

**REQUEST FOR PROPOSAL**  
**TELEPHONE COMMUNICATIONS SYSTEM**  
**FOR**  
**DELAWARE COUNTY GOVERNMENT CENTER**  
**PROPOSAL DUE DATE: FEBRUARY 28, 2020**



**1.1 Vendor Questionnaire**

Bidding Company Name:  
Address:

Sales Representative Name:  
Telephone Number:  
e-mail address:

Technical Advisor:  
Telephone Number:  
e-mail address:

**1.7.1** Who manufactures the proposed system?

**Response:**

If not Proposing Vendor, Manufacturer Name:  
Manufacturer Address:

**1.7.2** Does the bidder install the product or use business partners?

**Response:**

**1.7.3** Does the bidder maintain the product or use business partners?

**Response:**

**1.7.4** Does the bidder maintain a support call-in center for problems?

**Response:**

**1.7.5** Does the bidder provide on-site assistance if it is required?

**Response:**

**1.7.6** Does the bidder maintain a web site for customers to access technical support and documentation?

**Response:**

## 1.2 Overview of Current Environment:

DELAWARE COUNTY GOVERNMENT CENTER has the following current environment:

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*DELAWARE COUNTY GOVERNMENT CENTER, is an Indiana-based Government Center established in 1827 to protect and support the Delaware County, Indiana residents and employs approximately 300+ direct employees at their headquarters location in Delaware County, Indiana*

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*The current communications system consists of Multi location disparate telephone systems ranging from Analog/Digital to Voice over IP. In total there are 11 locations with disparate systems needing to come under one contiguous communications system. These systems today combined serve approximately 381 telephones, 85+ Talk Paths/ Trunks and 51 analog faxes and serving approximately 51 total departments.*

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*Each workstation telephone is connected to a separate jack and separate infrastructure which ultimately connects to its own separate system in each of the 11-locations. The Majority of the Current phones are Executive Style 20 button phones. Some phones will need to be moved and reconfigured to a new location once the New Jail comes online in November of 2020. See Attached Extension List for these details. Temporary terminated cabling for Justice Center will be needed for the original installation since some of the cabling resides on punch down type terminations. The winning bidder shall make all necessary connections for the Justice Center site. All RFP questions MUST be answered /Addressed for Bidders RFP to be considered complete. Noncomplete RFP's will not be accepted.*

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*The data network between the some of the sites will consist of fiber optic Network producing 200+ MBPS with low latency.*

*Delaware County will provide ethernet switches with POE capability for the new communications systems at each site. Obtaining IP addresses and V-Lan configuration will need to be coordinated with Delaware County IT support staff.*

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### **1.3 Requirements for DELAWARE COUNTY GOVERNMENT CENTER Communications System**

DELAWARE COUNTY GOVERNMENT CENTER requires the following:

DELAWARE COUNTY GOVERNMENT CENTER seeks an Enterprise Cloud Hosted VOIP Unified Communications System solution that will replace the current systems and have a unified voice/data network that will seamlessly serve the County reliably. Locally Private Hosted or Hybrid onsite VOIP PBX systems will NOT be accepted, and vendor must prove their system meets a Globally Hosted VOIP protocol which is to say they can provide service to any location in the continental United States thru multiple data centers, with a multicarrier failover, they own and or have Co-Locations that are within their control and the phones do not require an on-site box to work.

The proposed voice solution should accommodate **400+** Gigabit users minimum. We are requesting the existing vendor provide in their proposal a detailed description of the trunking needed to accomplish the requested system and how the vendor will provide the trunking to the clients site. The new system will need at least 150 simultaneous talk paths to serve the 11 locations.

The 11 locations are detailed on the attached spreadsheet; however, the new Jail is not anticipated to be brought online until Nov of 2020, therefore a majority of those extensions/trunks will remain at their appointed location for the time being. Vendor will be required to assist with the moving of these phones from the Justice Center and County Building to the New Jail at that time. See attached extension list for these details.

One (1) analog (ATA) line will be required for the CASA / Juvenile Probation site for the purpose of utilizing traditional fax machine. The rest of the County will be converting to all E-Fax transmission. Seventy-Six (76) E-Fax will be required for the 11 sites for the purpose of Electronic Facsimile.

The proposed system should easily accommodate the addition, deletion, or moving of phones via a web interface whether on or off site.

All replaced telephones will support business grade VOIP telephony features and be Gigabit capable. Also, for ease of use, an employee should be able to plug in their IP phone anywhere on the network and automatically receive calls without administrative intervention.

A total number of 375 Gigabit Extensions for support Staff will require Direct Inward Dial numbers and be capable to redirect calls from hard or soft phones to remote cellular telephones and or provide for off-site collaboration. 375 Executive style Gigabit phones, with 16 button capability will be utilized by most employees, unless otherwise indicated. These button appearances can be scrolling to get to the total of 16 button minimum. There will be Two (2) additional Polycom Conference Phones needed at the Planning and commission site. There will be Three (3) additional receptionist style side cars needed to expand button appearances for Prosecutors office needing (1) and The DCCC Office needing (2). There will be Three (3) wireless headsets needed for the Health Department. There will be One (1) Dect Wireless base system utilizing Two (2) wireless handsets for Treasurer's office. There will be a total of 119 PC Based softphones and 117 mobile phone application/integrations will be needed at a minimum across the County. The attached spreadsheet shows the exact count of needed equipment/counts. There will need to be 11 or more paging zones, one call page zone, across the county, to be delivered thru the VOIP phone speakers, no external zones at this time. The Sheriff's department MUST be able to page all County phones across all zones/buildings in case of emergencies.

DELAWARE COUNTY GOVERNMENT CENTER is requesting future connection possibilities for televisions/monitors to be used as video boards for the agent call centers for viewing /monitoring the number of calls in que, wait times, and number of calls waiting at a minimum. Boards should also show any active overflow priority ques as well. Winning bidder must detail this feature

DELAWARE COUNTY GOVERNMENT CENTER is requesting for door entry strike and intercom to be integrated into the new VOIP system. This integration option is detailed on the attached spreadsheet and will need to be discussed with the winning bidder

DELAWARE COUNTY GOVERNMENT CENTER requires Fax/Email for each specified user.

DELAWARE COUNTY GOVERNMENT CENTER will require approximately 150+ DID's, and 51 fax numbers to be ported over. Customer service records shall be pulled by the winning Vendor for all of the 11 locations for verification of final numbers to be ported. There are no 800 toll free numbers or international use required at this time.

DELAWARE COUNTY GOVERNMENT CENTER will require a minimum of 150+ simultaneous calls to be provided in system design.

DELAWARE COUNTY GOVERNMENT CENTER requires collaboration for each user using a WebRTC technology.

DELAWARE COUNTY GOVERNMENT CENTER also requires voice mail for all users and will need a Unified Communication messaging. The proposed voice mail system should accommodate **400-600** user accounts minimum.

Audio and Video Conferencing is a requirement of this RFP, the IP Communications System should be capable of handling future IP video/ audio applications without major modification to the network infrastructure.

DELAWARE COUNTY GOVERNMENT CENTER' backbone network, IP VOIP Systems and gateways must be sized and configured for automatic load shifting. DELAWARE COUNTY GOVERNMENT CENTER requires a cost-effective level of network security and encryption that is adequate to prevent outside monitoring of telephone calls, file transfers, passwords, etc. and maintain Current HIPPA Regulations.

*Vendors are required to explain how their system will perform this task.*

## 2 **VENDOR EXECUTIVE OVERVIEW**

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*Please provide an introduction to and summary of the system being proposed. This should be structured so anyone reading only this section has a clear understanding of the proposed system.*

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**Response:**

### 3 VENDOR PROFILE

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*Please provide an overview of your proposal and its architecture, and experience in the manufacturing, installation, and support of the type of system proposed. It should also cover how the vendor will provide an intelligent network infrastructure to support the VOIP Communications system. Some items in this section may not apply to all proposals.*

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#### 3.1 Proposed System

3.1.1.1 Provide a brief description of the proposed system. Include diagrams if desired.

**Response:**

3.1.1.2 What are the model names and version numbers of all relevant components of the proposed system?

**Response:**

#### 3.2 System Architecture

3.2.1.1 Provide a brief description and discussion of your system architecture. Describe your philosophy on open architecture and your ability to support another vendors' equipment.

**Response:**

3.2.1.2 Provide a diagram of the system architecture.

**Response:**

3.2.1.3 Describe your company's experience with building intelligent network infrastructures.

**Response:**

3.2.1.4 How does your proposed intelligent network infrastructure support end-to-end QoS? In a converged network supporting

voice, broadcast video, H.323 video, and data, how are QoS issues resolved?

**Response:**

3.2.1.5 How do LAN switches recognize voice traffic to guarantee QoS?

**Response:**

3.2.1.6 Explain how the intelligent network architecture provides power to IP phones over the Ethernet. Can the network automatically detect the presence of the IP phones? If so, how is this done, and what are the benefits of this feature

**Response:**

3.2.1.7 Explain how you can provide easy addressing of the IP phones without having to change the addressing scheme of the existing IP data network?

**Response:**

3.2.1.8 Can IP phones share existing Ethernet ports with data devices, or do the IP phones require additional Ethernet ports be added by the customer to support voice

**Response:**

3.2.1.9 In terms of support for open industry standards, which of the following standards do you support in your proposed solution? If the standard is not currently supported, indicate in the "Availability Date" column when you expect to support it.

RECOMMENDATION	STATUS	AVAILABILITY DATE
1. G.711		
2. G.723		
3. G.726		
4. G.728		
5. G.729		
6. H.323		
7. Q.931		
8. 802.1d		
9. 802.1p		

10. 802.1q		
11. 802.3		
12. 802.3af		
13. SNMP		
14. FAX - Group 3		
15. FAX - Group 4		
16. T.38		
17. IP Precedence		
18. RTP		
19. SIP		
20. Policy Based Routing		
21. IPv6		
22. MGCP		
23. TCP/IP		
24. UDP/IP		
25. DHCP		
26. DNS		
27. CHAP		
28. CCP		
29. BACP		
30. IPCP		

Please list, attached, any additional Open Industry Standards your proposed system supports.

### 3.3 Hardware Configuration

3.3.1.1 What is the model name and number of the proposed IP call processing system (gatekeeper)?

**Response:**

3.3.1.2 Describe the IP call processing hardware platform in detail. Is it based on industry standard hardware, or is it proprietary?

**Response:**

3.3.1.3 What standard components are included on the call processing platform? What components are optional?

**Response:**

3.3.1.4 What is the maximum user capacity of the proposed IP communications system? Provide a description of how scalability is achieved. For example, describe what is required to scale from 500 users to over 700 users.

**Response:**

3.3.1.5 What is the maximum number of simultaneous conversations supported by the proposed system? Is the system non-blocking for voice calls? How many conference calls can be made from Each user account?

**Response:**

3.3.1.6 Describe all the gateways needed to support your system. Be sure to include a description of the gateway options available for analog station and SIP trunk connectivity if needed.

**Response:**

### 3.4 System Reliability

3.4.1.1 How does the system provide for fault tolerance? Identify the components that can be duplicated in your system. Fully describe the systems redundancy capability. Is it “hot standby redundancy”, “shared redundancy”, can you provide and or support multiple diversified WAN Connections etc.?

**Response:**

3.4.1.2 Explain in detail how a switchover occurs in your redundant system when the customers ISP is up and running but your data center is experiencing difficulties or outages

**Response:**

3.4.1.3 In redundant systems, how much time is needed to re-establish connectivity to the client’s phones, providing their network and ISP are Not down?

**Response:**

3.4.1.4 Identify each component that is duplicated in your proposal. In the pricing section, provide one price for the redundancy proposed here. Or maintenance agreement needed to support these criteria.

**Response:**

3.4.1.5 Describe any UPS or “battery” back-up capabilities for the proposed system. Can these capabilities benefit a redundant system? Please explain.

**Response:**

### 3.5 911 Services

3.5.1.1 If emergency-911 municipal services are mandated for commercial systems, is your proposed system in compliance today? If not, what plans are in place to comply? Do you offer enhanced 911 if needed?

**Response:**

3.5.1.2 Identify the systems ability to redirect callers who dial "911" or "9+911" to a predetermined location; i.e., security desk, operator's console, etc.

**Response:**

### 3.6 Proposed System Cabling

3.6.1.1 Provide information on the cable type (fiber, copper, other) number of pairs / strands or type of cable are required between phones and server.

**Response:**

3.6.1.2 Does your cabling requirement take into account redundancy, disaster recover, single points of failure? Please explain.

**Response:**

3.6.1.3 Is there a preferred manufacturer for your proposed system required cabling?

**Response:**

3.6.1.4 How many pairs of wires or wire type are needed to support the specified instruments, wall boards, terminals and consoles?

**Response:**

3.6.1.5 Identify and describe the distance limitations and wire gauge limitations to your station equipment, consoles, administrative terminals, Video/ Wall Boards etc.

**Response:**

## 4 UNIFIED COMMUNICATIONS VOIP COMMUNICATIONS SYSTEM SOFTWARE AND HARDWARE

### 4.1 System Software

4.1.1.1 Which software package is being proposed? Does your system require upgrading or patching at an extra cost?

**Response:**

4.1.1.2 Is this the most recent release of this software? When is the next software release due?

**Response:**

4.1.1.3 Will the client have to pay for additional upgrades in the future? If so when?

**Response:**

4.1.1.4 How does your company provide future software releases? How are software upgrades performed?

**Response:**

4.1.1.5 When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line after-hours environment?

**Response:**

4.1.1.6 How frequently is the back-up of the operating software, which includes up-to-date moves and changes? Is a copy secured off-site, and how frequently is that copy updated? Where does the clients Captured/Contact information for Unified communications get stored?

**Response:**

4.1.1.7 What non-proprietary open systems computer telephony (CTI) applications are available with the proposed system?

**Response:**

4.1.1.8 What CRM's do you support or currently offer? Do you support CRM integrations such as but not limited to, salesforce,

Microsoft Cloud Office and or other 3<sup>rd</sup> party software? Please explain each one that you support.

**Response:**

4.1.1.9 Describe how **DELAWARE COUNTY GOVERNMENT CENTER employees** from non-company telecommuting locations can (a) gain authorized access to the VOIP system to make calls to (b) local or (c) long distance calls (d) from the Unified communications platform?

**Response:**

Station hardware

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*Provide a description of each IP telephone available with the proposed system*

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**Response:**

Do you offer an IP soft phone via web browser or download?

**Response:**

4.1.1.10 Provide a general description of the IP soft phone and its features and capabilities.

**Response:**

4.1.1.11 What PC operating system is required for the IP soft phone?

**Response:**

What are the PC requirements for the IP soft phone?

**Response:**

What standards are supported by the IP soft phone?

**Response:**

4.1.1.12 Does the IP soft phone support 3<sup>rd</sup> party CRM integrations? Point and click If so, which systems types i.e. Microsoft Office 365 etc.

**Response:**

4.1.1.13 Is a physical IP phone required in addition to the IP soft phone?

**Response:**

4.1.1.14 Can the user set up conference calls by dragging and dropping or point and clicking the participants from a list on their display or from a directory? Can the user place a call by dragging and dropping, or point and clicking the party to be called from a directory?

**Response:**

4.1.1.15 Is the graphical user interface configurable by the user? Describe which features can be customized.

**Response:**

4.1.1.16 Does the IP soft phone include an integrated help function

**Response:**

4.1.1.17 Does the IP soft phone maintain a call history log (separate from the system CDR)? IF so, how many numbers or contacts can it store

**Response:**

4.1.1.18 4.1.8.8 Are shared extensions supported on the IP phones? Explain how these work in a call coverage application?

**Response:**

4.1.1.19 Please describe the proposed systems / Extension speed dialing capabilities

**Response:**

4.1.1.20 Identify any of your systems telephone sets that require local power. If so, is power required locally at the station? Please specify the power requirements for each type of set and if they require local or closet POE power. If power is lost (for any telephone type), is the telephone set completely disabled or, is support services such as LCD/LED devices disabled

**Response:**

4.1.1.21 Are headsets available for all IP phones and headset capable, utilizing an electronic cable hook switch adapter?

**Response:**

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*Does your station equipment provide the following features?*

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<b>FEATURE</b>	<b>Yes</b>	<b>NO</b>	<b>OPTIONAL</b>
Application Sharing			
Audio Volume Adjust			
Auto Echo Cancellation			
Call Forward Busy			
Call Forward No Answer			
Call Forward All Calls			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Line and Name			
Chat			
Conference (unicast)			
File Transfer			
Last Number Redial			
Meet Me Conference (multicast)			
Multiple Calls Per Line Appearance			
Multiple Line Appearances			
Prime Line Select			
Privacy			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Single Button Collaborative Computing / Virtual Meetings			
Single Button Retrieve			
Speakerphone Mute			
Speed Dial (Auto-Dial)			
Video			
Whiteboard			
Texting			

Full Company Directory			
Electronic Sidecar Capable			
Lockable			
Call Recording			

## 4.2 Attendant Console

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*DELAWARE COUNTY GOVERNMENT CENTER may prefer a PC-based attendant console application rather than a traditional hardware console for the receptionist locations. Does your system offer a PC-based attendant console application? If so, please respond in detail to this section:*

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4.2.1.1 Provide a description of the general capabilities and features of your PC-based attendant console application.

**Response:**

Is the PC-based attendant console application browser-based? What PC operating systems are supported?

**Response:**

4.2.1.2 Provide an illustration of the PC-based attendant console application GUI and describe its key features.

**Response:**

4.2.1.3 Does the PC-based attendant console application have a busy lamp field (or equivalent)?

**Response:**

4.2.1.4 Can the PC-based attendant console application access the corporate (LDAP) directory? Can the operator search the directory? Can the operator use the directory list to drag and drop incoming calls to the destination extension?

**Response:**

4.2.1.5 Is the PC-based attendant console application a separately priced option? If so, what is the price

**Response:**

4.2.1.6 Do all of the PC-based attendant console applications that are running share the same information?

**Response:**

4.2.1.7 How many PC-based attendant console applications can be supported by the system

**Response:**

4.2.1.8 What is the maximum number of simultaneous calls that can be handled by the PC-based attendant console application?

**Response:**

### 4.3 System/Station features

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*For the following features, use the table to indicate their availability. Note if any of these features are optional or result in additional charges.*

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FEATURE	YES	NO	OPTIONAL
Answer/Answer Release			
Application Sharing			
Attendant Console			
Audio Volume Adjust			
Auto Echo Cancellation			

Automated Call-by-call Bandwidth Selection			
Automated Phone Installation Configuration			
Automatic Phone Moves			
Call Detail Records			
Call forwarding (Off Premise)			
Call forwarding (Ring and/or No Answer)			
Call forwarding (Self Directed)			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Line and Name			
Chat			
Conference (unicast)			
Conference (multicast)			
Direct Inward Dialing			
Direct Outward Dialing (DOD)			
Distinctive Ringing (internal vs. external call)			
Distinctive Station Ringing Pitch			
Event Logging and Reports			
Event Viewer Interface			
External SMDI Interface			
File Transfer			
H.323 V2 RAS Support			
IP Phones set IP Precedence Bit			
IP Routable			
IP-based Integrated Messaging			
JTAPI			
Last Number Redial			
License Management			
Multiple Calls Per Line Appearance			
Multiple Line Appearances			
Number Portability			
Performance Monitor Interface			
PRI Protocol Support (NI-2 and EuroISDN)			
Privacy (prevent barge in on bridged extension)			
Redundant Call Managers			
Remote Process Control			
Ringer Pitch Adjust			
Ringer Volume Adjust			

Shared Extensions on Multiple Phones			
Single Button Collaborative Computing / Virtual Meetings			
Speakerphone Mute			
Speed Dial (Auto-Dial)			
System Events on Windows NT Event Viewer			
TAPI 2.1			
Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction			
Tone on Hold			
Video			
Visual Message Displays (All digital telephones) (name, extension, etc.)			
Web Administration			
Web Documentation			
Web-based Speed Dial (Auto-Dial) Directory			
Whiteboard			
Recording			

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*Licensing Profiles, please fill in where applicable and list if additional charge is required/Annually. Also print limit of Devices and Participants per category.*

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Features	PBX Basic	UC Essential	UC Business	UC Premium
<b>Concurrent Calls per User</b>				
<b>Devices per User</b>				
<b>100+ Ph Mobility Serv. Collaboration:</b>  <i>Chat – File Sharing – iPhone/Android Apps</i>				

<b>WebRTC:</b>  <i>Collaborate with customers over the web</i>				
<b>WebRTC Conf:</b>  <i>Live Conference Meetings – Recording – Facebook &amp; YouTube streaming</i>				
<b>WebAPI – TAPI – Integration:</b>  <i>Connect online and offline CRM</i>				
<b>CDR-View:</b>  <i>Data analysis for managers – Contact Center Manager</i>				
<b>Business Intelligence:</b>  <i>Text to speech and Dynamic IVR – Automatic speech Transcription – Receive Voicemail as text–Dial by name</i>				

#### 4.4 System Administration Requirements

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*Describe the system administration tool(s) available to meet the following requirements.*

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4.4.1.1 Is the system administration application accessible from any workstation on the LAN?

**Response:**

4.4.1.2 Is the system administration application accessed through a standard web browser? Can it run on any currently supported Windows client?

**Response:**

4.4.1.3 Can moves and changes be “batched”, that is can block copy changes can be made to a number of subscribers or class of service simultaneously

**Response:**

4.4.1.4 How is security provided to prevent unauthorized access to the administration application? How many levels of security can be defined? Is there any limit to the number of administrative users that can be given access passwords? Can some administrative users be defined with “view-only” permissions? Can different individuals be given individualized permission levels?

**Response:**

4.4.1.5 Explain how the administrator would reload the database if they needed to restore a previous configuration?

**Response**

4.4.1.6 Is there a limit to the number of administrators that can be logged on to the system at one time?

**Response:**

4.4.1.7 Does the administrative application system have an alternate form of access if the primary access is unavailable?

**Response:**

Does the administrative application have on-line help? If yes, describe. Is there an extra cost to do so?

**Response:**

4.4.1.8 Describe the database used to administer the IP PBX and populate telephone tables.

**Response:**

#### 4.5 System Monitoring and Diagnostics

4.5.1.1 What diagnostic tools are available? What diagnostic reports are available to aid in isolating faults? Can diagnostics be remotely accessed? Is the system 's diagnostic tools web based compliant? Does the vendor offer Monitoring as a part of the system sale?

**Response:**

4.5.1.2 What remote diagnostics are available? Can administrators see and access any alarms or alerts on the system from remote terminals?

**Response:**

4.5.1.3 Describe the system monitoring report(s) available from the VOIP PBX. If monitoring reports are not supported with the current proposed product, state when they will be available in a released product, and what the expected limitations of these reports will be at that time.

**Response:**

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*For each of the following system monitoring items listed below, respond with a "Yes" if the proposed IP PBX monitoring reports can support this feature. If the answer is "Partly Yes", then define exactly*

*what is supported and what is not supported, and when you expect the IP PBX to be able to support this feature. If the answer is “No”, then state when you expect the IP PBX to be able to support this feature.*

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Feature	YES	NO	Availability Date
Status Trunking			
Real-time traffic			
Status of all routing components			
Status of all remote components			
Status of individual stations			
Status of all gateway ports			
Provide call trace capability			

4.5.1.4 Describe the system alarms and alarm notification available from the VOIP PBX.

**Response:**

#### 4.6 System Reporting and Call Detail Reporting

4.6.1.1 Describe how system CDR reporting is configured. How are these records accessed? **Through an administrator browser-based dump or Printer.**

**Response:**

4.6.1.2 What is the format of the CDR records? Can they be exported to an external application or drive for analysis?

**Response:**

4.6.1.3 Is the system able to track and record a call detail record for internal and outgoing calls?

**Response:**

4.6.1.4 Is the system capable to search for internal and outgoing calls on an extension level, CLID Level or time-based level?

**Response:**

## 5 VOICE MAIL AND UNIFIED MESSAGING SYSTEM SPECIFICATIONS

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*DELAWARE COUNTY GOVERNMENT CENTER requires voice mail for all users and will consider unified messaging as an option. A single system solution must support a minimum of 400 users with growth to 600 users and provide voice mail functionality. Users should be able to access their voice mail messages locally and remotely through a standard DTMF phone and or a web application or email.*

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### 5.1 Voice Messaging System Description

5.1.1.1 Describe in detail your voice messaging product offering. Include an overview of the hardware, software, architecture, and components of the equipment proposed to meet **DELAWARE COUNTY GOVERNMENT CENTER** requirements

**Response:**

### 5.2 Voice Mail System Specifications

5.2.1.1 How many ports are proposed to support **DELAWARE COUNTY GOVERNMENT CENTER** voice mail system? If additional ports are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.

**Response:**

5.2.1.2 Are voice messages stored in an industry standard format? How many Mbytes of disk space are required for each hour of voice storage in the cloud, are there extra costs to go beyond basic record sizes?

**Response:**

5.2.1.3 Once a voice mail is left, can it be forwarded to another user? Can the user append comments before forwarding the message to another user? Explain how this works.

**Response:**

Is the voice mail system remotely accessible? Can the system be accessed from a standard browser? Are other types of client devices are supported?

**Response:**

### 5.3 Voice Mail System – System Features

5.3.1.1 Describe in detail the voice digitization technique and voice digitization rate used for recording users' speech. I.e. Wav files?

**Response:**

5.3.1.2 Indicate the capacity limits that can be defined for a particular voice mailbox. Indicate whether or not this is configurable.

5.3.1.3 What is the length of the longest message that can be recorded by a caller?

**Response:**

5.3.1.4 How many messages can be stored in a subscriber's mailbox?

**Response:**

5.3.1.5 What is the maximum total number of minutes of messages that can be stored in a single voice mailbox?

**Response:**

Are users given any notification that these limits have *almost* been reached?

**Response:**

5.3.1.6 Does the system provide an "end of recording" warning?

**Response:**

5.3.1.7 Can system prompts be interrupted by experienced users? In other words, is there a "fast path" for users? Can system prompts be repeated?

**Response:**

5.3.1.8 If a caller does not know a particular subscriber's extension number, can they "look up" the subscriber by "spelling" the name via touch tone input? Explain how the system would resolve the situation where one name has multiple entries (e.g., "Jones")?

**Response:**

5.3.1.9 Does the voice mail system support multiple greeting? If yes, describe all available greetings

**Response:**

5.3.1.10 Are touch-tone keys dedicated to a specific function, or are they context-sensitive?

**Response:**

5.3.1.11 Describe the voice mail systems capabilities with regard to the following security features?

5.3.1.12 Users should be required to enter a password to access their voice mailbox. What is the minimum and maximum password length? How is this configured? Can it be different for different classes of users?

**Response:**

5.3.1.13 Does the system track failed password entries in a single session? Does the system automatically disconnect the caller after a configurable number of failed attempts?

**Response:**

5.3.1.14 Does the system track failed password entries across multiple sessions? Does the system automatically lock out the user after a configurable number of failed attempts?

**Response:**

5.3.1.15 Does the system log information about failed password attempts?

**Response:**

Does the system require a system administrator password?

**Response:**

#### 5.4 Voice Mail System – User Features

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*Can system subscribers conduct the following actions?*

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5.4.1.1 Pause and replay messages

**Response:**

5.4.1.2 Transfer messages to other users and append them with their own comments

**Response:**

Create their own distribution lists

**Response:**

5.4.1.3 Edit / Modify their own distribution lists

**Response:**

Dial internally by name / company directory

**Response:**

Obtain user instruction through system prompts

**Response:**

5.4.1.4 Record personal greetings. How many different ones can they have?

**Response:**

5.4.1.5 Modify their own passwords.

**Response:**

5.4.1.6 Set business days and hours for alternate greetings.

**Response:**

## 5.5 Voice Mail System – System Administration

5.5.1.1 Is system administration done through a standard web-enabled GUI? If so, which browser does the administrative application support?

**Response:**

5.5.1.2 The system administrator should be able to perform the following actions:

5.5.1.3 Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.

**Response:**

5.5.1.4 Set the minimum and maximum password length for a user.

**Response:**

Set the maximum length of voice messages.

**Response:**

Set the maximum failed login attempts before a user lockout from the mailbox.

**Response:**

5.5.1.5 Assign default passwords for users and reset passwords for users that have been locked out of their mailboxes.

**Response:**

5.5.1.6 Set the "disk space remaining" warning level.

**Response:**

5.5.1.7 Add, delete, or modify a user.

**Response:**

5.5.1.8 Explain how the system administrator would perform a backup and restore on the voice messaging system for archiving, if needed.

**Response:**

## 6 IMPLEMENTATION

### 6.1 Project Management

6.1.1.1 **Project Plan** - Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

**Response:**

6.1.1.2 **Project Organization Chart** - In the project plan, the bidder will include a project organization chart with the reporting relationships of project team members and other key personnel. An escalation matrix should also be included.

**Response:**

6.1.1.3 **Transparency** - It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service.

**Response:**

6.1.1.4 **Responsibility Matrix and Project Schedule** - A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks DELAWARE COUNTY GOVERNMENT CENTER is expected to perform to successfully implement the new system.

**Response:**

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*EXAMPLE: This sample implementation plan is included to provide a suggested format. Actual activities and dates are always customer specific.*

---

**DELAWARE COUNTY GOVERNMENT CENTER  
IMPLEMENTATION PLAN**

---

*All necessary tasks related to your installation are tracked to ensure a trouble-free cutover. The project manager uses an implementation plan similar to this enclosed sample.*

---

<b>ACTIVITY</b>	<b>START</b>	<b>END</b>
<b>Pre implementation</b>		
Proposal submitted		
Contract awarded to vendor		
Initial customer meeting		
<b>Site Preparation</b>		
Secure storage for equipment		
Required structural modifications		
Electrical Modifications and Inspection		
<b>System Design</b>		
Order Telco services		
System design meetings		
<b>New Telco Requirements</b>		
Test new Telco		
Data entry		
Test software applications		

**Cable Plant**

- Tone and test cable
- Install station cable
- Install house cable (if required)
- Install outside plant (if required)


**Communication System Installation**

- Deliver equipment to site
- Power up and test
- Install servers
- Install gateways
- Install ER and TR
- Install UPS systems
- Run cross-connects
- Set phones


**Training**

- Identify training room
- Schedule users for class
- User training classes


**Cutover**

- Install trunks to PSTN
- Communication System ready for full utilization


**Post-Cutover Activities**

- In-service coverage
- System Acceptance
- Service turnover meeting


**6.2 Installation Requirements**

6.2.1.1 **Responsibility** - The selected vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

**Response:**

6.2.1.2 **Initial Work** - Vendor will perform station reviews, data base preparation, and original program initializations.

**Response:**

6.2.1.3 **Telco Coordination** - Vendor will coordinate the ordering of all local communications facilities as deemed necessary by DELAWARE COUNTY GOVERNMENT CENTER.

**Response:**

### 6.3 Facility Requirements

---

*Bidders must furnish all space, power, and environmental requirements for the proposed telephone system and optional voice messaging equipment.*

---

**Space** – Provide the physical dimensions of the proposed equipment.

**Power** - All power requirements, including any special conditioning or grounding requirements.

**Heat** - Vendor must provide heat dissipation for proposed switch room and the recommended safe temperature operating range for the proposed system.

**Floor Loading** - Vendor must provide complete floor loading requirements.

---

*ADD A TABLE HERE FOR ENVIRONMENTALS:*

---

## 6.4 Training

- 6.4.1.1 **Requirements** - The successful bidder is required to conduct end-user training on DELAWARE COUNTY GOVERNMENT CENTER premises, tailored specifically to DELAWARE COUNTY GOVERNMENT CENTER 's particular requirements (e.g., console operator, message center operator, secretary, and professional).

**Response:**

- 6.4.1.2 **Training Plan** - Vendor will also provide a training program and training materials for designated DELAWARE COUNTY GOVERNMENT CENTER personnel who will train future employees. Also Specify if Vendor has pre-recorded training videos.

**Response:**

- 6.4.1.3 **Description** - For each product application proposed, provide a detailed description of the training the vendor will provide. Specify the cost of this training.

**Response:**

- 6.4.1.4 **Materials** - Reference copies of the training materials should be included as part of the bidder's response to this RFP.

**Response:**

## 7 VENDOR SERVICE

### 7.1 Maintenance and Warranty

- 7.1.1.1 A complete maintenance and warranty agreement must be included as part of the bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage.

**Response:**

7.1.1.2 **Five Year Warranty** - The VOIP system and all associated equipment in the bidder's proposal must be warranted by the bidder and or by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least Five years following system cutover. What cost are involved should client request such warranty? Please explain standard Warranty as well.

**Response:**

7.1.1.3 **Defective Parts** - During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to DELAWARE COUNTY GOVERNMENT CENTER.

**Response:**

7.1.1.4 **Maintenance Personnel** - All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed full time by the bidder and at no additional cost to DELAWARE COUNTY GOVERNMENT CENTER other than those charges stipulated to maintain the warranty.

**Response:**

7.1.1.5 **Ten Year Support** - As part of the response to this specification, the bidder must guarantee to continue to provide system maintenance for a period of not less than ten years following the expiration of the original warranty period.

**Response:**

## 7.2 Logistical Support

7.2.1.1 Bidder should identify the address of the vendor's local service centers and the number of service personnel trained on the proposed system.

**Response:**

7.2.1.2 Include in this section any other support levels in the local area available to DELAWARE COUNTY GOVERNMENT CENTER for the maintenance of the proposed system.

**Response:**

### 7.3 Repair Response

7.3.1.1 The successful bidder will provide routine system monitoring to assure the continued operation of all system components.

**Response:**

7.3.1.2 **Repair Commitment** - The bidder must include a description of the bidder's repair commitment from time of trouble discovery through the time the trouble is cleared.

**Response:**

7.3.1.3 **Response Time** - DELAWARE COUNTY GOVERNMENT CENTER is guaranteed a response time of no more than 4 hours for all major system problems and a maximum of 24 hours response for other system problems.

**Response:**

7.3.1.4 **4 Hour Response** - During the warranty period, the bidder must supply no more than a 4-hour response to major problems, 24 hours a day, 7 days a week.

**Response:**

7.3.1.5 **Major/Minor Problems** - Bidders must describe their definitions of major and minor problems.

**Response:**

7.3.1.6 **Preventative Maintenance** - Explain any services the vendor offers that would assist in disaster avoidance and recovery planning for the proposed system.

**Response:**

7.3.1.7 **Spare Parts Availability** - Describe the availability of spare parts maintained in the area for the critical hardware and software.

**Response:**

7.3.1.8 **Spare Parts** – Ten (10) each of the 16 button types of handsets will be required for a Hot swap onsite spares kit. Ten (10) each of the different types of handset external power sources, (for EOC Emergency Management kit) will be included with the onsite spares kit. One (1) each of the different types of phones, that differ from the 16 button provided will be required for a Hot Swap onsite spares kit as well. Describe other onsite spare kit items deemed necessary by the vendor to ensure the uptime and reliability of the proposed system.

**Response:**

7.3.1.9 **Replacement Time** - Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.

**Response:**

7.3.1.10 **Emergency Installation** - How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component (gatekeeper) of the system.

**Response:**

7.3.1.11 **Plan** - Explain the available services provided by the vendor to allow for a high level of repair/recovery from disasters [e.g., within two (2) hours, four (4) hours].

**Response:**

7.3.1.12 **Back-up Procedures** - Describe standard disaster recovery back-up procedures.

**Response:**

7.3.1.13 **Replacement Options** - Describe the options available to DELAWARE COUNTY GOVERNMENT CENTER if a system component is destroyed (e.g., replacement with the next machine

on the assembly line, replacement systems available locally, customer spares on site, etc.).

**Response:**

7.3.1.14 Bidder must itemize all charges for individually identifiable components of the proposed Communication system, including all associated installation, programming, and cabling. Bidder must include charges for all components required to connect all applications, all design charges, Telco interface charges, and training charges.

**Response:**

## 8 FINANCIAL REQUIREMENTS

### 8.1 Payment Options

8.1.1.1 Bidder shall offer methods of payment to include leasing options.

**Response**

### 8.2 Payment Schedule

8.2.1.1 Bidder must include payment schedules available with the proposed leasing options.

**Response:**

8.2.1.2 Bidder must include Post Installation Move adds and Change hourly rate Schedule for all work including but not limited to Cabling Rates, Telephone System Rates, Network System Rates, available with or without the proposed leasing options.

**Response:**

8.2.1.3 **Damage Liability** - The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

**Response:**

8.2.1.4 **Permits** - The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work which requires an inspection certificate issued by local authorities having jurisdiction, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to DELAWARE COUNTY GOVERNMENT CENTER if applicable.

**Response:**

8.2.1.5 **Insurance** - The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and DELAWARE COUNTY GOVERNMENT CENTER against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

**Response:**

8.2.1.6 **Vendor Responsibility** - Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

**Response:**

8.2.1.7 **Terms and Conditions** - The vendor shall include a copy of standard terms and conditions as part of the system proposal.

**Response:**

8.2.1.8 RFP Responses - All materials submitted by the vendor in response to this RFP become the sole property of DELAWARE COUNTY GOVERNMENT CENTER upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor.

**Response:**

Signature \_\_\_\_\_

Printed \_\_\_\_\_

Company/Title \_\_\_\_\_

NON-COLLUSION AFFIDAVIT

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to include anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding. He/She further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, fee gift, commission or thing of value on account of such sale. OATH AND AFFIRMATION, I HEREBY AFFIRM UNDER THE PENALTIES FOR PERJURY THAT THE FACTS AND INFORMATION CONTAINED IN THE FOREGOING BID ARE TRUE AND CORRECT.

This Certification may be delivered to and relied upon by Owner/Manager. Certified by the undersigned as true, correct and complete this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

By: \_\_\_\_\_ Name: \_\_\_\_\_  
Title: \_\_\_\_\_

STATE OF \_\_\_\_\_ )  
 ) ss.  
COUNTY OF \_\_\_\_\_ )

On this \_\_\_ day of \_\_\_\_\_, 20\_\_, before me appeared \_\_\_\_\_ to me personally known, who, being by me duly sworn, acknowledged the signing of this document to be of his/her free act as an agent of the Contractor and that he/she executed the same for the purposes therein stated.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal the day and year last above written.

Notary Public in and for said County and State

My commission expires: \_\_\_\_\_

Type or Print Name