State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100   Fax: (401) 574-8387

Solicitation Information
August 18, 2021

ADDENDUM #1

RFP # 7653812

TITLE: COVID-19 Call Center and Contact Tracing Operations

Bid Closing Date & Time: September 10, 2021 @ 1:00 PM Eastern Time (ET)

<u>Notice to Vendors</u>

Please note that Appendix B and Appendix C referenced in the RFP are attached below.

1. **Appendix B: IRS Publications 1075 Requirements for VOIP phone systems**
2. **Appendix C: Call Center Capabilities**

Nina M. Lennon
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

APPENDIX B

IRS Publication 1075 requirements for VOIP phone systems.

Background
VoIP is the transmission of voice over packet-switched networks. VoIP systems include a variety of components, such as call processors/call managers, gateways, routers, firewalls, and protocols. Data, in the form of a digitized voice conversation, is enclosed in a packet and transported via a data network to a voice gateway that converts voice calls between the IP network and the public switched telephone network. In FTI implementations, this means that telephone conversations between agency personnel and their taxpayer customers where FTI is discussed as part of the conversation are transmitted across the network as a data packet.

Requirements
To use a VoIP network that provides FTI to a customer, the agency must meet the following mandatory requirements:

a. VoIP traffic that contains FTI should be segmented off from non-VoIP

b. When FTI is in transit across the network (either Internet or state agency's network), the VoIP traffic must be encrypted using a NIST-approved method operating in a NIST- approved mode

c. VoIP network hardware (servers, routers, switches, firewalls) must be physically protected in accordance with the minimum protection standards for physical security outlined in *Section 4.0, Secure Storage—IRC 6103(p)(4)(B)*

d. Each system within the agency's network that transmits FTI to an external customer through the VoIP network is hardened in accordance with the requirements in this publication and is subject to frequent vulnerability testing

e. e. VoIP-ready firewalls must be used to filter VoIP traffic on the network

f. f. Security testing must be conducted on the VoIP system prior to implementation with FTI and annually thereafter

g. VoIP phones must be logically protected, and agencies must be able to track and audit all FTI-applicable conversations and access

Appendix C

Call Center Capabilities

- Management of technology changes across the Contact Center including call routing, messaging, hours of operations, and agent skill changes
    - Management of access to VCC
    - Service Desk, 7x24 to support issues IVR, leveraging a centralized contact center
- Unlimited number of users logged in concurrently
- Ability for users to be assigned to multiple groups/skills concurrently
- Ability to assign priorities to skills per user
- Ability to transfer a call to a skill/queue
- High level dashboard to monitor live traffic including user status, number of calls in queue, number of calls recorded, duration of calls, history of calls
- Call monitoring, coaching & barge in
- Call recordings
- A method to randomly select recordings to review within a chosen time frame
- Ability to process recording through a dictation protocol to search for flagged words and alert staff
- Caller ID
- A feature within the application for agent to enter notes during a call and ability to review the historical notes during a call with the same user.
- Real time data available at the summary and detail level. Ad-hoc and custom reporting capabilities