

BID FOR: VOICE OVER IP (VOIP) PHONE SYSTEM FOR THE DES PLAINES PUBLIC LIBRARY
BID RETURN DATE: THURSDAY JULY 25, 2013

The Des Plaines Library Board of Trustees reserves the right to waive any or all technicalities and reject any or all bids.

A **mandatory** pre-bid meeting will be held on **Thursday, July 11, 2013** at the Des Plaines Public Library, 1501 Ellinwood Street, Des Plaines, Illinois, in the Conference Room – Second Floor at 10:00 a.m.

If this proposal is accepted and the undersigned shall fail to contract as aforesaid, the Des Plaines Public Library shall, at its option, determine that the bidder has abandoned this proposal and acceptance thereof shall be null and void and the forfeiture of security accompanying this proposal shall operate and the same shall be the property of the Des Plaines Public Library as liquidated damages.

If accepted in writing by the Des Plaines Public Library, Illinois, this proposal shall constitute a valid agreement. Accompanying this proposal is a Bid Bond, Cashier's Check or Certified Check made payable to the Des Plaines Public Library in the amount of \$ _____ (5% of Total Bid).

Cost for new VoIP system installation, including components, software, shipping, manuals, training, etc. **TOTAL \$** _____

Other costs:

Annual repair and maintenance service for five years:

Year 1 FREE – Twelve (12) month warranty period

Year 2 \$ _____

Year 3 \$ _____

Year 4 \$ _____

Year 5 \$ _____

Hourly rate for additional training during library hours: \$ _____

ACCEPTANCE

The foregoing bid is hereby accepted by the order of the Board of Trustees of the Des Plaines Public Library, this _____ day of _____, 2013.

Carol Kidd, Library Secretary

Holly Richards Sorensen, Library Director

REQUEST FOR PROPOSAL FOR A VOIP PHONE SYSTEM FOR THE DES PLAINES PUBLIC LIBRARY, 1501 ELLINWOOD STREET, DES PLAINES, ILLINOIS, 60016.

The intent of this Request for Proposal (RFP) is to obtain the services of a qualified vendor to provide and install a next-generation IP-based voice solution for the Des Plaines Public Library (DPPL).

CLIENT INFORMATION

The Des Plaines Public Library has a single 82,000 square foot facility located in downtown Des Plaines, Illinois. The City of Des Plaines is located approximately seventeen miles from the Chicago Loop and five miles from O'Hare International Airport. The library serves a community of 58,000 residents, is open seven days a week for a total of 72 hours a week, and employs 104 full and part-time staff.

Currently, DPPL deploys a Nortel Norstar Modular MICS Telephone System and NAM Voicemail System. Additional components include 1 Analog Station Module, 1 Digital T-1 Card, 1 6-port Combo Card, and 4 Fiber Station Modules. The system is at least 14 years old. DPPL has one switchboard, approximately 70 Norstar handsets and a Nortel Polycom conference phone. Current phone service comprises of a single dedicated T1 PRI providing 112 DID numbers and 9 POTS that are used to access the public switched telephone network (PSTN). Several handsets accommodate more than one staff member. DPPL does not currently use an auto-attendant when the library is open. A portion of staff also use basic cellular phones and/or smartphones, and the new system must include the capability to forward calls or messages to these phones. Our telephony is supported by the following providers:

Call One

Call One currently provides Plain Old Telephone Service (POTS) lines to DPPL. Several needs exist for the POTS lines – such as fire and emergency (elevators), fax lines (versus the PRI) and modems. DPPL may potentially want to eliminate some POTS lines, such as FAX machines; however there will be a need to maintain POTS lines as related to safety, such as fire and emergency lines.

Level 3

A T1 Private Rate Interface (PRI) circuit which provides a business class telephone service. Integrated into the internal phone system, the circuit allows for 23 simultaneous, digital quality voice conversations, which allows for Direct Inward Dialing (DID) phone numbers to all extensions and additional features which are commonly used in larger organizations with numerous users.

DPPL seeks a scalable IP solution that makes best use of today's leading edge technology. This solution should be an integrated, turnkey, common off the shelf (COTS) solution, which is low in cost and easy to maintain. The system should be flexible to allow customization to meet the business needs of the library. The system should be easy to administer on a day-to-day basis by non-technical supervisors and managers.

RFP TERMS AND CONDITIONS

Any questions regarding specifications should be addressed at the **mandatory** pre-bid meeting on **Thursday, July 11, 2013** at the Des Plaines Public Library, 1501 Ellinwood Street, Des Plaines, Illinois, in the Conference Room – Second Floor at 10:00 a.m.

Proposal to be submitted in a sealed envelope, plainly marked **Bid for VOIP Phone Contract** and in the hands of the Library Director, 1501 Ellinwood Street, Des Plaines, Illinois, 60016 before **10:00 a.m., Thursday, July 25, 2013**. Please submit four (4) copies of the complete proposal. Accompanying this proposal is a Bid Bond, Cashier's Check or Certified Check made payable to the Des Plaines Public Library in the amount of \$_____ (5% of Total Bid).

The Des Plaines Public Library Board reserves the right to accept or reject any or all proposals. The Board also reserves the right to award any portion of the proposal as well as the entire proposal.

The Des Plaines Public Library reserves the right to terminate the contract within seven (7) days of signature by written notice to the vendor.

REVIEW CRITERIA

The Des Plaines Public Library will review the information provided in response to this RFP to develop a solution for DPPL's telephony needs. Detailed evaluation criteria will not be shared with vendors; however, a high-level overview of important evaluation criteria follows:

Financial: The library will evaluate each of the vendor responses considering the overall value (costs and savings) to the library in implementing a Voice Telephony solution.

Technical Capability: The library will analyze the responses to determine how completely the solutions proposed meet the requirements as documented in this RFP. Specifically, the proposed solution will be evaluated in terms of:

- Service availability and resiliency;
- Scalability, capacity and performance;
- Capability
- Compatibility with existing infrastructure, systems and processes;
- Capability to accommodate a phased implementation;
- Delivery / Time to implement and deploy;
- Manageability;
- Maintainability;
- Ease of Use;
- Comprehensive security;
- Longevity of the proposed service(s);
- Service and support;
- Product quality.

DPPL will require the opportunity to examine proposed equipment in person.

Innovation: DPPL will value innovative recommendations and proposed solutions for DPPL telephony technology, especially innovation that allows for cost effective initial implementations with the flexibility

of phased growth based on need or business case justification. The ability of the solution to leverage DPPL's existing LAN & WAN infrastructure to reduce the overall cost of the solution will be important.

Value Added: If the vendor has services or offerings relevant to DPPL that set them above other vendors, please identify these services and/or offerings (be specific).

Additional Information: The DPPL is interested in obtaining the best possible solution. If there is anything else you would like to add about your company or the requested services, please do so.

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1. VENDOR INFORMATION

Please provide an overview of your company, including;

1. Name
2. Year and state of incorporation
3. Ownership structure
4. Financial strength
5. Experience with VoIP solutions
6. Any other information that demonstrates the vendor's experience, ability and capacity to produce the required outcomes requested in this RFP.

Please submit at least three customer references where you have implemented the same or similar system that you are proposing within the past two years including individual contact information. Please include at least one reference that is similar in scope and size of what is being proposed, one reference that is similar in industry, and one reference that is close in proximity to the Des Plaines Public Library.

References must include the following information:

1. Client's name
2. Brief explanation of what the project entailed
3. Time period of the project
4. Size of the reference and number of employees
5. Contact person and title
6. Address
7. Phone number
8. Email address

2. VOIP TELEPHONY SOLUTION

2.1 System Overview

Using a simple diagram, illustrate your proposed IP network design.

2.2 Software Release of the Proposed Solution

Identify the software release for each product/model proposed.

2.3 System Design Platform

Describe the proposed IP solution's architecture and design elements.

2.4 Call Processing O/S

What will be the primary operating system of the common control call processor?

2.5 Database Integrity

How will the proposed IP solution preserve and protect the customer database between backups?

2.6 Database Information Loss

Under what circumstances can customer database information (configuration, messages, logs, etc.) be lost during backups?

2.7 Power Supply and Safeguards

What power sources will be required for common controls as well as those in distributed areas? Indicate if this solution will be dependent on an AC/DC current or Power over Ethernet (PoE).

What safeguards are included in the IP design to protect system operation? What would happen to system operation during a power failure?

2.8 Redundant system design elements

Indicate the degree of redundancy, e.g., full duplicated back-up or standby load sharing, for each of the following common control elements.

- tone generators
- main system memory
- RJ-45 Ethernet uplinks to network
- I/O interfaces
- DTMF receivers
- power supply
- primary call processor
- call classifiers
- Voicemail
- registers

2.9 Local Survivability

The system needs to be redundant in one of two ways. Please explain how your survivability solution meets the following requirements.

1. Internally redundant, where all of the major components have a spare/backup. Example: Mirrored hard drives and dual power supplies.
2. Second Controller, where a totally separate controller, can pick up and run everything the primary controller does with minimal interruptions to service. Please define what interruptions occur when a fail over occurs.

2.9.1 Survivable IPTS Features/Services

1. What generic software features need to be in place when the survivability solution is activated?
2. What station equipment (instruments, soft phones, wireless devices, etc.) is not supported in standard survivability mode?

2.10 Network Failover Resiliency

1. Does the proposed IP solution support network failover resiliency in case of a disastrous common control failure? If so, describe the failover process and specify the hardware, software, WAN transmission, and time required to carry it out.
2. Can the proposed IP solution support more than one network failover design? If so, please explain how, and indicate what elements are necessary to achieve additional designs.

2.11 Security

1. Authentication: Describe how the IP solution's authentication process prevents: unauthorized access to common control elements and data resources, and abuse of telephony services (e.g., toll fraud).
2. Disruption of Services: Explain how embedded features in the proposed IP solution will reduce telephony service disruption due to denial-of-service (DoS) attacks.
3. Confidentiality and Privacy (Packet Sniffing): Describe how the proposed IP solution's embedded features will secure communications privacy. How will the solution counter packet sniffing attempts? Is the Communications between the Controller and the Phones encrypted?
4. Physical Interfaces: Are the network interfaces for the following functions separate: IP administration, control, and voice transmission signaling?

2.12 T1 PRI Services

Do the proposed T-1 trunk circuit interfaces support T1 PRI capabilities? SIP capabilities? POTS lines?

2.13 Traffic Handling

The back bone of the DPPL internal network is 1 Gigabit, with a 4 GB connection between phone closets. The infrastructure consists of Cisco Catalyst 4503E (Qty 1) and Catalyst 3560PS (Qty 7) and 3560TS (Qty 2) switches. The 3560PS are PoE running c3560-ipbasek9-mz.122-55.SE. We would like each vendor to evaluate current switch environment for suitability for proposed implementation. Please include PoE routable phones. Explain how the proposed system's design supports the stated traffic assumptions. The current cabling typically incorporates a single data and phone drop per workstation location. However, there is a desire to minimize additional hardware, and envision using GB routable phones in a daisy chain configuration between infrastructure and workstations.

2.14 IP Station QoS

How does the proposed IP solution provide Layer 2 and Layer 3 end-to-end quality of service to IP stations? Which industry standards are employed to guarantee this quality of service?

2.15 Multi-Party Conference Calls

Describe how multiple-party add-on conference calls would be handled in the following situations:

1. Assisting customer – A customer calls an employee needing assistance, but the employee does not know the answer. Rather than hang up and call the customer back, the employee needs to be able to conference in another person who does know the answer, or page over head for assistance.
2. Conference call Small Group – Conference calls are usually the easiest way to accomplish this.
3. Conference call Large Group – Can the system support a large party conference call of 30 or more people? Most people would be using outside lines or cell phones to connect.
4. Video Conferencing - Is video conferencing included in this solution? Is there an option to upgrade to add video conferencing to the proposed solution? What would be required to upgrade to a video conferencing solution. How is audio incorporated in this solution? What bandwidth requirements are needed to accomplish the proposed video conferencing solution?
5. Web Conferencing- Is there a web conference option included in the proposed solution? Is there an option to add web conferencing? Does the proposed voice solution integrate with Microsoft 365 Lync, Web-X, Go-To-Meeting?

Outline any and all hardware and software requirements necessary to support multi-party add-on conference call requirements. Indicate whether peripheral hardware, e.g., conference bridge servers, is required.

2.16 VoIP Overflow Traffic

If call volume peaks, how is over-flow traffic handled with the proposed solution?

2.17 IP Telephones (including softphones) & Audio Conferencing Units

Describe how all proposed IP telephones are supported by the common control call server. If direct call control signaling via Ethernet LAN/WAN is not supported, specify all required intermediary carrier, signaling interface and/or media gateway equipment.

2.18 Analog Telephones

If you are proposing any analog telephones, explain how they are supported by the common control call telephony service. Specify the required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

2.19 Facsimile Terminal

Describe how facsimile terminals are supported by the common control call telephony server. Specify the required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

2.20 Power Failure Transfer Station (PFTS)

Describe how analog telephone power failure transfer stations (PFTS) are supported by the common control call telephony server. Specify all required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

2.21 Voice Terminal Instruments – Regulation Requirements

DPPL intends to keep our Fax Machines. As a result, the proposed communications system must be able to support a mix of analog and IP communications devices. All single and multi-line IP phones must be comply with section 68.316 of the FCC hearing-aid compatibility standards as well as the 1996 Telecommunication Act. We require TTY Access, how will the proposed solution handle this? Explain how the proposed telephone equipment meets these requirements/standards.

2.22 IP Audio Conferencing Unit

Describe the proposed IP audio conferencing unit and include an illustration of the unit.

2.23 Other IP Telephone Instruments

What additional IP desktop telephone models do you offer? Please include the following details for each of the following. Include an illustration of each of these additional models.

1. Fixed feature and function.
2. Number of programmable line and feature keys.
3. Display description (if applicable).
4. Type of speakerphone (if applicable), and
5. Any other critical details.
6. Number of shared call appearances on each handset.
7. Gigabit? PoE?

2.24 Additional Desktop Options and Accessories

Provide a brief description of all additional desktop options and accessories, including receptionist console, soft phones, web-portals, and administrative consoles.

2.25 Station User Features

Does the proposed communications system support each of the user features listed above? Specify any features that are not included as part of the standard call-processing software package. Identify any of the features listed below that require additional hardware and/or software because they are not included as part of the standard software package.

1. Add-On Conference (three party or more)
2. Multi-Party Assisted Conference with Selective Call Drop
3. Automatic Callback
4. Automatic Intercom
5. Bridged Call Appearance
6. Call Back Last Internal Caller
7. Call Coverage (Programmed)
 - a. Internal and External Call Programming
 - b. Time of Day/Day of Week Call Programming
 - c. ANI/DNIS/CLID Call Programming
 - d. Internal Caller ID Programming
8. Call Forwarding
 - a. All Calls/Simultaneous Ring
 - b. Busy/Don't Answer
 - c. Follow Me
 - i. Simultaneous to phone and cell phone
 - d. Off Premises
 - e. Ringing
 - f. Original Caller ID
9. Call Hold
10. Call Park
 - a. Programmable Ring Back if not picked up
11. Call Pickup
 - a. Individual
 - b. Group
12. Call Transfer
13. Call Waiting
14. Consecutive Speed Dialing
15. Consultation Hold
16. Customer Station Rearrangement
17. Dial by Name
18. Discrete Call Observing
19. Distinctive Ringing
20. Do Not Disturb
21. Elapsed Call Timer
22. Emergency Access to Attendant
23. Executive Access Override
24. Executive Busy Override
25. Facility Busy Indication
26. Group Listening
27. Hands-Free Dialing
28. Hands-Free Answer Intercom
29. Help Information Access
30. Hot Line
31. Incoming Call Display

32. Individual Attendant Access
33. Intercom Dial
34. Last Number Redialed
35. Line Lockout
36. Malicious Call Trace
37. Manual Intercom
38. Manual Originating Line Service
39. Message Waiting Activation
40. Music On Hold
41. Off-Hook Alarm
42. Padlock
43. Paging/Code Call Access
44. Personal Co Line (Private Line)
45. Personal Speed Dialing
46. Personalized Ringing
47. Priority Calling
48. Privacy
 - a. Attendant Lockout
 - b. Manual Exclusion
49. Recall Signaling
50. Ringer Cut-Off
51. Ringer Tone Control
52. Save and Redial
53. Secondary Extension Feature Activation
54. Send All Calls
55. Silent Monitoring
56. Step Call
57. Store/Redial
58. Supervisor/Assistant Calling
59. Supervisor/Assistant Speed Dial
60. Text Messages
61. Timed Queue
62. Trunk Flash
63. Trunk-to-Trunk Connections
64. Paging
 - a. Whisper Page
 - b. Option to integrate with overhead paging system
65. Prominent visual indicator for waiting voicemails / holding calls / parked call
66. Simplified Mobility for shared phones
67. Banner announcements on phone displays
 - a. Universal
 - b. Targeted
68. Softphone
69. Hunt Groups
 - a. Multiple Hunt Group requirements: minimum 5 hunt groups
 - b. Simplified management

2.27 Systems Management

Describe the proposed management system, including how it will work with DPPL's areas. List its hardware and software components. Is the management server and software available as a bundle, or is

DPPL responsible for providing its own server hardware? Can the server hardware be virtual, such as VMware or Hyper-V? Please list any third-party technology, if any, needed for your solution.

2.28 System / Port Capacity

List the maximum number of independent IP communications systems that can be supported by the proposed systems management server. Include the maximum number of user ports that can be passively and actively supported.

2.29 Terminal Capacity

What is the maximum number of PC-client terminals that can be configured as part of the proposed management system?

2.30 Support of Open Standards

Does the proposed management system provide support for open protocols such as SNMP and LDAP? Does it use open encoding schemes such as XML and HTML. Which open standards in the proposed management system use to support administration, maintenance services, and operations? Are any standards being used as protocols or encoding schemes? Are any being implemented publicly by other vendors?

2.31 Security Features

Are there any security features embedded in the proposed management system to prevent unauthorized access and operation? If so, identify them. Include whether media encryption is used for command-signaling transmissions and if any DoS and user-authentication mechanisms are supported for the systems management application.

2.32 Administration Functions

DPPL would like to be able to administer all of the Phone Systems from any place/console. We would like to conduct all administrative functions remotely; specifically the afterhours message, MAC (Move Add Change), password re-set & presence management. Verify that the proposed systems management solution supports the above administrative features. Which, if any, features are not supported?

2.33 Stations

Verify that station counters measure and provide reports for the following parameters: number of calls, number of stations in measurement, number of blocked stations in measurement, and traffic rating. List any station parameters that are not measured.

2.35 VoIP Monitoring

Describe all available VoIP monitoring records and reports. Are parameters such as jitter, call delay/latency, and packet loss tracked and reported? If so, can a system administrator monitor VoIP calls in real time? What, if any, third-party equipment is being proposed?

2.36 Optional Reports

If available, describe the proposed management system's directory, inventory, and cabling reports. Required reporting includes calls incoming / outgoing / duration per extension, both at summary and detailed levels. Ability to access reporting from various locations, ideally web based.

2.37 Call Detail Reporting

Please indicate which of the listed fields are included in your call detail report data.

1. Date
2. Time
3. Call duration
4. Condition code (categorizes information represented in the call record)
5. Trunk access codes
6. Dialed number
7. Calling number
8. Account code
9. Authorization code
10. Facility restriction level for private network calls
11. Transit network selection code (T1 access code to route calls to a specific inter-exchange carrier)
12. T1 bearer capability calls
13. Call bandwidth
14. Operator system access (T1 access code to route calls to a specific network operator)
15. Time in queue
16. Incoming trunk ID
17. Incoming ring interval duration
18. Outgoing trunk ID

2.38 Maintenance

Do the proposed system maintenance operations support the following: processor status monitoring; control of power units, fans, and environmental sensors; peripheral monitoring (voice terminals and trunk circuits); initiation of emergency transfer and control to backup systems; origin of alarm information; and alarm activation? If applicable, name any other parameters supported. Present outline of expected reoccurring future costs to maintain support and warranty.

2.39 Alarm Conditions

Explain how the proposed management system defines major, minor, and warning alarms.

2.40 Maintenance Reports

What, if any, maintenance alarm reports will be provided by the proposed management system?

2.41 Remote Maintenance

How does the solution support remote maintenance operations for customer access and for an outside maintenance service provider? Specify the following: how the system alerts a remote service center when an alarm condition occurs; the trunk circuit requirements for alert transmissions; and security measures to prevent unauthorized access.

2.42 Provisioning

Describe how each of the proposed solution components should be utilized. List any functions, systems and/or devices which are not a part of your provisioning interface. Moving forward, what would you do to ensure that these functions, systems and/or devices are incorporated?

2.43 Call Recording

Is call recording an optional add-on to the proposed solution? How does the proposed system accomplish this option?

3. VOICEMAIL SYSTEM

Voicemail must include integrated messaging to email or text. The onsite email system is Microsoft Exchange 2010. Describe the proposed integrated messaging solution. Can DPPL send a companywide (or to a smaller group) message? Is there integration features with a Windows Active Directory environment and software such as Microsoft Lync.

3.1 Security Features

What security features are included with voice messaging system to prevent abuse and unauthorized access? Describe how each works to provide this security.

3.2 Voicemail Features

3.2.1 Forwarding Voicemail from One User to another User

Verify that the proposed solution meets these requirements. Is voicemail to email included? If so, how is that message delivered? WAV file?

3.2.2 Disconnect Detection

Does the system immediately disconnect and restore the line to the service the moment a caller has hung up?

3.2.3 Station Dialing

Can you access the Directories for just one user or is it possible to access a Global Directory? Does the proposed system enable callers to access, in addition to the menu, an individual station either through entering the extension number or keying in the recipient's last name? Can one handset support multiple users in a kiosk setting, by logging into the device? If so, how does the proposed solution support this function? What personal features are configured? I.e. personal display settings, directory, call logs etc.

3.2.4 Automatic Attendant

The Automatic Attendant requires flexibility in the number and scheduling of Mailbox Greetings, System announcements and other Mailbox options: Dial by name directory, dial by extension, and dial by department. Remote access to implement changes to greetings in dynamic situations such as closures due to weather. Additionally, DPPL needs to be able to manage length times for messages, greetings, and announcements. Users need the ability to navigate and manage messages, including the ability to skip, save, and forward. Deleted messages are to be saved for at least 14 days before actually being deleted, but an option is available to manually delete the message. DPPL would like to have a selection of pre-recorded messages that can be set up on time-tables for individual voicemail boxes as well as the auto-attendant. Simplified management from a PC based GUI interface. Please explain how the proposed solution supports these operations.

3.2.5 DTMF Signaling

Is the proposed system capable of generating and receiving standard DTMF tone signaling?

3.2.6 Greetings

Greetings for voicemail should be customizable and automated. There should be a minimum of 3 different custom greetings that a user can set and use. Voicemails must have a date stamp. Verify that the proposed solution offers these features.

3.2.7 Distribution Lists

How many Distribution Lists are included with this solution? How many people are supported on each Distribution List?

3.2.8 Message Forwarding

Can you forward or send a voicemail or message to a list and an individual? Does the proposed solution support these requirements?

3.2.9 Audit Trail

Does the proposed solution keep an audit trail of each call? Can this audit trail be printed on the administrative console together with daily reports?

3.2.10 Message Indication

How does the proposed solution indicate the receipt of voicemail (i.e., a message-waiting light, altered dial tone, or another way)?

3.2.11 Identification Code

How will the proposed solution verify a user's identification? How can users change their identification codes?

3.2.12 Message Recovery

How does the proposed solution reveal the number of new and total messages and enable a mailbox user to delete, skip, or save a message?

3.2.13 Message Reply

How does the proposed solution enable the mailbox owner to respond to a message from someone within the system?

3.2.14 Message Review

Will it be possible for a user to either review and edit an announcement or input a message?

3.2.15 User Controls

Which of the following functions will the mailbox user be able to control? List any additional functions in the proposed solution.

1. Play back messages
2. Skip to next message
3. Cancel review
4. Replay message
5. Replay faster or slower
6. Pause
7. Append information
8. Forward message (to mailbox or list)
9. Create new answer announcement
10. Increase playback volume

3.2.16 Other User Features / Controls

Call Pick-up: All users need the ability to answer an incoming call that is ringing on another phone. Example: a user is away from their desk and they receive an incoming call, the supervisor hears the phone ringing. The supervisor needs the ability to pick up that extension. However, the supervisor does not want all calls to ring to his/her office phone. In addition, the supervisor would want the ability to restrict anyone from answering his/her phone. How would the proposed solution handle this? How would it be configured and managed?

3.2.17 System Management Console and Reporting

What components will be provided to facilitate system management? How will traffic reports be generated? List what details will be included in each traffic report.

3.2.18 System Changeability

Will it be possible for the system administrator to add and/or delete mailboxes, change general recordings and perform other administrative duties while the system is in operation?

3.2.19 Audio Messaging Interchange Specification (AMIS)

Does the proposed messaging system support AMIS networking standards?

3.2.20 Digital IP Networking

Does the proposed messaging system support Voice Profile for Internet Mail (VPIMv2) networking standards? Describe how the system supports digital networking?

4. SERVICES

4.1 Maintenance and Support

1. Vendors must provide a copy of their standard contract agreements for procurements, maintenance, and/or licensing for all proposed products and services.
2. What maintenance programs are you proposing? Specifically, describe the program, features, services, and benefits.
3. Where is support personnel located? What levels of staff are available for support? Please give brief description of staff levels.
4. Define your company's policy regarding major & minor outages, including definition of a major & minor outage, response time and dispatch procedure.
5. What is the structure and schedule of escalating unsolved problems to higher support levels?
6. Is a toll-free telephone number available for questions? Does your solution provide for the capability of direct access for answers to questions?
7. What are the procedures for identifying software and hardware problems? How are fixes to those problems implemented? Is there an automated process available to inquire about known problems and obtain their fixes?
8. Vendor must provide anticipated maintenance cost in the first year and subsequent years through the fifth year of operation.

4.2 Warranty and Repair

The warranty must cover the replacement or repair of defective product(s) and related labor for the replacement or repair of said defective product(s). Describe the warranty program including the standard warranty and any extended warranty coverage available for the proposed solution.

4.3 Professional Services

Describe your professional services to implement and support the proposed solution. Describe any services that further integrate or customize the solution. These services would be "above and beyond" the normal services provided as part of the standard offerings.

4.4 Project Management and Implementation

Describe the methodology your firm will use to plan and manage all business requirements to implement a successful solution. Would you provide a dedicated project manager to work with DPPL? How many technical support persons will be dedicated to the installation of your solution and for how long?

4.5 Subcontractors

Disclose the planned use of any subcontractor that will perform twenty percent (20%) or more of the services described in your proposal. In addition, you may choose to identify any other subcontractor that you believe may add value. DPPL may require Union Contractors when applicable.

Provide the name and address of each named subcontractor and the work the subcontractor will be performing. The vendor will be responsible for the performance of any subcontractors and will not be relieved by non-performance of any sub-contractors. Vendor shall provide a summary of qualifications, years of experience, and references for all named subcontractors.

4.6 Cutover

1. Describe the methodology, processes, and procedures for the logical and physical cutover of the proposed solution.
2. Describe the methodology, processes and procedures if a VoIP conversion fails.
3. Describe the change management plan for transition.
4. Describe the test plan for transitioning over each system.

4.7 Acceptance

The acceptance of the VoIP Service is to ensure that capacity and quality have been provisioned successfully. Describe the methodology, processes and procedures for acceptance after the transition has been completed.

4.8 Training

1. What initial training is necessary for our personnel to support and use your hardware and software? How many hours are included? Is training done by the vendor's staff or is it subcontracted?
2. Outline methods of training to be provided for DPPL personnel. What documentation is provided with training?
3. Outline training offerings and any associated costs.
4. If training will be offered at a remote location, where are the training facilities located?