6.6 CALL CENTER/CUSTOMER CONTACT CENTER SERVICES (CCS) (L.34.1.5.4; C.2.11.2)

The offeror shall describe each of the optional Management and Applications Services offered. Table L.34.1-6 shows the Management and Applications Services that shall be optional to offer. Tables J.9.1.1.2 (b) Technical Stipulated Requirements for Optional IP Based Services and J.9.1.1.3 (b) Technical Narrative Requirements for Optional IP-Based Services identify the stipulated and narrative requirements, respectively, that shall apply exclusively to optional services. The offeror shall describe all optional Management and Applications Services offered to include:

Call Center / Customer Contact Center Services (CCS) provides services and personnel to enable Agencies to efficiently and effectively deliver customer service to their clientele across multiple contact channels (voice, fax, email, Internet website, etc.) by providing a single network call queue or multiple call queues (where applicable) and offering additional call center services. A network call queue manages multimedia customer interactions such as voice, e-mail, Web submissions, and fax. The call queue(s) provides the consistent, real-time management and distribution of multi-media calls to an Agency contact center. CCS is typically used in conjunction with Toll Free and other network services to facilitate Agency communications with the general public, businesses, and other Agencies.

Call Center/Customer Contact Center Services can enable subscribing Agencies to deliver customer service to their designated customer base across multi-media contact channels (voice, fax, email, and Internet website) and provide additional enabling services for end to end customer service. The basic service provides intelligent call routing capabilities with a network call queue. The CCS will apply to single site, multiple site, and enterprise wide Agency contact centers.
6.6.1 Satisfying the Service Requirements (L.34.1.5.4 (c))

A technical description of how the service requirements (e.g., capabilities, features, interfaces) are satisfied for all proposed optional services.

Sprint draws from the Call Center and Customer Contact Center Solutions

The Sprint team currently delivers tens of thousands of call center seats to a diverse set of demanding government and commercial customers.

Capabilities

The Sprint Team complies with the technical capabilities requirements as outlined in XXXXXXXXXX and shown in Table 6.6.1-1.

Table 6.6.1-1. CCS Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Sprint Team Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network call queue</td>
<td>Yes</td>
</tr>
<tr>
<td>Intelligent routing and distribution of contacts</td>
<td>Yes</td>
</tr>
<tr>
<td>Interoperate with Agencies CCS Channels such as website, e-mail, voice, and facsimile</td>
<td>Yes</td>
</tr>
<tr>
<td>Traverse and interoperate with the Agency firewalls and security layers</td>
<td>Yes</td>
</tr>
<tr>
<td>Capability</td>
<td>Sprint Team Offering</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Support service observation – trunks, agents, and agent groups</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide subscribing Agency the capability to manage its network queue,</td>
<td>Yes</td>
</tr>
<tr>
<td>routing algorithms, agent profiles, and reports. Administrative capabilities</td>
<td></td>
</tr>
<tr>
<td>include audit trail, authentication, real time changes, and view</td>
<td></td>
</tr>
<tr>
<td>configuration.</td>
<td></td>
</tr>
<tr>
<td>Provide reports with different management views for all listed time periods</td>
<td>Yes</td>
</tr>
<tr>
<td>and special reports</td>
<td></td>
</tr>
<tr>
<td>Provide real time reports with a unified view across a single site, multiple</td>
<td>Yes</td>
</tr>
<tr>
<td>sites, and enterprise wide</td>
<td></td>
</tr>
<tr>
<td>Provide data reports according to an individual location’s time zone</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide access to graphical real time reporting of the CCS queue status for</td>
<td>Yes</td>
</tr>
<tr>
<td>– number of and status of inbound contacts, number of contacts in queue,</td>
<td></td>
</tr>
<tr>
<td>length of queue, average queue, abandon calls, agent status, service level</td>
<td></td>
</tr>
<tr>
<td>information, and number of contacts by workgroup or skill</td>
<td></td>
</tr>
<tr>
<td>Provide three service options</td>
<td>Yes</td>
</tr>
<tr>
<td>Inform caller of queue status</td>
<td>Yes</td>
</tr>
<tr>
<td>Transmit and deliver music on hold to the caller</td>
<td>Yes</td>
</tr>
<tr>
<td>Perform a “Discovery Session” with key stakeholders</td>
<td>Yes</td>
</tr>
<tr>
<td>Supply terminal devices if requested</td>
<td>Yes</td>
</tr>
<tr>
<td>Accommodate Agency contact center closings</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide CCS turnkey service</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide two types of CCS turnkey service</td>
<td>Yes</td>
</tr>
<tr>
<td>CCS turnkey service tailored according to the subscribing Agency need</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide the following deliverables for CCS turnkey service – perform</td>
<td>Yes</td>
</tr>
<tr>
<td>startup meeting with CCS Project Plan output, provide CCS Migration Plan,</td>
<td></td>
</tr>
<tr>
<td>CSS Staffing Plan, CCS Training Plan, CCS Management Plan, COOP Plan,</td>
<td></td>
</tr>
<tr>
<td>CCS Security Plan, CCS Quality Assurance Plan, and CCS Monthly Status</td>
<td></td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
<tr>
<td>Provide customer service and support resources as outlined in</td>
<td>Yes</td>
</tr>
<tr>
<td>C.2.11.2.1.5.</td>
<td></td>
</tr>
</tbody>
</table>

**CCS Delivery Narrative**

The Sprint Call Center Infrastructure provides the capability for a network call queue (a single queue or multiple queues according to Agency needs) to manage the routing and distribution of contacts (calls) from multimedia...
channels such as voice, email, facsimile, and an Agency web site. XXX XXXX Sprint will provide prioritized queues and contacts (calls) within a queue. Sprint will provide intelligent routing and distribution of contacts determined according to the real time operating status of the subscribing Agencies contact center(s) and their business rules. XXXXXXX

**CCS Call Management Service (Network Call Queue) Narrative**

Sprint will coordinate with the Agencies to determine the firewall infrastructure along with configuration and specific agency unique operational requirements. After the discovery process, we will demonstrate to the Agency that the firewall is compatible with the Agency-established security policies and procedures. XXXXXXX

Sprint will make service observation available for monitoring both local and remote agents and will support local and remote observers. XXX

Sprint will provide the subscribing Agency with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles, and reports. XXXXXXXX

---

*Sprint* Together with *NEXTEL*
Established Sprint reporting processes and procedures are available for use and will provide the Agency with the half hour, hourly, weekly, monthly, quarterly, annual (Fiscal and calendar) as required by the Agency. Additionally, special reports addressing analysis of raw data will be provided in the industry view selected by Agency management.

Enterprise reports of both Agency historical and current activity will be provided in the view required by the Agency. These Agency specific reports may be broken into Agency user base, type of call, length of call, time of call, and span Sprint-managed Call Centers. Once Agency unique management view reports are documented and specifications approved by the Agency, the report is either produced on a scheduled or ad-hoc basis.

Sprint will provide the Agency with examples of the current industry standard user friendly report formats. The Agency has the option to request the reformatting of the reports to more closely align with the Agency’s process and management methodology.

We will provide the capability to accommodate Agency contact center closings (e.g., scheduled holidays, unplanned closings, outside of normal business hours, and for maintenance activities) by providing announcements, messages, or re-routing of contacts during the period which the Agency contact center is closed. We will manage and accurately respond to caller inquiries received during non-operational hours and holidays according to the subscribing Agency’s needs.
**CCS Call Answering Service (CAS) Narrative**

Sprint CCS will comply with the turnkey requirements by implementing the CCS infrastructure and staffing. Sprint will provide a detailed project plan as an output of the start up meeting. The project plan will include an identification of the activities to be undertaken, milestones achieved, and deliverables submitted in terms of elapsed time from project commencement date, indicating when each activity is to be completed.

Sprint will provide a CCS Migration Plan with a migration schedule for the transfer of call/contact center operations from the incumbent call center operator (an Agency or Contractor) to the Contractor. Sprint will provide an Implementation Project Manager to ensure a smooth migration. Sprint will work with the subscribing agency to smoothly migrate operations to any new organization. Sprint will provide accurate inventory, call history information, and site survey access assistance as needed. Sprint will establish and maintain a CCS Staffing Plan to identify the staffing, skill sets, and organizational structure required for CCS Turnkey service.

Sprint will establish and maintain a CCS Training Plan to identify initial and continuous training requirements for CCS. Sprint has proven training methodologies for training new employees and providing ongoing training courses. A variety of training methodologies are available and can be customized to meet client needs.

Sprint will provide a Call Center Management Plan to document and identify the tasks and processes used for management of the CCS. The Management Plan will provide the inventory of call center configuration, equipment, customer service and operational processes and contact information for key call center staff.
Sprint will provide a Security Plan to ensure compliance with the subscribing Agency’s security and privacy requirements.

Sprint will develop and maintain a Quality Assurance Plan to ensure the requirements of the service order are performed as specified by the subscribing Agency. Our Quality team will work with the subscribing Agency to identify the tool sets and methodologies needed to achieve the highest service performance results.

Sprint will provide monthly reports based on client requirements that will include CCS issues and their status. Monthly and quarterly reviews will include monthly performance metrics (e.g., service levels, average handle time, staffing, etc.) with associated accomplishments and planned activities.

Features

Sprint will provide the features outlined in Section C.2.11.2.21 and summarized in Table 6.6.1-2 below.
### Table 6.6.1-2 CCS Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Sprint Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Recording and Monitoring</td>
<td>Yes</td>
</tr>
<tr>
<td>Collaborative Browsing</td>
<td>Yes</td>
</tr>
<tr>
<td>Computer Telephony Integration (CTI)</td>
<td>Yes</td>
</tr>
<tr>
<td>Customer Contact Application</td>
<td>Yes</td>
</tr>
<tr>
<td>E Mail Response Management</td>
<td>Yes</td>
</tr>
<tr>
<td>Interactive Voice Response (IVR)</td>
<td>Yes</td>
</tr>
<tr>
<td>IVR – Agency Based Database (Host Connect)</td>
<td>Yes</td>
</tr>
<tr>
<td>IVR – Office Locator Database</td>
<td>Yes</td>
</tr>
<tr>
<td>IVR – Speech Recognition</td>
<td>Yes</td>
</tr>
<tr>
<td>Language Interpretation Service</td>
<td>Yes</td>
</tr>
<tr>
<td>Outbound Dialer</td>
<td>Yes</td>
</tr>
<tr>
<td>Text Chat (Web Chat)</td>
<td>Yes</td>
</tr>
<tr>
<td>Web Call Back</td>
<td>Yes</td>
</tr>
<tr>
<td>Web Call Through</td>
<td>Yes</td>
</tr>
<tr>
<td>Workforce Management</td>
<td>Yes</td>
</tr>
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</table>

**Call Monitoring and Recording**

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Figure 6.6.1-1. Recording and Monitoring

*Sprint provides call monitoring observation sessions with a system designed to schedule and automate performance service observation of agents in a contact center.*
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March 5, 2007
Customer Contact Application

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Figure 6.6.1-2. Sprint Call Answer Center Capabilities

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Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.
Table 6.6.1-3. Call Answer Station Features

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records caller contact information</td>
<td>Fully supported</td>
</tr>
<tr>
<td>Records caller account information</td>
<td>Fully supported</td>
</tr>
<tr>
<td>Records caller contact history and status of inquiry</td>
<td>Contact history and inquiry status are fully</td>
</tr>
<tr>
<td></td>
<td>supported. Initial contacts are given a reference</td>
</tr>
<tr>
<td></td>
<td>number (case number)</td>
</tr>
<tr>
<td>Records the nature of the inquiry</td>
<td>Inquiry types are fully supported</td>
</tr>
<tr>
<td>Records data and time of the contacts</td>
<td>Fully supported</td>
</tr>
<tr>
<td>Records call disposition</td>
<td>Fully supported</td>
</tr>
<tr>
<td>Records the agent handling the inquiry</td>
<td>Fully supported through capture of agent</td>
</tr>
<tr>
<td></td>
<td>identification number</td>
</tr>
<tr>
<td>Assigns and escalates inquiries according to business</td>
<td>Fully supported. Business rules can be utilized</td>
</tr>
<tr>
<td></td>
<td>to drive escalations and initial agent assignment.</td>
</tr>
<tr>
<td>Assigns a unique case or record number to each inquiry</td>
<td>Fully supported. Unique case/reference number is</td>
</tr>
<tr>
<td></td>
<td>system assigned for tracking.</td>
</tr>
</tbody>
</table>

The application also fully supports additional capabilities:

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E-Mail Response Management
Interactive Voice Response

Sprint will comply with CCS IVR features in RFP Section C.2.11.2.2.1 (6).
The following reports will be available for DTMF and speech recognition platforms:

- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
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**IVR – Agency Based Database (Host Connect)**

Sprint will implement and provide the appropriate interface and connectivity for the IVR application to successfully query and access the subscribing Agency’s database(s). XXXXXXXXXXXXXXXXXXXXX
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**IVR – Speech Recognition**

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Language Interpretation Service

Sprint has the capability to support a wide range of languages, both domestically and internationally.
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The service will be available, on demand, for three-way conferencing. When a program agent receives a customer call and determines the need for language interpretation services, a Language Interpretation agent will be added to a three-way conference call with the customer by dialing a toll-free number. If the agent requires assistance in identifying the language for interpretation they simply speak "help" on the self-service platform and a live agent will assist. A language interpreter is assigned within seconds and will remain on the line until all services have been provided and the call is disconnected.

This language interpretation feature will include at a minimum:

- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
  XXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
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Outbound Dialer

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We will comply with all Networx voice features listed in RFP Section
Web Call Back

Sprint will provide the capability for a customer to request a call back by filling out a form on the Agency’s web site. End-users who want to speak to an agent or sales person on the telephone instead of using real-time chat can request a telephone callback on the Live Assistance page. The information the end-user must fill in can be configured by the Answer Station administrator. The request to call will be routed to the next available agent. The agent will see the end-user’s first and last name, e-mail address, telephone number, operating system, and the web browser the end-user is running.

Workforce Management
Intraday Contact Center Management —

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Volume 1 Technical—6.6, Call Center Customer Contact

March 5, 2007
Network Interfaces

Call Center/Customer Contact Center Service is an application layer service which uses underlying network service(s) to deliver customer capabilities.

Integrated Contact Center

The CCS services approach is to apply industry and Sprint best practices and international-based open standards to deliver the requested level of...
service. This service provides a common and ubiquitous CCS to Agencies and their customers regardless of location or contact method. XXXXXX

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Sprint provides all five of the requested Call Center/Customer Contact Center Services specified in the Networx Enterprise RFP. These five services are summarized in Figure 6.6.1-3. Following this figure, we have also repeated a brief description of the five basic services. This section continues with a more detailed technical description of the Contractor Provided and Contractor Based service that the RFP describes as the “default service.”
Figure 6.6.1-3. The Five Types of CCS Services

Sprint provides all five types of the requested CCS services.

**Contractor Provided and Contractor Based (CPCB) Call Management Service.**

**Contractor Provided and Agency Based (CPAB) Call Management Service.**

**Contractor Based and Agency Provided (CBAP).**

**CCS Provided at an Agency Location (CPAL) Call Answering Service.**
CCS Provided at a Contractor’s Location (CPCL) Call Answering Service.

Technical Description of the CCS Contractor Provided and Contractor Based (Default Service)

CCS Architecture. Figure 6.6.1-4

Voice Network and Call Routing.
Figure 6.6.1-4. CCS Service Delivery Options

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Key Highlights of CRDB

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CRDB Architecture

Transaction systems—XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Figure 6.6.1-5. Consolidated Reporting Database Simplified Architecture

Sprint offers a robust computing platform and development tool set that makes available a wide range of reports to customers on demand and round the clock via the Internet.

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6.6.2 Quality of Services (L.34.1.5.4 (d))

A description of the quality of the services with respect to the performance metrics specified in Section C.2 Technical Requirements for each proposed optional service, and other performance metrics used by the offeror.

Table 6.6.2-1. CCS Performance Metrics

<table>
<thead>
<tr>
<th>Key Performance Indicator(KPI)</th>
<th>Service Level</th>
<th>Performance Standard (Threshold)</th>
<th>Acceptable Quality Level (AQL)</th>
<th>Sprint Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>Routine</td>
<td>XXXX</td>
<td>XXXX</td>
<td>Meet</td>
</tr>
<tr>
<td></td>
<td>Critical</td>
<td>XXXX</td>
<td>XXXX</td>
<td>Meet</td>
</tr>
<tr>
<td>Time To Restore</td>
<td>Without Dispatch</td>
<td>XXXX</td>
<td>XXXX</td>
<td>Meet</td>
</tr>
<tr>
<td></td>
<td>With Dispatch</td>
<td>XXXX</td>
<td>XXXX</td>
<td>Meet</td>
</tr>
</tbody>
</table>

6.6.3 Exceeding the Specified Service Requirements (L.34.1.5.4 (e))

If the offeror proposes to exceed the specified service requirements (e.g., capabilities, features, interfaces), a description of the attributes and value of the proposed service enhancements.

6.6.4 Experience Delivering Services (L.34.1.5.4 (f))

A description of the offeror's experience (including major subcontractors) with delivering each proposed optional service.
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March 5, 2007
1. **Network Control Center (NCC):** Xxxxxxxxxxxxx
   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6.6.5 Testing and Verifying Services (L.34.1.5.4 (g))

A description of the offeror’s approach to perform verification of individual services delivered under the contract, in particular the testing procedures to verify acceptable performance and Key Performance Indicator (KPI)/Acceptable Quality Level (AQL) compliance.

6.6.6 Impact of Delivery of Optional Services on the Network Architecture (L.34.1.5.4 (h))

A description of how the delivery of any optional services would impact the network architecture (e.g., security, quality and reliability, performance).
Table 6.6.6-1. Impact to network architecture

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<th>Impact to Sprint Team</th>
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<td>Quality</td>
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<tr>
<td>Reliability</td>
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6.6.7 Satisfying NS/EP Basic Functional Requirements (L.34.1.5.4 (i))

A description of the offeror's approach to satisfy each NS/EP basic functional requirement listed in Section C.5.2.2.1.1.
6.6.8 Assuring Service to the National Capital Region (L.34.1.5.4 (j))

A description of how the network architecture will satisfy the requirements in Section C.5.2.7 for assured service in the National Capital Region, if applicable.

Sprint has provided assured service features within our network since the original FTS2000 contract. Today, Sprint meets the following conditions:

- 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XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX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6.6.9 Meeting Section 508 Provisions (L.34.1.5.4 (k))

A description of the offeror’s approach for providing the capabilities needed to meet Section 508 provisions identified in Section C.6.6 for the proposed optional services.

The Sprint vision is to achieve the highest standard of Section 508 compliance.

In today’s competitive business environment, Sprint understands the need for delivering Section 508 compliant electronic information technology (EIT) products and services. The Sprint vision is to achieve the highest standard of Section 508 compliance. As a leader in communication solutions, Sprint understands the need for individual’s with disabilities to have the same access as everyone else in both business and family life and in response to the need, has developed the suite of products known as the Relay Solutions. Sprint Relay Solutions provide the ability for callers who are deaf, hard-of-hearing, deaf-blind, or have a speech disability to make calls anywhere or anytime to an individual with a standard telephone.

Sprint Relay Solutions are a comprehensive suite of products that meet the various styles of communication through the following products:

- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX

The Sprint Team strives to be a leading provider of customized communications solutions, which are Section 508 compliant and available to
those with both disabilities and use assistive technologies. In keeping with The Sprint vision of aligning with the best-in-class and commitment to quality,
6.6.10 Incorporating Future Technological Enhancements and Improvements (L.34.1.5.4 (I))

A description of the approach for incorporating into the proposed optional services, technological enhancements and improvements that the offeror believes are likely to become commercially available in the timeframe covered by this acquisition, including a discussion of potential problems and solutions.

Sprint has a methodical approach to incorporating infrastructure enhancements and emerging services. The FTS2000 and FTS2001 programs demonstrate our proven capabilities in introducing and managing new and enhanced services driven by Federal Agency needs as they become available. In order to maintain industry leadership, Sprint continuously develops new and enhances existing capabilities and services that allow us to provide solutions to our customers. Sprint proposes to continue our excellent record of accomplishment of introducing services to the Networx contract. XX
Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Volume 1 Technical—6.6, Call Center Customer Contact

March 5, 2007
Sprint has been a force in creating advanced wireline and wireless capabilities and value-added mobility and managed-service solutions. We also built our SprintLink, Peerless IP and original ATM networks to meet Government needs.

Figure 6.6.10-1. The Sprint Technology Development Process

Our detailed technology development process ensures that infrastructure enhancements and emerging services are developed, thoroughly tested, and made available to Federal Agencies via the Networx contract.
Superior Call Center Solutions that:

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With over XXX customers in the public and private sector, programs ranging in size from XXXXXX staff, employing already-integrated infrastructure and best practices, the Sprint Team routinely delivers innovative technology and continuous improvement of service delivery as part of our standard operating environment.