ANNEXURE E

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

1. TECHNICAL SOLUTION REQUIREMENTS

OPERATIONAL REQUIREMENTS FUNCTIONALITY			
REQ#	Specification Requirements	Comply or Not Comply	Provide details of how your solution satisfies Sasria requirements
FRQ1	The proposed solution must use Microsoft Teams Phone as the enterprise telephony and user-calling platform.		
FRQ2	The proposed solution must use Microsoft Dynamics 365 Contact Center as the primary voice and digital contact-centre platform.		
FRQ3	The solution must integrate with Sasria's existing Microsoft 365 tenant and Microsoft Entra ID for identity, single sign-on, role-based access control, conditional access and multi-factor authentication.		
FRQ4	The solution must provide a unified administration and support model that reduces fragmented ownership across Teams Phone, Dynamics 365 Contact Center, PSTN services, integrations, recording and supporting components.		
FRQ5	The solution must provide internal, inbound, local outbound and, where authorised by Sasria, international outbound voice calling for Sasria users.		
FRQ6	The solution must retain and migrate approximately 188 user licences and 188 direct inward dial numbers.		

FRQ7	The solution must support receptionist functionality for at least four receptionist users.		
FRQ8	The solution must support the current and forecast contact-centre roles, including at least five supervisors and twenty-one agents.		
FRQ9	The solution must support voice, email and web chat at minimum and must be capable of extension to WhatsApp, SMS, social media, enquiry forms, self-service and other approved channels.		
FRQ10	The solution must provide IVR, auto attendants, call queues, hunt groups, call distribution, transfer, forwarding, hold, pickup, voicemail and configurable business-hours routing.		
FRQ11	The solution must support skills-based, proficiency-based and language-based routing.		
FRQ12	The solution must provide supervisor capabilities including real-time monitoring, queue intervention, agent status visibility and appropriate coach, consult, transfer or escalation functions supported by the platform.		

FR13	The solution must integrate securely with Sasria's on-premises Guidewire Claims Centre version 10.3.2, running on Windows Server 2019.		
FR14	The integration must support a future cloud-based Guidewire Claims environment without requiring replacement of the Microsoft telephony and contact-centre platforms		
FR15	The bidder must assess the claims platform's available APIs, services, views, URLs, data structures and security requirements before finalising the integration design		

FRQ16	The solution must support claims-based call routing using client voice prompts and, where available, the last six digits of the claim number.		
FRQ17	Where the claim number is captured, the call must be routed to the controller who worked on the claim, or to the next eligible controller in the hunt group if the first user is unavailable.		
FRQ18	The caller must only be transferred once before being given an option to leave a voicemail message.		
FRQ19	Recordings, voicemails, transcripts where enabled, and interaction records must be capable of secure retrieval from the relevant claim context, subject to role-based access.		
FRQ20	The solution must support recording of authorised internal, inbound and outbound calls with date, time, user and interaction reference information.		
FRQ21	The solution must provide real-time and historical reporting for authorised business, claims, contact-centre and IT users.		
FRQ22	Real-time supervisor views must provide visibility of active interactions, available or online agents, queue backlog, longest waiting interaction, service-level adherence and interactions awaiting assignment.		
FRQ23	Operational reporting must include answer rate, abandonment rate, average speed of answer, average wait time, average handling time, talk time, hold time, wrap-up time, agent occupancy, agent status and channel volumes.		

SUPPORT, SLA AND MAINTENANCE REQUIREMENTS FUNCTIONALITY

REQ#	Technical Requirements	Comply or Not Comply	Provide details of how your solution satisfies Sasria requirements
FRQ24	The service provider must resolve Sasria IP Telephony system faults within agreed service levels.		
FRQ25	The minimum response time to a logged call must be fifteen (15) minutes.		

2. NON-FUNCTIONAL REQUIREMENTS

REQ#	Non-Functional Requirements	Comply or Not Comply	Provide details of how your solution satisfies Sasria requirements
NFR1	The proposed solution must be an enterprise-grade IP Telephony and Contact Centre solution that meets Sasria's stated business, functional, integration, reporting, security and support requirements, regardless of the underlying technology platform or OEM.		
NFR2	The solution must integrate with Sasria's on-premises Guidewire Claims Centre System version 10.3.2, running on Windows Server 2019, and must provide an option for future integration with cloud-based Guidewire Claims.		
NFR3	The appointed service provider must assess and reconfigure the relevant telephony, network, routing, security and integration components required to enable the proposed solution and ensure successful transition from the current environment.		
NFR4	The service provider must apply software patches and upgrades when new stable releases become available, subject to Sasria's change management processes.		

NFR5	The solution must be maintained and updated regularly to ensure security, stability and supportability.		
NFR6	The solution must implement strong authentication and access control mechanisms, including password-based authentication and, where applicable, multi-factor authentication.		
NFR7	The solution must encrypt sensitive information transmitted over the platform, including voice and messaging traffic where applicable.		
NFR8	The solution must include monitoring and logging mechanisms to track user activity, system events, faults and security-related events.		
NFR9	The solution architecture must follow secure network design principles, including appropriate segmentation, firewalling and access controls.		
NFR10	Any AI enabled orself-service or automated input functionality must validate user input to prevent malicious commands or code.		
NFR11	The solution must implement secure error handling to avoid information leakage while still providing meaningful operational feedback.		
NFR12	The service provider must perform appropriate testing, quality assurance and code or configuration reviews to identify and address security vulnerabilities.		
NFR13	All integration points must be designed with security, auditability, operational resilience and clear integration methods, including authentication, data fields, error handling, audit trails, data retention, implementation dependencies and any custom development required for Guidewire Claims Centre integration.		
NFR14	The proposed architecture may be cloud-hosted and/or integrated with an enterprise collaboration platform, provided that the bidder clearly states the licensing, session border		

	controller, identity, provisioning, security, data residency, availability and support implications.		
NFR15	The solution must provide high availability and disaster-recovery capabilities for Microsoft Teams Phone, Dynamics 365 Contact Center, PSTN services, integrations, recording and supporting components.		