenance	Maintenance of the toll free number.

2.0 One-Time Charges

One-time charges are those that the GTA Customer can expect to incur only once, maybe as part of implementing the Services or as part of a change in Services (e.g. implementation charge). The table below should list all the one-time charges that GTA Customers may incur and describe the outcome they may expect as a result of each of those charges.

ID	Name of One-Time Charge	Description of Outcome
1	<i>Tenant creation and implementation</i>	
2	Voice Channel Design, Configuration, training and provisioning	<p>The following voice and telephony services will be provided.</p> <p>Call Flows</p> <p>Prior to the initial launch of live voice traffic, Mitel will work with Customer to implement up to three call flows that align to the following call treatment complexity:</p> <ul style="list-style-type: none"> · Main menu plus one (1) sub-menu structure · Agent selection based on menu selection · Two business hours designations; Regular and Holiday · Emergency/Business Contingency Handling · Basic call queue handling including a repetitive loop that can include use of standardized Mitel call back capabilities · Baseline design for reporting tags to capture caller selection or other client required navigation for reporting <p>Mitel will train Customer in the use of the Mitel Call Flow Authoring tool, and will support Customer's use of these tools to implement required call flows. It is assumed that only the standard capabilities of the Mitel Call Flow Authoring tool will be required. All voicemail boxes and any associated alert/management systems will be external to the Mitel system. Customer will provide an E.164 compliant direct dial number for each voicemail mailbox that Mitel will transfer the call to.</p> <p>If, during the requirements review meeting, it is determined that the required call flows will involve additional complexity, a change order will be processed to reflect the estimated additional time and materials hours that will be required to implement the call flows.</p> <p>Telephony Services – TDM</p>

		<p>Mitel will either work with the Customer to terminate their Customer owned/billed toll free numbers from a Mitel supported carrier at the Mitel data centers, or alternatively may provide up to 25 Mitel provided toll free numbers or pilot DID numbers that the Customer toll free numbers can be forwarded to. In the event that Mitel provides the numbers, additional turn-up and per minute telephony fees will apply. Mitel will utilize its existing egress trunk groups to make outbound calls to the Customer. Outbound telecom fees will be applicable to such call legs and will be on Mitel's choice of carrier. Customer will provide and configure the DID numbers for the Mitel system to reach the agents and any external voicemail boxes utilized.</p> <p>Customer and Mitel will work together to determine the configuration of the line(s) that will be provided by Customer for each agent to meet both the Customer functional requirements as well as the Mitel technical requirements, including number of rings and voicemail configurations.</p> <p>Telephony Services – MPLS Mitel will accept calls over the Customer MPLS network, with which Mitel has integrated under a separate agreement with Customer. Mitel will also send egress calls over the Customer MPLS network to 10 digit numbers corresponding to agents. Note that Customer and the End Customer will be required to ensure that the agents can be reached via a 10-digit direct dial number. This number must be configured in the agent's profile for Mitel to dial out to it. End Customer and Mitel will work together to determine the configuration of the line(s) that will be provided by End Customer for each agent to meet both the End Customer functional requirements as well as the Mitel technical requirements, including number of rings and voicemail configurations.</p>
3	Email Channel Design, Configuration, training and provisioning (Optional - only needed if any agent requires email functionality)	<p>Mitel will work with Customer to provide support for the Customer to set up the Mitel Multichannel solution to support inbound email with the standard deployed messaging pipeline. It is assumed that only the standard Mitel Multichannel solution will be required and configured as specified herein. These Services do not include support to set up email templates, handlers, visitor tracking, message/category classifiers or outbound email broadcast support, though such support can be provided under a separate SOW or Change Order on an additional time and materials basis.</p> <p>This includes support for a single inbound email address aligned to a single skill. Additional inbound email addresses and alternate skill alignments can be supported if</p>

		needed with additional efforts on a time and materials basis. Customer will configure any associated email servers as necessary to support the Mitel multichannel solution. Mitel will train the customer on the use of the Email channel design tool
4	Web Chat Channel Design, Configuration, training and provisioning - (Optional -only needed if any agent requires web chat functionality)	<p>Mitel will work with Customer to provide support for the Customer to set up the Mitel Multichannel solution to support web chat with the standard deployed messaging pipeline. It is assumed that only the standard Mitel Multichannel solution will be required and configured as specified herein. These Services do not include support to set up proactive chat, handlers, visitor tracking, message/category classifiers though such support can be provided under a separate SOW or Change Order on an additional time and materials basis.</p> <p>This SOW includes support for a single, non-proactive chat entry point aligned to a single skill. Additional non-proactive channels and alternate skill alignments can be supported if needed with additional efforts on a time and materials basis. Customer will configure any associated web pages/servers for chat as necessary to support the Mitel multichannel solution.</p> <p>Mitel will train the customer in the use of the Mitel Web Chat Channel.</p>
5	SMS Channel Design, Configuration, training and provisioning (Optional - only needed if any agent requires SMS functionality)	<p>Mitel will support customer in submitting paperwork to obtain a single short or long code to support inbound SMS messages. These SMS messages will be delivered into the message queue for an agent to pick up and answer or simply close the message. No support is included under this SOW to set up any automatic categorizations, auto responses, different output states, skilling of messages based on what a person texts, outbound message blasts, forwarding to email addresses, short codes, or subscriptions to receive outbound SMS messages. Such additional support could be provided on a time and materials basis. SMS provisioning fees including carrier fees may be identified in the order form and are in addition to the Setup fees provided in this document. Mitel will train the customer in the use of the Mitel SMS Channel</p>
6	Social Media Channel Design, Configuration, training and provisioning ((Optional -only needed if any agent requires social media functionality)	<p>Facebook Services</p> <p>Mitel will support Customer configuration of Mitel' standard multichannel support for Facebook. Specifically, Mitel will support Customer configuration for routing of posts to a single Customer Facebook page, routing to a single queue/skill, using Mitel standard capabilities. Support will be provided for Customer to configure routing of posts, comments and a maximum of 5 non-location specific search terms. Additional support for Facebook beyond that covered within the scope of this SOW may be provided on an</p>

		<p>additional time and materials basis.</p> <p>Twitter Services</p> <p>Mitel will support Customer configuration of Mitel’ standard multichannel support for Twitter. Specifically, Mitel will support Customer’s configuration to support a single customer Twitter account and detection/routing of a maximum of 5 non-location specific search terms, using Mitel’ standard capabilities. Support for additional Twitter accounts, to configure routing for additional specific search terms, to support routing of search terms based on location, to support auto-replies including those for new Twitter followers, or to support Twitter reply templates can be supported on an additional time and materials basis.</p> <p>Mitel will train the customer in the use of the Social Media Channel in MiCC Live.</p>
7	Outbound Dialer Design, Configuration, Training and Provisioning (Optional -only needed if any agent requires power/progressive, push/preview or progressive outbound dialer functionality)	Mitel will work with the customer to design, set up and configure the outbound dialer of the customer’s choice (Push/preview, progressive or predictive). This includes the creation of one outbound call campaign and the training of the customer in the use of the Outbound dialer tools.
8	CRM Integration Design, Configuration, Training and Provisioning (Optional - only required for integration with third party CRM systems)	Mitel will work with the customer to design, set up and configure the integration of the system with a CRM such as Salesforce.com or Microsoft Dynamics. Custom integration with custom CRMs may incur additional professional services fees
9	HCC Impact 360 Workforce Management - Operational-Implementation and Training (Optional)	Mitel will work with the customer to design, set up, and configure the Impact 260 Workforce Management system. Mitel will also train the customer in the proper and efficient use of the Impact 360 Workforce Management system.
10	HCC Impact 360 Workforce Management - Advanced - Implementation and Training (Optional)	Mitel will work with the customer to design, set up, and configure the Impact 260 Workforce Management system. Mitel will also train the customer in the proper and efficient use of the Impact 360 Workforce Management system
11	MiContact Center Live Configuration for Impact 360 Workforce Management - (operational or advanced)	Configuration and setup of the MiContact Center Live Platform for the integration with the Impact 360 WorkForce Management. This will allow Contact Center information to be used seamlessly by the Workforce Management System.
12	HCC Impact 360 Quality Monitoring - Operational -	Mitel will work with the customer to design, set up, and configure the Quality Monitoring system. Mitel will also train the customer in the proper and efficient use of the Impact 360

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	Implementation and Training (Optional)	Workforce Management system
13	HCC Impact 360 Quality Monitoring- Advanced - Implementation and Training (Optional)	Mitel will work with the customer to design, set up, and configure the Impact 260 Quality Monitoring system. Mitel will also train the customer in the proper and efficient use of the Impact 360 Workforce Management system
14	MiContact Center Live Configuration for Impact 360 Quality Monitoring- (operational or advanced)	Configuration and setup of the MiContact Center Live Platform for the integration with the Impact 360 Quality Monitoring System. This will allow Contact Center information to be used seamlessly by the Quality Monitoring System.

3.0 Rate Card Charges

Rate Card charges are costs for professional services. GTA expects that in most cases no professional services will be required for the use of the Services, and as such the use of these professional services should be seen as entirely optional. The professional services detailed below must be associated with the delivery of the Services; general professional services (e.g. project management) may not be supplied under any agreement that may be awarded as an outcome of this RFP.

ID	Professional Service	Description of Professional Service
1	<i>Professional Services -Any</i>	Rates for professional services for any extra professional service activity ,beyond the work included in the Installation and configuration of the product. This could include Consulting Services, Professional Services, special CRM integration development, special requests and training.
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4.0 Equipment Charges

GTA assumes and desires a solution where all equipment, software, licenses and materials are included in the Services. However, if there is optional equipment that the Service Provider would like to highlight for GTA Customer potential use, that equipment should be identified here.

ID	Name of Equipment Charge	Description
	MiCloud Business Hosted PBX	<p><i>MiCloud Business is a Hosted PBX offering for organizations up to 500 users. Built from the ground up by Mitel you will receive:</i></p> <ul style="list-style-type: none"> ● <i>Industry-leading reliability and call quality</i> ● <i>Feature-rich, easy-to-use phones</i> ● <i>Unlimited non-ACD calling to the U.S. and Canada</i> ● <i>Intuitive web administration</i> ● <i>Mobile device integration</i> ● <i>World-class customer service</i> ● <i>Much more</i>
1	MiCloud Business Advanced User Seat	<i>User (Hot desk login), DID, unlimited non-ACD Calling Plan, Twinning and Voicemail with email forwarding</i>
2	MiCloud Business Lite User Seat	<i>User (Hot desk login), DID, limited non-ACD Calling Plan, (optional Twinning) and Voicemail with email forwarding. Minutes accrued in excess of the bundled amounts are billed at a low, per-minute flat rate.</i>
3	MiCloud Business Extension Only User Seat	<i>Hot desk user only, non- ACD Pay Per Minute Calling Plan</i>
4	MiCloud Business Extension Only User Seat	<i>User only, Pay per Minute Calling Plan and Voicemail with email forwarding and Pay Per non-ACD Minute Calling Plan</i>
5	MiCloud Business E911 Listing	<i>User will present a specific E911 calling number when placing emergency calls, thus giving correct location to emergency services.</i>

6	MiCloud Business per Minute Usage	<i>non- ACD Per minute US usage charges above minutes include after any bundled non ACD minutes</i>
7	Mitel UC Express Softphone	<i>Mitel Unified Communicator (UC) Express Softphone is an optional extension to UC Express, bringing a full-featured softphone to the simple and elegant application. The softphone integrates seamlessly with UC Express, showing up as an additional phone profile. If you're away from your desk, UC Express can automatically switch to your softphone so you can make and answer calls.</i>
8	MiVoice 5304 IP Phone	<i>MiVoice 5304 IP Phone is a cost-effective, entry-level display phone that provides access to the features and applications enabled by Mitel's IP-based communications platforms. It is a dual-mode, dual-port, two-line phone with a 40-character backlit display</i>
9	MiVoice 5320e IP Phone	<i>The MiVoice 5320e IP Phone is an economical, entry-level enterprise phone that features a large easy-to-use interface and eight multi-function, programmable, self-labeling keys. This phone is ideal for communication-intensive companies and can be used by ACD agents and teleworkers.</i>
10	MiVoice 5330e IP Phone	<i>The MiVoice 5330e IP Phone is a next-generation, full-feature, enterprise-class phone that provides users with a large graphics display, 24 multi-function, programmable, self-labeling keys, built-in HTML Applications Toolkit and much more. This phone is an excellent fit for all employees, ACD agents and teleworkers.</i>
11	MiVoice 5340e IP Phone	<i>The MiVoice 5340e delivers one-touch access to most phone features, superior sound quality with wideband audio, 48 multi-function, programmable, self-labeling keys, built-in HTML Applications Toolkit and much more. The 5340e IP Phone is ideal for managers, Hot Desk users, teleworkers, contact center agents and supervisors.</i>
12	MiVoice 5360 IP Phone	<i>The MiVoice 5360 IP Phone is an exciting, next-generation desktop device that provides a color touch display to graphically deliver rich applications to general business or across multiple vertical market sectors. Demonstrating Mitel's continued focus on the user, the 5360 IP Phone delivers easy-to-use, one-touch access to many phone features and applications.</i>
13	MiVoice IP Phone Power Brick & Cord	<i>Provides power for MiVoice 5304, 5320e, 5330e, 5340e, and 5360 devices.</i>
14	MiVoice Conference Unit	<i>Mitel MiVoice Conference Unit is a first-of-its-kind device for the personal office meeting space. Created in response to customer requests for an easier, more cost-effective way to foster collaboration, it is a single device that combines in-room presentation display and multi-party audio and visual collaboration for remote participants. Compact, easy to deploy and simple to use, the touchscreen MiVoice Conference Unit gives you what you</i>

		<i>need to turn collaboration from a special event into a natural part of every work day.</i>
15	MiVoice Video Unit	<i>The MiVoice Video Unit provides a video component on top of the features in the MiVoice Conference Unit. (Camera and Screen not included)</i>
16	Power Brick & Cord for MiVoice Conference/Video Units	<i>Provides power for MiVoice Conference and Video Units.</i>
17	MiVoice 5550 IP Attendant Console	<i>The Mitel 5550 IP Console is a PC-based answer-point solution for any size business, featuring an intuitive graphical user interface with screen-based call status and call handling prompts, and real-time busy lamp field (BLF) status.</i>
18	Programmable Key Module - 12 Key	<i>Mitel Programmable Key modules extend the capabilities of the MiVoice 5330e and 5340e IP Phones with additional buttons and LED indicators.</i>
19	Programmable Key Module - 48 Key	<i>Mitel Programmable Key modules extend the capabilities of the MiVoice 5330e and 5340e IP Phones with additional buttons and LED indicators.</i>
20	Cordless (DECT) Handset and Module	<i>The Mitel Cordless (DECT) Handset frees users from being tethered to their desk when on the phone. By eliminating the cord typically associated with a phones' handset, employees within a business are provided with limited personal mobility – i.e., within their office or adjacent offices. Therefore the Cordless Handset is aimed at any phone user who would benefit from being able to wander away from their desk when on the phone</i>
21	Cordless (DECT) Headset and Module	<i>The Mitel Cordless (DECT) Headset delivers the same level of convenience as the corded headset in terms of hands-free operation, but additionally provides the added benefit of mobility. Therefore the Cordless Headset is primarily aimed at knowledge workers who need to be hands-free, so they can work at their computer while on the phone.</i>
22	Bluetooth Handset and Module	<i>Mitel Bluetooth Module and Mitel Bluetooth Handset are unique accessories that offer unprecedented convenience and corridor mobility for Mitel MiVoice 5330, 5340 and 5360 IP Phone users. The Bluetooth Handset and / or third-party Bluetooth headset allow the user to have personal area mobility with a potential range of up to 10 meters (30 feet) within their office or adjacent offices – while still communicating on their deskphone. Using a single headset with both a deskphone and cell phone offers a seamless solution for users of Mitel's Dynamic Extension capability.</i>
23	MiVoice 5304 IP Phone - Rental	<i>Please refer to the description above.</i>
24	MiVoice 5320e IP Phone - Rental	<i>Please refer to the description above.</i>
25	MiVoice 5330e IP Phone - Rental	<i>Please refer to the description above.</i>
26	MiVoice 5340e IP Phone - Rental	<i>Please refer to the description above.</i>

27	MiVoice 5360 IP Phone - Rental	<i>Please refer to the description above.</i>
28	MiVoice IP Phone Power Brick & Cord - Rental	<i>Please refer to the description above.</i>
29	MiVoice Conference Unit - Rental	<i>Please refer to the description above.</i>
30	MiVoice Video Unit - Rental	<i>Please refer to the description above.</i>
31	Power Brick & Cord for MiVoice Conference/Video Units - Rental	<i>Please refer to the description above.</i>
32	MiVoice 5550 IP Attendant Console - Rental	<i>Please refer to the description above.</i>
33	Programmable Key Module - 12 Key - Rental	<i>Please refer to the description above.</i>
34	Programmable Key Module - 48 Key - Rental	<i>Please refer to the description above.</i>
35	Cordless (DECT) Handset and Module - Rental	<i>Please refer to the description above.</i>
36	Cordless (DECT) Headset and Module - Rental	<i>Please refer to the description above.</i>
37	Bluetooth Handset and Module - Rental	<i>Please refer to the description above.</i>