**SECTION 7 Vendor Compliance Matrix**

Please respond with your proposal using the following Compliance Matrix described in the following section. Please provide the information requested and not links to outside sources of information such as a repair guide or other policies. If information won’t fit in given comment area please include on a separate document.

Applicable answers are:

* E = Exceeds: Vendor complies with the requirements and exceeds the requirements. Please provide information in the Comment section.
* C = Comply: Vendor complies with the requirements with no modification.
* PC = Partially Comply: Vendor complies with some of the requirements. Please provide information in the Comment section, along with the estimated cost of customization if required to meet the specification.
* A = Alternative: Vendor does not fully comply with the requirements but has an alternative functionality that would meet the needs of the agency. Please provide information in the comment section along with the estimated cost of customization if required to meet the specification.
* NC = Non-Compliant: The vendor does not comply with the requirement in its entirety.

| Item | Requirement | Response | Comments |
| --- | --- | --- | --- |
| **A** | **GENERAL** | | |
|  | **Base Characteristics of the proposed Telephone System** | | |
| 1 | Do you offer Call Monitoring – Allowing Supervisor to listen to a phone operator during a conversation? |  |  |
| 2 | Do you offer Call Recording – Allowing the ability to record and save call conversations for incoming calls? |  |  |
| 3 | Do you offer Automated Attendant – Recorded Greetings? |  |  |
| 4 | Do you offer Automated Attendant – Call Transfer and Routing? |  |  |
| 5 | Do you offer Automated Attendant – Automated Directory Lookup? |  |  |
| 6 | Do you offer Automated Attendant – Call Forwarding? |  |  |
| 7 | Do you offer Call Queuing? |  |  |
| 8 | Do you offer Hunt or Ring Groups? |  |  |
| 9 | Is 1 touch call forwarding available? |  |  |
| 10 | Do you offer Direct Inward Dialing with existing phone numbers? |  |  |
| 11 | Do you offer ability for operator to make calls using a headset? |  |  |
| 12 | Do you offer Call Parking? |  |  |
| 13 | Do you offer Call Forwarding? |  |  |
| 14 | Do you offer Caller ID? |  |  |
| 15 | Do you offer Voicemail? |  |  |
| 16 | Do you offer Muting? |  |  |
| 17 | Do you offer Noise Suppression? |  |  |
| 18 | Do you offer Do Not Disturb? |  |  |
| 19 | Do you offer Conference Bridging? |  |  |
| 20 | Do you offer any Video Conferencing? |  |  |
| 21 | Do you offer any Meeting Transcription? |  |  |
| 22 | Do you offer any Screen Sharing? |  |  |
| 23 | Do you offer any Text Messaging? |  |  |
| 24 | Do you offer any Chat Messaging? |  |  |
| 25 | Do you offer any Mobile Apps or mobile integration? |  |  |
| 26 | Do you offer any Language Translation? |  |  |
| 27 | Do you offer any Microsoft Office 365 Integration? |  |  |
| **B** | **SECURITY / LEGAL** | | |
| 1 | Is your proposed system complaint with Kari’s Law / RAY BAUM’s Act and other US federal guidelines? |  |  |
| 2 | Are you SOC 2 compliant, or do you have any other certificates, follow standards of compliance like ISO/IEC 27001? Please list security and compliance certifications. |  |  |
| 3 | Do you have a disaster recovery plan? |  |  |
| 4 | Do you have a business continuity plan? |  |  |
| 5 | Please describe the support that is available after the implantation of your solution. |  |  |