

SOLICITING CALL CENTER BIDS

Southeast Health District is seeking a quotation and pricing for a call center solution. Please include rental and/or purchase options and all-inclusive equipment for 39 handsets. Southeast Health District will provide all on-premise cabling. Functionality to include are:

- Call Queuing
- Call Monitoring
- Call barging
- Call forwarding
- Call transferring
- Call Conferencing
- On-hold reminder ring
- Unlimited calls- local and long distance
- Cloud based software- No hardware on premises
- Bandwidth & Connectivity Requirements
- One time & Monthly charges
- Control panel on single pane
- Ability to record all calls- incoming and outgoing
- Ability to design call queue/routing
- Account assigned representative
- On-site training for staff
- Include 911 service
- Discounts for quantity
- Web portal interface
- Outlook Integration
- Local number portability
- Customizable reports
- Phones with functionality- blue tooth headsets
- Live call coaching
- Ability to submit prerecorded audio for hold time
- 24 HR Tech Support
- Ability to record multiple messages
- IP (Internet Protocol) based phones and solution
- 12-month agreement with option of auto renewal
- Cordless handset option

Please feel free to add additional information as necessary.

Submit sealed bids by mail postmarked no later than February 4, 2020 to:

Southeast Health District
Attn: Tina Pole
1115 Church Street
Suite B
Waycross, GA 31501