

Appendix B: Computer Hardware and System Requirements

Applicants are required to have high speed internet access (minimum DSL and/or cable modem) to enable connection via the internet to the COA provided computer software. The software currently utilized by COA for client registration and invoicing is Windows-based. Applicant's computer operating system must run Microsoft Windows 7 or above with at least the minimum recommended RAM, disk space and processor for that operating system. Recommended browser is Internet Explorer (IE).

Access and Security Requirements

Users connect via the internet to the software through a security firewall to access the system. It is the Applicant's responsibility to ensure they can connect to the internet. All transmission and handling of EPHI sensitive data must comply with all requirements set forth in the BAA.

Printers

Portal users will be printing from a standard web-publication therefore support for printing issues will not be offered.

Technical Support and Computer/Communication Problems

Personnel are available to handle the administrative needs of the computer system, such as assigning users and passwords. We cannot provide support for the Applicant's computer equipment or connectivity to the internet. Questions regarding user ID or password problems or to obtain additional information regarding system, application, or problems please contact:

Computer Help Desk Phone: (513) 345-3303

E-mail: helpdesk@help4seniors.org

Account License Fees

Additional account connections can be added but are subject to additional charges at the Provider's expense. This fee will be used to purchase additional licensing.

Computer Help Desk Coverage and Service

COA will provide support Monday - Friday between the hours of 8:00 am – 5:00 pm EST. The **Computer Help Desk number is (513) 345-3303** and will be staffed during these hours. In the event your call goes to Voicemail, please leave a message and the call will be returned quickly, usually within the hour, but no longer than four (4) business hours. It is important to leave a message because the person administering the Computer Help Desk will be paged from the message. We strive to serve you with the best and most courteous customer service available. If, after contacting the Computer Help Desk, you feel a problem and concern hasn't been addressed

to your satisfaction, please feel free to call the COA Manager of Innovation and Technical Services, at (513) 721-1025.

** In addition to the requirements above COA is requiring the winning bidder to be flexible. Providers must be able to enter notifications into the software systems COA may use. COA will provide additional information on the systems, as needed.*