



## **REQUEST FOR PROPOSAL 2015-07**

**for**

### **Business Telephone System & Voice Processing System**

**Date Issued: August 14, 2015**

**Date Due: September 4, 2015**

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## **I. Introduction**

Otsego County is located in Gaylord, Michigan. Otsego County is soliciting bids from reputable manufacturers and distributors of business telephone systems and voice mail equipment. The selected vendor will be our primary source for the following:

- Business telephone system hardware and software and voice mail equipment to be used in our office. Feature requirements are detailed in Section IV & V and configuration requirements are detailed in section VI.
- Installation and configuration services for this equipment.
- Training of users and administrators.
- Maintenance of purchased and installed equipment and software.
- Upgrades to the installed systems as necessary.

Please note that the term “PBX” is used throughout this RFP for brevity purposes only, and not to specify or categorize the system as anything other than a business telephone system. The actual functionality required includes key, PBX, and IP functionality as specified and registered by the FCC.

## **II. RFP Instructions**

### **A. *Completing the RFP***

Each question requires a written response. If you would like to attach documentation to support your answers, please do so. However, the summary answers should stand on their own. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities.

The RFP asks questions about functionality, approach, and pricing. If you require any clarification, provide the questions in writing via email to **Rachel Frisch** at [rfrisch@otsegocountymi.gov](mailto:rfrisch@otsegocountymi.gov).

Only existing business telephone and voice mail systems will be considered. Telephone or voice mail systems under development, in planning, or at beta test will not be considered. However, vendors can include additional information about future developments or plans under separate attachment.

Quoted prices and discounts should be guaranteed for at least 120 days from the response date.

### **B. *Format, Due Date***

Proposals are due **no later than 3 p.m. EST, September 4, 2015**. Late responses will not be considered. Submit responses to:

**Rachel Frisch  
Director of Finance/Assistant County Administrator  
Otsego County  
225 W. Main Street  
Gaylord, MI 49735  
Phone 989-731-7523**

All submitted proposals will be considered the property of **Otsego County**.

All proposals should include copies of product descriptions for the proposed equipment.

This request for proposal was sent to you in hard copy format. **Two (2) copies** of your completed proposal should be submitted in hard copy format.

A formal bid opening will take place on Tuesday, September 8, 2015 in Room 212 of the Otsego County Building, 225 West Main Gaylord, MI 49735. Proposers are welcome but not required to attend.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:

Company:

Title:

Address:

Phone:

Fax:

Email:

### ***C. Contract***

The proposal should include a contract for all proposed equipment and services. If the vendor does not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal.

### ***D. Confidentiality***

All material supplied to potential bidders by Otsego County must be treated as confidential and cannot be used for any other purpose than the response to this RFP. Information submitted by any bidder will be considered confidential to Otsego County and will not be used for any other purpose than evaluating vendor responses.

### ***E. Selection Process***

A number of factors will influence Otsego County's decision in selecting the product and the vendor providing it. In addition to cost considerations, proposals will be evaluated on the basis of the following factors:

1. Functionality of standard equipment and features to meet our specific needs
2. Availability of additional optional capabilities to add as needed
3. System growth and expansion
4. Ease of use
5. Ease of System administration
6. Product quality, reliability, and warranty plan
7. A credible commitment by the vendor to the product and to ongoing enhancement of both feature capabilities and service
8. Vendor qualification including:
  - a. Overall experience and reputation in the industry
  - b. Experience with the proposed system
  - c. Service and support resources, including training of vendor installation and maintenance personnel
  - d. Verifiable quality of service provided by vendor to area customers

Please note that Otsego County will select the vendor based upon the best overall solution and value, and is not obligated to select the lowest price bidder.

***F. Disclaimer***

This RFP does not commit Otsego County to any specific course of action. Otsego County reserves the right to not select any vendor or purchase any goods and services resulting from this RFP.

### **III. Vendor Background**

#### ***A. Company Information***

1. List your company's legal name, address, and telephone number. Include parent company information if applicable.
2. How long has your company been in business?
3. How long has your company or division been providing business telephone systems and related equipment?
4. Indicate whether your company is the manufacturer or the distributor of the proposed equipment. If your company is a distributor of the product, describe the terms of your agreement with the manufacturer, the manufacturer's level of support, and what contingencies they have in place should your company fail to continue to support the product for any reason.
5. If your company is a distributor of the product, how long has your company been distributing the specific products being proposed?
6. How many employees do you have?
7. How many technicians are certified on the proposed equipment?
8. When were the models of systems you are proposing installed at customer sites?
  - Business telephone system?
  
  
  
  
  
  
  
  
  
  
  - Voice processing system?

#### ***B. Manufacturing Quality Certification***

Is the manufacturer of the proposed systems ISO 9001 certified as compliant with quality manufacturing standards? Is the manufacturer of the proposed systems ISO 14001 certified as compliant with environmental manufacturing standards?

#### ***C. References***

Provide a minimum of 3 references for customers with operations similar to ours that use the equipment being proposed. Include contact names, telephone numbers, and addresses.



### **3. Traffic Rating Characteristics**

The proposed system must be able to accommodate heavy call traffic volumes. This is defined as a minimum traffic rating of 9 CCS per telephone system-wide or equivalent. List the CCS traffic rating characteristics of the proposed system. Also state the maximum busy hour call attempts and busy hour call completion capabilities of the proposed system.

### **4. North American Transmission Standards**

The proposed system must have complete compliance with the North American Numbering Plan standards. Describe the attributes of the proposed system as it relates to this.

### **5. Multiple FCC Registration**

The proposed system must be FCC registered. Our organization uses various types of trunk services so the business telephone system must be capable of being classified or tarified as a Key system, Hybrid system, or PBX system as defined by the FCC. List the types of FCC registration available with the proposed system.

### **6. DTMF and Dial Pulse Compatible**

The proposed system must support both dial pulse (rotary) and DTMF transmission. Is the duration of DTMF tones sent programmable? Can the telephone send continuous DTMF tone by pressing and holding a button on the dial pad?

### **7. Hearing Aid Compatible**

All proposed telephone equipment must comply with rules adopted by the Federal Communications Commission that specify all telephones in workplaces of 20 employees or more must be hearing aid compatible. Describe the attributes of the proposed system and telephone sets as it relates to this.

### **8. Manufacturer's Support**

All hardware and software must be the current offering provided by the manufacturer, and that which receives the highest level of support available from the manufacturer. State whether the proposed system is the latest available version of both hardware and software and if not, explain what is being proposed and why.

### **9. Mean Time Between Failure**

What are the manufacturer's stated "Mean Time Between Failure" statistics for the business telephone system and telephone sets being proposed? Explain the methodology for how these statistics are calculated. Explain any design factors that promote product reliability.

## ***C. System Architecture***

### **1. Stored Program Control**

The switching system for the proposed platform must be of an architecture using a software-based stored program control, rather than unreliable disk drive storage. Describe the attributes of the proposed system as it relates to storage of system operating software, programming and customer database.

## **2. System Processor**

Describe in detail the type processor your system employs. Is the processor that operates a 50 port configuration the same processor and software that runs a 200 port configuration or a 500 port configuration? Is the processor expandable in the event an application might require more processing capability or support more capacity in the future? Is it upgradeable to support ongoing future versions of software?

## **3. Modular Design and Expansion**

The proposed system must be modular in design, with little or no loss of equipment utility resulting from physical or software expansion. Physical capacity must be expandable by the simple addition of shelves, cabinets, and network and telephone interfaces. Describe the attributes of the proposed system as it relates to modular design and expansion.

## **4. Remote Expansion Cabinet Configuration**

The proposed system must be able to locate expansion cabinets apart from the base cabinet in a distributed campus-type configuration. Indicate the maximum distance expansion cabinets can be from the base and how they are connected.

## **5. Cabinet Mounting Options**

The proposed system must have a cabinet design that accommodates either wall mounting, floor mounting, or rack mounting in a standard 19" rack. Describe the attributes of the proposed system as it relates to cabinet mounting options.

## **6. Card Slot Flexibility**

The proposed system must have a "universal backplane" enabling either telephone or trunk/network interfaces to be inserted into the card slots. This type universal port design provides flexibility in configuring trunk line and telephone combinations. Describe the attributes of the proposed system as it relates to this.

## **7. Converged IP and Digital Device Connection**

The proposed business telephone system must accommodate connection of both IP telephones and digital telephones. Describe the proposed system's capability as it relates to this. Is the system completely non-blocking?

## **8. System Memory Backup**

Describe the proposed system's main memory backup. How long is memory retained during power loss or storage? What is the advantage of the proposed system's memory backup scheme? What system programming and customer database is stored?

## **9. Software Configuration**

What features does the standard software provide? Is the software expandable by application? List the applications that require additional software and list additional hardware components required to support them. What is the program language of the operating software?

## **10. Server Requirements**

As part of our server consolidation efforts to ease maintenance and control, our IT department seeks to keep the number of servers required to support voice applications to a minimum. Describe the number and type of servers required to support the proposed system.

### ***D. System Power***

#### **1. Power Consumption**

What AC voltage is required to run the system? What amp circuit is required? Does it require a dedicated circuit? Provide the estimated maximum power consumption of the telephone system.

#### **2. Power Surge Protection**

Is the proposed telephone platform equipped with a regulated power supply that provides a line filtering capability which would prevent damage to the system as a result of a power surge due to lightning or other voltage spikes? What other safeguards are built into the proposed system to protect against power surges? Does the system require external power surge protectors?

#### **3. System Battery Backup**

Describe the type battery backup your company would recommend to power the proposed system for 2 hours at peak traffic load during an AC power outage. What types of batteries are required? Does the system immediately switch over from AC to battery power, or does the system have to be restarted? What occurs to the calls in progress during a loss of AC power? How long will the battery hold the system up before a complete shut down occurs? How long does the restart process take after a complete loss of power and system shut down?

#### **4. Power Failure Transfer**

Does the proposed system have a power failure transfer capability to switch trunk lines to standard analog telephones if AC power fails? Describe the type interface used and how many ports are available on the interface. Is the transfer immediate after a loss of power, or is a manual transfer procedure required?

#### **5. Grounding**

Discuss what grounding alternatives are available to protect the proposed system from "ground loops," "pickup noise," and excessive "ground current." Are secondary protectors required?

### ***E. System Administration***

#### **1. Maintenance Administration**

Describe how maintenance administration is accomplished by the service technicians, system administrator, and individual telephone users. Can live system programming be done? Can both programming and trouble shooting be performed remotely? Describe the programming interface for the proposed system and what attributes make it user-friendly.

#### **2. System Fault Finding and Diagnostics**

Describe the system's diagnostic capabilities. Can system faults be detected, alerted, logged, and traced? How are fault alarms alerted and to whom?

### **3. Traffic Measurement and Reporting**

Describe the system's traffic measurement and reporting capabilities. What additional hardware or software, if any, is required to support these capabilities?

## ***F. System Customization***

### **1. Features**

The proposed business telephone system must be adaptable to our specific needs. This means the ability to tailor the system well beyond standard system and administrative options and basic programmable features. Are there system utilities or development tools we can use to modify existing features and create new ones? Describe how this works.

### **2. Services**

Does the vendor offer customization services if we can't or don't want to do it ourselves? Describe available services.

## ***G. System Interfaces***

### **1. Analog CO Line/Trunk Interface**

Can the proposed system support both ground start and loop start lines? Can both be supported from the same interface card? Are both DTMF and dial pulse modes supported?

### **2. Digital Trunk T1 Interface**

Can the proposed system support T1 interface? Can the T1 digital interfaces support Super Framing (ESF), Extended Super Framing (ESF), B8ZS framing, and Alternate Mark Inversion (AMI)? Will the T1 interface provide both Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS)? How many T1 interfaces and trunks will the system support in relation to the maximum trunk capacity?

### **3. Digital Trunk ISDN Primary Rate Interface**

Can the proposed system support ISDN Primary Rate Interface? How many PRI interfaces and trunks will the system support in relation to the maximum trunk capacity?

### **4. DID Interface**

Does the proposed system support Direct Inward Dialing? How does it work? Does the DID interface support both incoming and outgoing calls? Are DID trunks available on an analog interface as well as the proposed system's digital T1 interface? What additional system equipment is required?

### **5. E&M Tie Lines**

Can the proposed system support E&M Tie line connection to other telephone systems? Can the E&M interface accommodate both 2 wire and 4 wire transmission? Are both type I and type II signaling is supported? Are both wink start and immediate start functions supported? Are Tie lines available on an analog interface as well as the proposed system's digital T1 interface? What additional system equipment is required for tie line operation?

## **6. SIP Trunk Interface**

Can the proposed system support SIP trunk connection? What additional system equipment is required to support SIP trunks? Which SIP trunk service providers is the proposed system compatible with?

## **7. Digital Telephone Interface**

Does the proposed system support digital telephones? How far can a digital telephone be placed from the CPU?

## **8. Analog Telephone Interface**

Does the proposed system support analog telephones? Is the analog telephone interface a card with its own time slot address, or is it a digital port converter?

## **9. Off-premises Analog Telephone Interface**

Where IP networks may not be available, does the proposed system support off-premises analog telephone over the public network? How many off-premises analog telephones are supported?

## ***H. Unified Communications (UC)***

Unified communications helps improve business efficiency by imbedding communications capabilities within commonly used business applications. Describe the UC applications available with the proposed telephone system and any and all hardware (server) platforms required to support them.

## ***I. Computer Telephony Integration (CTI)***

Both desktop CTI applications and system-wide CTI applications must be supported on the proposed telephone system. Desktop CTI would typically be applications running on individual PCs. System-wide CTI applications would typically be applications running on a PC server connected to the telephone system, that all user PCs access through the LAN.

### **1. Desktop CTI**

Describe desktop Computer Telephony Integration (CTI) capabilities available with the proposed telephone system. Elaborate on the hardware interfaces and software necessary to run a computer application with the proposed telephone system. Indicate what PC based software the proposed system presently supports.

### **2. System-wide CTI**

Describe system-wide CTI capabilities available with the proposed telephone system. Discuss the proposed system's compliance with the CSTA standards. Elaborate on the hardware required to interface the CTI server to the telephone system. Is a software developer's kit available for third party custom development?

## ***J. Voice over Internet Protocol (VoIP)***

In addition to SIP Trunks discussed in the “System Interfaces” section, the proposed business telephone system must support remote user applications that support employees working off-site or at home with the same feature/function capabilities as if they were locally connected extensions in the telephone system.

### **1. IP Telephone Local Users**

Describe how local IP telephones are connected to the Local Area Network (LAN) and the proposed telephone system. Describe the additional hardware/software options required to support these locally connected IP telephones.

### **2. IP Telephone Remote Users**

Describe how remote IP telephones are connected to the Wide Area Network (WAN) and the proposed telephone system. Describe the additional hardware/software options required to support these remotely connected IP telephones.

### **3. Remote User Setup**

Can a remote user install and setup their own IP telephone? What does a remote user need to do to make their IP telephone work?

### **4. Virtual Private Network (VPN)**

Is a VPN required to support remote IP telephone communication via the private IP network or the Internet? What is gained/lost by using a VPN? Which VPN router is recommended/required?

### **5. Network Address Translation (NAT)**

Does the proposed system support NAT for remote IP telephone communication via the private IP network or the Internet? What are the advantages/disadvantages of NAT vs VPN?

### **6. Virtual Local Area Network (VLAN)**

Does the proposed system support 802.1Q Virtual Local Area Network (VLAN) capabilities? How is VLAN used in the proposed system?

### **7. IP Protocols Supported**

Which IP protocols does the proposed system use with its IP telephones (MEGACO, MGCP, H.323, SIP, etc.)? What are the advantages/disadvantages?

### **8. IP Telephone Auto-registration**

When either new IP telephones are added to the IP network or existing IP telephones are relocated, does the proposed telephone system provide auto-registration to automatically assign or move the telephone in system programming?

### **9. Powering IP Telephone Sets over Ethernet LAN**

Can IP telephones be powered over Ethernet as an alternative to local AC power for each individual telephone? What equipment is required?

### **10. PC Connection to IP Telephones**

Can the proposed IP telephones be used as an Ethernet hub/switch for connection of a PC? How is this connected?

### **11. Bandwidth Requirements and CODECs**

How much bandwidth on the IP network is required for each IP telephone? If multiple choices, what are the advantages/disadvantages? What CODECs are supported? Can the proposed system support the use of multiple CODECs simultaneously? (For example, a call originating and terminating within the same LAN segment uses G.711, while another call that traverses the WAN uses G.729a.)

### **12. Quality of Service (QoS)**

Discuss how quality of service is handled in the proposed system. What QoS protocols/standards does the proposed system support?

### **13. IP Telephone Survivability**

Can the IP telephones fail over to an alternative or backup system if the primary VoIP system fails? Can all the IP telephones fail over to the backup system? Will the telephones be able to both make and receive calls from their new location? Will the trunks be automatically switched to the backup system or does it require manual intervention by the CO trunk provider? Can the telephones automatically fail back to the primary system when it becomes operational again? What special equipment or setup is required to enable survivability?

### **14. VoIP Network Readiness Assessment**

Describe any network readiness assessment required or recommended to make sure our network will handle the addition of voice traffic over the IP data network. Do you provide this service? If not, who does?

### **15. IP Interoperability Standards**

Indicate in the chart below the IP interoperability standards supported by the proposed telephone system.

	<b>Interoperability Standard:</b>		
1.	802.11b		
2.	802.1d		
3.	802.1p		
4.	802.1q		
5.	802.3		
6.	802.3af		
7.	CBWFQ		
8.	Committed Access Rate		
9.	CRTP		
10.	DCL		
11.	DHCP		
12.	DiffServ		
13.	DNS		
14.	FAX - Group 3		
15.	FAX - Group 4		
16.	G.711		
17.	G.723.1		
18.	G.726		
19.	G.728		
20.	G.729		
21.	G.729a		
22.	H.225		
23.	H.245		
24.	H.323		
25.	IP Precedence		
26.	Ipv6		
27.	MEGACO		
28.	MGCP		
29.	Policy Based Routing		
30.	PQWFQ		
31.	Q.931		
32.	Q.SIG		
33.	RED		
34.	RSVP		
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**K. System Features**

**1. Account Codes**

Describe the use of account codes on a voluntary, forced, and forced & verified basis for the proposed system. Indicate the maximum number of digits and the minimum number of digits. Where in the dialing sequence is the code input? Discuss account codes as they relate to SMDR or call accounting.

**2. Contact Center and Automatic Call Distribution (ACD)**

Provide a brief overview of Contact Center capabilities. Discuss ACD functional routing capabilities, historical reporting capabilities, multi-media contact functionality, and what options are available.

**3. Automatic Off-hook Line Selection**

Can telephones automatically select a specific line, line group, or directory number when the handset is lifted or the speaker button is depressed? Is it programmable by individual telephone?

**4. Automatic Station Relocation**

Can a telephone be easily relocated within the proposed system by the system administrator without reprogramming? Specify which features and characteristics are retained and lost in the move.

**5. Automatic Number Identification (ANI)**

Does the proposed system support Automatic Number Identification, to display the caller's telephone number on the telephone LCD? Will it send the ANI digits to an attached computer or voicemail system? What type trunks are required for ANI? Can ANI digits be received simultaneously with Dialed Number Identification Service (DNIS) called number digits? Does the system capture call history for both abandoned (unanswered) and answered calls for later viewing or speed dialing? What additional equipment is required to support these ANI capabilities?

## **6. Caller ID**

Does Caller ID display name, number, or both? Is Caller ID supported on both analog and digital trunk lines? Is Caller ID supported on IP telephones, digital telephones, and analog telephones? Does the system capture call history for both abandoned (unanswered) and answered calls for later viewing or speed dialing? If a second call rings while on the first call, can the Caller ID display the second call information? Describe the hardware and software requirements to add Caller ID to the proposed system.

## **7. Dialed Number Identification Service (DNIS)**

Does the proposed system support DNIS? Are DNIS digits passed through the system as calls are transferred or forwarded? Is DNIS routing sensitive to day/night modes? Can DNIS route calls outside the system? Can DNIS digits be received simultaneously with ANI digits? What additional equipment is required to support DNIS?

## **8. Background Music and Music On Hold**

What type of music interface is provided or available with the proposed system? Is additional equipment required? Are there separate interfaces for background music and music on hold? How many music source interfaces are supported on the proposed system? Can individual telephones turn on/off background music playing over telephone set speakers? Can they turn it on/off over external page speakers? Do they have volume control?

## **9. Barge-in/Executive Override**

Does the proposed telephone have the capability of monitoring another telephone engaged in a telephone conversation? Is the barge-in tone detected? By both parties? Describe how barge-in would be controlled by class of service. Can the barge-in tone be activated or deactivated?

## **10. Busy Override Tone**

Can a telephone that calls a busy telephone, override a busy signal with a tone burst, indicating a call is waiting?

## **11. Busy Telephone Transfer Ringing**

Can a busy telephone optionally provide ringing to an incoming or transferred call when the telephone is busy on an existing call? The desire is to use this feature in lieu of camp-on at some telephones, and the concern is to not send a busy tone and transfer the call back to the auto attendant or voice mail from which it just came.

## **12. Call Duration Display**

Does the LCD display of the proposed telephone display the amount of time the call has been in progress? Is it updated on a real-time basis on the display? Can call duration display be turned on/off while on a call?

## **13. Call Forward**

Describe the call forward options available from the telephone. Include the options of All Calls, Busy, No Answer, Busy No Answer, Fixed, System-wide default, External, Follow-me, etc. Can the call forward external destination be changed remotely by the user? Can call forward be overridden?

#### **14. Call Pickup**

Can a telephone pickup calls ringing at other telephones? Can a telephone pickup calls ringing at other telephones when the telephone number is unknown? How many telephone pickup groups are available? How many trunk line pickup groups are available? Is a telephone capable of picking up calls from hold, park, and the paging system?

#### **15. Call Transfer Options**

Can calls be transferred either immediately, without waiting for the destination party to answer, or after announcing the call to the answering party? Will a transferred call recall to the transferring telephone if the destination does not answer within a programmable amount of time?

#### **16. Camp-on**

Does the telephone user have the ability to send transferred calls to a busy or idle telephone? If the recipient's telephone is busy can the telephone user be sent a ringing tone or camp-on tone? Can the frequency that the camp-on tone is heard be programmed? Can calls to either idle or busy telephones recall after a preprogrammed number of seconds?

#### **17. CO Trunk Line Identification**

Can individual trunk lines be assigned an alphanumeric identifier that displays at the telephone where the call is ringing? How many characters long can the identifier be? How does work in conjunction with ANI or DNIS display?

#### **18. CO Line/Trunk Groups**

How many CO line or trunk groups are supported on the proposed system? How are they accessed? Can individual line appearances be programmed on buttons on the telephone for easy trunk line access?

#### **19. Conferencing and Collaboration**

A minimum of 8-party conferencing capabilities must be built-in to the system, with at least 6 parties being external. How many internal and external parties can be on a conference in the proposed system? How many simultaneous conferences can occur? Is amplified conference available to compensate for network volume loss during multi-external party conference calls? Can voice mail be included in a conference call to play messages for another party? Can a conference call be split between two outside callers to speak to them separately, and switch between them? Is meet-me conference scheduling available? Is web collaboration an option?

#### **20. Trunk-to-Trunk Connections**

Does the proposed system support trunk-to-trunk connections that are left joined from a conference? How does this work? How many such connections can be simultaneously supported on the system? How does the system compensate from volume loss over the public network between the two connected parties? Can standard analog telephones and voice mail/auto attendant ports also set up trunk-to-trunk conferences?

## **21. Credit Card Calling**

Does the proposed system allow “0+” dialing to bypass toll restriction for credit card calls? What safeguards are built into the system to help prevent this feature from being used to circumvent toll restriction?

## **22. Centrex Features**

Is the proposed system capable of being used behind Centrex? Can it repeat Centrex ringing cadences received from outside lines when it rings to telephones on the system? Is flexible extension numbering, up to 4-digits, available for Centrex extension numbering? Can telephone buttons be programmed to store and send flash, pause, and the appropriate Centrex feature access code to the central office through the touch of one button?

## **23. Delayed Ringing**

Describe the delayed ring assignments that can be programmed into the system to enable calls unanswered at a telephone to ring at other telephones at a later time.

## **24. Direct Inward System Access (DISA)**

Indicate whether the proposed system provides DISA. Specify the maximum number of digits that can be used to password protect DISA. Can the DISA port be turned off in software?

## **25. Disconnect Supervision**

What type of disconnect supervision does the proposed system provide, if a holding caller hangs up? What type of calls does it work with? Is it programmable by trunk line? What additional software or equipment is required to use this capability?

## **26. Distinctive Ringing**

Can telephone ringing be different tones for incoming line calls and internal calls. State the number of different telephone ring settings available with the system. Is the ring setting programmable by the user or system administrator or both?

## **27. Do Not Disturb**

Discuss the proposed telephones use of Do Not Disturb. How are intercom calls treated versus external calls from an inbound and outbound perspective? Is there any additional messaging that can accompany a Do Not Disturb message that intercom callers might see in their display?

## **28. Do Not Disturb Override**

Can Do Not Disturb be overridden? Does class of service or some other method determine which telephones have the do-not-disturb override abilities?

## **29. Door Phones**

Does the proposed system interface with door phones? Are the door phones proprietary or third-party products? How do they interface with the system? Can they be located anywhere in the network? Does connection of door phones decrease trunk line or telephone capacity? Describe the features available from the door phone.

### **30. Door Lock Control**

Does the proposed system interface with electronic door lock devices to provide remote unlock functions? Can a button be programmed on a telephone to remotely unlock the door at the press of a single button? How many door locks can be controlled? Does the connection of door lock controls decrease trunk line or telephone port capacity? What additional system equipment is required for this capability?

### **31. DSS Buttons with Busy Lamp Field**

Are buttons available on the proposed telephones that give auto dialing to other telephones within the system? Do DSS buttons have an LED that can indicate telephone busy/idle status? How many buttons on a telephone can be programmed for “DSS/BLF”?

### **32. Enhanced 911 Operation**

Does the proposed system support Enhanced 911 operation to provide locator information to Public Safety 911 Agencies? How does this work? What additional equipment is required?

### **33. Flexible Button Assignment**

Discuss how features are assigned to programmable buttons on the telephone. Can most, if not all, features be assigned under feature buttons? Which features, if any, cannot be assigned under a feature button? Can individual users program their own feature buttons on their telephone?

### **34. Feature Sequence Buttons**

Does the proposed system allow telephone set buttons to be programmed to perform a sequence of operation like a “macro key” on a computer? What type of features, numbers, digit length, etc. can be programmed on these buttons? Are they user programmable?

### **35. Flexible Intercom Directory Number Assignments**

Can intercom directory numbers be flexibly assigned as any numbers? Discuss how intercom directory number assignments are made. What are the available digit lengths? Can the intercom directory number assignment match a DID assignment and voice mailbox assignment?

### **36. Flexible Line Ringing Assignments**

Can trunk lines be programmed to ring any telephone or group of telephones? Describe the programming parameters of a line ringing assignment.

### **37. Hands-free Intercom**

Is a telephone user able to answer an intercom call without lifting the handset? Can each telephone be programmed uniquely to use this feature?

### **38. Headset Compatible**

Are the proposed telephones capable of connecting a headset? What additional equipment or interface is required?

### **39. Hold Options**

Can a telephone be programmed to either automatically place an existing call on hold or release the existing call when a button is pressed to answer another incoming call? Is it programmable by telephone? Can a telephone put a call on exclusive hold so it can only be picked up by that telephone or another phone using directed call pickup? Will a holding call recall the telephone after a programmable amount of time?

### **40. Hot Desk**

Can any user use a shared office telephone by signing in with his/her own directory number and have the telephone take on their specific identity and programming? Explain how this feature works.

### **41. LED Indicators**

Describe all the different LED indications available from the proposed telephones. Describe the flash rates and colors used for In Use, Incoming Call, On-Hold, Camp-On, and Busy Telephone Ringing, etc. conditions.

### **42. LCD Alphanumeric Messaging**

Is the proposed telephone capable of displaying messages on the LCD of another internal calling telephone? How many messages are available by telephone? Can the user customize their messages?

### **43. LCD Feature Prompting**

Does the telephone's LCD provide instructions to the user during feature operation? Can the user press "soft" keys to make selections during feature operation? Describe how this procedure works.

### **44. LCD Integrated Directory Dialing**

Does the telephone's LCD provide an integrated directory dialing capability for display and speed dialing of names and telephone numbers? Describe how this procedure works.

### **45. Least Cost Routing (LCR)**

Does the proposed system provide full least cost routing that includes individual route plans, time schedules, and telephone LCR classes? How many route plans, time schedules, and telephone LCR classes are available? Describe the internal procedures that take place in the routing of calls. Does LCR conform to all current North American Numbering Plan requirements? Does LCR require any additional software or equipment?

### **46. Lost Call Treatment**

Can calls that are not answered with the usual calling patterns be routed to an alternate destination for call handling on the proposed system? Is there a timer for routing calls lost in the system to a specified destination?

#### **47. Message Waiting**

Can a message waiting light be set on digital, IP, and analog telephones on the proposed system? How does the user retrieve a message? How many messages can each telephone store? Can the proposed telephones also display message waiting on the LCD? If a message waiting light cannot be set on an analog telephone, is stutter dial tone supported?

#### **48. Microphone Control**

Can the proposed telephone's microphone be turned off/on by the press of a button? Is a microphone sensitivity control available to compensate for different room noise levels?

#### **49. Multiple Directory Number Call Coverage**

Describe how multiple appearing directory numbers and flexible ringing patterns can be used for call coverage and group answering applications.

#### **50. Multiple Language Choices**

Can the proposed system display telephone LCD information in multiple language choices? What languages are supported (minimum requirements English and Spanish)?

#### **51. Networking of Multiple Systems**

The proposed telephone system must be capable of networking multiple systems together to work as one large system. This must include the capability to share a centralized voicemail system between all locations, answer incoming calls for all locations at the main location, and dial between locations using a coordinated dialing plan. Describe how these needs will be met with the proposed telephone system using both DS1(T1) circuits to provide ISDN-type interconnectivity, or over an IP network.

#### **52. Night Service**

Indicate the number of day and night modes available. State the differences between day and night ringing and answering. Indicate which telephones can place the system in the night mode and which telephones can answer night calls. Can different trunk groups be placed into night service at different times? Can night ringing occur over the paging speakers? Can system switching between day and night modes be programmed for automatic activation by time of day and day of week?

#### **53. Off-hook Call Announce**

Describe how off-hook call announce is initiated to and received from the telephone. Does this feature work with both digital and IP telephones? Does the announcement come through the handset or the speaker on the telephone? Does each telephone user have a choice of the speaker or handset method? How is control provided over the use of off-hook voice announce? Is additional equipment required to send or receive off-hook call announcements? Can this feature be programmed by telephone?

#### **54. On-hook Dialing with Hot Dial Pad**

Is the telephone user able to dial and monitor an external number before having to lift the handset? Is this feature available on all proposed telephone models? Do the proposed telephones have a hot dial pad, meaning that it is not necessary for the telephone user to press an intercom or outside line button first to begin on-hook dialing?

#### **55. Paging - Internal**

Indicate whether the proposed system offers paging through the telephones. Can the ability to receive a page be programmed by individual telephone? How many internal page zones are available?

#### **56. Paging - External**

State whether the proposed system offers overhead paging through speakers. Can overhead paging be accomplished by each individual user via their telephone? How many external page zones are available? What additional equipment is required for these paging capabilities?

#### **57. Park Zones**

Does the proposed system offer park orbit zones? How many zones are available system-wide? Do individual telephone users have access to the park zones as well as the attendant? Can calls be parked at single line telephones as well as digital telephones? How are calls retrieved from Park?

#### **58. Pooled Line Button Access**

Can a group of trunk lines be grouped under a single button? Is there any limit to the number of lines that can be grouped under a button? How many line groups are available?

#### **59. Private Trunk Lines**

Can the proposed telephones support private lines, so that they only ring and can only be answered by that telephone?

#### **60. Privacy/Non-Privacy**

Can the proposed system be set as either private or non-private? Can CO trunk line buttons be either private or non-private on an individual telephone basis? Can privacy/non-privacy be changed at a telephone by pressing a button or dialing a code on a call-by-call basis? Can certain users be programmed to override privacy?

#### **61. Release/Answer Button**

Can a call be disconnected by pressing a Release button? Can it also be programmed to release the current call and answer the next at the press of one button?

#### **62. Redial Capabilities**

Can the proposed telephone store a specified number dialed in memory and offer the telephone user the opportunity to redial the number by pressing a key? Can the telephone store the last number dialed in memory and offer the user the opportunity to redial the number by pressing a key? Does the proposed system afford the user the ability to automatically redial busy outside telephone numbers at preprogrammed intervals? Does this auto busy redial feature work through Least Cost Routing?

### **63. Ringing Line Preference**

Can a telephone be programmed to answer the ringing line by simply depressing the speaker button or lifting the handset? Is it programmable by telephone?

### **64. Hunting**

Describe the different types of hunting available with the proposed system. Can a telephone be in more than one hunt group simultaneously? How many hunt groups can be defined within the proposed system? Can calls to busy hunt groups camp on?

### **65. Station Message Detail Recording (SMDR)**

Can the proposed system output SMDR data on all calls made and received to a printer or call accounting application? What information does the SMDR output contain? What additional system equipment is required for printer connection or call accounting interface?

### **66. Station Speed Dial**

How many speed dial numbers does the proposed system provide per telephone? How many characters per speed dial bin? Can speed dial bins be logically linked to one another? How is the telephone speed dial accessed, by code, by button, or by LCD directory? If an LCD internal directory is available, describe its operation.

### **67. System Speed Dial**

How many system speed dial numbers does the proposed system provide? How many characters per speed dial bin? Can speed dial bins be logically linked to one another? How are the system speed dials accessed, by code, by button, or by LCD directory? If an LCD internal directory is available, describe its operation.

### **68. Telephone Queuing**

Can an internal caller to a busy telephone in the proposed system set queuing to automatically call when the busy telephone becomes idle? How is this set?

### **69. Trunk Queuing**

Can an internal caller trying to access a busy trunk line or line group set queuing? How does this work?

### **70. Toll Restriction**

Describe all the toll restriction alternatives available with the proposed system. How many levels are available? Does the system conform to current North American Numbering Plan requirements?

### **71. Toll Restriction Override**

Can toll restriction be overridden by entering an authorization code? By speed dial? By through dialing, in which a non-restriction telephone can connect a toll restricted telephone?

## **72. Outgoing Call Restriction**

Can selected vs on the proposed system be restricted from making any outgoing calls? Is flexibly programmable by telephone and by trunk line?

## **73. Tenant Service**

Our organization may in the future wish to share the system with another division in our building. Does the proposed system support multi-tenant applications in which each organization can operate their portion of the system as if it were their own separate system? What functions of the system can be kept separate between tenants? How many tenants are supported?

## **74. Volume Control**

Are individual telephone volume settings available for the handset, speaker, and ringing? How does the telephone user adjust these volume settings?

## **75. Voice or Tone Calling Option**

Can the proposed system be programmed for either ringing or voice signaling when an internal telephone calls another? Can individual telephone users switch between methods?

## **76. Voice Mail Integration**

Describe the voice mail integration features supported from the telephone system. Describe the hardware or software interfaces required.

## ***L. Telephone/Endpoint Equipment***

### **1. Telephones, consoles, and accessories**

List the different type IP, digital, and analog telephones available with the proposed system. Identify which telephones offer a speakerphone capability and which telephones offer a display. Include DSS consoles, data interface units, and other accessories that can be used in conjunction with these telephones. Also describe attendant consoles available for answer position use with the proposed system.

### **2. IP Softphone**

Is a softphone version of the IP telephone available for use with computers and smart phones? What functionality does it provide compared to a desktop IP telephone? What is required for connection and use of the soft phone locally or remotely?

### **3. Wireless telephone equipment**

Describe wireless telephone equipment that can be used with the proposed system.

### **4. Fixed Mobile Convergence (FMC)**

Describe the FMC application available with the proposed system. FMC is presumed to enable the user of smart cellular telephones to use these devices as PBX extensions both locally via the

wireless LAN and remotely via a cellular network, and have the ability to handoff between the WLAN and cellular networks during an active call.

**M. Telephone System Feature Summary Chart**

The chart that follows summarizes feature availability of the digital business telephone system. Answer with a check mark signifying feature availability as Standard (Std), Optional (Opt.), or Not Available (N/A). The column to the far right is provided for comments if needed.

System Features:	Standard	Optional	Not Available	Comments:
Account Codes - Voluntary				
Account Codes - Forced				
Account Codes – Verified				
Automatic Call Distribution (ACD)				
ACD Multiple Group Agent Login				
ACD Priority Queuing				
ACD Skills-based Routing				
Automatic Number Identification (ANI)				
Automatic Off-hook Line Selection				
Automatic Recall (Hold, Transfer)				
Easy Station Relocation				
Background Music Interface				
Backgr. Music/MOH Separate Interfaces				
Background Music Through Telephones				
Battery Backup - System				
Battery Backup - Memory				
Barge-in Override				
Busy Override Tone				
Busy Station Transfer/Ringing				
Call Duration Display				
Call Forward - All Calls				
Call Forward - Busy				
Call Forward - No Answer				
Call Forward - Busy/No Answer				
Call Forward - Fixed				
Call Forward - External & Remote Change				
Call Forward - System-wide Default				
Call Forward Override				
Call Pickup - Directed Telephone				
Call Pickup - Telephone Group				
Call Pickup - Ringing CO Trunk Line				
Call Pickup - Ringing CO Trunk Group				
Call Pickup - Holding/Parked				
Call Transfer Immediate				
Call Transfer with Announcement				
Call Transfer with Camp-on				
Call Transfer Recall				
Call Record to Voice Mail				
Call Waiting with Camp-On Tone				

Caller ID				
Caller ID History				
Centrex/PBX Feature Buttons				
Centrex Ringing Repeat				
Class of Service - Telephone				
Class of Service - Traveling				
CO Trunk Line Identification				
CO Line/Trunk Groups				
CTI Desktop TAPI Support				
CTI System-wide CSTA Link				
Conference				
Conference - Amplified				
Conference Split				
Continuous DTMF Signal Tone				
Credit Card Calling ("0+" Dialing)				
Delayed Ringing				
Dialed Number ID Service (DNIS)				
Direct Inward Dialing (DID)				
Direct Inward System Access (DISA)				
Disconnect Supervision				
Distinctive CO/Intercom Ringing				
Distinctive Telephone Ringing				
Do Not Disturb				
Do Not Disturb Override				
Door Lock Control				
Door Phone Interface				
DSS/BLF Buttons				
DTMF and Dial Pulse Compatible				
DTMF Continuous Tone				
Enhanced 911 Operation				
Flash Button				
Feature Customization Tools				
Feature Sequence Buttons				
Flexible Button Assignment by User				
Flexible Extension Numbering				
Flexible Port Assignment				
Flexible Line Ringing Assignment				
Hands-free Answerback on Intercom				
Handset Volume Control				
Headset Compatible				
Hearing Aid Compatible				
Hold - Automatic				
Hold - Exclusive				
Hold - Recall				
Hot Desk				
Instant Messaging				
Least Cost Routing				
Live System Programming				
LED Two-Color Indicators				
LED Flash Rates By Condition				

LED Line in Use (I-Use) Indication				
LED Line on Hold (I-Hold) Indication				
LCD Alphanumeric System Messages				
LCD Alphanumeric Personal Messages				
LCD Absence Messaging				
LCD Busy Telephone Messaging				
LCD Feature Prompting with Soft Keys				
Message Waiting - Digital Sets				
Message Waiting - 2500 Sets				
Message Stutter Dial Tone - 2500 Sets				
Microphone Control Button				
Microphone Sensitivity Control				
Modular Expansion System Design				
Multiple Directory Numbers				
Multi-language LCD Display				
Multiple FCC Registration (KF,MF,PF)				
Networking of Multiple Systems				
Network Coordinated Numbering				
Network Centralized Attendant Service				
Network Centralized Voice Mail				
Network Centralized Network SMDR				
Network Distributed Network SMDR				
Night Service Scheduled Auto Activation				
Night Ringing Call Pickup				
Night Ring Over External Page				
Night Ring Over External Page Zones				
Non-blocking Architecture & Dialing				
Off Premises Analog Extensions (OPX)				
Off Premises Digital Extensions				
Off-Hook Call Announce - Speaker				
Off-Hook Call Announce - Handset				
On-hook Dialing with Hot Dialpad				
Outgoing Call Restriction				
Paging - Internal Telephone Speakers				
Paging - Internal Telephone Groups				
Paging - External Interface				
Paging - External Zones				
Park Zones				
Personal Admin for Individual Users				
Pooled Line Keys				
Power Failure Transfer				
Presence				
Privacy/Non Privacy Option				
Privacy Button				
Privacy Release Button				
Private CO Trunk Lines				
PC Programming & Upload/Download				
Redial - Last Number Dialed				
Redial - Automatic Busy Redial				
Release Key				





## V. Voicemail/Unified Messaging Product Requirements

This section presents questions regarding the voicemail and unified messaging requirements of **Otsego County**. Refer to configuration requirements in Section VI. The pricing should be presented in Section VII.

### A. General Requirements

#### 1. System Environmental Requirements

The voicemail/unified messaging capabilities must reside within the telephone system platform and not require any additional equipment or additional environmental requirements beyond that of the proposed telephone system. Describe what is required to support the voicemail/unified messaging capabilities, and additional environmental requirements, if any, for operating temperatures, relative humidity, power considerations, grounding requirements, etc.

#### 2. System Registration

The proposed system must be both UL approved and FCC registered.

### B. System Requirements

#### 1. System Expansion

The proposed voicemail/unified messaging must be expandable for future growth. Describe the expansion capabilities by ports, mailboxes, disk storage, etc.

#### 3. System Capacities

The proposed system must be able to accommodate the minimum capacities shown below. Please indicate maximum capacities of the proposed system:

Capacity Criteria	Minimum Capacity	Maximum Capacity
Number of voicemail ports		
Number of mailboxes		
Length of message		
Amount of message storage		

### C. System Administration

#### 1. Security Features

Describe the security features of the voicemail/unified messaging system.

- Minimum/maximum password length? Who controls the length?
- Can they be viewed by the system administrator?
- Can passwords be reset? By whom?

- Can they be locked after a certain number of invalid attempts?
- What notification is provided when a mailbox is locked out due to excessive repeated invalid attempts?
- Can the number of dial-out digits be controlled to help prevent toll fraud?

## **2. Mailbox Options**

Describe the mailbox options of the proposed voicemail/unified messaging system.

- Minimum/maximum greeting length?
- Are mailbox users allowed to send messages to mailbox groups?
- Are mailbox users allowed to receive reminder/wake-up calls?
- Can each mailbox be set to determine the order of message playback (newest first, oldest first, etc.)? Can each type of message have its own playback preference (new, saved, etc.)?
- Can each mailbox be limited to a maximum number of messages to avoid excessive storage?

## **3. Internal Maintenance**

Can the system be set to automatically purge messages on a system wide basis after a designated amount of time? What is the range of time that can be set? Can the system automatically selectively purge different types of messages (heard, unheard, saved, fax etc.)?

## **4. System Backup**

Describe system backup procedures available with the proposed voicemail system. The proposed system must provide an auto backup capability to automatically save the database on a scheduled basis.

## **5. Remote Administration**

Describe the remote administration capabilities of the proposed system. What monitoring capabilities are provided?

## **6. Reports**

Discuss your system's ability to provide reports. Discuss what reports could be used for securing the voice mail system and providing management information. Can reports be stored, printed on demand, and emailed?

## **5. Customization Tools**

Does the proposed system provide customization capabilities to create feature customization and additional applications? Please describe these capabilities and give some examples how these tools can be used.

## ***D. Features***

### **1. Audiotext (Information Only Mailboxes)**

Does the proposed system have mailboxes designed only to dispense information without the option for the caller to reply to the message? Will the system automatically disconnect the caller after the information has been delivered? Could the caller be transferred to another mailbox/extension at the conclusion of the message? How many mailboxes can be created to dispense information? Is the message length programmable?

### **2. Automated Attendant**

The voice mail system is required to have automated attendant as part of its platform. Will the automated attendant offer supervised and unsupervised transfers, which could be automatically changed by time of day, day of week, and holidays? If a caller, using the automated attendant, finds they are going into voice mail, what must they do to call another extension or return to the operator?

### **3. Broadcast Messages**

Does the system administrator have the ability to create and deliver system wide messages? Does the individual subscriber have that same capability? Can that be controlled through class of service?

### **4. Called Identification**

Does the proposed system offer the capability of announcing the called party prior to connecting a call?

### **5. Call Screening**

Describe the call screening capabilities of the proposed system.

### **6. Directory**

Indicate whether the proposed system offers a directory of all extension/mailboxes within the system? How and when can the directory be accessed? How are the names logged into the directory? Describe the procedure undertaken by the system to look for a match.

### **7. Distribution Lists**

Indicate whether the proposed system offers group distribution lists. How many system-wide lists can be created? How many group distribution lists can be created by an individual subscriber from their mailbox? Is there any limit to the number of mailboxes that can be included in either distribution list? Can a mailbox be in any number of different group distribution lists both personal and system wide?

### **8. Do Not Disturb**

Does the proposed system provide do-not-disturb feature capabilities? Describe.

### **9. Forwarding Messages**

Does the proposed system enable the user to forward a message with or without comments to another user or group of users? Can the message be re-forwarded by other users upon their receipt? Will all the introductory remarks attached to the message be retained?

### **10. Follow-me Call Routing**

Can the proposed system forward a call to another extension or an external telephone number before the call is unanswered and transferred to voicemail?

### **11. Caller ID Routing**

Can calls be routed, based on caller ID information? Is the routing flexible by department and/or individual mailbox?

### **12. Greetings**

How many different greetings are available per mailbox with the proposed voice mail? Can the greetings be affected by time of day, day of week, holiday, and change automatically?

### **13. Guest Mailboxes**

Describe the use of guest mailboxes on the proposed system. Is there a limit to the number of guest mailboxes the system can have? What functionality does the subscriber of the guest mailbox have? Can the system administrator control subscriber's use of guest mailboxes?

### **14. LCD Feature Prompting with Soft Key Operation**

Does the proposed system support LCD feature prompting display of voice mail features? Is soft key functionality provided to facilitate easy operating of these visual control features? Does LCD operating replace or supplement voice prompts?

### **15. Future Delivery Options**

Does the proposed system offer the delivery of messages at a preprogrammed time in the future? Can the message be canceled? Is there confirmation back to the sender of the message that the message was sent and received?

### **16. Message Type**

Will the proposed system offer the user the ability to differentiate between regular, urgent, private, fax, etc.? Indicate how many different options and priorities of messages a subscriber might receive.

### **17. Private Messages**

Will the proposed system offer the party leaving the message the option to mark it private, so it cannot be forwarded to other users?

### **18. Return Receipt Request**

Will the proposed system offer the party leaving the message the option request receipt confirmation so they know the recipient listened to the message?

### **19. Message Playback Order**

Are saved messages separated from new messages enabling the subscriber to not be burdened by listening to both? Will urgent messages be sent to the head of the message queue to ensure expeditious treatment by the subscriber?

## **20. Message Playback Controls**

Can the user skip messages, pause during messages, speed up or down during messages? Can the user fast forward a predetermined number of seconds ahead or behind? Can the user replay or cancel the review of messages? Can the volume of the message be adjusted during review? Can the user adjust the speed of playback to decrease listening time?

## **21. Volume Control**

Can mailbox users increase/decrease volume while listening to messages?

## **22. Message Purging**

Describe the system's procedure for purging messages. When does purging occur?

## **23. Message Undelete**

Can deleted messages be retrieved? How long after deletion are they accessible? How does this function work?

## **24. Recall/Delete Sent Message**

Can the proposed system recall and delete messages sent but not yet listened to by the recipient?

## **25. Message Reply**

Will the proposed system enable the user to reply to a message sent within the system by simply depressing a single digit, thus eliminating the need to input the message originator's mailbox number? Does the message have all the same delivery options that a newly created message has, i.e., urgent and confidential?

## **26. Callback**

Does the proposed system enable callback of the person who left a message in the user's mailbox? Does this work for both internal and external callers? What callback options are available?

## **27. Message Date and Time**

Does the proposed voice processing system play the time and date of messages?

## **28. Message Length Control**

Can the system administrator control the length of incoming messages in an effort to manage hard disk space usage?

## **29. Message Notification**

Describe the proposed system's message notification capabilities. Can the destination of message notifications be controlled by time of day and day of week?

## **30. Message Retrieval Control**

What order are messages played when retrieving messages from a user mailbox? Can this be changed?

### **31. Message Waiting Indication**

Does the proposed system activate a message waiting light on the mailbox user's telephone? Does the LCD display the number of new messages in their mailbox? Is there a delay or is the message delivered immediately?

### **32. Networking (AMIS)**

Describe the networking capabilities of the proposed voice processing system to link multiple voicemail systems. Does it use the AMIS or VPIM networking methods? If not, what?

### **33. Receiving Messages/Message Review**

Will the proposed system notify the mailbox user of the total number of messages to be heard upon the request for the password? How will the system treat messages that have been listened to but not acted upon?

### **34. Recording Telephone Calls in Voicemail box**

Can the proposed system record telephone calls in voicemail and store them as messages in a voice mailbox? Does the user have start/stop controls? Can the recorded calls be listened to and processed as any other voice message? Does the record feature also work on conference calls?

### **35. Transfer Direct to Voice Mailbox**

Can the proposed system transfer callers directly to a voice mailbox without waiting for the call to ring their telephone and then forward to their mailbox?

### **36. Single Digit Menus**

Is there the capability of single digit dialing to specified groups or departments? Can multiple menu layers be accessed by single digit selections? How many menu layers are offered?

### **37. Reminder and Wake-up Calls**

Does the proposed system enable mailbox users to set reminder or wake-up calls? Can they ring either locally connected telephones or outside telephone numbers? Can they be either one-time or re-occurring at the user's option?

## ***E. Interactive Voice Response (IVR)***

1. Describe the IVR capabilities of the proposed voicemail/unified messaging system.
2. What additional hardware or software is required to support IVR? Does the IVR application run on the same hardware platform as the voicemail and unified messaging applications? Can all of these applications run concurrent on the same hardware platform?
3. Does the proposed system provide a programming capability through which custom voice prompt and response entries can be created?
4. Can programmed IVR responses be combined with variable responses? For example, "Your order for 6 items will be shipped on October 5". The number 6 and the date are provided by the

database, while the phrases “your order for” and “items will be shipped on” would be recordings that the system administrator makes.

5. Do you provide complete custom IVR application development services? What is provided and how does the program work?

**F. Unified Messaging**

1. Describe the unified messaging capabilities of the proposed voicemail system.
2. Does unified messaging run on the same hardware platform as the voicemail and other applications? Can all of these applications run concurrent on the same hardware platform?
3. Does unified messaging on the proposed voicemail system support IMAP4 Synchronization?
1. Does unified messaging on the proposed voice processing system support other email servers in addition to Outlook?

**G. Facsimile Services**

1. Describe the fax capabilities of the proposed voicemail/unified messaging system. Does it include Fax on Demand?
2. What additional software or hardware equipment is required to support these fax capabilities? Does the fax application run on the same hardware platform as the IVR, voicemail and unified messaging applications? Can all of these applications run concurrent on the same hardware platform?
3. Does the proposed system offer Fax Tone Detection capabilities to automatically route fax calls to the fax machine?

**H. Feature Summary Chart**

The chart that follows summarizes feature availability of the voice processing system. Answer with a check mark signifying feature availability as Standard (Std), Optional (Opt.), or Not Available (N/A). The column to the far right is provided for comments if needed.

Voice Processing System Features:	Standard	Optional	Not Available	Comments:
Audiotext				
Automated Attendant				
Broadcast Messages				
Busy Greetings				
Callback				
Called Identification				
Call Screening				
Caller ID Call Routing				

Directory				
Distribution Lists				
Do Not Disturb				
Follow-me Call Routing				
Forwarding Messages				
Future Delivery				
Guest Mailboxes				
LCD Feature Prompting with Soft Keys				
Message Type				
Message Notification				
Message Waiting Indication				
Message Date & Time by Request				
Message Date & Time				
Message Forwarding				
Message Length Control				
Message Playback Controls				
Message Playback Order				
Message Purging				
Message Reply				
Message Retrieval Control				
Private Messages				
Networking (AMIS)				
Receiving Messages/Message Review				
Recall/Delete Sent Message				
Record to Voice Mailbox				
Return Receipt Request				
Reminder and Wake-up Calls				
Single-Digit Menus				
Transfer Direct to Voice Mailbox				
Volume Control				

## VI. System Requirements

### A. *Required Capacities of Proposed Business Telephone System*

The following are the stated capacities of the system to be installed at **Otsego County**.

#### BUSINESS TELEPHONE SYSTEM CONFIGURATION

<u>Requirements</u>	<u>Installed (Proposed)</u>	<u>System Capacity(Max)</u>
Trunk Line Ports - Loop Start		
Trunk Line Ports - Ground Start		
T-1 Channels/ PRI Circuits		
DID Trunk Ports		
Caller ID Line Ports		
Multi-line desk IP telephones (non-display)/Digital		
Multi-line desk IP executive telephones/Digital (integrated speakerphone & display)		
Secretarial IP telephones/Digital (up to 20 line appearances & display)		
ACD Agent IP telephones/Digital		
DSS units		
IP telephones locally connected		
IP telephones remotely connected		
Analog Telephone Ports		
Analog Ports for Fax		

#### OTHER REQUIREMENTS

- Message waiting lamps on all telephones
- System administration hardware and software
- Hardware and software for modem pooling
- ACD software and hardware. Include capability for reports.
- LCR software
- Battery backup, 2 hours minimum.

**B. Voice Processing System Configuration Requirements**

- Message Storage Capacity: \_\_\_\_\_
- Voicemail ports: \_\_\_\_\_
- Fax Ports: \_\_\_\_\_
- Number of Mailboxes: \_\_\_\_\_
- Maximum Message Length: \_\_\_\_\_

**C. Current Equipment and Minimum Requirements**

- **Alpine Center:** Which also provides for Work Camp, Maintenance, and Building Department.  
Nortel MICS 6.1 Software, 2 T1 cards(one for PRI and 1 for IP Tubes to connect to Downtown phone system for transferring capabilities), 112 digital ports with 104 in use, 16 analog stations for analog devices.

Types of phones:

- 2-7100 sets
- 14-7208 sets
- 80-7316 sets
- 7-7310 sets
- 1-7324 set

- **Otsego County Building:** Which provides phones for Sheriff Department and Animal Shelter. Shelter is connected via IP Tubes over fiber.  
Nortel MICS 6.1 Software, 2 T1 cards (one for PRI and one for IP Tubes to connect to Alpine Center), equipped for 80 digital stations, 16 analog stations for analog devices, 1 NAM for voice processing.

Types of phones:

- 2-7100 sets
- 6-7208 sets
- 26-7316 sets
- 15-7310 sets

## **VII. Pricing**

### ***A. Equipment & Installation***

Provide a full equipment and software listing with component pricing. If applicable, attach a copy of an Auto-Quote. Break out pre-cutover and post-cutover pricing. Break out installation costs as required.

### ***B. Leasing***

Provide leasing costs (with factors) for 3, 5, and 7 year terms. Do not include maintenance costs. Please provide both \$1 buy-out and Fair Market Value options.

### ***C. Training***

End user training will be required. Final pricing should include pre- and post-cutover training costs.

## **VIII. Installation Service and Maintenance**

**1. Explain in detail the installation and warranty coverage, and time period of the warranty.**

- Standard warranty
- Extended warranty options

**2. After the warranty period, what does your company offer in regards to service arrangements.**

**3. What are your standard maintenance hours? What are your optional plans, if any? Cost?**

**4. Does cabling provided under a separate contract (through your company or another) effect maintenance or warranty plans and costs? If so, how?**

**5. Break down service costs as follows:**

- Per call basis (Service Call without Maintenance Agreement)
- Per call basis (Moves, Add, or Changes without Maintenance Agreement)
- Annual Maintenance Agreement (quote should be for the year immediately following expiration of warranty)
- Multi-year Maintenance Agreement (quote should be for the proposed specified number of years period immediately following expiration of warranty)

**6. Is your maintenance rate based upon a per port charge, a device charge, a combination of the two, percentage of the system price, etc.? If not simply a system total, list each item and its monthly or annual charge.**

**7. If the long-term service agreements are subject to price increases, please state the basis on which these increases can be made.**

**8. Explain in detail how additional equipment added to the basic system will increase service costs.**

**9. How often would service rates be adjusted due to additions to the system?**

**10. Is preventive maintenance included during the warranty period and while the system is under a maintenance agreement?**

- How often is preventive maintenance performed?
- What, specifically, is performed during each preventive maintenance session?

**11. Does your company offer a software maintenance plan which assures the user will have the most current version of system features installed?**

**12. What are your response times during and after the warranty period? Any differences? Explain.**

**13. Service Calls — What are your *response times* for:**

- Complete system failure (define a system failure)
- Major service malfunction (define a major failure)
- Minor service malfunction (define a minor failure)
- Telephone outages (define a telephone outage)

**14. Explain in detail your *service capabilities* on:**

- A major problem. (as defined above)
- A minor problem. (as defined above)

**15. Is service available 24 hours a day, 7 days per week?**

**16. What is your guaranteed response time for Move and Change activity? Define exceptions, if any.**

**17. Where is your local installation/maintenance office located?**

**18. How many installation/maintenance personnel do you have located within the local area that are factory authorized to work on the system(s)?**

**19. Do you stock adequate spare parts to meet your service agreement commitments?  
Explain.**