



GTA Direct

**Master Services Agreement
for
GTA Direct Services - Hosted Contact Center**

Between

Georgia Technology Authority

And

PLATFORM28, LLC

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MASTER SERVICES AGREEMENT for GTA Direct Services

This **Master Services Agreement for GTA Direct Services** (including all exhibits and attachments hereto, this “**Master Services Agreement**” or “**MSA**”), dated as February 28 2022 (the “**Effective Date**”), is made by and between the **Georgia Technology Authority (“GTA”)**, whose principal place of business is located at 47 Trinity Avenue, Atlanta, Georgia, 30334, and **Platform28, LLC**, a Georgia limited liability company, whose principal place of business is located at 1100 Peachtree Street NE, Suite 425, Atlanta, GA, 30309 (“**Supplier**”) (each, a “**Party**” and collectively, the “**Parties**”).

1. Background and Introduction.

GTA is entering into this MSA as part of its “**GTA Direct Program**”. This program facilitates the accelerated procurement of services by allowing eligible entities to contract directly with the qualified Suppliers rather than with GTA. In addition to establishing the GTA Direct Program and confirming each Supplier's continuing qualification thereunder, GTA will provide governance over the contracts to monitor conformance to the MSA's scope and terms.

1.1 Framework.

Customers under GTA Direct Program. A “**Customer**” may be any state or local government body or entity within the State of Georgia, or not for profit Georgia college and universities. GTA may publish from time to time eligibility requirements for organizations to be Customers participating in the GTA Direct Program. As part of GTA's governance role described above, GTA may discuss with Customers the status of this MSA and the Supplier's general performance under the GTA Direct Program.

- (a) **Master Services Agreement.** This MSA sets forth terms and conditions between GTA and Supplier with respect to services that may be provided by the Supplier to Customers under the GTA Direct Program.
- (b) **Customer Purchase Agreements.** A Customer may purchase from Supplier the services described in Exhibit 1A (Order Package (Customer Purchase Agreement, Catalog of Services, Service Levels, Pricing)) through an agreement between such Customer and Supplier under this MSA (each, a “**Customer Purchase Agreement**”). Exhibit 1A (Order Package (Customer Purchase Agreement, Catalog of Services, Service Levels, Pricing)) may be updated or replaced by mutual written agreement of the Parties. For clarity, such changes will not impact any Customer Purchase Agreements then in effect (except to the extent the Customer and Supplier mutually agree to amend their agreement to implement any such changes).
- (c) A form of a Customer Purchase Agreement is set forth in Exhibit 1 C (Form of Customer Purchase Agreement). This is a standard agreement to be proposed by Supplier and approved by GTA. Each Customer Purchase

Agreement will describe the particular services being purchased by the applicable Customer from Supplier, including corresponding service levels and pricing. Supplier is required to use only the current version of this Customer Purchase Agreement for new sales and may not supersede this agreement with other terms and conditions. Supplier and Customers may negotiate changes to this agreement for specific sales transactions, but Supplier must obtain GTA approval for the changes.

- (d) **Change Orders.** After execution of a Customer Purchase Agreement, Supplier and the applicable Customer may add, remove or change services from those available under **Exhibit 1A (Order Package (Customer Purchase Agreement, Catalog of Services, Service Levels, Pricing))** to such agreement by executing a change order, the form of which will be provided by Supplier.
- (e) **Customer Participation Acknowledgement; Customer Responsibility.** As a precondition to the effectiveness of any Customer Purchase Agreement, Supplier shall obtain from the Customer and deliver to GTA an executed Customer Participation Acknowledgement in the form of **Exhibit 1B (Customer Participation Acknowledgement Form)** hereto (the "**Customer Participation Acknowledgement**"). Supplier agrees that the Customer executing a Customer Purchase Agreement shall be acting solely on its own behalf and that neither GTA nor any other entity, including any other Customer, shall be liable under or with respect to such Customer Purchase Agreement or any of the executing Customer's (or Supplier's) obligations in connection therewith.
- (f) Supplier is required to comply with the provisions and requirements of O.C.G.A. § 50-5-64 et seq., as it may be amended from time to time.

1.2 MSA Exhibits.

This MSA includes each of the following which are incorporated by this reference subject to Section 14.12.

(a) Exhibits.

Exhibit 1 – Customer Documents

- Exhibit 1A – Order Package (Customer Purchase Agreement, Catalog of Services, Service Levels, Pricing)
- Exhibit 1B – Customer Participation Acknowledgment Form
- Exhibit 1C – Form of Customer Purchase Agreement

Exhibit 2 – E-Verify Affidavits

- Exhibit 2A – E-Verify Affidavit – Supplier
- Exhibit 2B – E-Verify Affidavit - Subcontractor

Exhibit 3 - Additional Documents

- Exhibit 3A – Definitions
- Exhibit 3B – Statement of Work
- Exhibit 3C – Pricing
- Exhibit 3D – Statement of Work Explained Scope
- Exhibit 3E – Customer Purchase Agreement

Exhibit 3F – Service Level Matrix
Exhibit 3G – Service Level Definitions

- (b) Request for Proposal and response materials.

2. MSA Term and Termination.

2.1 Term.

The term of this MSA shall begin on the Effective Date and shall expire June 30, 2024, unless earlier terminated by GTA in accordance with this MSA.

2.2 Renewal.

No later than sixty (60) days prior to the end of the then current term, GTA may renew this MSA by providing written notice to Supplier. GTA shall have four (4) such consecutive renewal options, each for up to twelve (12) months at GTA's sole discretion.

2.3 Termination by GTA for Cause.

GTA has the right to terminate this MSA for cause, in whole or in part, if:

- (a) Supplier breaches or is in default of any material obligation of this MSA, which default is incapable of cure, or which, being capable of cure, has not been cured within thirty (30) days after Supplier's receipt of notice of such default (or such additional cure period as GTA may authorize);
- (b) Supplier suspends or terminates its operation of business, becomes subject to any bankruptcy or insolvency proceeding under federal or state law, or becomes unable to pay its obligations as they accrue; or
- (c) (i) Supplier is debarred or suspended from performing services on any public contracts; (ii) any certifications or licenses as may be required hereunder are revoked or no longer in effect for any reason; (iii) Supplier fails to comply with confidentiality laws or provisions; or (iv) Supplier furnished any statement, representation or certification in connection with this MSA or any applicable bidding process which is materially false, deceptive, incorrect or incomplete.

2.4 Termination for Convenience.

GTA has the right to terminate this MSA for convenience upon thirty (30) days prior written notice to Supplier, at no cost or penalty to GTA.

2.5 Return of Property.

Upon termination of this MSA (or, if later, any applicable Customer Purchase Agreement), each Party shall cease using and promptly return to the other Party (or destroy) all papers, materials and other property of the other Party then in its possession and applicable to this MSA; provided, however, GTA shall be entitled to retain materials associated with any continuing Customer Purchase Agreement and appropriate archival materials associated with the GTA Direct Program,

including materials related to Supplier.

2.6 Effect of Termination.

No new Customer Purchase Agreement may be executed after the termination or expiration of this MSA. However, the termination or expiration of this MSA shall not cause the termination or expiration of any Customer Purchase Agreement, which shall continue in force and effect (and the provisions of this MSA will be deemed to remain in effect with respect to such Customer Purchase Agreement) until such Customer Purchase Agreement terminates or expires in accordance with its terms; provided, however, that no new Change Orders may be executed under such Customer Purchase Agreement unless expressly approved by GTA in writing. For the avoidance of doubt, unless GTA has stipulated that this MSA will terminate with respect to any outstanding Customer Purchase Agreement, the Fee will remain due for any Customer Purchase Agreement that survives the termination or expiration of this MSA.

3. Fee.

3.1 General.

Supplier agrees to remit to GTA a quarterly fee as specified in this Section (the "**Fee**") for administrative services performed by GTA with respect to this MSA. Supplier further acknowledges that its charges under the Customer Purchase Agreements shall be sufficient to compensate Supplier for its performance of the services and its obligation to pay the Fee to GTA. As such, Supplier has factored the Fee into its pricing for the Customer Purchase Agreements and shall not separately itemize, invoice or charge any Customer for payment or reimbursement of all or any portion of the Fee.

3.2 Calculation and Payment of Fee.

The amount of the Fee shall equal two and one half percent (2.5%) of revenue sold through its contracts by Supplier to Customers under all Customer Purchase Agreements in the aggregate during the applicable calendar quarter (excluding sales taxes and adjusted for applicable credits or refunds). Supplier must pay to GTA the Fee with respect to each calendar quarter on or before the last day of the month immediately following the end of such quarter (the "**Latest Fee Payment Date**"), as follows:

Calendar Quarter During Which Work Performed	Months	Latest Fee Payment Date
Quarter 1	January 1 – March 31	April 30
Quarter 2	April 1 – June 30	July 31
Quarter 3	July 1 – September 30	October 31
Quarter 4	October 1 – December 31	January 31

Fee payments shall be submitted to GTA by Automatic Clearing House (ACH), for receipt not later than the Latest Fee Payment Date. Supplier must complete and submit the form authorizing electronic payment.

3.3 Services Usage and Aggregate Charges Report.

- (a) Supplier shall submit to GTA a report on the services usage and aggregate charges for each calendar quarter (the "**Services Usage and Aggregate Charges Report**"). Services Usage and Aggregate Charges Reports must be delivered to GTA no later than the Latest Fee Payment Date. Each Services Usage and Aggregate Charges Report shall reflect, at a minimum, the following information for the applicable calendar quarter:
- (i) Supplier's name;
 - (ii) MSA Contract Number;
 - (iii) applicable calendar quarter to which the Services Usage and Aggregate Charges Report relates;
 - (iv) listing of all Customer Purchase Agreements, by Customer name and Customer Purchase Agreement Effective Date; and
 - (v) total dollar amounts invoiced to and received (and receivable) from Customers (excluding sales taxes and adjusted for applicable credits or refunds) under all Customer Purchase Agreements during such quarter (separately stated by Customer Purchase Agreement and including aggregate total for all Customer Purchase Agreements).
- (b) Supplier shall provide additional information in the Services Usage and Aggregate Charges Reports, as reasonably requested by GTA (including in requested formats). In addition, Supplier shall promptly respond to GTA questions and requests for supplemental information associated with any Services Usage and Aggregate Charges Report and shall meet with GTA upon request to discuss the GTA Direct Program, including the services and Customers' satisfaction therewith, and issues, concerns and opportunities.

4. Taxes.

Each Party is responsible for payment of any taxes imposed upon it in connection with or related to this MSA.

5. Confidential Information.

- (a) Each Party (as the "**disclosing Party**") acknowledges that, in connection with this MSA, it may be necessary to disclose to the other Party certain information relating to the disclosing Party or its business or operations (including that of its customers or other third parties with which it deals) which it maintains in a confidential manner, whether provided to the other Party in writing or otherwise, and which may include analyses, compilations, reports and other materials ("**Confidential Information**"). Each Party agrees that it will not disclose, transfer, use, copy, or allow access to any such Confidential Information to any employees or to any third parties excepting those who have a need to know such Confidential Information in order to allow Supplier or GTA to perform its obligations or exercise its rights or receive the intended benefits under or related to this MSA, as the case may be, and who have executed a nondisclosure agreement or are otherwise bound to enforceable obligations, in each case consistent with the provisions hereof.

- (b) Neither Party will have any obligation of confidentiality with respect to information that: (i) is or becomes (through no improper action or inaction of the receiving Party or any of its affiliates, agents, consultants or employees) generally available to the public; (ii) can be demonstrated by the receiving Party to have been in its possession or known by it prior to receipt under this MSA; (iii) is rightfully disclosed to the receiving Party by a third party without restriction; (iv) is disclosed by the receiving Party with the written approval of the disclosing Party; (v) is developed independently by the receiving Party; or (vi) is obligated to be disclosed by applicable law, including order of a court of competent jurisdiction.
- (c) Notwithstanding the foregoing, GTA's obligations hereunder may be subject to the provisions of the Georgia Open Records Act (O.C.G.A. § 50-18-70 *et seq.*), as it may be amended from time to time.
- (d) Promptly following written request of the disclosing Party, the receiving Party shall return or destroy the disclosing Party's specified Confidential Information and certify that it has done so.

6. Indemnification and Infringement.

6.1 Indemnification by Supplier.

At GTA's request, Supplier will, at Supplier's expense, indemnify, defend and hold harmless the State of Georgia, its agencies, departments, authorities and instrumentalities (including GTA), and their respective officers, directors, employees and agents (hereinafter collectively referred to as "**Indemnitees**"), from any and all demands, liabilities, losses, penalties, fines, fees, interest, awards, judgments, settlement payments, costs or expenses (including court costs, reasonable attorneys' fees, and reasonable value of the time spent by the Attorney General or other involved agency, office or party, as permitted herein) (collectively, "**Losses**") incurred in connection with any third party claim, suit or demand to the extent arising from or based on any of the following: (a) any breach of this MSA by Supplier; (b) Supplier's violation of any applicable law, rule or regulation; (c) Supplier's damage to or destruction of tangible or real property; (d) injury to personnel (including death) caused by Supplier; or (e) Supplier's services, deliverables or other obligations or materials provided under or related to any Customer Purchase Agreement, including any aspect of the engagement or employment by Supplier or its subcontractors of its or their personnel, or the termination of such employment or engagement (including claims related to non-payment of wages, discrimination/harassment, unemployment or workers' compensation benefits, employee benefits, and any other claims concerning the terms and conditions of employment under any federal, state or local law governing employment).

6.2 Indemnification Procedures.

- (a) **Notice.** Promptly after receipt by an Indemnatee of notice of the commencement or threatened commencement of any action, proceeding or other claim by a third party involving a claim in respect of which the Indemnatee may seek indemnification pursuant to the above, the Indemnatee will notify Supplier of such claim in writing and provide to Supplier all reasonably available information requested. No failure to so notify Supplier will relieve it of its obligations under this **Section 6 (Indemnification)** except to the extent that it can demonstrate damages or prejudice attributable to such failure. Within thirty (30) days following receipt of notice and such reasonably available information from the Indemnatee relating to any claim, but no later than ten (10) days before the date on which any response

to a complaint or summons is due (the applicable period referred to herein as the “**Notice Period**”), Supplier will notify the Indemnitee in writing if Supplier assumes responsibility to indemnify, defend and hold harmless the Indemnitee and elects to be involved in the defense and settlement of that claim (an “**Notice of Election**”). Supplier will be responsible for all Losses related to such claim if Supplier is obligated to indemnify the Indemnitee.

- (b) **Procedure Following Notice of Election.** If Supplier delivers a Notice of Election relating to any claim within the required Notice Period, Supplier will be involved in the defense and settlement of such claim; provided, however, that (1) the Indemnitee will be entitled to participate in the defense of such claim at its own expense and the Office of the Attorney General of the State of Georgia will represent and defend the Indemnitee, and (2) Supplier will obtain the prior written approval of the Indemnitee and the Georgia Attorney General before entering into any settlement of such claim or ceasing to defend against such claim.
- (c) **Procedure Where No Notice of Election Is Delivered.** If Supplier does not deliver a Notice of Election relating to any claim within the required Notice Period or otherwise comply with its obligation to defend hereunder, the Indemnitee, represented by the Office of the Attorney General of the State of Georgia (or other arrangement allowed by law), may proceed to defend the claim in such manner as it may reasonably deem appropriate, at the cost and expense of Supplier. Supplier will promptly reimburse the Indemnitee for all applicable Losses related to such claim. In such case, the Indemnitee represented by the Attorney General of the State of Georgia (or other party as applicable) may settle any such claim without the consent of Supplier. If it is determined that Supplier failed to defend a claim for which it was liable, Supplier will not be entitled to challenge the amount of any settlement or compromise paid by the Indemnitee.
- (d) Supplier’s obligation to indemnify any Indemnitee will survive the expiration or termination of this MSA by either Party for any reason.

6.3 Infringement by GTA.

In the event GTA infringes upon or misappropriates the intellectual property of Supplier with respect to any item used by Supplier to provide the Services or which is provided by Supplier to GTA under this MSA, GTA will, without limiting any other rights and remedies Supplier may have under this MSA, and at law or equity, be liable for any costs and expenses, including reasonable attorneys’ fees, incurred by Supplier as a result of such infringement or misappropriation.

7. Independent Contractor; Contractor Personnel.

7.1 Independent Contractor.

In its relationships with GTA and the State of Georgia, and for all tax, liability and insurance purposes, Supplier agrees that it is an independent contractor. Supplier shall have the sole right to manage, control and direct the method, manner and means by which its services are performed. Supplier shall be responsible for compliance with all applicable laws, rules and regulations involving its employees and any subcontractors, including but not limited to employment of labor, hours of labor, health and safety, working conditions, workers’ compensation insurance, and payment of wages. Neither Supplier nor any of its agents, servants, employees, subcontractors or suppliers shall become or be deemed to become agents, representatives, or employees of GTA or the State of Georgia. This MSA shall not be construed so as to create a partnership or joint venture between

Supplier and GTA or the State of Georgia. Supplier shall not hold itself out to be an employee or agent of GTA or use the name of GTA in its business in any way.

7.2 Trading with State Employees.

The Parties certify that this MSA does not and will not violate the provisions of Georgia's code of ethics and conflicts of interest statutes set forth in O.C.G.A. § 45-10-20, et seq., in any respect. Supplier agrees not to employ any individual whose employment would result in a violation of such law.

7.3 Drug-Free Workplace.

- (a) Supplier represents, warrants and covenants that it has and shall maintain substance abuse policies, in each case in conformance with GTA rules and applicable laws, including O.C.G.A. § 50-24-1 et seq., and Supplier personnel shall be subject to such policies.
- (b) Supplier will obtain from any subcontractor hired to perform services for this MSA the following written certification: "As part of the subcontracting agreement with Supplier, (subcontractor's name) certifies to Supplier that a drug-free workplace will be provided for the subcontractor's employees during the performance of this agreement pursuant to paragraph seven (7) of subsection (b) of O.C.G.A. § 50-24-3." Supplier will provide GTA with a copy of each such certification as soon as practicable. Supplier may be suspended, terminated, or debarred if it is determined that Supplier has made false certification herein above or has violated such certification by failure to carry out the requirements of O.C.G.A. § 50-24-3.

8. Compliance with Laws.

- (a) Each Party shall perform its obligations under this MSA in accordance with all applicable federal, state and local laws, rules and regulations. Supplier shall obtain and maintain and shall cause its subcontractor to obtain and maintain all approvals, permissions, permits, professional licenses, and other documentation required to comply with all applicable laws, rules or regulations.
- (b) Supplier certifies that neither Supplier nor any of its subcontractors have been debarred, suspended or declared ineligible by any entities of the State of Georgia or as defined in the Federal Acquisition Regulations 48 C.F.R. Ch. 1 Subpart 9.4. Supplier immediately shall notify GTA if Supplier or any of its subcontractors become debarred by the State of Georgia or placed on the Consolidated List of Debarred, Suspended, and Ineligible Contractors by any federal entity.

9. Non-exclusivity.

This MSA is entered into solely for the convenience of GTA and the State of Georgia, and in no way precludes GTA or the State of Georgia from obtaining or arranging like goods and services from other suppliers.

10. Vendor Lobbyist Certification.

Supplier hereby certifies that, as of the Effective Date, any lobbyist employed by Supplier to lobby

within the State of Georgia has registered with the Georgia Government Transparency and Campaign Finance Commission and complied with the requirements of the Executive Order dated October 1, 2003 ("Providing for the Registration and Disclosure of Lobbyists Employed or Retained by Vendors to State Agencies"). This MSA may be declared void at GTA's sole discretion, if it is determined that Supplier has made false certification hereinabove or has violated such certification by failure to carry out the requirements of such Executive Order or other applicable law.

11. Immigration and Security.

Supplier hereby certifies that it complies with the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603 and the Georgia Security and Immigration Compliance Act, O.C.G.A. § 13-10-90. The e-Verify Certificate form attached hereto as **Exhibit 2A (E-Verify Affidavit – Supplier)** shall be completed by Supplier and notarized, certifying compliance with the foregoing as of the Effective Date, and thereafter at the request of GTA. Further, the e-Verify Certificate form attached hereto as **Exhibit 2B (E-Verify Affidavit – Subcontractor)** shall be completed by any subcontractors employed for delivery of services under this MSA or any Customer Purchase Agreement and notarized, certifying compliance with the foregoing as of the Effective Date, and thereafter at the request of GTA.

12. Incorporation of Anti-BDS (Boycott, Divestment and Sanctions Campaign against Israel) Legislation.

Supplier certifies that Supplier is not currently engaged in, and agrees for the duration of this MSA not to engage in, a boycott of Israel, as defined in O.C.G.A. § 50-5-85.

13. Limitation of Liability.

13.1 Disclaimer of Certain Damages.

NEITHER SUPPLIER NOR GTA SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES, INCLUDING LOSS OF USE OR LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL, ARISING IN CONNECTION WITH THIS MASTER SERVICES AGREEMENT.

13.2 Cap on Liability.

GTA'S LIABILITY TO SUPPLIER UNDER THIS AGREEMENT OR ANY STATEMENT OF WORK WILL NOT EXCEED THE AMOUNTS PAID OR TO BE PAID BY GTA TO SUPPLIER UNDER THE STATEMENT OF WORK AT ISSUE IN THE 12-MONTHS PRIOR TO THE EVENT GIVING RISE TO SUCH LIABILITY.

IN NO EVENT SHALL SUPPLIER'S AGGREGATE LIABILITY UNDER THIS MASTER SERVICES AGREEMENT EXCEED THE AMOUNT OF THE CHARGES PAID OR PAYABLE BY GTA DURING THE TWENTY FOUR (24) MONTHS BEFORE THE EVENT GIVING RISE TO SUCH LIABILITY; PROVIDED THAT IF THE EVENT GIVING RISE TO LIABILITY OCCURS DURING THE FIRST TWENTY FOUR (24) MONTHS AFTER THE EFFECTIVE DATE OF THIS MASTER SERVICES AGREEMENT, THE AMOUNT SHALL BE CALCULATED AS THE AMOUNT ANTICIPATED TO BE PAID BY GTA DURING THE FIRST TWENTY FOUR (24) MONTHS AFTER THE EFFECTIVE DATE OF THIS MASTER SERVICES AGREEMENT, OR TWENTY FOUR (24) TIMES THE AVERAGE MONTHLY CHARGES THUS FAR, WHICHEVER IS MORE.

13.3 Exclusions and Stipulations Relative to Section 13.2 as it Pertains to Supplier.

THE PROVISIONS ABOVE IN THIS SECTION 13 SHALL NOT APPLY TO: (A) LOSSES ARISING OUT OF GROSS NEGLIGENCE OR WILLFUL OR INTENTIONAL MISCONDUCT; (B) LOSSES ARISING FROM SUPPLIER'S BREACH OF SECTION 5 (CONFIDENTIAL INFORMATION); OR (C) LOSSES ARISING OUT OF SUPPLIER'S OBLIGATIONS TO INDEMNIFY ANY INDEMNITEE. FURTHER, TO THE EXTENT THAT A CUSTOMER PURCHASE AGREEMENT CONTAINS REIMBURSEMENT OR INDEMNIFICATION OBLIGATIONS RELATED TO A SUPPLIER'S BREACH OF ITS DATA SECURITY OR DATA PRIVACY OBLIGATIONS, SUCH REIMBURSEMENTS SHALL BE DEEMED TO BE DIRECT DAMAGES AND NOT ANY OF THE TYPES OF DAMAGES DESCRIBED UNDER SECTION 13.1 ABOVE AND SHALL NOT BE GOVERNED BY THE LIABILITY CAP UNDER SECTION 13.2 ABOVE.

14. Miscellaneous.**14.1 Assignment and Delegation.**

Unless GTA gives its prior written consent (such consent not to be unreasonably withheld), Supplier shall not assign any of its rights or delegate the performance of any of its duties under this MSA, regardless of whether such assignment or delegation is voluntary or involuntary, and whether it is by merger, consolidation, dissolution, operation of law or any other manner. Any purported assignment or delegation by Supplier without such consent shall be null and void.

14.2 Amendments.

The Parties recognize and agree that it may be necessary or convenient for the Parties to amend this MSA to provide for the orderly implementation of all undertakings described herein, and the Parties agree to cooperate in good faith in connection with such amendments if and as necessary; provided, however, no change or modification or other amendment to this MSA shall be valid unless the same is reduced to writing and signed by both Parties.

14.3 Headings.

The headings in this MSA have been inserted for convenience only and shall not affect or control the meaning or construction of any of the provisions of this MSA.

14.4 Waiver.

The Parties may waive a provision of this MSA only by a writing executed by the Party or Parties against which the waiver is sought to be enforced. No failure or delay in exercising any right or remedy, or in requiring the satisfaction of any condition under this MSA, and no act, omission or course of dealing between the Parties shall operate as a waiver or estoppel of any right, remedy or condition. A waiver made in writing of a right under or provision of this MSA on one occasion shall be effective only for that instance and occasion and only for the purpose stated and a waiver once given is not to be construed as a waiver on any future occasion or against any other Party except as expressly provided in the applicable writing executed by the Party against which enforcement is sought.

14.5 Severability.

All provisions of this MSA are severable, and the unenforceability or invalidity of any of the provisions will not affect the validity or enforceability of the remaining provisions. All provisions of this MSA will be construed in such a manner as to carry out the fullest intention of the Parties as is enforceable and valid.

14.6 Remedies.

No remedies or rights herein conferred upon the Parties are intended to be exclusive of any remedy or right provided by law or in equity, but each shall be cumulative and shall be in addition to every other remedy or right given hereunder or now or hereafter existing at law or in equity (including the right of specific performance).

14.7 Publicity.

Supplier shall not release without GTA's prior written approval any publicity regarding this MSA, including but not limited to, notices, information, pamphlets, press releases, research, reports, signs and similar public notices prepared by or for Supplier, identifying the State of Georgia or GTA; however, Supplier may reference this MSA in proposals for other contracts, subject to reasonable confidentiality restrictions, without GTA's prior approval.

14.8 Applicable Law and Venue.

The laws of the State of Georgia, U.S.A., without regard to its conflict of laws principles, govern all matters arising out of or relating to this MSA and the transactions it contemplates, including its interpretation, construction, performance and enforcement. Any lawsuit or other action based on a claim arising from this MSA shall be brought in the Superior Court of Fulton County, Georgia.

14.9 No Liens.

Supplier will not file, or by its action or inaction permit, any liens to be filed on or against property (including realty) of GTA. In the event that any such liens shall arise as a result of Supplier's action or inaction, Supplier shall promptly obtain a bond or otherwise undertake to fully and promptly satisfy such liens and remove or have such liens removed at its sole cost and expense within no more than ten (10) business days of such lien arising. If Supplier fails to so satisfy and have removed any such lien, GTA may, in its sole discretion, pay the amount of such lien and deduct such amounts from payments due to Supplier or, if no further payments are due, promptly recover such amount from Supplier.

14.10 Notice.

Any notice required or permitted under this MSA shall be in writing sent to the addressee listed below, and will be effective upon receipt as demonstrated by reliable written confirmation (for example, certified mail receipt, courier receipt or facsimile receipt confirmation sheet). Each Party may change its addressee information by notice pursuant to this provision.

To GTA	To Supplier
Georgia Technology Authority	Platform28, LLC
47 Trinity Avenue	1050 Johnnie Dodds #2187

Atlanta, GA 30334-9006	<i>Mt. Pleasant, SC 29465</i>
Attn: Contract Management	<i>Attn: Accounting</i>
Telephone: (404) 463-2300	<i>Phone: 404-664-6725</i>
Fax: (404) 651-5333	<i>Email: accounting@platform28.com</i>
Email: Contracts@gtga.gov	

14.11 Counterparts.

The Parties may execute this MSA in multiple counterparts, each of which constitutes an original, and all of which, collectively, constitute only one agreement. The signatures of both Parties need not appear on the same counterpart, and delivery of an executed counterpart signature page by facsimile or by electronic mail shall be as effective as executing and delivering this MSA in the presence of the other Party. No Party shall be bound by this MSA until all Parties have executed it.

14.12 Order of Precedence.

In the event of any conflict or inconsistency among the terms of the various documents that collectively comprise this MSA, then to the maximum extent that the conflicting or inconsistent terms can reasonably be interpreted so that such terms are consistent with and supplemental to one another and do not conflict with each other, such consistent, non-conflicting and supplemental interpretation shall prevail, in a manner that gives effect to all of such terms. Subject to the foregoing, any conflict or inconsistency in this MSA shall be resolved by giving precedence in the following order: (a) this MSA, excluding its Exhibits;

(b) the Exhibits to this MSA (including **Exhibit 1C (Form of Customer Purchase Agreement)**) and
(c) the Request for Proposal and response materials.

14.13 Entire Agreement.

This MSA constitutes the final and complete agreement between the Parties as of the Effective Date, and is the complete and exclusive expression of the Parties' agreement on the subject matter and supersedes any and all other prior and contemporaneous agreements and understandings between the Parties, whether oral or written. The provisions of this MSA may not be explained, supplemented or qualified through evidence of trade usage or a prior course of dealings. In entering into this MSA, neither Party has relied upon any statement, representation, warranty or agreement of the other Party except for those expressly contained in this MSA and the exhibits incorporated herein. There are no conditions precedent to the effectiveness of this MSA, other than those expressly stated herein.

14.14 Survival.

Any provision of this MSA which contemplates performance or observance subsequent to any termination or expiration of this MSA shall survive any termination or expiration and continue in full force and effect. Additionally, all provisions of this MSA shall survive expiration or termination to the fullest extent necessary to give the Parties the full benefit of the bargain expressed therein.

14.15 Interpretation.

Unless the context requires otherwise, (a) "***including***" (and any of its derivative forms) means

including but not limited to, (b) "**may**" means has the right, but not the obligation to do something, and "**may not**" means does not have the right to do something, and (c) "**will**" and "**shall**" are expressions of command, not merely expressions of future intent or expectation.

14.16 Further Assurances.

The Parties agree that they will execute and deliver such other instruments and documents, and take such other actions, as the other Party may reasonably request to evidence or effect the transactions contemplated by this MSA.

14.17 Protection of State Equipment.

A vital component of GTA's mission is ensuring that any equipment or services procured and/or offered by GTA adequately protects the security of governmental/public sector data. GTA has previously relied on the John McCain National Defense Authorization Act, H.R. 5515 (<https://www.congress.gov/bill/115th-congress/house-bill/5515/text/toc-H4350A53097BD46409287451A50C4F397>), which provided that agencies of the federal government are prohibited from procuring equipment or services from Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities). For similar reasons, GTA determined that suppliers utilizing equipment or services provided by these entities would be excluded from GTA contracts. At the present time, prospective suppliers are advised not to use Huawei or ZTE as components or sub-components in any of their offered technical solutions/Catalogs. Lack of adherence may result in a range of actions available to GTA, up to and including disqualification/contract cancellation.

[Signatures begin on next page]

EXHIBIT 1 - CUSTOMER DOCUMENTS

Notice to Suppliers:

Customer Documents must be compliant with the Contracting with State Entities provisions with the State of Georgia:

- *See Contracting with State Entities (SPD-SP060) at the following link:*

<https://doas.ga.gov/assets/State%20Purchasing/Stage%203%20Documents/SPD-SP060ContractingwithStateEntities.pdf>

IN WITNESS WHEREOF, each Party has caused its authorized representative to execute this MSA as of the Effective Date.

GEORGIA TECHNOLOGY AUTHORITY

By: Chris McLendon
Name: Chris McLendon
Title: CPO
Date: 3/4/2022

PLATFORM28, LLC

By: Mark Ruggles
Name: Mark Ruggles
Title: CEO
Date: 2/28/2022

EXHIBIT 1A

**ORDER PACKAGE (CUSTOMER PURCHASE AGREEMENT, CATALOG OF SERVICES,
SERVICE LEVELS, PRICING)**

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EXHIBIT 1B**Customer Participation Acknowledgment Form**

This **Customer Participation Acknowledgement** is executed and delivered by the undersigned ("Customer"), in connection with its participation in the GTA Direct Program, including its execution of that certain Customer Purchase Agreement dated February 28, 2022 with Platform 28, LLC, Inc. ("Supplier") and for the benefit of GTA and the State of Georgia. Terms not defined in this Customer Acknowledgement have the meanings applicable under the Customer Participation Agreement or other applicable GTA Direct documentation.

Customer acknowledges and agrees that in participating in the GTA Direct Program (including its execution of the Customer Purchase Agreement), it is acting solely on its own behalf and that neither GTA nor the State of Georgia (nor any third party) will be liable under or with respect thereto, including for any of Customer's or Supplier's obligations in connection therewith or with respect to any delivery or failure of the Services. Any claim or cause of action that Customer may have under the Customer Purchase Agreement shall be exercisable solely against Supplier and not GTA or the State of Georgia.

Customer acknowledges and agrees that Supplier may provide GTA with information about the Customer Purchase Agreement and Customer's continuing participation in the GTA Direct Program, including the Services provided, Service Levels attained, and the payable charges. Customer further acknowledges and agrees that it will comply with applicable requirements under the GTA Direct Program.

CustomerSignature: Mark RugglesPrinted Name: Mark RugglesTitle: CEOEmail: mark.ruggles@platform28.comPhone: 404-664-16725Date: 2/28/2022

EXHIBIT 1C
FORM OF CUSTOMER PURCHASE AGREEMENT

GTA Direct Customer Purchase Agreement

This Customer Purchase Agreement for [REDACTED] (this "Customer Purchase Agreement" or "CPA"), effective as of [REDACTED] (the "CPA Effective Date") is executed and delivered by the undersigned customer ("Customer") and [REDACTED] Platform28, LLC ("Supplier").

1. Services. Supplier will provide to Customer the Services set forth on each mutually agreed Statement of Work during the CPA Term (as defined below). In providing the Services and performing its obligations hereunder, Supplier shall comply with **Attachment A (Scope of Services)**.
2. Separate Agreement.
 - a. As set forth in the GTA Direct [REDACTED] Services Agreement, dated as of [REDACTED], 20[REDACTED], by and between Georgia Technology Authority ("GTA") and Supplier (the "GTA Agreement"), this Customer Purchase Agreement incorporates the terms and conditions (other than Sections 2.6 Effect of Termination, 3. Fee and 14.10 Notice) of the GTA Master Services Agreement. As such, Customer and Supplier each acknowledges and agrees that: (i) Supplier shall be solely liable for its obligations under this Customer Purchase Agreement; (ii) Customer shall be solely liable for its obligations under this Customer Purchase Agreement; and (iii) neither GTA nor the State of Georgia (nor any third party) shall be responsible for the obligations of Supplier or Customer under this Customer Purchase Agreement. Any claim or cause of action that Customer may have under this Customer Purchase Agreement, and that Supplier shall have against Customer, shall be exercisable solely against Supplier or Customer (as applicable) and not GTA or the State of Georgia.
 - b. Promptly following the execution of this Customer Purchase Agreement, Supplier shall return a copy of this executed Customer Purchase Agreement (including any applicable exhibits or attachments) to GTA at the address set forth below.
3. Collection of Customer Information. Customer and Supplier acknowledge and agree that from time to time, GTA may collect information in the form of Customer surveys, conduct Customer interviews, or request other information with respect to the services delivered or charges paid under this Customer Purchase Agreement.
4. Term. The term of this Customer Purchase Agreement shall begin on the CPA Effective Date and shall remain in effect until [REDACTED] (the "CPA Term"). Customer may extend the CPA Term upon written notice to Supplier, as long as the GTA Agreement remains in full force and effect at the time of such extension. For clarity, references to "Effective Date" in the GTA Agreement will be deemed to be the CPA Effective Date for purposes of this Customer Purchase Agreement.

5. Address for Notices and Billing. All notices, requests, or other communications (excluding invoices) hereunder shall be sent to the following addresses:

	Customer	Supplier
Entity Name		Platform28, LLC
Address Line 1		1100 Peachtree Street, NE
Address Line 2		Suite 425
City, State, Zip		Atlanta, GA 30309
Contact Name		Somer Rochow
Contact Title		CFO
Email		accounting@platform28.com

Supplier shall submit invoices detailing the Charges for the Services to Customer at the following address:

	Customer
Entity Name	
Address Line 1	
Address Line 2	
City, State, Zip	
Contact Name	
Contact Title	
Email	

6. Entire Agreement; Counterparts. This Customer Purchase Agreement (including the relevant provisions of the GTA Agreement and any Attachments hereto) constitutes the entire agreement between the parties with respect to its subject matter and supersedes all other representations, understandings or agreements that are not expressed herein, whether oral or written. Except as otherwise set forth herein, no amendment to this Customer Purchase Agreement shall be valid unless in writing and signed by both parties. Supplier and Customer may execute this CPA in multiple counterparts, each of which constitutes an original, and all of which, collectively, constitute only one agreement. The signatures for both Supplier and Customer need not appear on the same counterpart, and delivery of an executed counterpart signature page by facsimile or by electronic mail shall be as effective as executing and delivering this CPA in the presence of the other party.
7. Third-Party Beneficiary. Customer and Supplier hereby agree that GTA is an intended and express third party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement and shall have the right, exercisable in its sole discretion, to enforce such terms and conditions, or to exercise any other right, or seek any other remedy, which may be available to it as a third-party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have executed this Agreement as of the date signed by both parties below.

[Name of Customer]**[Supplier]**

Platform28, LLC

By:

By: 

Name:

Name: Mark Ruggles

Title:

Title: CEO

Date:

Date: 8/23/2021

Supplier to return a copy of this executed Customer Purchase Agreement, and any applicable exhibits or attachments to:

Georgia Technology Authority
GTA Direct Program
Attention: GTA Direct
Email: gtadirect@ga.gov

Fee payments shall be submitted to GTA by Automatic Clearing House (ACH), for receipt not later than the Latest Fee Payment Date. Supplier must complete and submit the form authorizing electronic payment.

Attachment A
Scope of Services

[Insert any specific requirements associated with Customer's facilities, systems or data, including any specific Security Requirements with which Supplier is required to comply in performing the Services.]

EXHIBIT 2A**E-VERIFY AFFIDAVIT – SUPPLIER**GEORGIA
TECHNOLOGY
AUTHORITY**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**Contractor Name: Platform28, LLCContractor Address: 1100 Peachtree St, NE Atlanta, GA 30309Contract Number: 98000-0000005215

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of **Georgia Technology Authority** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

790521

Federal Work Authorization User Identification Number

Enter the E-Verify Number. This is NOT your FEIN number (XX-XXXXXXX). For information see <https://www.e-verify.gov/>6/15/2014

Date of Contract

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on August, 23, 2014 in Charleston (city), SC (state).
Signature of Authorized Officer or AgentMark Ruggles CEO
Printed Name and Title of Authorized Officer or AgentSUBSCRIBED AND SWORN BEFORE ME ON THIS THE 23 DAY OF August, 2014
NOTARY PUBLICMy Commission Expires: 8/8/28404-463-6500 – Procurement@gta.ga.gov

EXHIBIT 2B

E-VERIFY AFFIDAVIT – SUBCONTRACTOR

N/A

EXHIBIT 3A
DEFINITIONS

1. "Auto-Attendant" means a system that allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist.
2. "Automatic Call Distribution" or "ACD" means a telephone facility that manages incoming calls and handles them based on the number called and an associated database of handling instructions.
3. "Affiliate" means an entity in which the Parent of the Prospective Service Provider owns more than fifty percent of the voting stock, or an entity in which a group of principal owners which own more than fifty percent of the Prospective Service Provider also own more than fifty percent of the voting stock.
4. "Contract" means any agreement between two unrelated legal entities under which Prospective Service Provider, acting as a Prime Contractor, provided data center relocation services of the type and nature described in the relevant Question.
5. "CRM" or "Customer Relationship Management" means a system for managing a company's interactions with current and future customers.
6. "Data Center Services" means all services that are industry accepted data center infrastructure services including operating systems and environment provisioning and hosting of multi-platforms (i.e., IBM, UNIX, Unisys, Linux, and Windows), data management and storage, tape and backup services, integration services, etc.
7. "GTA" means the Georgia Technology Authority.
8. "Enhanced Quality Management" and "Quality Management" means tools used to record contacts and screen captures to evaluate staff performance. "Enhanced Quality Management" includes the ability to provide role-based scorecards, integrated learning & coaching management for staff/agents.
9. "Enhanced Workforce Management" and "Workforce Management" means a common set of performance-based tools to support management, supervisors, managers and workers across the operations. Enhanced Workforce Management includes the additional workforce optimization tools automating entire processes, making key data more visible encompassing all aspects of managing the complete workforce lifecycle.
10. "IMAC" means – (Installs, Moves, Adds, Changes) covers all day-to-day activities associated with the scheduling and installation of hardware and software, changes to configuration, de-installation and relocation of equipment, including connectivity testing, data transfer and user orientation.
11. "include" and its variants (such as "includes" or "including") means, whether or not capitalized, "including, without limitation".
12. "Integrated Voice Response" or "IVR" means a telephony technology that can read a combination of touch tone and voice input that gives users the ability to access a database of information via phone.
13. "IT Infrastructure Outsourcing" or "IT Infrastructure Services" in this context, includes data center services and telecommunications services but does not include application sourcing or business process sourcing.
14. "HCC" or "Hosted Contact Center" means a system that provides call and contact routing for high- volume telephony transactions, with specialist answering "agent" stations and a sophisticated real- time contact management

system. The supporting infrastructure is normally provided as an off-site, dedicated “hosted service” solution; or as an off-site shared resource “software as a service” (SaaS) solution.

15. “Offerors” means the prospective service provider or contractor seeking qualification under an RFP.

16. "Open Records Act" means O.C.G.A. § 50-18-70 *et seq.*

17. “Parent” means the entity which owns more than fifty percent of the voting stock of Prospective Service Provider. In the case of an acquisition, “Parent” means the legal entity that acquired the Prospective Service Provider.

18. “Prime Contractor” means the single legal entity of a group of legal entities that are legally associated for the purpose of delivering Services under a contract that executes the contract with GTA and that is the single point of contact with GTA with respect to the Services being delivered.

19. “Principal Owner” means the entity which holds a ten percent or greater ownership interest in another entity.

20. “Prospective Service Provider”/“PSP” means the contractor / firm seeking qualification under this RFP.

21. “Prospective Service Provider Statement” has the meaning set forth in section 3.2 of this RFP.

22. “PSTN” or “Public Switched Telephone Network” means telephone lines, fiber optic cables, microwave transmission links, cellular networks, communications satellites, and undersea telephone cables, all interconnected by switching centers, thus allowing any telephone in the world to communicate with any other.

23. “Qualified Contractor” means the Prospective Service Provider(s) that has proved and is selected to be qualified to perform the work set forth in this RFP. Only “Qualified Contractors” will receive and be able to submit proposals to the Hosted Contact Center Services “Quoting Process?”.

24. “Respondent” means the prospective Service Provider or contractor seeking Qualification under this RFP.

25. "Request for Proposals" or RFP means the Request for Proposals to be developed and issued for the project subsequent to this Request.

26. “Request for Qualified Contractors” or RFP means this Request.

27. “Request Management and Fulfillment” has the meaning set forth in the IT Infrastructure Library (ITIL).

28. “Softphone” means a software program for making telephone calls over the Internet using a general-purpose computer, rather than using dedicated hardware.

29. “Software as a Service” or “SaaS” is a software delivery model in which software and associated data are centrally hosted on the cloud by independent software vendors or application service providers.

30. “Service Level Agreement” or “SLA” means a component of a service contract between a service provider and service recipient where the quality delivery of the service is formally defined.

31. “Service Provider” means the company that is responsible for delivering services under a contract with GTA and that is the single point of contact with GTA with respect to the services being delivered.

32. "State" means the State of Georgia.

33. “Supplier” means a company desiring to do business with the State of Georgia.

34. “Time Division Multiplexing” or “TDM” means a method of transmitting and receiving several telephones conversations over a common signal path by means of synchronized switches at each end of the transmission line.

35. “Telecommunications Services” means all services that are industry accepted telecommunications infrastructure services including network communications services, voice services, video services and wireless services.

36. “Virtual queuing” is a concept used in inbound call centers where systems allow customers to receive callbacks instead of waiting in an ACD queue.

37. VoIP – (Voice over Internet Protocol) means a category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the PSTN

EXHIBIT 3B
STATEMENT OF WORK

2.0 Core Contact Center Services

2.1 Hosted Services

The Service Provider's responsibilities include, and Service Provider shall do the following:

- 2.1.1** Is available as "Software as a Service" (SaaS)
- 2.1.2** Have the ability to scale up/down full contact center services as needed by request.
- 2.1.3** Support multiple contact center partitions and agents with flexibility to interact with other contact centers if possible.
- 2.1.4** Provide redundancy for Hosted Contact Center Services.
- 2.1.5** Support TDM and VoIP communications to agents.
 - 2.1.5.1** TDM, ability to route calls to PSTN for call termination on Agency provided systems.
 - 2.1.5.2** VoIP, provide choice of hard or soft phone
 - 2.1.5.3** Soft Phone should have minimal impact on existing desktop real estate environment.
 - 2.1.5.4** Can leverage any standard 10-digit number
- 2.1.6** Provide a hosted contact center solution that is physically located in data centers within the United States.
- 2.1.7** Hosted Contact Center supported by staff that is physically located within the United States.
- 2.1.8** Provide and support HCC seats in physical Agency locations and remote teleworker locations.
- 2.1.9** Administrative functionalities available to the Agencies should incur no fees if performed by the Agencies
- 2.1.10** Provide a call disposition tool that caters to the respective business model of the agency.
- 2.1.11** Interface with Agency designee on support of End User systems, desktop support, and standard images.

2.2 Automatic Call Distribution

The Service Provider's responsibilities include, and Service Provider shall do the following:

- 2.2.1** Support multi-channel routing, basic and advanced call routing, skills-based routing and call back/virtual queuing.
- 2.2.2** Be compatible with IVR, Chat, Email, BOTS and Virtual Agents
- 2.2.3** Ability for Agency to manage the creation, modification and deletion administration of agents.
- 2.2.4** Provide Agency with the ability to adjust wrap time and force calls to agents.
- 2.2.5** Ability to build not-ready codes, also the ability to automatically interrupt not-ready codes as call volumes increase excluding break codes.
- 2.2.6** Email routing for multiple skill sets.
- 2.2.7** Agent whisper feature
- 2.2.8** Interact with Agency regarding the configuration and scripting of Automatic Call Distribution (ACD), Intelligent Routing, and Predictive Dialing.
- 2.2.9** Ability to have agents from multiple agencies in a shared skillset

2.2.10 Ability to route calls to different agency groups

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

2.2.12 Provide the ability to change gate - opening or closing

2.2.13 Provide an alert when an agent is dropped from the ACD queue

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

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

2.2.16 Ability to integrate with Customer Relationship Manager (CRM)

2.3 Auto Attendant and Integrated Voice Response

The Service Provider's responsibilities include, and Service Provider shall do the following:

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

2.3.2 Include call back/virtual queuing capability.

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

2.3.4 Ability to integrate to agency applications and database systems.

2.3.5 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.

2.3.6 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.

2.3.7 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.

2.3.8 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.

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

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

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

2.4 Reporting & Analytics

The Service Provider's responsibilities include, and Service Provider shall do the following:

2.4.1 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.

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

2.4.3 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 agent's status, and banner messages.

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

- 2.4.5 Provide for real-time access by Authorized User to reporting systems.
- 2.4.6 Allow agent to view their individual call metrics (real time, historical and baseline) on their desktop.
- 2.4.7 Ability to change reporting metric requirements for different skillsets.
- 2.4.8 Ability to prompt messages on agent desktop displays.
- 2.4.9 Ability to provide an Agent Report that tracks the entire Agent call flow for any single call.
- 2.4.10 Ability to export raw contact center analytics data for use.
- 2.4.11 Provide access to application historical data for 37 months, agent historical data for 13 months.

2.5 Call Recording & Basic Quality Management

The Service Provider's responsibilities include, and Service Provider shall do the following:

2.5.1 Call Recording

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

- 2.5.1.1 Provide 20% random call recordings and screen capture per agent per day.
- 2.5.1.2 Provide online storage to hold at the minimum two calendar months of recordings per agent.
- 2.5.1.3 Provide interface to archive recordings to GTA or Agency provided storage.
- 2.5.1.4 Provide a method for appropriately adjusting monthly online storage needs.
- 2.5.1.5 Ability to barge-in a call, coach, conference or take over call and record it.
- 2.5.1.6 Ability to listen to a call at any point during the call.
- 2.5.1.7 Ability to record one agent during workday and not impact the 20% recording time
- 2.5.1.8 Ability to listen to recorded calls from any location (web-based call recording)
- 2.5.1.9 Ability to email downloaded recordings.
- 2.5.1.10 Ability for agent to initiate recording their own all
- 2.5.1.11 Ability to search recordings by filters
- 2.5.1.12 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.

2.5.2 Customer Surveys

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

2.6 Network & Transport

The Service Provider's responsibilities include, and Service Provider shall do the following:

2.6.1 Toll-Free service requirements

Service Provider needs to include toll-services on a per-minute and inclusive to the per-seat pricing model.

- 2.6.1.1 Provide per-minute inbound and outbound toll-free services
- 2.6.1.2 Provide inclusive inbound and outbound toll-free services

2.6.2 Trunking Requirements

2.6.2.1 Provide erlang standard calculations for appropriately sizing inbound trunking requirements and provide quarterly assessments to adjust as needed.

2.6.2.2 Trunking can be shared between Agencies but should not impact performance of individual contact centers

2.6.2.3 Service Provider may use either TDM or VoIP for trunking for the most efficient performance and price.

2.6.3 Data network requirements

Data network requirements described below are for optional VoIP termination to Agency contact centers.

2.6.3.1 Service provider can propose end-to-end data connection for call centers and agents where applicable or leverage existing State protected networks.

2.6.3.2 Service Provider will provide a tool(s) for self-assessing bandwidth requirements and voice quality performance.

2.6.3.3 Setting up, supporting, operating, and maintaining data circuits and VoIP circuits (if applicable) as required.

2.6.4 VPN / Security for Transport

2.6.4.1 Provide end-to-end network security and monitoring

2.6.4.2 Provide Virtual Private Network VPN access

3.0 Enhanced Contact Center Services

3.1 Enhanced Quality Management

The Service Provider's responsibilities include, and Service Provider shall include the following optionally provide;

3.1.1 Role based score cards with key performance indicators

3.1.2 Integrated Learning Tools

3.1.3 Coaching Management Tools

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

3.1.5 Open architecture and APIs to allow seamless and easy integrations to State of Georgia systems and databases, as well as third party systems (REST APIs, SQL, Webhooks, etc.) at low cost

3.1.6 Integrated with best -or-breed solutions for WFM system with real time data integration between the contact center and WFM to allow seamless data entry and reporting

3.1.7 Integrated with best-of-breed solutions for ticketing that allows the State of Georgia users/admins to create custom forms with custom fields and integrations, reporting, etc.

3.1.8 Allow the State of Georgia users/administrators to:

- Easily change or enhance the call routing from point of the phone number through any IVRs, and Queues, including the ability to route calls based on flags, or options set by the administer or data enter by the caller(for chat users)

3.1.9 Provide guidance and assistance for changes/adds/removes as well as developing customized calls and reports at no additional charge

3.2 Enhanced Workforce Management

The Service Provider's responsibilities include, and Service Provider shall do the following:

3.2.1 Provider should describe the workforce management capabilities within their offering

3.2.2 Ability to analyze customer interactions

3.2.3 Leverage call data to adjust scheduling.

3.2.4 Identify customer and employee behavior

3.2.5 Ability to perform short term and long-term forecasting

3.2.6 Provide for skills improvement and coaching

3.2.7 Provide data to forecast schedules for shift assignments

3.2.8 Solution Live transcription and Captioning services

3.2.9 Provide data of the proposed solution accuracy data

3.2.10 Immediate download of transcripts and notes

3.2.11 Easily integrated with LMS and customer relation solutions

3.3 *Customer Relationship Management (CRM)*

The Service Provider's responsibilities include, and Service Provider shall do the following:

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

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

4.0 Transition Requirements

4.1 *Setup & Transition*

The Service Provider's responsibilities include, and Service Provider shall do the following:

Setup & Transition Services to Install, manage and maintain Hosted Contact Center Systems used for callers' access to the Contact Centers, including:

4.1.1 Service provider will provide appropriate technical resources to guide, design, configure and implement all contact center functionality including call scripting and call flows, etc.

4.1.2 Program network-based routing.

4.1.3 Configure call prompts.

4.1.4 Configure transfer connect and advanced features.

4.1.5 Setting up, supporting, operating, and maintaining IVR, Auto Attendant, after-hours processing, call recording and other associated systems required to process calls and allow end-users to control after initial setup.

4.1.6 Develop and implement plan to transition in-scope access numbers including toll and toll free numbers and any other specified numbers from the current Agency Customers' current Service Provider.

4.1.7 Setting up, supporting, operating, and maintaining data circuits and voice over IP circuits (if applicable) as required processing contact center services and supporting features or products.

4.1.8 Develop, implement, and maintain call routing procedures, which define how calls will be received and allocated across multiple centers (if relevant) and within centers how calls will be distributed to queues. Develop, implement, and maintain process for Agency approval / notification of changes to these procedures.

4.1.9 Design, build, implement, and maintain call routing tables based on criteria defined by Agency, which route calls to Agents based on Agent skill sets and availability.

4.1.10 Develop and maintain routing tables, which map inbound numbers to centers and within centers to appropriate queues.

4.1.11 Provide a certified project manager to work with agencies during implementation phase to plan, document, execute and communicate tasks for the entire implementation process

4.1.12 Provide build, user application testing, test, and production lifecycle management.

4.1.13 Develop and implement procedures for re-routing calls in the event of center outages, emergencies, unexpected call volume spikes or overflows, or other unforeseen circumstances during transition. Plan and changes are subject to approval by Agency.

5.0 Training and Support Training

The Service Provider's responsibilities include, and Service Provider shall do the following:

5.1.1 E-learning, browser based, including training materials and/or videos.

5.1.2 Reference guides for ongoing support.

5.1.3 Provide onsite training for initial implementation.

5.1.4 Provide training for supporting Integration, Agent & Supervisors and End-Users for the use of the contact center services systems.

5.2 Technical Support

The Service Provider's responsibilities include, and Service Provider shall do the following:

5.2.1 Service Provider provides a service desk including 24x7x365 coverage accessible through voice, email, web, chat.

5.2.2 Receive notification of events, system issues, status and updates or can be provided as a web portal.

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

6.0 General Requirements

6.1 Pricing Model

The Service Provider's responsibilities include, and Service Provider shall do the following:

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

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

6.1.3 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.

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

6.1.5 Provide a rate-card for optional professional services.

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

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

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

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

6.1.10 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.

6.1.11 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.

6.2 *Security Requirements*

The Service Provider's responsibilities include, and Service Provider shall do the following:

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

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

EXHIBIT 3C**PRICING**

Service Charges				
Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Agent Seat (Not Inclusive of Minutes)	single named agent	monthly	\$50.00
2	HCC Agent Seat (Inclusive of Minutes)	single named agent	monthly	\$140.00
3	Agent Scripting (optional)	single named agent	monthly	\$18.00
4	HCC Quality Management Seat	single named agent	monthly	included
5	HCC Work Force Management (optional)	single named agent	monthly	\$20.00
6	Toll Free Usage	per minute	monthly	\$0.015
7	Inbound DID Usage	per minute	monthly	\$0.005
8	Outbound DID Usage	per minute	monthly	\$0.01
9	Fax Usage	per page	monthly	\$0.04
10	SMS Messaging Usage - (US) Inbound Local	per message	monthly	\$0.01
11	SMS Messaging Usage - (US) Outbound Local	per message	monthly	\$0.01
12	SMS Messaging Usage - (US) Inbound Tollfree	per message	monthly	\$0.01
13	SMS Messaging Usage - (US) Outbound Tollfree	per message	monthly	\$0.01
14	Voice Bot Connector (optional)	per minute	monthly	\$0.003
15	Messaging Bot Connector (optional)	per unique participant	monthly	\$0.05
16	Recordings Storage Over 60 Days	per GB	monthly	\$0.03
17	Voicemail Transcription (optional)	per 15 seconds	monthly	\$0.009
18	Voip PBX Seat (Business User) (optional)	single named user	monthly	\$14.00
19	Toll Free DID	per number	monthly	\$0.00
20	Local DID	per number	monthly	\$0.00
21	Network Connectivity	per circuit	monthly	If requested and TBD (based on requirements for location)
22	Outsourced Agent Fee	per agent	hourly	
23	Polycom Soundpoint IP 450 PoE Desk Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$3.50
24	Polycom Soundpoint IP 550 PoE Desk Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$4.50
25	Polycom Soundpoint IP 650 PoE Desk Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$5.00
26	Polycom Soundpoint IP Expansion Module (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$5.00
27	Polycom Soundstation IP 5000 Conference Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$10.00
28	Polycom Soundstation IP 6000 Conference Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$11.00
29	Polycom Soundstation IP 7000 Conference Phone (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$12.00
30	Polycom PV2460 120V Generic Power Supply (optional) (Option to purchase under Equipment Charges)	per unit	monthly	\$0.40
More phone models available upon request				

One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Implementation per seat	per seat	one-time	\$0.00
2	HCC Implementation per Contact Center	per HCC	one-time	\$0.00
3	Shipping and Handling	per shipment	one-time	Cost (no markup)

Rate Card Charges

Ref ID	Rate Card Charge	Charge per hour	Charge per week	Charge per month
1	Contact Center Consultant	\$ 150	\$ 5,700	\$ 22,800
2	Professional Trainer	\$ 50	\$ 2,000	\$ 7,600
3	Project Manager	\$ 50	\$ 2,000	\$ 7,600
4	Workforce Management Consultant	\$ 100	\$ 3,800	\$ 15,200
5	Professional Services - Networking	\$ 150	\$ 5,700	\$ 22,800
6	Professional Services - Software Integration	\$ 170	\$ 6,460	\$ 25,840

Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
1	Polycom Soundpoint IP 335 PoE Desk Phone (optional) (option to lease under service charges)	each	\$50.00	\$0.00	N/A
2	Polycom Soundpoint IP 450 PoE Desk Phone (optional) (option to lease under service charges)	each	\$60.00	\$0.00	N/A
3	Polycom Soundpoint IP 550 PoE Desk Phone (optional) (option to lease under service charges)	each	\$70.00	\$0.00	N/A
4	Polycom Soundstation IP 5000 Conference Phone (optional) (option to lease under service charges)	each	\$290.00	\$0.00	N/A
5	Polycom Soundstation IP 6000 Conference Phone (optional) (option to lease under service charges)	each	\$330.00	\$0.00	N/A
6	Polycom Soundstation IP 7000 Conference Phone (optional) (option to lease under service charges)	each	\$360.00	\$0.00	N/A
7	Polycom PV2460 120V Generic Power Supply (optional) If required for the Polycom Phones (option to lease under service charges)	each	\$14.00	\$0.00	N/A
	Other phones may be available upon request				

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	N	Network and hardware configurations comply with Platform28 requirements. Initial configuration, moves, adds and changed are included in HCC per seat price.
2	Y	Platform28 has a fair use policy for Basic Call Routing with our HCC Agent Seat (Inclusive of Minutes) plan. This policy does not apply to HCC Agent Seat (Not Inclusive of Minutes) plan. Customers can use up to the "fair use" Basic Call Routing amounts allocated by user without charge. A session timer measures Basic Call Routing usage. These session durations are then aggregated to monthly Basic Call Routing duration values for the billing period. The timer measures each Basic Call Routing session to the second. Basic Call Routing ending events include transfer to Agent and disconnect. The fair use allocations are determined for an organization each billing period by counting the number of billable HCC Agent Seats (Inclusive of Minutes) during the period x 2000 minutes. If an organization exceeds its allocation in a given month, it will be billed at \$0.01 per minute for each Basic Call Routing minute consumed over the allocation amount.
3	Y	Scripting feature is per user per month. 10 User Minimum.
4	N	Included in per seat price
5	Y	New workforce management customers will have a one time installation and training cost based on size and scope, not to exceed \$10,000.00 per customer
6	Y	Domestic Only. International calling will billed at a per country rate. Rates available upon request.
7	N	n/a
8	Y	Domestic Only. Intenational calling will billed at a per country rate. Rates available upon request.
9	N	n/a
10	N	n/a
11	N	n/a
12	N	n/a
13	N	n/a
14	N	n/a
15	N	n/a
16	N	n/a
17	N	n/a
18	N	n/a
19	N	n/a
20	N	n/a
21	Y	If customer needs additional network connectivity to a contact center Platform28 help with sizing and procuring the circuit.
22	Y	Pricing is based on current market rates and is subject to change. Agent rates during holidays, weekends, and training are time and a half.
23-30		Lost or Damaged Leased Phones The customer is responsible for leased telephones that are lost or damaged. Platform28 will replace lost or damaged telephones and assess a replacement fee equal the value of the lost or damaged telephone.
	Y	Telephone Moves Moving a desk telephone requires a Service Order to be placed. This is required for VoIP telephones in order to comply with e911 regulations ensuring emergency responders will arrive at the correct location when someone calls 911 from a particular telephone. There is no fee associated with moving a VoIP telephone, however there will be a \$100 fee assessed if you move a VoIP telephone without placing a service order.

EXHIBIT 3D
STATEMENT OF WORK EXPLAINED SCOPE

2.0 Core Contact Center Services

2.1 Hosted Services

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

2.1.1 Is available as "Software as a Service" (SaaS)

Platform28 meets the requirement.

Platform28 deploys, maintains, and monitors its continuously available cloud contact center solution using a Software as a Service (SaaS) subscription-based delivery and pricing model. Customers are billed for software based on their actual usage. Customers can also have the option of bundling professional services, toll-free, inbound, and outbound telecommunication services into 'per seat' pricing.

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

Platform28 meets the requirement.

Platform28 provides one of the most scalable cloud-based communication systems available on the market. Our solution gives our customers the ability to scale up or scale down full contact centers immediately as needed. We've been supporting rapid scaling of Agents and significant unplanned call volume increases for more than 20 years. The Platform28 software and systems follow an architecture that can be broadly described as a Distributed Loosely Coupled Service Oriented Architecture. It is a collection of GUIs, Services, Gateways, Workflows, Event Busses, and Proxies that all work together to provide the end User experience desired and configured using the Administrator Portal. Many components of the platform use a service-oriented or microservices architecture. For instance, text-to-speech is performed by a modular TTS Service which is invoked by many components of the infrastructure via a standardized REST API allowing Platform28 to use multiple TTS providers as needed. This type of modularity allows Platform28 to maintain horizontal scalability, enabling the scaling of services simply by bringing more instances of that service into an active state. This is true of every layer of the Platform, allowing the operations team to rapidly scale up as the load on the Platform28 Cloud increases. This architecture enables us to operate each availability-zone ("data-center") within AWS (Amazon Cloud) or GCP (Google Cloud) as a full implementation of the Platform28 Cloud, and yet link all of them together into a single, scalable, Cloud platform. Both our AWS and GCP data centers are located within the United States. This provides Platform28 with almost unlimited scalability, across the US, and around the world.

Platform28 has over 20 years of experience in operating distributed data centers running our software and has applied that expertise in our utilization of AWS and GCP. External HTTP/HTTPS traffic feeds into load-balancers and web-proxies that are 100% configured and controlled by Platform28 to provide security and fine-grained control of API and Web traffic. All other load balancing is achieved via DNS load balancing across data centers, and across multiple servers within the data centers. Another example is Platform28's use of Amazon S3 and Google Storage, again wrapped by Platform28's APIs, for storage of all media files. This provides an enormous amount of storage capacity at an affordable price which lowers the overall cost to the Customer while providing tremendous reliability.

The bulk of Platform28's Amazon & Google usage is in the form of virtual instances, where Platform28 has hundreds of servers active, including all media and non-media SIP, chat, email, distributed databases, event queues, middleware, REST, firewalls, and other infrastructure. All of the Platform28 key real-time technologies, workflow engines, email processing, SIP engines, etc. are developed in-house. This provides us with a vast advantage over most competitors as we are able to make low-level changes to our core platform when needed. Furthermore, it allows Platform28 to operate in a hybrid-cloud environment, thereby providing interoperability for customers who are in other cloud providers, such as

Azure, or for customers who are multi-cloud.

2.1.3 Support multiple contact center partitions and agents with flexibility to interact with other contactcenters if possible.

Platform28 meets the requirement.

The Platform28 Administration Portal is an organizational hierarchical tool, which allows for multiple sub-organizations to exist below a parent organization. Our system can support a maximum of 1.6 million top-level organizations. Each sub-organization can have 46,000 sub-organizations of their own, up to 8 levels deep.

Security and access control (RBAC) restricts a user to their own organization and, if rights are assigned to their role, the ability to see any organization below their organization. RBAC allows the partition of multiple contact centers and agents to ensure that agents, supervisors, managers, and others have access to only the appropriate resources. This process provides more effective reporting, management, and control within a service bureau environment. This supports the need for contact center partitions within an Agency. For example, the Department of Human Services has many sub-organizations (Aging, GEHUB, GA Cares, etc.) which exist as a child of the DHS parent organization.

Platform28 also provides the ability to create Agent "Pools" which may be shared with other Agencies for cross-agency projects or usual business practices.

2.1.4 Provide redundancy for Hosted Contact Center Services.

Platform28 meets the requirement.

Platform28's cloud services are offered on a system that has been purpose-built to operate in a 'carrier grade', 100% availability mode, while processing the most demanding workloads. Platform28 has further enhanced the system to provide a "Continuous Availability" (Always On) service. This is a crucial differentiator, and important for clients who "always" need the service to be up, even in the case of disasters, rather than waiting hours or days to be moved to backup sites.

Platform28 uses a horizontally scalable architecture spread across all components of the system, with multiple geographically diverse data centers to ensure that services are always available. Within each data center, there are multiple layers of redundancy to prevent loss of service due to server or software failures. The horizontally scalable architecture means that service nodes can be added or removed while the system is still running, ensuring that Platform28 can scale up, as needed, to easily meet increased client demands.

Platform28 maintains multiple redundant PSTN, VoIP, and data network connections to provide redundancy at the voice, data, and Internet connectivity layers. Client connectivity can also be configured with redundant layers to ensure that dedicated connections, such as point-to-point circuits, or MPLS circuits, are resilient as well.

Platform28 is architected in a manner that, should an event occur that disables an entire data center, the Agent Desktops and Business soft-phones connected to servers at the failed data center will re-register to servers at other data centers, and services will be immediately available again. Incoming PSTN/VoIP connections run in a distributed mode across multiple data centers to ensure that failure of a data center will not prevent incoming calls from being processed. Platform28 regularly provides network design and testing resources to ensure that customer premises are optimized for redundancy.

Platform28 follows industry-leading CI/CD practices, allowing us to roll out fixes, updates, and enhancements all while the system is operational, with no downtime.

2.1.5 Support TDM and VoIP communications to agents.

Platform28 meets the requirement.

Platform28 supports TDM and VoIP communications to Agents. Agents can be provisioned to use the built-in SIP (Agent Desktop) or WebRTC phone (Omnichannel Workspace) interchangeably. They can also be configured to be reached via mobile phones, third-party SIP phones, PBXs, etc.

For instance, there are Platform28 Contact Center Agents who are provisioned behind legacy CISCO PBXs, receiving and processing calls on “Jabber” clients.

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

Platform28 meets the requirement.

Platform28 supports call termination on Centrex, PBXs, or other equipment that is reached via the PSTN. Platform28 can provide full agent control for hold, transfer, conference, consult, and other enhanced features via DTMF tones.

For over 20 years we have provided contact center functionality that routes calls to our customer's existing contact center or PBX solutions, either via TDM or VoIP. Our largest customer deployment with this functionality supports nearly 40,000 agents. For nearly 8 years we have provided voice services to GTA and Georgia State Agencies with termination on Agency provided Centrex and nearly 50 different types of PBXs.

2.1.5.2 VoIP, provide choice of hard or soft phone

Platform28 meets the requirement.

Platform28 offers our customers both soft and hard phone options. Our softphones include our Agent Desktop (application-based Agent softphone), Omnichannel Workspace (web-based Agent softphone), and our Business Phone (application or web-based Business User softphone). Agents and Business Users can also hard-phones with Platform28, the recommended brand is Poly - which is auto-configured by Platform28, but most modern SIP hard-phones can be configured with the service, so long as they meet certain technical requirements.

Platform28 supports traditional brick and mortar contact centers, as well as work from home agents in virtual contact centers. Our Omnichannel Workspace, Agent Desktop, and Business Phones are usable on most modern workstations that are running Windows 10 (Microsoft) or OS X (Apple) and have access to the Internet. Our Omnichannel Workspace is further tuned to support low-bandwidth applications where high-speed internet may not be available. Agents can also use SIP hard-phones or soft-phones as their voice-endpoint.

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

Platform28 meets the requirement.

Platform28's Agent Desktop application uses a small, 70-pixel banner at the top of the screen to provide complete telephony control, agent state interaction, call disposition, as well as an additional data display. The Agent Desktop application can be configured to slide away when not needed, reducing the impact on the usable real estate on the agent's screen. The Agent Desktop can also operate permanently as a minimized application, with telephony controls controlled from within the customer's Agent Portal, if such integration is desired. The Agent Desktop has a built-in REST web service that provides this integration endpoint.

The Platform28 Omnichannel Workspace is a modern single-page application that runs in either Microsoft Edge or Google's Chrome browser. As the agent resizes the application, it changes the layout and controls to best present itself in the space available (“reactive”, not just responsive). Additionally, other websites or web applications can be embedded within the Workspace so that the agent has a unified workspace within which they can service all interactions.

2.1.5.4 Can leverage any standard 10-digit number

Platform28 meets the requirement.

Platform28 is an experienced service provider with over 20 years of experience in routing and handling phone calls from traditional telecommunications networks via TDM and VoIP. Our administrative portals and user interfaces support this capability and can deal with 10 or 11 digit numbers. We can also support international numbers as needed. This applies to both DID (local number) and TFNs (Toll-Free number) on inbound and outbound.

We also support PBX extension dialing within an organization, utilizing 2-6 digit extensions. Dial-by-name and Dial-by-extension are also supported.

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

Platform28 meets the requirement.

Platform28 is operated within Amazon and Google data centers that are physically located within the continental United States.

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

Platform28 meets the requirement.

Platform28 is headquartered in Atlanta, GA, but has employees in other States, including New Jersey, Florida, South Carolina, and Minnesota. We have a physical office located at 1100 Peachtree Street, NE, Suite 425, but all of our employees are empowered to work from home, which became highly significant during COVID as it allowed for seamless, uninterrupted business practices in a changing world.

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

Platform28 meets the requirement.

Platform28 supports agents located within brick and mortar offices, teleworking (work-at-home or other) agents, agents who need to be mobile and are connected via cellular or other wireless data services, as well as mobile workers with just a mobile telephone. All Platform28 end-user software can support both brick and mortar office or home use and does not require any VPN connections. Platform28 has been providing this service to the State of Georgia, which has consistently been using both on-site and off-site agents since our relationship began in 2014.

The Platform28 Omnichannel Workspace is an ideal solution for ad-hoc access, and requires very low bandwidth, allowing agents to be moved to mobile devices or the home in case of unexpected workplace closures.

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

Platform28 meets the requirement.

Platform28 does not charge additional fees for use of its administrative interface or administrative functions. GTA and Georgia state agencies have full control to change routing, users, IVRs, queues, and all other features of the system at no

additional charge and without the assistance of Platform28 engineers (unless requested). Administrators attend in-depth training prior to the service launch, which can be revisited at any time at no extra charge for a refresher course. In addition, there is a thorough online help guide that provides answers to questions about the Administration Portal.

This model of allowing users to make complex changes to the system at no cost is substantially different from many traditional providers. Our model reduces expenses and gives much more power and flexibility to our customers. That said, Platform28 is always willing to assist our customers with any needs with respect to configuration, planning, or onboarding and turn-up at no additional cost, and can provide both live-walkthroughs, or white-glove support as needed.

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

Platform28 meets the requirement.

The Platform28 system offers a call disposition tool whereby an organization can assign dispositions to the organization as a whole or by the queue. Those dispositions can be grouped so as to allow for multiple selections within a category. Dispositions can also be categorized as first-call resolution or a success. Users with permission can add, delete or modify dispositions in real-time. Dispositions are automatically tabulated and available along with relevant and related metrics in the reporting module.

Dispositions are completely customizable per customer and visible to Administrators/Users with the appropriate permissions within the Recordings Module, Dashboards, and the Reporting Tool.

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

Platform28 meets the requirement.

During the implementation phase, prior to launch, Platform28 will work with the Agency to design and build the appropriate call flow, select the best end-user application and deployment models. At that time, we also assist with confirming that the network and workstations meet the requirements for optimal use. We provide guides and a help interface for any FAQ-based questions that may arise, as well as personalized support through our Professional Services and Customer Service Teams.

2.2 Automatic Call Distribution

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

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

Platform28 meets the requirement.

Platform28's contact center solution provides for multi-channel routing, basic and advanced call routing, skills-based routing, and queue callback with virtual queueing. Our multi-channel functionality allows for many modes of

communication, including voice, fax, chat (web/internal), SMS/MMS (“texting”), and email. Our API driven open model allows for new interaction channels to be added as needed, including custom interaction types - for instance, Oracle Service Request, are integrated as a channel for certain Agencies since these do not have any voice or text component within Platform28, yet can be queued & routed using all of our routing features.

In general, interactions (voice, chat, email, SMS, etc) can be routed through multiple levels of business logic (conditional routers, IVRs, Bots), webhooks, and API calls.

The interactions are then routed to Queues, where our Resource Manager will pick the best fitting Agent to handle that interaction, from all the available Agents who are idle at that point in time and route the request to that Agent. The following are some of the features available to ensure that the right Agent gets assigned to the right interaction:

- Queue Allocation strategies can be set up to assign calls to Least or Most skilled Agents, Longest or Shortest Idle Agents, etc. Allocation strategies can be specific to each Queue.
- Skill-based routing at the Agent Pool level takes into account the skill level of the Agent within a specific Pool, typically utilized to prioritize Agent based on their expertise, QA score, or other performance-related criteria.
- Skill-based routing at the Queue level takes into account the priority of an individual Agent or Agent Pool in that Queue. This is in addition to, and in conjunction with, to the Agent Pool level Skill Levels.
- Queue level weighting by using Priorities allows the Agents to get utilized by interactions from Queues that have more priority first, before interactions from other lower-priority Queues.
- Priority Increments allow for interactions to have their priority increase over time, to prevent lower priority Queues from never being serviced.
- *Shared Agent Pools* are a unique feature that allows resources to be shared amongst independent organizations. This allows a group of agents from Agency A to provide overflow or relief to Agency B on a short or long-term basis. Platform28 reporting allows for close analysis of these shared agents and their usage.

Platform28 provides the ability to build complex flows to service the interactions to provide a better consumer experience and to lower agent utilization and staffing. These are facilitated by the following features:

- Platform28 provides the ability for interactions to have one or more Tags assigned to them at a specific phone number, chat endpoint, or email address. These tags can be used for normal situations where call routing is data-dependent, for instance, maybe a piece of information is looked up via a Webhook or API call, and the results are then used to prioritize, route, or respond to the consumer.
- Platform28 allows Tags to be assigned at a global level. One common use for these tags is to add tags to signal a global condition, such as a weather emergency, or a technical issue such as a CRM outage. These tags can then be used in the business logic portion where an interaction is routed appropriately. This allows a very quick and painless way to reroute interactions during unexpected situations, as opposed to making ad-hoc routing changes in a high-pressure environment.
- Conditional Routers are used to determine the flow of an interaction based on schedules, tags, as well as many other conditions, including but not limited to, agent and queue availability. They are used as branches in the flow of an interaction.
- IVRs and Bots allow for callers to select options either using a dial-pad or by keyword recognition for scenarios that may involve simple routing, or complex applications such as self-service, payment, etc.
- Outbound calling functionality allows our customers to configure outbound notifications for emergencies, collections, reminders, etc. The outbound calls have the full functionality of our platform and can be used to build complex flows like outbound calls that can take payments over the phone, or outbound calls that are used to notify customers of an upcoming event.
- Platform28 also offers a Queue Callback functionality, wherein if all Agents are busy, callbacks may be allowed after a certain threshold. The caller is given the opportunity to “break out” of the queue and have the system call them back when an Agent becomes available. Queue Callback can be assigned to some or all queues and can be used based on a schedule.

2.2.2 Be compatible with IVR, Chat, Email, BOTS, and Virtual Agents.

Platform28 meets the requirement.

Platform28 provides a completely unified IVR, Chat, Email, and Bot/Virtual Agent solution.

Platform28 provides IVR capabilities to support announcement, data entry, and menu trees with both DTMF (number pad) input as well as speech recognition. IVRs are configurable within the Administration Portal by permissioned Users. This includes adding/editing menu and announcement prompts, timeouts, valid digits, recording percentage, etc. IVR's can be utilized to collect information from the consumer and stored into Platform28's Tags. This allows extremely powerful user interactions to be built by combining IVR's with Webhooks/API's to retrieve or update external systems based on the consumer's input. For instance, Platform28 provides self-service IVR capabilities to multiple organizations where the IVR is integrated with WebHooks from CRM, Mainframe, and other databases.

Platform28 supports queueing and servicing email via its Email Gateway. The Email Gateway can link to any mail system that supports standard email protocols (IMAP/SMTP), for instance, Office365, Exchange Server, GMail/GSuite/Google Workspace, are all supported. Messages are kept in the customer's email system but are queued and processed as interactions in Platform28. The agent can handle the interaction within the integrated email reader/responder of the Agent Desktop or Omnichannel Workspace. Replies are sent out to the consumer with the originating address configured for that Queue (either the individual agent or the queue-level email address). Copies are stored into the customer's email server and tagged with additional data on the Agent who processed it, etc.

Platform28 has an integrated chat system but is releasing our improved and tightly coupled Asynchronous Messaging product. This product allows for a unified experience for the Agents regardless of whether the consumer is on SMS, Web-Chat, or other integrated platforms. This new product also allows for multi-channel Agents who can service Voice and Chat for instance. Asynchronous Messages are queued and serviced similar to voice interactions and can take advantage of normal Platform28 features.

Platform28 allows the customer to develop highly sophisticated Bots that can use NL processing, sentiment analysis, intent detection, etc., and use those Bots to service consumer interactions in both the Voice and Asynchronous Messaging products. Platform28 does not limit the customer to a specific Bot platform and allows bots from Microsoft, Google, or Amazon to be utilized. Virtual Agents Bots are also supported by Platform28 and integrate seamlessly with Platform28's built-in routing functionality. Regardless of the Bot type or platform, Platform28 provides a simple and intuitive interface to route interactions to the Bot and to process responses from the Bot via our Web-based Administration Portal. Our portals are designed to be used by non-technical personnel and simplify the process of Bot integration.

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

Platform28 meets the requirement.

The Platform28 Administration Portal allows for any Agency User with the appropriate permissions to manage all contact center and routing functionality, including the creation, modification, and/or deletion of Agents, Pools of Agents, and Queues.

Platform28's highly intuitive web interface allows for easy administration of the system by Agency staff, including the ability to add, modify or delete agents, queues, teams, skills, languages, etc. The Roles-Based Access Control (RBAC) ensures that only permissioned Users have rights to manage these functions. For example, RBAC provides the ability for one agency to enable supervisors to add, modify or delete agents, while another agency may only allow supervisors to view agents and higher permissioned administrators to add, modify or delete.

Together, our intuitive Administration Portal and tight permissioning through RBAC allow traditionally difficult administrative functions to be handled more easily.

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

Platform28 meets the requirement.

The Platform28 Administration Portal allows for any Agency User with the appropriate permissions to configure these settings per-queue, by using Session Behaviors:

- Wrap-up time: Anything value more than 0 will be the amount of time Agents have for wrap-up. A value of 0 disables wrap-up.
- Auto-answer: When enabled, calls are forced to the agent

The above settings, along with settings such as hold music, hold messaging, conferencing and consulting options, queue/agent whisper features, compliance messages, service level thresholds, etc. are part of the Session Behavior. Users with appropriate permissions are able to create and/or delete Session Behaviors, as well as assign them to Queues, PBXs, and Locations.

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

Platform28 meets the requirement.

Not Ready Reasons are created within the Settings Module of the Administration Portal. Not Ready Reasons can be used globally or by Agent Pools. They can be created, modified, or deleted by permissioned Users as needed and changes are reflected in real-time. The system can be set up to automatically block break codes available to agents during periods of high call volume.

2.2.6 Email routing for multiple skill sets.

Platform28 meets the requirement.

Platform28's powerful Intelligent Routing Engine allows all media types, including email, to be configured with multiple skill sets and routing rules to handle/resolve business issues. Emails can be sent to a queue set specifically for that purpose, Agents or Pools of Agents can then be assigned to the Email Queue and set with specific skill sets or priorities. This simplifies management (unified interface), consolidates reporting, and also ensures that routing can accomplish the business rules and business outcomes Agencies need to address, rather than forcing Agencies to change their business rules to accommodate the Contact Center platform.

2.2.7 Agent whisper feature.

Platform28 meets the requirement.

Additionally, the system allows for a whisper feature (or prompt) when a call is delivered to an Agent, which can provide the caller with certain information about the call. Examples of this whisper could be the caller's name or the queue name where the call is delivered. This provides the Agent with helpful information when the call is delivered so that they may better serve the caller.

In addition, as part of Platform28's quality management tools, users who are permissioned to do so may perform Live Monitoring ("Silent Monitoring") of calls being handled by one or more agents. While doing so, they may use the Agent Whisper feature to instruct the agent while the agent is actually processing a live call. The solution also features the ability to barge-in to a live call.

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

Platform28 meets the requirement.

Platform28 works closely with our customers to ensure that configuration, testing, and deployment completely satisfy customer expectations. Platform28 engineers will interact with Agency representatives regarding the configuration and scripting of all features of Platform28's cloud deployment, including, but not limited to ACD, Intelligent Routing, and Predictive Dialing.

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

Platform28 meets the requirement.

Platform28 can be configured to allow multiple agencies to work in a shared skillset as follows:

- The calls requiring this skill set would be routed to the queue for that skillset (as normal) by the “primary” agency owning the phoning number
- Each agency that wishes to provide the agents (“contributing agency”) will set up an Agent Pools for that skillset
 - Agents from that agency will be assigned to this pool
 - A “Sharing Key” will be generated for that Agent Pool
- The primary agency would use the “Add a Shared Pool” feature to add these Agent Pools to the primary agency’s list of Agent Pools
- All of the Agent Pools would be assigned to the Queue. In this scenario:
 - The primary Agency can control the amount of usage of a particular “contributing” agency using the skill-level setting of the Agent Pool when it’s assigned to the Queue
 - The contributing Agency can control the amount of usage of a particular agent or agents by adjusting the skill-level of the agents inside the Agent Pool

This configuration is done directly within Platform28's administrative interface and can be done without the need for engineers within an Agency or Platform28. And all of this configuration can be done in advance so should an event occur, like a natural disaster or policy decision that increases the volume (i.e. the recent influx of calls seen by the COVID crisis which created a significant spike in inbound calls for Agencies like DPH and 1.800.georgia), a few clicks in the interface will cause the agent pooling to take place.

In addition to the Sharing option listed above, Platform28 supports “rollover” from one Agency to another, via inter-organizational “Targets”, allowing the routing of timed-out calls, or conditionally routed calls to be injected into a different Agency's queues.

2.2.10 Ability to route calls to different agency groups.

Platform28 meets the requirement.

Platform28 queues can be configured to route calls to specific agents, skills, teams, locations, and other logical segmentation, as well as routing by variables appended within an IVR or data attached via web services. If the primary target is unavailable, multiple rollover options can take effect based on routing rules, including routing to additional groups, other agencies, 3rd parties, etc.

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

Platform28 meets the requirement.

Each queue can be configured, via the Session Behaviors, to force “auto-answer” (calls are delivered to an agent with no agent intervention, along with an optional message or tone at the beginning of the call), or “manual-answer” (agent must accept an incoming call by clicking a button). In the “auto-answer” mode, the agent does not have to signal to receive a call.

2.2.12 Provide the ability to change gates - opening or closing.

Platform28 meets the requirement.

Platform28 allows schedule-based call routing using our Intelligent Router. Schedules are extremely flexible, and easily managed via the Administration Portal, and can be set up in advance, reducing the need for just-in-time management. GTA and Georgia state agencies may use schedules to configure simple opening/closing times independently for weekdays and weekends, or set up more complicated schedules with holidays configured by a combination of day, date, month, year, day-of-week, week-of-month, and week-of-year. Agencies can also use tags to open or close queues, for example, a meeting tag or a weather tag might allow for an alternate call flow away from a queue when needed. In addition, queues can be opened or closed independent of schedules simply by activating a close on a Queue within the Administration Portal.

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

Platform28 meets the requirement.

Administrators have the ability to monitor the activities of the Call Center in real-time using multiple mechanisms within the Administration Portal. In the event that an Agent has an issue, typically a network interruption, the Administrator will receive an alert on the Agent Dashboard, the Queue Dashboard, and (if configured) the personalized Call Center Dashboard. The Administrator has the ability to force "Logout" agents from the system in the event that the Agent is unable or unwilling to do so. The Agent Desktop and Omnichannel Workspace provide alerts to the Agent when they are dropped from the Queue as soon as feasible, for instance, once their network connection is reestablished.

2.2.14 Ability to set thresholds on agent, application, and skill set levels.

Platform28 meets the requirement.

Using the Platform28 Dashboard feature, appropriately permissioned Administrators have the ability to set KPIs (or key performance indicators) which allows for thresholds for notifications on a Dashboard, such as too many calls waiting in Queue or lengthy wait times. These KPIs signal to the Administrator/Manager that some modifications may need to take place in order to better serve the customers, i.e. more Agents or Pools of Agents added to a Queue.

2.2.15 Ability for supervisors to log agents out of the system.

Platform28 meets the requirement.

Platform28 provides the ability for permissioned Users to force log agents out of the system via the web Administration Portal.

2.2.16 Ability to integrate with Customer Relationship Manager (CRM)

Platform28 meets the requirement.

Platform28 provides a complete REST API for integration, along with the ability to consume web services. This allows for virtually unlimited options for integration. For instance, account lookups can be done well in advance of a call reaching an Agent. Complex flows can be configured to route based on information from the CRM, time-of-day, and data provided by the caller. In addition, both the Agent Desktop and the Omnichannel Workspace are capable of providing screen pops dynamic URLs that may contain call level data or data collected from the consumer, etc. This allows most CRMs to be trivially integrated into the Agent experience.

Platform28 has done a multitude of integrations with services/providers including CRMs, payment processors, directories, workforce management systems, etc. During the implementation phase of a project, Platform28 will explore all of the

possible integration points with the customer and, if desired, build the integrations into the project plan either during the initial launch phase or in phased projects after the launch.

2.3 Auto-Attendant and Integrated Voice Response

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

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

Platform28 meets the requirement.

Platform28's system provides for automated speech recognition (ASR) within its IVR functionality. Our standard IVRs provide the opportunity for the caller to select an option using their dial pad or speak the option. An example of this would be, "For Accounting, please press 1 or say Accounting."

Platform28 offers a Text-to-Speech (TTS) option that can be used in the flow wherever a normal prompt is assigned. The Administration Portal allows any permissioned User to simply enter a word, phrase, or sentence(s) to be activated as TTS and, once assigned within the call flow, it is immediately deployed. These tools allow our customers to quickly and easily build an advanced and professional call flow. Furthermore, Tags can be used within TTS prompts, especially when integrated with the Web Services, to create dynamic prompts that can announce account balances, license statuses, or even multiple-value items such as child-support payment histories.

2.3.2 Include call back/virtual queuing capability.

Platform28 meets the requirement.

Platform28 provides a fully integrated Queue Callback system which will use our own virtual queuing to save the consumer's place in Queue, and will then call them back at a number of their choice. The Queue Callback system can be offered at any point, and is generally offered to a customer based on agent availability or after the consumer has been in a queue for a specific time window, etc. Of note, the Agency can customize many elements of the virtual queue, such as the time at which the callback is offered and the prompts leading up to the callback offering (i.e. the estimated wait time is..). The caller chooses to be called back at the number initially registered by the system or a phone number of their choice. When the caller receives the callback, the system announces itself and asks the caller if they would like to speak to an Agent or be called back at a later time.

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

Platform28 meets the requirement.

Platform28 provides a complete REST API for integration, along with the ability to consume web services. This allows for virtually unlimited options for integration. For instance, account lookups can be done well in advance of a call reaching an Agent. Complex flows can be configured to route based on information from the CRM, time-of-day, and data provided by the caller. In addition, both the Agent Desktop and the Omnichannel Workspace are capable of providing screen pops dynamic URLs that may contain call level data or data collected from the consumer, etc. This allows most CRMs to be trivially integrated into the Agent experience.

Platform28 has done a multitude of integrations with services/providers including CRMs, payment processors, directories, workforce management systems, etc. During the implementation phase of a project, Platform28 will explore all of the possible integration points with the customer and, if desired, build the integrations into the project plan either during the initial launch phase or in phased projects after the launch.

2.3.4 Ability to integrate to agency applications and database systems.

Platform28 meets the requirement.

Platform28 has extensive experience with Integrations, including CRMs, databases, and other applications, even proprietary ones. Our only qualifications are that the integration should have a relatively modern API, for instance, REST, XML-RPC, SOAP, gRPC, etc. REST endpoints (or any HTTP-based API) can be easily configured within the Administration Portal, while other methods may require an integration layer.

Platform28 has done multiple integrations with State of Georgia systems in the past. During the implementation phase of any new customer turnup, Platform28 explores all of the possible integration points with the customer and, if desired, can build the integrations into the project plan either during the initial launch phase or in phased projects after the launch.

2.3.5 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 an Agency.

Platform28 meets the requirements.

Platform28 will lead the set-up, support, operation, and maintenance of the IVR systems and related call routing and mapping logic. This includes caller menu selections, all voice message scripts and prompts, and configuration of the ACD and Intelligent Routing based on the type or characteristics of an inbound call. Platform28 shall also make changes to the IVR system on a regular basis as required or as requested by an Agency.

During the training process, Platform28 teaches the customer how to modify, design, and configure call flows (this includes IVRs). The customer is empowered to use the system as they see fit and make changes or improvements over time. However, Platform28 provides white-glove services for the State of Georgia and can be reached 24/7 by email, the support portal, or by phone for assistance, walk-throughs, or with requests for change/add/removes. Our customer service team is always willing to help our customers with call flow configuration updates, improvements, or even refresher courses on how to do it themselves.

2.3.6 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.

Platform28 meets the requirements.

Platform28's Prompt mechanism allows for prompts to be recorded online, uploaded, or generated using TTS, all from the web Administration Portal. The prompts may be configured in "segments" that are combined by the platform during the handling of individual calls. This allows for complex prompts to be created with ease. These Prompts can then be used anywhere throughout the call flow, including (but not limited to) IVRs, Hold Messages, Hold Music, Queue Whispers, Predicted Wait Times, Schedules, and Emergency Messages. The Prompt can take full advantage of our Text-to-Speech (TTS) option, and use Tags within TTS prompts. Especially when integrated with the Web Services, this allows the user to create dynamic prompts that can announce account balances, license statuses, or even multiple-value items such as child-support payment histories.

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

Platform28 meets the requirements.

Platform28 uses a disciplined scoping, design, and approval process, as well as a documented change management policy. If customers specify a written change management policy, changes take place via change management documents that are signed and submitted to Platform28, typically a detailed and updated Statement of Work.

Platform28 understands that the State of Georgia has many Agencies that have their own business processes. Platform28 will work with each Agency's Change Management process, including, but not limited to, providing written SOWs, Approvals, Project Plans, and Acceptance Documents. These processes can be followed for any and all services provided by Platform28's Professional Services or Support teams, including, changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules, and after-hours or emergency messages, etc.

2.3.8 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.

Platform28 meets the requirements.

Platform28 empowers its customers to make any and all changes within its call flow; these changes take effect immediately which provides for short notice emergency changes to IVR systems to address any business or emergency need. Platform28 trains the appropriate Administrators prior to launch so that they feel comfortable navigating the system. In addition, the Platform28 support team is available 24/7 to assist.

Platform28's Global Tag feature allows for the Agency Administrator to work with Platform28 during the implementation phase to create predetermined call flows for emergency scenarios, for example, weather outages, internet outages, fire drills, or on-demand meetings. These call flows will be designed and built in the initial implementation phase and can be modified, removed or new ones added to at any point going forward. These types of flows may be configured for voice, email, chat, SMS, etc. so that they will be handled via a different path when a Global Tag is enabled. These routing points can then be "put into effect" by making a single change in the Organization's main settings page.

One example would be an emergency planning scenario in the event of an Internet outage. In this case, the customer might activate the technical tag on an organization or on a specific phone number and activate a call route that goes to a cell phone, a message, or a backup phone number. Platform28 is always ready to assist with the activation of tags, but will also ensure that the customer is trained and skilled in this area.

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

Platform28 meets the requirements.

The Platform28 contact center solution includes Auto Attendant and Interactive Voice Response technology. We provide templates for three different types of IVRs: Announcement Only IVRs, Standard IVRs, and Data Entry IVRs. The Announcement Only IVR will play a message to the Caller and then route the Caller to any desired location as designated by the creator of the IVR without any needed interaction from the Caller. Our Standard IVRs provide the caller with a menu of options to select to route them to the desired location. Standard IVRs also have the capabilities of being speech-activated. Data Entry IVRs allow for Customers to enter unique information in order to provide more data for sophisticated call routing or to pass the information on to other systems of record for data lookups and Web Service Integrations.

IVRs that are automated and do not depend on regular Agent hours can be used 24/7 for retrieval, recall, and data storage. This type of IVR is especially useful when integrated with a system of record. Information can be passed back and forth between systems using APIs and Data Entry IVRs and certain information can be recorded/stored for greater efficiency and better customer experience. This type of technology is used to power systems like self-service IVR's for license status, child-support payment inquiries, court-date inquiries, etc.

Platform28's IVRs can easily be used for Auto Attendant functionality with customizable options for each digit selected. Additionally, Platform28 provides both Dial-by-Name and Dial-by-Extension functionality that is easily programmable by assigning extensions to Users and opting to include Users in the directory.

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

Platform28 meets the requirements.

Platform28 is completely manageable through our Administration Portal. Any person who is granted the appropriate Role/Permission can log into the portal and make the desired changes without contacting Platform28, this includes creating and updating all messages/prompts. Due to the separation of an organization (multi-tenancy), each state agency can be set up with local administrators who have access to a limited subset of administrative features (such as changing prompt recordings, schedules, etc.).

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

Platform28 meets the requirements.

The Platform28 team works with our clients during the implementation phase to create predetermined call flows for emergency scenarios, for example, weather outages, internet outages, fire drills, or on-demand meetings. These call flows will be designed and built in the initial implementation phase and can be modified, removed or new ones added to at any point going forward.

Examples of Global Tags based routing to an alternate call flow would be in the event of a hurricane or natural disaster. An Agency may have a weather tag condition in their initial call flow router and when activated, the calls will route to an alternative remote phone number, cell number, or just provide an informational message. The alternate weather emergency call flow will remain active until the tag is removed. Platform28 is always ready to assist with the activation of tags, but will also ensure that the customer is trained and skilled in this area.

Furthermore, since Platform28's Omnichannel Workspace is highly optimized for low-bandwidth networks, an agent may move to their mobile device and continue to receive and process calls, so long as a reasonably fast mobile connection is available. Any office or location with internet access and standard windows (or Mac) PC's, laptops, etc. and Microsoft Edge or Google Chrome can become an alternate rallying point for any Agency with absolute no pre-configuration, set up,

or intervention from Platform28 -- simply login to our Omnichannel Workspace from the new location.

2.4 Reporting & Analytics

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

2.4.1 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.

Platform28 meets the requirements.

Platform28 includes an extensive Analytics and Reporting module. Individual reports can be customized for each individual Manager who has access to the Administrator Portal. Platform28 is continually improving our Reports and we are always open to suggestions on enhancing our existing Reports, or ideas for new Reports. Our Reports can be run ad hoc and scheduled at intervals based on individual User preferences. Scheduled Reports can be emailed or available for the User to access and download from the system. When running or scheduling reports, Users can customize the parameters of the report by filtering by Agents, Queues, or Pools, selecting a custom date and time intervals, arranging the order in which data is displayed, reporting on specific channels (voice, email, chat) or call direction (outbound, inbound), etc.

Most reports are available in both PDF and CSV formats. Examples of data provided within reports include (but are not limited to): Call Related Metrics (Served, Abandoned, Within-SLA, Short-Abandons, etc.), Queue and Agent Metrics such as (Within-SLA, Served, Wait Time, Talk Time, Handle Time, Wrap Time, etc.), Productivity Metrics (Login Time, Not Ready Time, Ready Time, On-Call Time, Productivity, etc). Current reports include (but are not limited to): Queue Performance, Queue Volume, Agent Performance, IVR Reports, CDR Reports, Transfer Reports, Disposition Reports, and Agent State Reports.

Platform28 can customize Reports per the Customer's business needs. For example, if Platform28 does not currently have a Report that is essential to the customer's business practices, Platform28 will (with the customer's assistance) create a new Report that will be accessible within the Platform28 Administrator Portal to be run ad hoc or scheduled at desired intervals. Service/Abandon SLA thresholds are easily configured per Queue within the web Administration Portal. For other custom SLA's that individual Agencies require, Platform28 can work with the Agency to add the SLA to the appropriate reports (as a custom version of the report).

Platform28 also provides options for raw data export in near-real-time for Agencies requiring their raw data to be available for BI or analytics. This data can then be analyzed by tools such as Google Data Studio, Tableau, etc.

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

Platform28 meets the requirements.

Platform28 can support baseline, canned, ad-hoc, historical, and real-time reports within both its Reporting Module and the Dashboard feature. Access to historical reports is based on role, if permissioned, Users have access to run reports in

either a CSV or PDF format (or both). Standard reports are available within the system, but can also be modified based on filters. Data can be customized to report on many parameters including Agents, Queues, Channels, Dates/Times, etc.

The Dashboard feature allows for both historical (near term) and real-time reporting and can be customized per User. Graphs and charts can also be designed based on User customization.

In addition, Platform28 engineers regularly build reports to match those required by our customers to gain more effective visibility into HCC activities. Often, when a new customer is transitioning to Platform28, our onboarding process includes an analysis of reporting as used by the Agency, and training on the use of Platform28's reporting to access the same data. If there is data that is unavailable, Platform28 will work with the customer to identify the missing data, and provide appropriate additions to existing reports, or create new reports, that cover the data (assuming the data is not based on information external to Platform28).

2.4.3 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 agent's status, and banner messages.

Platform28 meets the requirements.

Real-Time Dashboards are accessible in the Administrator Portal within the Dashboards Module for any Authorized User. Our Dashboards are extremely useful for any Contact Center as they can be displayed on a WallBoard and are uniquely customizable for each User. Platform28 Dashboards provide real-time and historical information and are displayed with graphs and charts. Platform28 also allows the User to set KPIs or key performance indicators to each set of metrics which allows for alerts when metric thresholds are not met. For example, if there are more calls in the queue than the threshold KPI allows for, the Calls in Queue grid may display a red color altering the Manager that modifications to that Queue may need to be made. Dashboards display data across multiple channels including voice, chat, emails, etc. Additionally, the Agent and Queue Modules within the Administration Portal can also act as Dashboards and Wallboards for a Contact Center; they display each Agent and Queue and specific real-time and historical metrics for each.

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

Platform28 meets the requirements.

Platform28 can customize Reports per the Customer's business needs. For example, if Platform28 does not currently have a Report that is essential to the customer's business practices, Platform28 will (with the customer's assistance) create a new Report that will be accessible within the Platform28 Administrator Portal to be run ad hoc or scheduled at desired intervals.

Platform28 also provides options for raw data export in near-real-time for Agencies requiring their raw data to be available for BI or analytics. This data can then be analyzed by tools such as Google Data Studio, Tableau, etc., and provides an extremely powerful mechanism to create completely customized reports.

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

Platform28 meets the requirements.

Platform28 allows permissioned Users access to the Reporting system, which can be used to run real-time or historical reports. It can also be used to create scheduled reports that can be run at intervals and placed in a folder or emailed to a User(s).

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

Platform28 meets the requirements.

Each Agent has their own Dashboard built into the Agent Desktop and Omnichannel Workspace providing each of them their own statistics for that shift along with the statistics of their assigned Queues. The dashboard displays both real-time and historical information pertinent to that Agent. The Agent can see how many calls are currently holding, the hold time of the longest holding call, the Queues' average speed of answer, and their average handle time. They will also be able to view the number of Agents currently logged in and their current state.

2.4.7 Ability to change reporting metric requirements for different skill sets.

Platform28 meets the requirements.

Platform28 computes all common Contact Center metrics on a per Agency, Phone Number, Queue, Customer, Agent Pool, Team, and Agent level. This set of data can then be combined in multiple ways to create an almost infinite number of different views of the Contact Center's performance. This allows reporting to be done at a Skill, Queue, Team (by Supervisor), etc. There are many standard reports available (some reports have several different views of the dataset) that cover the needs of almost every Contact Center. For Contact Centers that require more customized reporting, Platform28 will work with the Agency to create custom reports that are then available alongside Platform28's standard reporting, and can be run ad-hoc, scheduled, etc.

2.4.8 Ability to prompt messages on agent desktop displays.

Platform28 meets the requirements.

Platform28's new Omnichannel Workspace incorporates real-time notification capabilities that can be used to send messages to the Agent in real-time. Furthermore, since the Agents have a real-time view of their performance, their team's performance, and overall KPIs of the contact center (in terms of Queues that they are a part of), Agents can be proactive in dealing with unexpected call spikes or low-staffing situations.

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

Platform28 meets the requirements.

Platform28's internal audit mechanism based on our Interaction Records provides a play-by-play that includes all actions taken by a caller, agent, and the system itself, data collected via IVR's or REST/WebHooks, events related to Prompts, etc. This information may be pulled via a Call Trace report that may be filtered by the desired parameters. For instance, by a specific agent, or by an agent but limited to specific Queues, or phone numbers, etc.

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

Platform28 meets the requirements.

Platform28 also provides options for raw data export in near-real-time for Agencies requiring their raw data to be available for BI or analytics. This data can then be analyzed by tools such as Google Data Studio, Tableau, etc., and provides an extremely powerful mechanism to create completely customized reports.

Raw Data exports can provide (a) CDR information, (b) Aggregated Metrics, (c) Interaction Records.

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

Platform28 meets the requirements.

Platform28 will provide access to historical data for 37 months for both application and agent data. This includes metrics, interaction records, and call records, but does not include recordings that are kept at no cost for 60-days.

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

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

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

Platform28 meets the requirement.

Platform28 allows for call recording to begin at any point within a call flow. Recordings can start when the call arrives on a phone number when a call reaches an IVR, or at any point even after the caller and agent have begun talking. The same type of recording capabilities is also provided for Business Users (with DID's or Extensions). For contact center calls, Agents can be configured (if desired) to be able to start/pause/resume the recordings. Recordings may automatically be paused by integrated customer portals. For instance, a customer's CRM or other systems can request Platform28 to pause recording while sensitive information is conveyed from the consumer to the Agent.

Recordings are started by specifying a percentage value. Many customers configure this for 100%, but it can be set to any value between 0 and 100 and will control the percentage of call recordings (statistically) triggered by that particular point in the flow. For example, to record 20% of all calls coming into a Queue, simply set the recording percentage field of that Queue to "20". Or to record 20% of all calls to a specific phone number, set the phone number's recording percentage to 20. In addition to the percentage triggers, conditional business logic can trigger the start of recording at any point in the call. The percentage recording setting is within the Administration Portal and can be customized by permissioned Users at an Agency.

Furthermore, Platform28's recording capability allows 20% of all calls to a certain Queue to be recorded in general, but if the call is sent to a specific agent, that percentage can be 100%, etc.

Platform28's screen capture capability is configured in the same way. Platform28 can provide 20% screen capture per agent per day.

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

Platform28 meets the requirement.

Call Recordings are kept for 60-days as a complementary service. If recordings need to be stored longer than 60-days, customers will have several options on how to continue storage. Platform28 can retain recordings for any duration desired by the Customer at a cost tied to the amount of storage used each month. The customer may opt to keep the recordings within their own AWS S3 or GCP Cloud Storage bucket, in which case Platform28 will maintain the metadata for 37 months. The time of storage can be adjusted at will by contacting the Platform28 support team or through a setting within the Administration Portal.

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

Platform28 meets the requirement.

GTA or the Agency may use Platform28's API to download the recordings for offline storage. The API access also allows GTA or the Agency to delete recordings that should not be retained within the Platform28 Cloud.

In addition, GTA or the Agency may opt to keep the recordings within their own AWS S3 or GCP Cloud Storage bucket, in which case Platform28 will maintain the metadata for 37 months.

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

Platform28 meets the requirement.

The time of storage can be adjusted at will by contacting the Platform28 support team or through a setting within the Administration Portal.

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

Platform28 meets the requirement.

The Live Monitoring function within Platform28 allows for quality control and training of Agents. Users with the appropriate permissions (for instance, Managers, QA, Trainers, etc.) can access live calls for monitoring purposes. They can choose to listen to the call, whisper to an Agent, whisper to the caller, or even barge-in and speak to both the caller and the Agent. They can also trigger the call recording (if the call is not already being recorded).

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

Platform28 meets the requirement.

The Live Monitoring function within Platform28 allows for quality control and training of Agents. This feature can be triggered at any point while the call is connected to an Agent. Users with the appropriate permissions (for instance, Managers, QA, Trainers, etc.) can access live calls for monitoring purposes. They can choose to listen to the call, whisper to an Agent, whisper to the caller, or even barge-in and speak to both the caller and the Agent. They can also trigger the call recording (if the call is not already being recorded).

Listening to recorded calls is done via the web Administration Portal and the integrated audio player. The player provides slider controls to allow the user to start/pause recordings, etc. A speedup option is also provided so that calls can be scanned through at a higher than normal speed of playback.

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

Platform28 meets the requirement.

Platform28 does not limit call recording to 20% of the calls. Furthermore, the Platform28 recording mechanism creates individual recordings for:

- Caller Recording - this is a cradle-to-grave recording of the call from whatever point it is started. For instance, this can be started when the caller is first connected to an agent and then continues through any transfers
- Agent Recording - this is a per-agent recording file. Each agent who is connected to the call will generate a separate file

It is easy to use the web Administration Portal to set the recording percentage of a single agent to 100%. This will cause all calls to that agent to be recorded. This does not impact the Queue level setting of 20% (or whatever percentage the queue is set for).

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

Platform28 meets the requirement.

Listening to recorded calls is done via the web Administration Portal and the integrated audio player. The player provides slider controls to allow the user to start/pause recordings, etc. A speedup option is also provided so that calls can be scanned through at a higher than normal speed of playback. Anyone with a Microsoft Edge or Google Chrome browser can access the portal via the internet, and (if they are permissioned to do so) can access the Recordings module to search for and listen to recordings.

2.5.1.9 Ability to email downloaded recordings.

Platform28 meets the requirement.

Recordings can be downloaded from the Admin site for local storage or can be downloaded via our API. Recordings can then be passed along using email or other forms of transfer (USB drive, etc)

2.5.1.10 Ability for an agent to initiate recording their own all.

Platform28 meets the requirement.

The Platform28 Agent Desktop and Omnichannel Workspace allow for Recording functionality at the Agent level. The Agent has the ability (if activated for the specific Queue) to start and/or pause recordings on-demand with a simple click of a button. This is especially useful in scenarios where personal information is being communicated or when a caller is threatening or disgruntled.

2.5.1.11 Ability to search recordings by filters

Platform28 meets the requirement.

Call Recordings are accessed within the Administration portal for permissioned Users. Recordings can be filtered by date, time, Agent, Queue, Team, phone number, and Session Identification Numbers (unique identifiers assigned to each call). Recordings are always made using speaker-separated stereo. Recordings can be played, paused, sped-up, slowed down, and rewind within the portal.

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

Platform28 meets the requirement.

The Platform28 recording mechanism creates individual recordings for:

- Caller Recording - this is a cradle-to-grave recording of the call from whatever point it is started. For instance, this can be started when the caller is first connected to an agent and then continues through any transfers
- Agent Recording - this is a per-agent recording file. Each agent who is connected to the call will generate a separate file

It is easy to use the web Administration Portal to set the recording percentage of a single agent or some specific subset of agents to 100%. This does not impact the Queue level recording setting, or any recording settings prior to the call hitting the queue.

As described, Platform28 can set multiple recording logic based on business rules, such as oversampling of trainees, high-value queues, or other requirements. Platform28 can be set up to record an entire center at 100%, specific queues at 20%, and apply ad hoc recording to specific agents. All recordings can be made available in the same interface post-call.

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.

Platform28 meets the requirement.

Platform28 provides the ability to create customer Post-Call Surveys within our solution. Typically, a contact center offers a post-call customer survey using an IVR tree. Platform28 provides predefined reports for tabulating and presenting post-call survey data. A survey can be offered prior, during, or after a call using a pre-recorded message. In the event that a caller opts to complete a survey, they would remain on the line after the call has been completed. They would be offered a series of customizable questions using IVRs and either Yes/No questions or gradient scores, i.e. on a scale of 1-5. The caller would complete each question using their dial-pad (or speech-activated responses). After a call has been scored, any user with reporting access to the Post Call Survey Report can generate reports showing the data that has been collected. Surveys can be reported on and compared over the course of a day, week, month, or any customizable time period. Post-call surveys can be used for Chat interactions as well, using the same configuration.

Post-call surveys can also be conducted using SMS, barring any regulatory limitations. The process is the same as the IVR-based survey and the same IVR configuration can be used for SMS surveys as well.

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

Service Provider needs to include toll-services on a per-minute and inclusive to the per-seat pricing model.

2.6.1.1 Provide per-minute inbound and outbound toll-free services.

Platform28 meets the requirement.

Platform28 provides per-minute inbound and outbound toll-free services. We use industry-leading telecom providers with carrier-grade geo-redundant networks. Pricing details can be found within Attachment 2-A pricing and financial document contained within this proposal.

2.6.1.2 Provide inclusive inbound and outbound toll-free services.

Platform28 meets the requirement.

Platform28 provides inclusive inbound and outbound toll-free services. We use industry-leading telecom providers with carrier-grade geo-redundant networks. Pricing details can be found within Attachment 2-A pricing and financial document contained within this proposal.

2.6.2 Trunking Requirements

Provide erlang standard calculations for appropriately sizing inbound trunking requirements and provide quarterly assessments to adjust as needed.

Platform28 meets the requirement.

Platform28 does not limit our customers to artificial “trunk” limitations. Platform28 operates a scalable multi-region, multi-carrier solution that scales up and down as needed to provide capacity. Platform28 will provide erlang standard calculations to show inbound trunking requirements and provide quarterly assessments to adjust as needed. Platform28 can work with GTA and or the Agency in question to meet any unusual traffic patterns that are required for the Agency.

Trunking can be shared between Agencies but should not impact performance of individual contact centers

Platform28 meets the requirement.

Platform28 does not charge or limit our customers to artificial “trunk” limitations. Agencies are not given “trunk allocations” or “trunk limitations”, and are not sharing their allocations. Platform28 operates a scalable multi-region, multi-carrier solution that scales up and down as needed to provide capacity, with our carriers providing thousands of simultaneous ports to the Platform28 Cloud. Platform28 monitors our carrier utilization on inbound DID and TFNs and provides each of our customers with the ability to spike up to twice the “typical utilization” of that customer. Platform28 can work with GTA and or the Agency in question to meet any unusual traffic patterns that are required for the Agency.

Platform28’s Technical Operations team continually monitors port utilization between Platform28 and our carriers and works with the carriers to increase port capacity if required. Carriers may occasionally block calls to numbers that have “unusually high call counts” to prevent fraud or denial-of-service type attacks. In these cases, we will work with GTA or the Agency in question to ensure that appropriate actions are taken, for instance unblocking the number if there is an event driving the high volume, or locking down further in case of an attack.

In addition to our internal processes, Platform28 can work with GTA and the Agency customers, as needed, to provide a comprehensive analysis of service requirements, including, but not limited to the inbound ports required to service the customer.

2.6.2.3 Service Provider may use either TDM or VoIP for trunking for the most efficient performance and price.

Platform28 meets the requirement.

Platform28 utilizes high-quality VoIP (SIP) trunking with our carriers to provide the most performant and cost-efficient solution. The VoIP trunking allows us to scale up capacity as needed with relative ease.

2.6.3 Data network requirements

Data network requirements described below are for optional VoIP termination to Agency contact centers.

Service provider can propose end-to-end data connection for call centers and agents where applicable or leverage existing State protected networks.

Platform28 meets the requirement.

Platform28’s HCC solution can be delivered across a customer’s existing managed network, broadband, and other

connections. Platform28 also has extensive experience working with customers to design and deploy new networks, with end-to-end connectivity for call centers and agents. Platform28 works with network providers to set up local, metro-wide-area, and international circuits. In addition, Platform28 has deep commercial and technical experience working with telecom carriers to set up circuits, phone numbers, routing, translation, number portability, and toll-free services.

Platform28 has successfully delivered HCC solutions to multiple State of Georgia Agencies via their existing internet connectivity. Furthermore, many Agencies have taken advantage of Platform28's ability to support teleworkers for the past several years, and this capability has been extensively used by a significant number of Agencies during the Covid lockdowns and emergencies.

With the current availability of high-speed internet, even on mobile devices, dedicated network connections are no longer required. However, if an agency requires dedicated connectivity, Platform28 can provide such connectivity.

Service Provider will provide a tool(s) for self-assessing bandwidth requirements and voicequality performance.

Platform28 meets the requirement.

Platform28 has extensive experience with data and telecommunications networks, including the requisite monitoring and ongoing administration. Platform28's Network Management systems continually monitor all voice and data circuits for capacity, usage, quality, and service availability.

Platform28's Agent Desktop provides MOS scores for the calls handled by an agent in addition to logging voice metrics including packet loss, jitter, etc. for analysis in case of an issue. The new Omnichannel Workspace provides similar metrics in terms of voice analytics which is available to the agent in a modern dashboard.

In addition, Platform28 provides a Network Requirements document that clearly outlines the requirements, including network bandwidth. This can be self-assessed by the Agent or IT personnel.

Setting up, supporting, operating, and maintaining data circuits and VoIP circuits (if applicable)as required.

Platform28 meets this requirement.

Platform28's HCC solution can be delivered across a customer's existing managed network, broadband, and other connections. Platform28 also has extensive experience working with customers to design and deploy new networks, with end-to-end connectivity for call centers and agents. Platform28 works with network providers to set up local, metro-wide-area, and international circuits. In addition, Platform28 has deep commercial and technical experience working with telecom carriers to set up circuits, phone numbers, routing, translation, number portability, and toll-free services.

Platform28 has successfully delivered HCC solutions to multiple State of Georgia Agencies via their existing internet connectivity. Furthermore, many Agencies have taken advantage of Platform28's ability to support teleworkers for the past several years, and this capability has been extensively used by a significant number of Agencies during the Covid lockdowns and emergencies.

With the current availability of high-speed internet, even on mobile devices, dedicated network connections are no longer required. However, if an agency requires dedicated connectivity, Platform28 can provide such connectivity.

2.6.4 VPN / Security for Transport

2.6.4.1 Provide end-to-end network security and monitoring.

Platform28 meets this requirement.

Platform28's network uses a variety of systems and procedures to maintain network security. These systems are monitored 24x7. Furthermore, Platform28 operates within a hardened external network, with dedicated egress points so that only a minimal portion of our total servers actually connect to the internet. These servers are further locked down to ensure that only certain ports and types of traffic are allowed.

To ensure security/privacy of voice connections, Platform28 supports SIP/TLS & SRTP in our Agent Desktop, and WebSocket/WebRTC in our Omnichannel Workspace (encrypted using SSL/TLS). Data connections between the software and Platform28's cloud are encrypted (HTTPS). Access to Platform28's web Administration Portal is restricted to using HTTPS (encrypted) connections.

2.6.4.2 Provide Virtual Private Network VPN access.

Platform28 meets the requirement.

To ensure security/privacy of voice connections, Platform28 supports SIP/TLS & SRTP in our Agent Desktop, and WebSocket/WebRTC in our Omnichannel Workspace (encrypted using SSL/TLS). Data connections between the software and Platform28's cloud are encrypted (HTTPS). Access to Platform28's web Administration Portal is restricted to using HTTPS (encrypted) connections.

If an Agency wishes to further enhance this by using VPNs, Platform28 can provide VPN connectivity, either point-to-point (for a brick-and-mortar contact center) or end-user (for teleworkers/work-at-home users).

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:

3.1.1 Role based score cards with key performance indicators.

Platform28 meets the requirement.

Platform28's scorecard system allows the Agency to create a virtually unlimited number of "evaluation forms". Each form consists of a number of "criteria". Each criterion may have a score range, mark-down, or mark-up associated with meeting the criteria, or it may be based on a specific score within that criteria (i.e. Listening skills: 1-5). This flexible framework allows extremely detailed and accurate evaluations to be created.

At the beginning of a scoring/evaluation, the person performing the scoring or evaluation ("evaluator") is allowed to select an evaluation form. The list of available forms will be restricted based on queue, team, agent, etc. Once a form is selected, the evaluator simply goes through the form and scores the particular agent against the specific call. The call recording is available and full "player" controls are given so that recordings can be paused/stopped/started during the evaluation. Furthermore, Platform28 uses speaker-separated recordings, allowing the evaluator to listen to the caller, agent, or both.

Once evaluations are completed, the Platform28 BI and Reporting systems can be used to provide aggregated data about evaluations and to understand KPIs as compared to specific queues, agents, or teams. The reporting can be customized for almost any imaginable type of analysis of these KPI's.

3.1.2 Integrated Learning Tools.

Platform28 meets the requirement.

Platform28's new Omnichannel Workspace allows us to provide Agency-specific integrated learning tools that are integrated into the Agent's daily user experience. For example, both Knowledge Bases and FAQs can be brought into the Workspace. Agent scripting tools are available to walk agents through a workflow. These same tools allow Agents to go through training modules and receive scores that may be applied to their "skill level" in an Agent Pool or Queue.

Additionally, Platform28's open architecture has the ability to integrate with third-party Agent Training and Coaching tools. These tools can be used to fill off-phone time with activities that improve agent performance and productivity.

3.1.3 Coaching Management Tools.

Platform28 meets the requirement.

Platform28 allows for live monitoring of calls during which a permissioned User can listen, whisper or barge into calls as deemed necessary. Chats can also be monitored and accessed by a manager in real-time. Calls recordings may be

downloaded from the web-based Administration Portal and shared with an Agent for training purposes. Historical Chats are also available for review and training purposes.

Platform28 has (optional) a scripting/training module that may be used to develop training modules. These modules can then be selectively used to train/retrain Agents on specific areas or topics that need improvement.

In addition, Platform28 can integrate with 3rd party training and coaching applications, including automated tools that push coaching to agents through integration between the training application, WFM and Platform28. The tools are regularly used to improve onboarding ramp-up times, coach to improve learning curves, or coach high-performing agents to develop supervisor skills.

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

Platform28 meets the requirement.

Platform28's reporting system provides correlated reports of KPI, agent performance, and other standard data. Platform28 can work with the Agency to develop custom reports that correlate metrics in a manner that is useful to the Agency if the requested data can be correlated.

KPI optimization and forecasting are typically handled by the WFM component of the Contact Center solution. Platform28 offers an integrated third-party WFM system that ingests data from Platform28 and generates needed projections and then assists in shift scheduling.

3.1.5 Open architecture and APIs to allow seamless and easy integrations to State of Georgia systems and databases, as well as third-party systems (REST APIs, SQL, Webhooks, etc.) at low cost.

Platform28 meets the requirement.

Platform28 provides a 100% open REST API and uses programmable web services to allow bi-directional interaction of Platform28 and the CRM. Platform28's unique API allows a programmer or administrator to access and control all aspects of Platform28's operation (in real-time) via the REST API. This includes the creation, modification, and deletion of users, queues, locations, customers, teams, roles, etc. Platform28 also supports both real-time and batched data push to databases.

The Platform28 Agent Desktop has a built-in REST web server, allowing for AJAX interaction between any web application and the desktop, for telephony and data control or query. In addition, this REST server can be contacted by any locally installed application, allowing simple 'bridges' to be built to support COM/OLE and other operating system-specific integration mechanisms.

Platform28's Omnichannel Workspace has extensive integration capabilities, exposed via Javascript "PostMessage" functionality, allowing any web page or web application that is embedded in the Workspace to invoke functionality or query data from the Workspace.

Platform28 does not charge per API usage (within fair use policies) for normal usage. For instance, using the API to download recordings, or to push/pull data between Platform28 and any external system is included as part of the basic service.

3.1.6 Integrated with best -or-breed solutions for WFM system with real-time data integration between the contact center and WFM to allow seamless data entry and reporting.

Platform28 meets the requirement.

Platform28 integrates with a best-of-breed WFM solution to provide forecasting, scheduling, and real-time adherence capabilities. All contact center data is fed in near-real-time to the WFM system so no manual data entry is required. This solution allows agents to be scheduled based on predicted call volumes that are computed from the data feed of actual traffic. Holidays, vacations, personal days, etc. can be entered into the WFM to more accurately provide staffing requirements. Adherence reports spotlight Agents who are not performing well, and can help QA or Training staff to focus on individuals that need more training or help.

3.1.7 Integrated with best-of-breed solutions for ticketing that allows the State of Georgia users/admins to create custom forms with custom fields and integrations, reporting, etc.

Platform28 meets this requirement.

Platform28 provides an integrated Agent Scripting solution

3.1.8 Allow the State of Georgia users/administrators to:

- Easily change or enhance the call routing from point of the phone number through any IVRs, and Queues, including the ability to route calls based on flags, or options set by the administer or data enter by the caller(for chat users)

Platform28 meets the requirement.

Platform28 provides the ability to build complex flows to service the interactions to provide a better consumer experience and to lower agent utilization and staffing. These are facilitated by the following features:

- Platform28 provides the ability for interactions to have one or more Tags assigned to them at a specific phone number, chat endpoint, or email address. These tags can be used for normal situations where call routing is data-dependent, for instance, maybe a piece of information is looked up via a Webhook or API call, and the results are then used to prioritize, route, or respond to the consumer.
- Platform28 allows Tags to be assigned at a global level. One common use for these tags is to add tags to signal a global condition, such as a weather emergency, or a technical issue such as a CRM outage. These tags can then be used in the business logic portion where an interaction is routed appropriately. This allows a very quick and painless way to reroute interactions during unexpected situations, as opposed to making ad-hoc routing changes in a high-pressure environment.
- Conditional Routers are used to determine the flow of an interaction based on schedules, tags, as well as many other conditions, including but not limited to, agent and queue availability. They are used as branches in the flow of an interaction.
- IVRs and Bots allow for callers to select options either using a dial-pad or by keyword recognition for scenarios that may involve simple routing, or complex applications such as self-service, payment, etc.
- Data Entry via IVR or WebHooks/APIs allows data to be incorporated into the call routing process. This data can be processed by Conditional Routers or used in Prompts, etc.
- Outbound calling functionality allows our customers to configure outbound notifications for emergencies, collections, reminders, etc. The outbound calls have the full functionality of our platform and can be used to build complex flows like outbound calls that can take payments over the phone, or outbound calls that are used to notify customers of an upcoming event.
- Platform28 also offers a Queue Callback functionality, wherein if all Agents are busy, callbacks may be allowed after a certain threshold. The caller is given the opportunity to “break out” of the queue and have the system call

them back when an Agent becomes available. Queue Callback can be assigned to some or all queues and can be used based on a schedule.

3.1.9 Provide guidance and assistance for changes/adds/removes as well as developing customized calls and reports at no additional charge.

Platform28 meets the requirement.

Platform28 is always available to assist its customers with customized call flows and reporting at no additional cost. For example, Platform28 has developed multiple “applications” such as self-service IVRs, parolee self-check-in, etc. for Agencies at no additional cost.

The Platform28 professional services and customer service team can be contacted at any time with a request to create or modify an existing call flow or organizational setting. In the event that Platform28 does not currently provide the desired metrics or report that a customer needs, we will work with the customer to create a report that suits their requirements and make it available in the system.

Furthermore, Platform28 offers white-glove services to the State of Georgia at no additional cost. This includes all changes/add/removes, emergency routing changes, planning for new services or operational changes, schedules, holidays, etc. In addition, Platform28 provides guidance for integrations with third-party systems, configuration of Web Services, and API hooks at no additional cost.

3.2 Enhanced Workforce Management

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

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

Platform28 meets the requirement.

Platform28 integrates with a best-of-breed WFM solution to provide forecasting, scheduling, and real-time adherence capabilities. All contact center data is fed in near-real-time to the WFM system so no manual data entry is required. This solution allows agents to be scheduled based on predicted call volumes that are computed from the data feed of actual traffic. Holidays, vacations, personal days, etc. can be entered into the WFM to more accurately provide staffing requirements. Adherence reports spotlight Agents who are not performing well, and can help QA or Training staff to focus on individuals that need more training or help. The key list of features are:

- **Forecasting**
Multi-skill, multi-channel forecasting for both short- and long-term planning, as well as for trends and seasonality analyses.
- **Scheduling**
Powerful, multi-skill scheduling-optimization engine for effective employee planning, considering work-hour legislation, demand, employee requests—and more.
- **Employee Management**
Employee administration, including work-hour contracts and skill assignments.
- **Shift Management**
Efficient shift generator for creating shifts from any mix of scheduled activities.
- **Budgetary reports**
For long-term planning of staffing requirements; assess the staff available in comparison with a forecasted resource need.
- **Intraday Reporting**
Allows overview and detailed analysis of on-the-day traffic, performance, and staffing down to interval level.

- **Employee Portal**
Provided as both a web-based employee portal for access to their schedules as well as for work-hour preferences and self-assessment.

3.2.2 Ability to analyze customer interactions.

Platform28 meets the requirement.

Platform28's WFM tools are, by definition, tools for the analysis of customer interactions. WFM analysis is focused on data available in terms of Queues, Agents, Agent Pools, etc.

Platform28's reporting includes the ability to view and analyze contextually relevant customer data, if available to the system. For instance, data collected during the call as Tags can be exported to our BI database and then correlated for reporting purposes. Call disposition data can be used to drill down past a specific Queue, i.e. "How long is the average handle time of a Driver's License Renewal for consumers from Cobb County?"

3.2.3 Leverage call data to adjust scheduling.

Platform28 meets the requirement.

Platform28 integrates with a best-of-breed WFM solution to provide forecasting, scheduling, and real-time adherence capabilities. All contact center data is fed in near-real-time to the WFM system so no manual data entry is required. This solution allows agents to be scheduled based on predicted call volumes that are computed from the data feed of actual traffic. Holidays, vacations, personal days, etc. can be entered into the WFM to more accurately provide staffing requirements.

3.2.4 Identify customer and employee behavior.

Platform28 meets the requirement.

Platform28's WFM tools are, by definition, tools for the analysis of customer interactions. WFM analysis is focused on data available in terms of Queues, Agents, Agent Pools, etc. This part of our solution focuses on Employee behavior within the Contact Center.

Platform28's reporting includes the ability to view and analyze contextually relevant customer data, if available to the system. For instance, data collected during the call as Tags can be exported to our BI database and then correlated for reporting purposes. Call disposition data can be used to drill down past a specific Queue, i.e. "How long is the average handle time of a Driver's License Renewal for consumers from Cobb County?"

3.2.5 Ability to perform short-term and long-term forecasting.

Platform28 meets the requirement.

The key features of WFM that will be used are:

- **Forecasting**
Multi-skill, multi-channel forecasting for both short- and long-term planning, as well as for trends and seasonality analyses.
- **Budgetary reports**
For long-term planning of staffing requirements; assess the staff available in comparison with a forecasted

resource need

3.2.6 Provide for skills improvement and coaching.

Platform28 meets the requirement.

Platform28 provides a combination of solutions for this requirement:

- WFM/RTA - monitor employee utilization and KPIs related to call handling to understand employee behavior and comparative details. Employees who are performing poorly can be selected for coaching/retraining.
- Reporting - monitor Agent Performance KPI's generated by Platform28 to monitor employee performance in near real-time.
- Call Recording and Screen Recordings - These can be used to spot-check employees and help with coaching. In addition, the Agent Scorecard functionality allows recordings to be reviewed against a "standardized" set of metrics and then graded based on that. This allows uniformity in the Agent evaluation process.
- Self-service training material can be developed using the optional scripting tool

3.2.7 Provide data to forecast schedules for shift assignments.

Platform28 meets the requirement.

Platform28 integrates with a best-of-breed WFM solution to provide forecasting, scheduling, and real-time adherence capabilities. All contact center data is fed in near-real-time to the WFM system so no manual data entry is required. This solution allows agents to be scheduled based on predicted call volumes that are computed from the data feed of actual traffic. Holidays, vacations, personal days, etc. can be entered into the WFM to more accurately provide staffing requirements.

3.2.8 Solution Live transcription and Captioning services.

Platform28 meets this requirement.

Platform28 can provide live transcriptions. This option is available when using the Omnichannel Workspace. Transcription data is saved along with Call Recordings if a recording is available.

3.2.9 Provide data of the proposed solution accuracy data.

Platform28 meets this requirement.

Platform28 offers two solutions for transcription, with an accuracy ranging from about 78% to 82%.

3.2.10 Immediate download of transcripts and notes.

Platform28 meets this requirement.

Transcriptions are streamed in real-time to the Omnichannel Workspace for a display to the Agent. This data is immediately stored into Platform28's databases and can be accessed via the web Administration Portal or via our APIs upon completion of the call. If required by an Agency, Platform28 is able to stream the transcription to an API endpoint or webhook.

3.2.11 Easily integrated with LMS and customer relation solutions.

Platform28 meets this requirement.

Platform28 is a modular and flexible system with an open API that can be utilized by our customers to integrate with and control their provisioning or actual calls. Furthermore, Platform28 allows calls to invoke APIs and WebHooks during the course of them being handled by our Cloud. Platform28's Reporting systems allow automated data generation and data push to third-party systems.

These three key features allow Platform28 to be integrated with any third-party system with a modern API, including almost all CRM solutions. In some cases, such as for WFM or LMS, data pushes may even be automated file uploads into a third-party solution.

If the LMS or CRM requires a custom integration, then Platform28 can perform, or work with the CRM or LMS vendor to perform, any needed custom integration between Platform28's Cloud and the CRM or LMS as a Professional Service engagement.

3.3 Customer Relationship Management (CRM)

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

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

Platform28 meets this requirement.

Platform28 is a modular and flexible system with an open API that can be utilized by our customers to integrate with and control their provisioning or actual calls. Furthermore, Platform28 allows calls to invoke APIs and WebHooks during the course of them being handled by our Cloud. Platform28's Reporting systems allow automated data generation and data push to third-party systems.

These three key features allow Platform28 to be integrated with any third-party system with a modern API, including almost all CRM solutions. In some cases, such as for WFM or LMS, data pushes may even be automated file uploads into a third-party solution.

If the LMS or CRM requires a custom integration, then Platform28 can perform, or work with the CRM or LMS vendor to perform, any needed custom integration between Platform28's Cloud and the CRM or LMS as a Professional Service engagement.

Platform28 is currently integrated with the following CRMs and ticketing systems: Oracle, Splendid, Sugar, Hubspot, Silvervine and Zendesk. Some are "tight" integrations with significant data push/pull capabilities, while others may be

simple screen-pops using a URL.

Platform28 does not provide a built-in CRM solution, since we are able to integrate with multiple best-of-breed CRM solutions. Rather than providing a minimal solution, Platform28 can assist in the CRM solution selection in partnership with the Agency to ensure that it meets the requirements of each agency.

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

Platform28 meets this requirement.

Platform28 can assist in the selection of a new CRM, as well as with the migration of data from an existing CRM to the new CRM if required by the customer.

Platform28 regularly works with customers to provide engineering resources to help with tool assessment, migration planning, and integration. Platform28's integration capabilities and integration methodology with any engagement include a full discovery. If requested, Platform28 can assist with a phased plan to export data from the production CRM to the newly selected tool, manage testing and iterative deployment into production, with rollback/fallback planning.

4.0 Transition Requirements

4.1 Setup & Transition

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

4.1.1 Service provider will provide appropriate technical resources to guide, design, configure and implement all contact center functionality including call scripting and call flows, etc.

Platform28 meets the requirement.

Upon contracting with Platform28, a customer will enter the Initiation Phase of the Set-Up and Transition process. Platform28 will assign a certified Project Manager to the implementation upon contract execution. The Project Manager will conduct an internal handoff from Sales to Implementation to ensure a proper transfer of knowledge. The customer will be contacted by your Project Manager either by phone or email for preliminary introductions and to schedule an official Project Kick-Off Call.

The Project Kick-off Call/Meeting will be used for formal introductions of the project team, both from the Customer and from Platform28. The call/meeting attendees should be all personnel who will be responsible for the system configuration and those who are authorized decision-makers. Part of the call agenda will be to review initial expectations for the Platform28 system, as well as any requirements that must be accomplished for a successful implementation. The Project Manager will provide some key documents after the call such as a Statement of Work (SOW) Questionnaire, Network Requirements, and Agent Workstation Requirements.

During the Kick-Off Meeting/Call, the Project Manager will request possible dates and times to conduct regular status meetings/calls. During the Discovery Phase, status calls may be more frequent but will be scheduled based on need. Otherwise, calls are typically conducted on a weekly basis as a team touchpoint. The Status Meetings should be used to discuss progress on the implementation, address questions, and discuss ideas for the implementation. As the implementation progresses, the required attendees for the status calls may diminish.

The next phase of the process is the *Discovery Phase*. Prior to beginning the actual implementation, it's important to document the requirements and scope of the project. As part of Discovery, the weekly status calls will be utilized to document requirements within a Statement of Work (SOW). The SOW will contain absolutely everything known about the customer requirements and the call flow configuration that is to be designed and built by the Platform28 Team. This includes, but is not limited to call routing, call prompts, transfers, advanced features, IVRs, schedules, call recording needs, phone numbers, emergency routing plans, etc. The SOW must be completed, accepted, and signed prior to beginning any Training. Of note, the Statement of Work is only a basis for which to begin the project and design and implement the customer's organization at launch. The design will likely be modified over time as customer needs change and grow. The initial Statement of Work may not be a valid resource after launch as customers are empowered to change their configurations over time as needs arise. Subsequent Statements of Work can be created for change management policies.

The *Implementation Phase* follows; Platform28 will assist in the set-up and configuration of the system. The first step will be to port your phone numbers to a Platform28 Carrier. After the SOW has been executed, your Project Manager will configure your system to the project specifications as outlined within the SOW. The system will be tested thoroughly by the Project Management Team to ensure proper functionality. The Agent Workstations should adhere to Platform28's requirements. The Project Manager will provide a link to the Agent or Omnichannel Desktop which will be accessible on each Agent's workstation. The Desktop should be tested on each machine to ensure the Agent can Activate and Login. The chosen PBX solution, either a softphone application or a hard phone, or a combination of each, will be set up and tested in the appropriate environments (i.e. home or office). The network should adhere to Platform28's requirements for optimal use. Platform28 will provide the appropriate resources to troubleshoot and assist the customer in the event that there is an issue meeting network requirements.

The next phase before launch is the *Training Phase* which is typically completed in three parts: Administrator Training, Manager Training, and Agent Training. Each person's role is identified within the SOW. For larger organizations, a Train the Trainer model will be followed. Training can be conducted either on-site or remotely.

After the network has been tested, the call flow configuration created and tested, and training has been completed, it's time for the *Go Live Phase*. Your Project Manager will be onsite for Go Live to support the staff as needed during this transition. The phone number(s) will be ported to the Platform28 selected Carrier at the beginning of this week and will drive the initial steps of Go Live. Once the numbers are ported, calls will be routed through the Platform28 system.

The transition from the Project Management Phase of the Project to the *Customer Support Phase* begins during the "Go Live" week. The certified users will be introduced to Customer Support personnel on the Support Turnover Call. Certified Users are the Administrators and Managers who have successfully completed Training. Only Certified Users are authorized to contact Support for any questions or issues. For a period of two (2) weeks following "Go Live", any questions related to functionality or training will continue with the Project Manager. Any system issues following "Go Live" will be handled by Customer Support.

After the initial launch, customers may have further configuration needs based on the initial call flow or specialized projects. Platform28 will always be available to assist in the design, development, testing, and deployment of any desired implementation or fine-tuning during the lifecycle of the customer relationship.

4.1.2 Program network-based routing.

Platform28 meets this requirement.

As described in 4.1.1, Platform28 has a disciplined process for implementation and launch. All requirements are documented prior to configuration, then thoroughly reviewed and tested including network based-routing. Requirements

are tested and re-tested until a confirmation that everything is functioning as expected prior to final deployment in production.

4.1.3 Configure call prompters.

Platform28 meets this requirement.

As described in 4.1.1, Platform28 has a disciplined process for the implementation and launch of a customer or new project. This includes configuring call prompters and extensive testing for expected results prior to launch into production.

To provide further detail, Platform28 has an extremely flexible IVR and “tagging” system that allows the call to be routed based on user interaction, or based on interactions with backend systems via web services. This means that call prompting can be set up with single-digit responses or timeouts, for simple selections like spoken language (i.e. English or Spanish), or a specific type of call within an agency. More complex prompting can include zip code-based call redirection to specific queues or locations or routing based on caller entered data that can then be validated via web services against the Agency’s database or CRM.

4.1.4 Configure transfer connect and advanced features.

Platform28 meets the requirement.

As described in 4.1.1, Platform28 has a disciplined process for the implementation and launch of a new customer or project. This includes transfer connect and other advanced transfer requirements, extensive testing, and final deployment into production.

Further details on Platform28’s call transfer capabilities are as follows: Platform28 provides all the normal transfer capabilities, which are configurable per queue. The supported transfer modes are (a) cold transfer, (b) consult transfer, (c) warm transfer, and (d) conference. During conference, the agent can put either the caller or the transfer-party on hold, activating the consult mode going back and forth between the caller and transfer-party as often as is necessary.

Platform28 allows transfer to a specific business user, a specific agent, a team, a queue, an IVR, or an external PSTN number, allowing for many options for transfer.

Platform28 also supports a “Private Consult” feature that can be used when the Agent must be retained, but the caller must be connected to a third-party or an IVR. For instance, this allows the caller to enter sensitive information directly into an IVR or Bot while the Agent is “on hold”. This data can then be pushed to whatever system requires it, and then the caller will be connected back to the Agent. Platform28 uses this system for providing secure credit card entry for some of our customers.

Platform28’s support for the local REST API server (Agent Desktop) or Javascript PostMessage (Omnichannel Workspace) allows for extremely tight third-party integrations. For instance, the transfer capabilities can be seamlessly controlled by a portal or third party application, where the agent activates the transfer by selecting options or buttons on the portal instead of their agent application.

Platform28 also supports unique screen-pops for each phase/type of transfer. For example, when a CRM is integrated with Platform28 and used for automatically loading customer information, the agent receiving a “consult”, which is the first step of a warm transfer, might see a read-only view of the customer. This may allow them to decide on whether they should proceed with the transfer, or ask the first agent to transfer to a better-qualified escalation. Then if they decide to proceed with the transfer, then they will receive a screen pop with a different URL which would give them the ability to view and modify the customer record.

4.1.5 Setting up, supporting, operating, and maintaining IVR, Auto Attendant, after-hours processing, callrecording and other associated systems required to process calls and allow end-users to control after initial setup.

Platform28 meets the requirement.

Platform28 will configure, operate and support IVR, Auto Attendant, after-hours processing, call recording and other associated systems required to process calls. Agencies may select, as identified in the needs assessment phase, to control the system after initial setup. Platform28 will ensure that Agency staff are properly trained to perform those functions and will maintain 24x7x365 support.

As described in 4.1.1, Platform28 has a disciplined process to document requirements regarding self-service IVR (including necessary integrations), auto attendants, and associated router configuration. Platform28 shall program all necessary configurations, test in a sandbox environment, confirm requirements are functioning as expected, and then deploy requirements into production.

Please also see our response to section 2.6 above for further details.

4.1.6 Develop and implement plan to transition in-scope access numbers including toll and toll-free numbers and any other specified numbers from the current Agency Customers’ current Service Provider.

Platform28 meets the requirement.

Platform28 has extensive experience working with telecom carriers to set up circuits, phone numbers, routing, translation, number portability, and toll-free services. This experience and expertise would be leveraged to provide GTA, and any Agency, with a single point of contact to manage and administer these services. This service is offered by Platform28 to our clients as a means of reducing the typical ‘finger pointing’ that happens when issues are identified. It also allows Platform28 to architect and set up network-level services and circuits that provide the highest levels of redundancy for our clients.

Platform28 will work with GTA and any Customer to develop and implement a plan to transition in-scope access numbers, including toll and toll-free numbers, as well as any other specified numbers from the current Service Providers, as identified during the needs assessment phase. Platform28 will also manage and execute said plan to provide oversight and the ‘single point-of contact’.

4.1.7 Setting up, supporting, operating, and maintaining data circuits and voice over IP circuits (if applicable) as required processing contact center services and supporting features or products.

Platform28 meets this requirement.

Platform28 has extensive experience working with data network providers to set up local, metro-wide-area, and international circuits. This experience and expertise would be leveraged to provide GTA, and any Agency, with a single

point of contact to manage and administer these services. This service is offered by Platform28 to our clients as a means of reducing the typical 'finger pointing' that happens when issues are identified. It also allows Platform28 to architect and set up services and circuits that provide the highest levels of redundancy for our clients.

Platform28 will work with GTA and any Customer to develop, implement and execute a plan to set up and support data circuits and VoIP circuits (if applicable) as required for contact center services and supporting features or products, as identified during the needs assessment phase.

4.1.8 Develop, implement, and maintain call routing procedures, which define how calls will be received and allocated across multiple centers (if relevant) and within centers how calls will be distributed to queues. Develop, implement, and maintain process for Agency approval / notification of changes to these procedures.

Platform28 meets the requirement.

Platform28 shall develop, implement, and maintain call routing procedures, which define how calls will be received and allocated across multiple centers (if relevant) and within centers how calls will be distributed to queues. Develop, implement, and maintain the process for Agency approval/notification of changes to these procedures, as identified during the needs assessment phase.

As described in 4.1.1, Platform28 has a disciplined process to document requirements regarding call routing rules, as is standard with all Platform28 deployments. Platform28 shall program all necessary configurations, test in a sandbox environment, confirm requirements are functioning as expected, and then deploy requirements into production.

4.1.9 Design, build, implement, and maintain call routing tables based on criteria defined by Agency, which route calls to Agents based on Agent skill sets and availability.

Platform28 meets the requirement.

Platform28 shall design, build, implement, and maintain call routing tables based on criteria defined by Agency, which route calls to Agents based on Agent skill sets and availability, as identified during the needs assessment phase.

As described in 4.1.1, Platform28 has a disciplined process to document, implement and maintain call routing tables. All of this documentation is shared with the Customer. Platform28 shall program all necessary configurations, test in a sandbox environment, confirm requirements are functioning as expected, and then deploy requirements into production.

4.1.10 Develop and maintain routing tables, which map inbound numbers to centers and within centers to appropriate queues.

Platform28 meets the requirements.

Platform28 shall develop and maintain routing tables, which map inbound numbers to centers and within centers to appropriate queues, as identified during the needs assessment phase.

As described in 4.1.1, Platform28 has a disciplined process to document requirements regarding call routing tables and their mapping with associated queues. (In addition, Platform28 can provide emergency routing plans which can be put

into effect should an event occur.) Platform28 shall program all necessary configurations, test in a sandbox environment, confirm requirements are functioning as expected, and then deploy requirements into production.

4.1.11 Provide a certified project manager to work with agencies during implementation phase to plan, document, execute and communicate tasks for the entire implementation process.

Platform28 meets this requirement.

4.1.1 above describes Platform28's methodology for the assignment of a certified project manager, their role, and the process by which the project manager documents and coordinates timely and successful implementation of the HCC.

4.1.12 Provide build, user application testing, test, and production lifecycle management.

Platform28 meets this requirement.

Platform28 shall provide a certified project manager to work with agencies during the implementation phase to plan, document, execute and communicate tasks for the entire implementation process.

4.1.1 above describes this process in detail, including sandbox, UAT, and ongoing tuning/lifecycle management.

4.1.13 Develop and implement procedures for rerouting calls in the event of center outages, emergencies, unexpected call volume spikes or overflows, or other unforeseen circumstances during the transition. Plan and changes are subject to approval by Agency.

Platform28 meets the requirement.

Platform28 shall develop and implement procedures for rerouting calls in the event of center outages, emergencies, unexpected call volume spikes or overflows, or other unforeseen circumstances during transition. Plans and changes are subject to approval by the Agency, as identified during the needs assessment phase.

Sections 2.3.8 and 2.3.11 above provide details on routing rules. That section provides details on options for how Platform28 can address and plan for a natural disaster, unforeseen event, or other situations that may cause a significant spike in call volume. Platform28 provided details on this scenario in our on-site presentation of emergency routing rules, and additional scenarios can be documented and implemented during the process outlined in 4.1.1 above.

5.0 Training and Support

5.1 Training

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

5.1.1 E-learning, browser based, including training materials and/or videos.

Platform28 meets the requirement.

Platform28's help site provides e-learning documentation that is constantly updated to reflect any updates or changes to the system. The help site can be accessed via a web portal at <https://help.platform28.com>. The help site includes reference guides for training on all of our services and requirements that can be used for ongoing support.

5.1.2 Reference guides for ongoing support.

Platform28 meets the requirement.

Platform28's help site provides e-learning documentation that is constantly updated to reflect any updates or changes to the system. The help site can be accessed via a web portal at <https://help.platform28.com>. The help site includes reference guides for training on all of our services and requirements that can be used for ongoing support.

5.1.3 Provide onsite training for initial implementation.

Platform28 meets the requirement.

Platform28 conducts on-site training as a standard part of each implementation. This training can also be completed virtually as requested by the customer. Platform28 recommends a train-the-trainer model in order to develop subject matter experts within your organization. However, if the customer requires Platform28 to train all Users, this approach can be taken as well.

5.1.4 Provide training for supporting Integration, Agent & Supervisors and End-Users for the use of the contact center services systems.

Platform28 meets the requirement.

Administrator Training focuses on the configuration and maintenance of the system. Typically a company's IT department houses the System Administrators. Administrators are required to also attend Manager and Agent Training. Administrators are considered to be "Certified Users" upon completion of training. Certified Users are those authorized to contact Support on an ongoing basis. This training typically runs a few hours to several days depending on the learning curve of the customer.

Manager Training focuses on the daily operations of the system and is typically the direct Supervisor or Manager of the Agents. There are two parts to Manager Training. The first half of the training will show the Managers how to manage the system. The second half will be conducted after the system is in Production and will focus on Dashboards, Recordings, Monitoring, and Reports. Managers are required to attend Agent Training. This training typically runs a few hours to several days depending on the learning curve of the customer.

Agent Training will focus on using the Platform28 Omnichannel Desktop and will include a hands-on workshop. During training, the user will be able to make calls, take calls, disposition calls, transfer calls, etc. This training typically lasts anywhere from half a day to two days depending on the chosen model.

Platform28 can either train a Business User subject matter specialist or hold a virtual recorded session for all Business Users to introduce them to the functionality of the phones and the unified communications solution. This training typically takes less than one hour.

Platform28 is always available for refresher courses and training on new or existing services during the lifetime of service at no additional charge.

5.2 Technical Support

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

5.2.1 Service Provider provides a service desk including 24x7x365 coverage accessible through voice, email, web, chat.

Platform28 meets the requirement.

The Platform28 Solution Center is available via telephone, chat, email, and online ticketing with 24/7 support for all urgent and high-priority incidents.

Lower priority tickets will be handled during normal business hours (8:00 AM - 8:00 PM Eastern, Monday – Friday.) The Platform28 Solution Center is the first level of incident escalation into Platform28 and will only accept support requests from authorized personnel.

Platform28 is available 24/7 for all Urgent and High Priority Incident tickets. Tickets outside of normal business hours that meet these criteria are opened by telephone.

- Solution Center Online Ticket Portal (Login Required): <https://support.platform28.com>
- Phone: (866) 285-9723
- Email: support@platform28.com
- Platform28 Administrative Portal (Login required): <https://on.platform28.com>

5.2.2 Receive notification of events, system issues, status and updates or can be provided as a web portal.

Platform28 meets the requirement.

Platform28 provides notification of events, system issues, status, and updates via its ticketing system and online help portal. In the event of a service disruption, system issue, or other noteworthy events, Platform28's customer service team will proactively alert the Agency's authorized personnel via email, when possible. Additionally, information regarding service disruptions, system issues, or other notable events will be displayed within the Platform28 web Administration Portal. Moreover, a notification "bell" is also provided within the Administration portal that links to the relevant notice when a notification has been posted.

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

Platform28 meets the requirement.

All of our customer service professionals are physically located within the United States and most are located in Atlanta, GA.

6.0 General Requirements

6.1 Pricing Model

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

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

Platform28 meets the requirement.

Platform28 provides a Per Seat subscription model, including quick scalability pricing.

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

Platform28 meets the requirement.

Platform28 has opted to extend its deepest discounts for use at all volume tiers, regardless of the size of the contact center or volume usage. This price is competitive for smaller GTA and Georgia agency contact centers and extremely competitive for larger centers.

6.1.3 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.

Platform28 meets the requirement.

Platform28 seat pricing includes all features and functions (seat, email, chat, fax, etc.), with a separate line item for Workforce Management (WFM). Quality Management and Customer Surveys are included with the Platform28 service. Platform28 can integrate with any third party Customer Relationship Management (CRM) that meets our requirements. Please see rate cards for details.

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

Platform28 meets the requirement.

Platform28 can provide per seat pricing inclusive of toll-free services as well as per-seat pricing and toll-free services presented separately. Agencies should specify in their RFQ that they would like Platform28 to present this pricing option in its response.

6.1.5 Provide a rate card for optional professional services.

Platform28 meets the requirement.

Platform28 provides professional services at a daily, weekly, and monthly rate.

Platform28 has provided a separate rate card for optional professional services.

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

Platform28 meets the requirement.

Platform28 pricing is inclusive of installation, adds, moves, and changes. Installation does not include professional services including but not limited to network configuration, integration, and desktop configuration.

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

Platform28 meets the requirement.

There is no minimum number of seats required with Platform28 pricing.

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

Platform28 meets the requirement.

As noted, Platform28 allows Agencies to add or contract the number of seats in use at any time without any implementation or disconnect fees.

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

Platform28 meets the requirement.

Platform28 will allow agencies to seasonally scale to meet demand without implementation or disconnect fees.

Platform28 doesn't charge any additional fees to scale up or down capacity within the system or the number of seats.

6.1.10 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.

Platform28 meets the requirement.

Platform28 can provide both pricing that reflects transition costs (if any) amortized over the course of the agreement and included in per-seat pricing, as well as transition costs are separately broken out.

Agencies should specify in their RFQ which method they would like Platform28 to quote for services.

6.1.11 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.

Platform28 meets the requirement.

As is standard in Platform28 pricing proposals, we present per-seat pricing and a la carte pricing additional features, including enhanced quality management, enhanced workforce management, and customer surveys.

6.2 Security Requirements

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

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

Platform28 meets the requirement.

Platform28 will comply with all State and Agency-specific data integrity and privacy policies for the delivery of contact center services.

Data Integrity - Platform28 uses highly scalable database infrastructures in AWS and GCP to provide a stable platform that provides integrity and availability of the data. All data is replicated to at least two regions. Daily backups are taken for operational data.

Data Encryption within the Database - Database encryption is utilized where applicable for sensitive information.

Data Encryption Between Platform28 and Agents – Platform28 supports encryption for both voice and data across the network from the HCC to Agents. VPN connections are also supported if required.

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

Platform28 meets the requirement.

Platform28's voice encryption capabilities meet or exceed IRS Publication 1075 as they pertain to VoIP calls.

Please see 6.2.1, immediately above for further details regarding VoIP encryption.

EXHIBIT 3E

CUSTOMER PURCHASE AGREEMENT

GTA Direct Customer Purchase Agreement

This Customer Purchase Agreement for [REDACTED] (this "Customer Purchase Agreement" or "CPA"), effective as of [REDACTED] (the "CPA Effective Date") is executed and delivered by the undersigned customer ("Customer") and [REDACTED] ("Supplier").

1. Services. Supplier will provide to Customer the Services set forth on each mutually agreed Statement of Work during the CPA Term (as defined below). In providing the Services and performing its obligations hereunder, Supplier shall comply with Attachment A (Scope of Services).
2. Separate Agreement.
 - a. As set forth in the GTA Direct [REDACTED] Services Agreement, dated as of [REDACTED], 20[REDACTED], by and between Georgia Technology Authority ("GTA") and Supplier (the "GTA Agreement"), this Customer Purchase Agreement incorporates the terms and conditions (other than Sections 2.6 Effect of Termination, 3. Fee and 14.10 Notice) of the GTA Master Services Agreement. As such, Customer and Supplier each acknowledges and agrees that: (i) Supplier shall be solely liable for its obligations under this Customer Purchase Agreement; (ii) Customer shall be solely liable for its obligations under this Customer Purchase Agreement; and (iii) neither GTA nor the State of Georgia (nor any third party) shall be responsible for the obligations of Supplier or Customer under this Customer Purchase Agreement. Any claim or cause of action that Customer may have under this Customer Purchase Agreement, and that Supplier shall have against Customer, shall be exercisable solely against Supplier or Customer (as applicable) and not GTA or the State of Georgia.
 - b. Promptly following the execution of this Customer Purchase Agreement, Supplier shall return a copy of this executed Customer Purchase Agreement (including any applicable exhibits or attachments) to GTA at the address set forth below.
3. Collection of Customer Information. Customer and Supplier acknowledge and agree that from time to time, GTA may collect information in the form of Customer surveys, conduct Customer interviews, or request other information with respect to the services delivered or charges paid under this Customer Purchase Agreement.
4. Term. The term of this Customer Purchase Agreement shall begin on the CPA Effective Date and shall remain in effect until [REDACTED] (the "CPA Term"). Customer may extend the CPA Term upon written notice to Supplier, as long as the GTA Agreement remains in full force and effect at the time of such extension. For clarity, references to "Effective Date" in the GTA Agreement will be deemed to be the CPA Effective Date for purposes of this Customer Purchase Agreement.

GTA Direct Customer Purchase Agreement

5. Address for Notices and Billing. All notices, requests, or other communications (excluding invoices) hereunder shall be sent to the following addresses:

	Customer	Supplier
Entity Name		Platform28, LLC
Address Line 1		1100 Peachtree Street, NE
Address Line 2		Suite 425
City, State, Zip		Atlanta, GA 30309
Contact Name		Somer Rochow
Contact Title		CFO
Email		accounting@platform28.com

Supplier shall submit invoices detailing the Charges for the Services to Customer at the following address:

	Customer
Entity Name	
Address Line 1	
Address Line 2	
City, State, Zip	
Contact Name	
Contact Title	
Email	

6. Entire Agreement; Counterparts. This Customer Purchase Agreement (including the relevant provisions of the GTA Agreement and any Attachments hereto) constitutes the entire agreement between the parties with respect to its subject matter and supersedes all other representations, understandings or agreements that are not expressed herein, whether oral or written. Except as otherwise set forth herein, no amendment to this Customer Purchase Agreement shall be valid unless in writing and signed by both parties. Supplier and Customer may execute this CPA in multiple counterparts, each of which constitutes an original, and all of which, collectively, constitute only one agreement. The signatures for both Supplier and Customer need not appear on the same counterpart, and delivery of an executed counterpart signature page by facsimile or by electronic mail shall be as effective as executing and delivering this CPA in the presence of the other party.
7. Third-Party Beneficiary. Customer and Supplier hereby agree that GTA is an intended and express third party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement and shall have the right, exercisable in its sole discretion, to enforce such terms and conditions, or to exercise any other right, or seek any other remedy, which may be available to it as a third-party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have executed this Agreement as of the date signed by both parties below.

[Name of Customer]

[Supplier]

Platform28, LLC

By: _____

By:  _____

Name: _____

Name: Mark Ruggles

Title: _____

Title: CEO

Date: _____

Date: 8/23/2021

Supplier to return a copy of this executed Customer Purchase Agreement, and any applicable exhibits or attachments to:

Georgia Technology Authority
GTA Direct Program
Attention: GTA Direct
Email: gtadirect@gtg.ga.gov

Fee payments shall be submitted to GTA by Automatic Clearing House (ACH), for receipt not later than the Latest Fee Payment Date. Supplier must complete and submit the form authorizing electronic payment.

Attachment A
Scope of Services

Insert any specific requirements associated with Customer's facilities, systems or data, including any specific Security Requirements with which Supplier is required to comply in performing the Services.

EXHIBIT 3F
SERVICE LEVEL MATRIX

Critical Service Level Matrix							
Ref ID	Service Levels	Initial + mos	Measurement Window	SL Type	Expected	Minimum	% of Invoice
CSL1	Core Platform Availability	At Customer Launch	Monthly	CSL	99.99%	99.99%	1/30 th of the MRC for each day . The maximum credit issued in any billing period is not to exceed 100% of the aggregate amount of the MRC billed in that month. The MRC for each component is the portion of the aggregate billing in each monthly billing period attributable to that component.
CSL4	Dialer Service Level	At Customer Launch	Monthly	CSL	99.99%	99.99%	1/30 th of the MRC for each day . The maximum credit issued in any billing period is not to exceed 100% of the aggregate amount of the MRC billed in that month. The MRC for each component is the portion of the aggregate billing in each monthly billing period attributable to that component.

Key Measurement Matrix						
Ref ID	Service Levels	Initial + mos	Measurement Window	SL Type	Expected	Minimum
KM1	Mean Time to Resolve	At Customer Launch	Monthly	KM	Priority Urgent	Respond within 15 minutes
KM1	Mean Time to Resolve	At Customer Launch	Monthly	KM	Priority High	Respond within 15 minutes
KM1	Mean Time to Resolve	At Customer Launch	Monthly	KM	Priority Normal	Respond within 30 minutes
KM1	Mean Time to Resolve	At Customer Launch	Monthly	KM	Priority Low	Respond within 60 Minutes
KM2	Incident Response Time	At Customer Launch	Monthly	KM	Priority Urgent	Respond within 15 minutes
KM2	Incident Response Time	At Customer Launch	Monthly	KM	Priority High	Respond within 15 minutes
KM2	Incident Response Time	At Customer Launch	Monthly	KM	Priority Normal	Respond within 30 minutes
KM2	Incident Response Time	At Customer Launch	Monthly	KM	Priority Low	Respond within 60 minutes

Operating Level Reports Matrix				
Ref ID	Service Levels	Initial	Measurement	SL
OR1	Operational Reports	At Customer Launch	Monthly	OR

EXHIBIT 3G
SERVICE LEVEL DEFINITIONS

1.0 Critical Service Levels

Critical Service Levels are those SLA measures for which GTA Customers may become entitled to receive Service Level Credits as a result of Service Provider's failure to satisfy the associated ServiceLevel standards.

1.1 Core Platform Availability

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Core Platform Availability		CL1	Upon Acceptance by Customer
SERVICE LEVEL TYPE	Critical Service Level		
METRIC DESCRIPTION	Percentage of time that the core platform system components are available for customer use and not affected by an outage.		
METRIC INCLUSIONS and DATA SOURCES	Outage time as measured by platform management systems.		
METRIC EXCLUSIONS	Outages that are caused by: • Customer's equipment, software, facilities, databases or operator error • An interruption in Customer's network connectivity (data, Internet, voice) • Pre-Notified and Scheduled Maintenance and modifications • Force Majeure events		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	99.99% uptime per month		
EXPECTED SERVICE LEVEL	99.99% uptime per month		
ALGORITHM	Availability = (total time in the month-downtime)/downtime		
COLLECTION PROCESS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.		
REPORTING TOOLS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.		
RAW DATA STORAGE (ARCHIVES)	Trouble reporting and tracking systems data will be stored for retrieval.		

PERFORMANCE CATEGORY	Availability
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

1.2 Dialer Service Level

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Dialer Service Level	CL4	Upon Acceptance by Customer
SERVICE LEVEL TYPE	Critical Service Level	
METRIC DESCRIPTION	Percentage of time that the Dialer Service components are available for customer use and not affected by an outage.	
METRIC INCLUSIONS and DATA SOURCES	Outage time as measured by platform management systems.	
METRIC EXCLUSIONS	Outages that are caused by: • Customer's equipment, software, facilities, databases or operator error • An interruption in Customer's network connectivity (data, Internet, voice) • Pre-Notified and Scheduled Maintenance and modifications • Force Majeure events	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365(366)	
MINIMUM SERVICE LEVEL	99.99%	
EXPECTED SERVICE LEVEL	99.99%	
ALGORITHM	Availability = (total time in the month-downtime)/downtime	
COLLECTION PROCESS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.	
REPORTING TOOLS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.	

RAW DATA STORAGE (ARCHIVES)	Trouble reporting and tracking systems will be stored for retrieval.
PERFORMANCE CATEGORY	Availability
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

2.0 Key Measures

Key Measure are those SLA measures for which GTA Customers are not entitled to receive Service Level Credits as a result of Service Provider's failure to satisfy the associated Service Level standards, but in another manner are treated as critical SLA measures. GTA has the right to move Key Measures to be Critical Service Levels, through the methodology and processes identified in **Attachment 3 Reporting and Service Level Management**.

2.1 Mean Time to Resolve

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Mean Time to Resolve	KM1	Upon Acceptance by Customer
SERVICE LEVEL TYPE	Key Measure	
METRIC DESCRIPTION	Average time to restoration of a service of a reported incident or the implementation of a workaround.	
METRIC INCLUSIONS and DATA SOURCES	Core Service Platform and Dialer Services and any other incidents that impact service.	
METRIC EXCLUSIONS	Outages that are caused by: - Customer's equipment, software, facilities, databases or operator error - An interruption in Customer's network connectivity (data, Internet, voice) - Pre-Notification and Scheduled Maintenance and modifications - Force Majeure events	
HOURS OF MEASUREMENT	24	

DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	Priority Urgent = respond within 15 minutes Priority High = respond within 15 minutes Priority Normal = respond within 30 minutes Priority Low = respond within 60 minutes
EXPECTED SERVICE LEVEL	Priority Urgent = respond within 15 minutes Priority High = respond within 15 minutes Priority Normal = respond within 30 minutes Priority Low = respond within 60 minutes
ALGORITHM	Total time to resolution divided by the total number of incidents over a month.
COLLECTION PROCESS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.
REPORTING TOOLS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.
RAW DATA STORAGE (ARCHIVES)	Trouble reporting and tracking systems data will be stored for retrieval.
PERFORMANCE CATEGORY	Customer Support
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

2.2 Incident Response Time

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Incident Response Time		KM2	Upon Acceptance by Customer
SERVICE LEVEL TYPE	Key Measure		
METRIC DESCRIPTION	Time		
METRIC INCLUSIONS and DATA SOURCES	All service impacting incidents.		

METRIC EXCLUSIONS	Outages that are caused by: • Customer's equipment, software, facilities, databases or operator error • An interruption in Customer's network connectivity (data, Internet, voice) • Pre-Notification and Scheduled Maintenance and modifications • Force Majeure events
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	Priority Urgent = respond within 15 minutes Priority High = respond within 15 minutes Priority Normal = respond within 30 minutes Priority Low = respond within 60 minutes
EXPECTED SERVICE LEVEL	Priority Urgent = respond within 15 minutes Priority High = respond within 15 minutes Priority Normal = respond within 30 minutes Priority Low = respond within 60 minutes
ALGORITHM	Total time to respond divided by the total number of incidents over a month.
COLLECTION PROCESS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.
REPORTING TOOLS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.
RAW DATA STORAGE (ARCHIVES)	Trouble reporting and tracking systems data will be stored for retrieval.
PERFORMANCE CATEGORY	Customer Support
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

3.0 Operational Reports

Operational Reports are additional reports and measures on the enterprise environment which are provided to GTA and GTA Customers. Operational Reports are not entitled to receive Service Level Credits as a result of Service Provider's failure and do not specify a Service Level standards.

3.1 First Service Level Measure Name

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Operational Reports		OR1	Upon Acceptance by Customer
SERVICE LEVEL TYPE	Operational Report		
METRIC DESCRIPTION	Average time to resolve an incident. MTTR will be tracked for incidents with services 1,2,3, and 4.		
METRIC INCLUSIONS and DATA SOURCES	Time to resolve each incident as measured by platform management and/or ticketing systems.		
METRIC EXCLUSIONS	Outages due to customer actions.		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	Not required for Operational Reports.		
EXPECTED SERVICE LEVEL	Not required for Operational Reports.		
ALGORITHM	Total time required to resolve all incidents with a given severity divided by the number of incidents with that severity.		
COLLECTION PROCESS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.		
REPORTING TOOLS	Trouble Reporting and tracking systems will track downtime associated with services being delivered.		
RAW DATA STORAGE (ARCHIVES)	Trouble reporting and tracking systems data will be stored for retrieval.		
PERFORMANCE CATEGORY	Repair		
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual		