



Request for Proposal

VoIP Telephone System

ISSUE DATE: October 7, 2020

PROPOSAL DUE DATE: October 21, 2020, 4:00 p.m. CDT

**ANY PROPOSALS RECEIVED AFTER THE DEADLINE WILL BE
RETURNED UNOPENED**

PROPOSAL SUBMISSION SUMMARY

- Proposal Due Date:** October 21, 2020 by 4:00 CST
- Submit:** 1 printed, signed, original proposal and signed addenda, if any
1 copy of the original proposal and signed addenda, if any
1 flash drive containing the following files:
Electronic version of proposal in PDF or Word format
Attachment #1 System Pricing
Attachment #2 Itemized Pricing
Manufacturer’s written assurance of Vendor support
Any additional supporting information
Exception Statement (if applicable)
- Send to:** Sealed or Electronically Delivered Proposal: VoIP Telephone System
Tara Murray
Executive Director
Decatur Macon County Opportunities Corporation (DMCOC)
1122 E. Marietta St., Decatur, IL 62521
(217) 428-0155
tmurray@dmcoc.org

Effective immediately upon release of this Request for Proposal (RFP) and until 1:00 p.m., October 13, 2020, all questions/communications from proposers regarding this RFP shall be directed to:

Tara Murray
Executive Director
Decatur Macon County Opportunities Corporation (DMCOC)
tmurray@dmcoc.org

Decatur Macon County Opportunities Corporation (DMCOC), or its designee, shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP. Any information from any other source shall not be considered official and proposers relying on information from other sources do so at their own risk. Oral representations shall not be binding on **DMCOC**.

Listed below are specific and anticipated dates and times of actions related to this RFP. An addendum to this RFP will be issued in the event that it is necessary to change any of the specific dates and times in the summary of events listed below or to clarify or amend the terms and conditions herein.

Milestone	Anticipated Timeframe
RFP issuance – Electronic / Paper	October 7, 2020
Deadline for clarification questions	October 13, 2020 at 1:00 p.m. CST
DMCOC distributes final addenda	October 16, 2020
Vendor proposals due	October 21, 2020 at 4:00 p.m. CST
Contract negotiations and award	October 30, 2020
Anticipated implementation	December 1-18, 2020
Anticipated Cut-over	January 4, 2021

AWARD OF CONTRACT:

DMCOC may award the Contract, if at all, to the vendor it deems is best. DMCOC reserves the right to reject any and all proposals and to waive any irregularities in any proposal submitted.

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1. INTRODUCTION

Decatur Macon County Opportunities Corporation (DMCOC) is interested in soliciting proposals from qualified providers of VoIP telephone systems whose product offering meets or exceeds current **DMCOC** requirements and whose complete product offering provides a robust solution that will allow DMCOC to continue to leverage this investment well into the future as the needs of DMCOC continue to grow.

The specifications of this project are an integral part of **DMCOC**'s formal Request for Proposal (RFP). All responders are required to review this document in detail and acknowledge their understanding of the technical aspects of this project in order to be considered a responsible Proposer.

1.1 RFP Definitions

The following definitions are used in the RFP:

- A. **Client** or **DMCOC** refers to Decatur Macon County Opportunities Corporation (DMCOC).
- B. **Vendor, Proposer, or Respondent** refers to a firm, company or organization submitting a proposal in response to this RFP.
- C. **VoIP Telephone System, the telephone system, or system** means the solution that the successful Vendor(s) responding to this RFP will be responsible for providing.

1.2 Background - Decatur Macon County Opportunities Corporation

As a multipurpose agency offering diverse services throughout Decatur and Macon County, DMCOC is committed to providing assistance, support, and training that will lead individuals and families to self-sufficiency. We provide a collaborative partnership with organizations that provide support or services, including governmental entities, public, and private sources that are willing to reinvest in the community. The goal is to foster self-sufficiency and pride so all persons can share in the social and economic prosperity of our community.

DMCOC is currently served by Comcast hosted telephone system for their three buildings.

DMCOC is moving into a single 80,000 sq. ft. facility to centrally house all programs and services

1.3 Contact Information

- A. Questions regarding this RFP can be addressed to:

Tara Murray
Executive Director
Decatur Macon County Opportunities Corporation (DMCOC)
tmurray@dmcoc.org

1.4 Network Infrastructure Configuration (WAN & Internet)

- A. DMOC's existing network consists of 3 buildings/sites. Mid-December 2020, DMOC will reside in a single building which will be connected via the City of Decatur's fiber based WAN with a 100MB connection.
- B. A maintenance program is in place to support all key components of the network.
- C. To support the network, external vendors are occasionally used on an as needed basis, but it is largely supported internally.
- D. Vendors should assume all a new Category 6 cable plant and Power over Ethernet (PoE) data switches will be provided by the client.

1.5 Data Center

- A. The Primary Data Center (server room) is located in the basement of the building.
- B. There is a sufficient UPS to accommodate the new system components at the Primary Data Center.
- C. The Primary Data Center has a dedicated cooling system.

1.6 Data Network

- A. The vendors of VoIP should assume that the network is very reliable and has few issues. It has a high reliability of above 99.99%.
- B. The network is primarily used for data, video and other applications, including time sensitive MS-SQL traffic.
- C. The LAN technology is also based on 100/1000 Gigabit Ethernet technologies.
- D. Most workstations are connected using 100/1000Tx Ethernet.

1.7 Logical Network

- A. Multiple VLANs are used on the network. All buildings are segmented with multiple VLANs for better traffic management.
- B. TCP/IP is used on the WAN and LAN.

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1.8 Scope of Work

- A. The intended primary objectives of this project are:
 - 1. To improve communication to the community by telephone;
 - 2. Vendors can propose Premise based or Hosted solution;
 - 3. To provide uninterrupted and continuous service to community;
 - 4. To provide the capability to expand the services a telephone system offers. We may be interested in capabilities that would allow for mobility, mass notification intercom, and reports on call volume;
 - 5. To replace outdated equipment.
 - 6. To comply with State of Illinois 911 legislation. Kari’s Law

- B. The project encompasses the following:
 - 1. Modification of the data network to support a VoIP telecommunications system; Client will perform modifications, vendor will provide best practices.
 - 2. Utilize client provided PoE data switches;
 - 3. Gathering end-user information to be used in programming the new system;
 - 4. Providing, programming, installing and connecting all equipment necessary to provide a fully functioning telephone on-premises or hosted telecommunications system that meets **DMCOC’s** voice call processing requirements;
 - 5. Connecting the system and programming the system to optional building intercom system
 - 6. Connection to public network telephone services;
 - 7. Conduct end-user and system administration training;
 - 8. Conduct system “fail-over” testing;
 - 9. Provide “post-cutover” support

1.9 Proposed System Locations

<u>Current Buildings</u>	<u>Current Addresses</u>
DMOC	1122 E. Marietta St., Decatur, IL 62521
Effie Oliver	1075 N. Morgan St., Decatur, IL 62521
New Horizon	235 E. Condit Ave, Decatur, IL 62521
<u>New Building</u>	<u>New Address</u>
DMCOC	360 E. Marietta St.. Decatur, IL 62521

1.10 System Objectives

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- A. Department transparency through a uniform dialing plan and seamless transfers;
- B. Direct calling to departments as well as selected staff members;
- C. Use of distinctive department number “hunt groups” to facilitate **DMCOC**’s policy of personally answering incoming calls during business hours;
- D. Provide a voice processing (voice mail, automated attendant, UC) system that is easy to use for both callers and staff;
- E. Program/Information Numbers through announcement mailboxes with individual DID numbers;
- F. Location survivability through near continuous service despite network or component failures;
- G. **DMCOC** access to centralized system management which will facilitate self-service changes to the system configuration.

1.11 Implementation Time Frame

See Anticipated Timeframe table in Proposal Submission Summary on page 2.

1.12 Proposal Response Requirements

- A. All proposals must be submitted via email with the subject line of, “Proposal: VoIP Telephone System.” Proposals received after the deadline will not be accepted.
- B. Each Proposer is required to submit the following articles to be considered a responsible Proposer:
 - 1. Vendor Proposal to include:
 - A narrative describing the proposed scope of services for the performance of this project;
 - List of equipment proposed with manufacturer and model numbers and itemized pricing;
 - A proposed implementation schedule showing milestones given in days from contract execution date;
 - The names and qualifications of the project manager, lead technician, supporting technicians, dedicated staff trainer, and all others who will be assigned to the project;
 - List of any exceptions to the specifications, or a statement that no exceptions are being needed;
 - List of references for similar projects with name, address, email and phone number;
 - Acknowledgment of receipt of these specifications and any RFP addendums;
 - Section 6-Attachments (including attachments #1, #2 and #3);
 - A manufacturer’s written assurance of Vendor support outlined in section 2.5.D;
 - Any additional supporting information; and
 - A Vendor’s statement of exception outlining any exceptions it takes in the requirements of the RFP and explanation.

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- C. The RFP is designed to provide each vendor the ability to discuss creative solutions to the telecommunication requirements of **DMCOC**. If your proposed system has additional capabilities, functions, or enhancements that are not mentioned as standard in the specification, please provide the necessary information.
- D. While dependable service is of paramount concern to **DMCOC**, price is very important. A system cost analysis will include hardware acquisition, manufacturer upgrades and annual maintenance. After the proposals have been reviewed, selected vendors may be invited to further discussion.
- E. If a Vendor omits from their RFP submission any of the materials described above, **DMCOC** will retain the right to eliminate the proposal from consideration.
- F. **DMCOC** reserves the right, at its sole discretion, to use without limitation all information, concepts, and data submitted in response to this RFP, or derived by further investigation thereof. **DMCOC** further reserves the right at any time and for any reason to cancel this solicitation, to reject any or all Proposals, to supplement, add to, delete from, or otherwise change this RFP if conditions dictate. **DMCOC** may seek clarifications from a vendor at any time and failure to respond promptly may be cause for rejection. **DMCOC** also reserves the right to consider those vendors it determines shall provide the most advantageous services and to negotiate with one or more vendors to develop contract terms acceptable to **DMCOC**.
- G. **DMCOC** is not obligated to return any responses or materials submitted by a vendor as a result of the Request for Proposal.
- H. Proposals will be accepted until 4:00 p.m. CST on October 21, 2020.

2. GENERAL CONDITIONS, QUALIFICATIONS, STANDARDS, & PROCEDURES

2.1 General Conditions

- A. This RFP is issued pursuant to applicable provisions of **DMCOC** 's Purchasing Policies and Procedures. Responses to this RFP shall be opened in private by **DMCOC** officials to avoid disclosure of contents that may contain confidential or proprietary information to competing Respondents.
- B. **DMCOC** will not be liable in any way for any costs incurred by respondents in replying to this RFP.
- C. The contracted firm shall not assign any interest in the contract and shall not transfer any interest without the prior written consent of **DMCOC**.
- D. Any modifications to or clarifications of this RFP will be distributed in writing to each Respondent.
- E. The equipment proposed in response to this "Request for Proposal" must be capable of performing all functions described in the specifications. Where a vendor wishes to make a proposal that does not meet specifications, an Exception Statement shall be supplied stating all features and functions to which the exception is being taken, and the effect of this exception.
- F. The system components must be the latest model and software releases available at the date of installation. Should new products and/or software be announced prior to installation the vendor is required to inform **DMCOC** of the new products. **DMCOC** shall maintain the right to substitute the new products for those proposed. The Vendor shall make any differences in cost known prior to **DMCOC**'s decision on new software.
- G. Competent personnel shall perform installation work. All work shall be done in a neat, craftsman-like manner and all cables shall be carefully laid with sufficient radius of curvature and protected at corners and bends to ensure that all applicable laws, ordinances, rules, regulations, and order of any public authority having jurisdiction for the installation of communications equipment are complied with.
- H. **DMCOC** reserves the right to approve any subcontractors for this project. Each proposing vendor must identify the name of and information (background and experience) about any subcontractors to be involved in this project. This includes a description of the work the subcontractor will perform.
- I. The vendor will further guarantee that the equipment shall satisfy the growth requirements as detailed under the **Configuration** section. **DMCOC** shall have the express right to modify station requirements prior to cutover date at no increase in cost other than that defined in the **Additions and Deletions** section.
- J. Each vendor shall submit with its proposal sales and technical information that completely describes the equipment covered by the proposal. Copies of all contracts shall be included in the proposal, including, but not limited to, sales, warranty, maintenance, etc.
- K. The proposal must be firm for acceptance for a period of 90 days.
- L. The Vendor agrees to indemnify, defend and hold harmless **DMCOC**, its individual Board members, agents, consultants and employees (collectively, the "Indemnitees"), from and against all claims for death or injury to persons or property, and for any other claims, losses or damages, including claims of any Indemnitee, third parties, and Vendor's or any subcontractor's

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employees, for any damages, losses, and expenses, including attorneys' fees, court costs and expert witness fees, arising out of, relating to or connected with the performance of the Work under this Contract, including, but not limited to, losses or damages for Vendor delay, improperly timed activities or defective work, as well as a breach of this Contract and claims for patent and copyright infringement. Vendor and each subcontractor agree to assume the entire liability for all personal injury claims suffered by its own employees allegedly injured on the Project; waive any limitation of liability defense based upon the *Workers' Compensation Act*, court interpretations of said Act or otherwise; and agree to contribute to, indemnify and defend the Indemnitees from and against all such loss, expense, damage or injury, including reasonable attorneys' fees, court costs and expert witness fees, that the Indemnitees may sustain as a result of such claims, except to the extent that Illinois law prohibits indemnity for the Indemnitees' own negligence. Vendor shall cause this indemnification requirement to be incorporated into all subcontractor contracts.

- M. As required by the *Criminal Code*, 720 ILCS 5/33E-11, by submitting a proposal, Vendor certifies that it is not barred from contracting with any unit of State or local government for any reason whatsoever, including, but not limited to, a violation of the bid rigging (Section 33E-3) or bid rotating (Section 33E-4) provisions of the *Criminal Code* or as a result of a violation of any other law. Vendor acknowledges that the Owner may declare the Contract void if the certification herein is false.
- N. The Vendor shall perform its work in compliance with all applicable laws, ordinances rules, regulations and codes. The Vendor shall obtain necessary permits and licenses and consult with applicable governmental authorities as appropriate to ensure that the Work complies with all applicable laws.

2.2 Proposal Evaluation and Vendor Selection

- A. **DMCOC** has a procedure by which proposals are reviewed; this approach allows **DMCOC** to evaluate the vendors based on the type of equipment proposed, the cost of their services and/or equipment, their ability to complete the work within a required amount of time, their past record in performing similar work and their ability to work with local staff. The following factors will be evaluated for each vendor that submits a proposal:
1. Manufacturer Strength: Financial strength, years in business, system's market share, product's current life cycle position, accessibility of support;
 2. Vendor Support: Number of similar systems installed, manufacturer support, number of certified technicians on proposed systems, number of systems under maintenance agreements, references;
 3. The proposed system's ability to meet current and potential requirements: Integration with applications such as Office 365, ease of system administration, and flexibility of system programming;
 4. Telephone instruments: Ease of use, functionality, variety and cost;
 5. System cost: System acquisition including one-time and monthly costs, post warranty support and telco installation if applicable. **DMCOC** reserves the right to adjust features and quantities from those requested to address budgetary considerations;
 6. User References: The vendor's current clients used as reference of system/service operability and reliability

Documents supporting the requirements noted above must be submitted by the Respondent.

- B. **DMCOC** will select a vendor on the basis of the responsiveness of the proposal to the RFP requirements and willingness to negotiate and execute an acceptable written agreement. **DMCOC** reserves the right to reject any, some or all proposals and to request written clarification of proposals and supporting materials.
- C. Responses may be rejected if the vendor fails to perform any of the following:
1. To adhere to one or more of the provisions established in this RFP;
 2. To submit a response and complete all required forms;
 3. To demonstrate technical competence;
 4. To submit a response on or before the deadline;
- D. Discussions may be conducted with responsible entities that have submitted proposals in order to clarify certain elements. Proposals shall be afforded fair and equal treatment with respect to any opportunity for discussion and revision. In conducting discussions, there shall be no disclosure of information derived from proposals submitted by competing proposers. The selection shall be done by a review team and will be recommended to the Board for final approval.

2.3 Vendor Questionnaire

In order to ensure **DMCOC** will have the necessary information to select an appropriate vendor/system, the vendor must address each of the following issues:

- A. If the vendor is a dealer/distributor/authorized partner, full information must be given about the manufacturer and the model of the system being proposed, as well as, current financial and historic data on the manufacturer(s). Any other manufacturers involved in providing peripheral equipment should be noted.
- B. Clearly state the warranty period during which service charges will not apply and what is covered.
- C. State the names of the principals in your company.
- D. State how many of the systems you are proposing have been installed nationally.
- E. Include a separate customer list, including contact name and telephone number, of at least three (3) systems installed by your office similar in size and application.
- F. The vendor must disclose all pending litigation and litigation concluded within the last three years relative to a breach of contract claim or fraud.
- G. Provide information concerning the number of years in business and the number of years your company has been installing the proposed system.
- H. Confirm that your company is a factory authorized representative for the equipment/solution you are proposing.
- I. State the address of the service and repair center that will install the system and provide maintenance for the proposed system.

3. SYSTEM REQUIREMENTS

3.1 System Definitions

- A. A Premised Based Unified Telecommunications System is defined as a system that is purchased or leased by the customer, and that is physically located “on site”. This means that the physical system equipment will be installed on the premises at DMOC where the telephones are used. Premises Based systems also require the purchase of external telecommunications services to make and receive calls via the PSTN. A Premises Based system may be managed by the customer, or could also be managed by the Vendor, or both. A Hosted Telecommunications System is defined as an Internet-based voice system where telecommunications applications, switching and storage are hosted by a third-party outside of the customer’s premise. Services are accessed over the public Internet. Some physical system hardware such as Telephone sets, are located on the customer premise. Hosted solutions are a monthly recurring expense. Telephone set and peripheral hardware can be part of the monthly expensed or purchased outright. A Hosted system is typically managed by the vendor, or could also be managed by the customer, or both.

3.2 System Architecture

- A. Proposal must state the system, model, and software of the equipment.
1. Describe the history of the proposed solution. Be sure to include date of introduction, dates of new software releases, and dates of introduction of new station equipment.
- B. **DMCOC** requires the following capabilities:
1. Streamlined calling to high volume departments
 2. Centralized Voice Processing System with Day, Night and Holiday Schedules
 3. Centralized System Administration
 4. Intercom/Paging to Telephones for Emergency notifications
 5. Compliance with Kari’s Law
 6. Unified Communications and Mobility
- C. The system architecture must provide survivability please describe:
- D. All telephones will be powered from a centralized power source (PoE data switch port). Use of individual “power bricks” for telephones or power injectors will not be accepted. **DMCOC** will provide all necessary PoE switches required for the project.
- E. Proposal must state the physical requirements of the proposed system. This is to include rack space, and electrical requirements,
- F. Proposal must provide the following information for the system
1. Number of telephones supported
 2. Number of incoming and outgoing calls supported

3. Number of business lines (POTS) supported (if applicable)
4. Software limitations (i.e. number of extensions (actual and virtual) or other limitations)
5. **Provide a complete software and hardware inventory of the systems proposed.**

3.3 Telephone System Features

Proposal must describe and/or list the features provided by the proposed solution. Highlight features with address the following requirements (and note any deficiencies as well):

- A. The proposed system will provide direct dialing to all staff specific departments. **DMCOC** staff must be able to distinguish calls for their department from calls to specific individuals. The system must be able to process these calls separately.
- B. Caller ID should be provided on each call prior to answering the call. Caller ID should be passed with any call that is transferred; including calls processed by the Automated Attendant.
- C. The caller ID for **DMCOC** telephones (the number people see when being called by **DMCOC** staff) should be flexible and programmable by each station.
- D. Each telephone must be able to receive multiple calls. The telephones should permit the user to place a call on hold and place another call-in order to procure information related to the initial call.
- E. The telephones should provide the means for call coverage positions and other selected telephones to observe if other staff are currently on the telephone.
- F. The system must provide programming to allow each telephone to have its own timer (number of rings) for the number of rings before a call will forward to voice mail or to another extension. Some positions will require more time to get to a call than others.
- G. The system should provide the means to easily take a call back should it have been transferred to a phone that does not answer.
- H. The system should include the ability to integrate a mobile telephone with a user's desk telephone. This would permit staff who are often away from their desk to receive calls from residents, contractors and/or other **DMCOC** staff.
- I. Five party conference calling initiated by a single extension.
- J. Ability to permit someone to place a call on hold (in "orbit" or "call park") and allow it to be retrieved from any other telephone. The timer for parked calls to be recalled must be independent for the "on hold" recall timer.
- K. Directed Call Pick-up
- L. Group Call Pick-up
- M. Paging utilizing the telephone instrument speakers. Please discuss capabilities and limits.
- N. "Night" modes for each entity. "Night" modes will send calls to either an automated attendant greeting specific to the location and/or to another telephone. Callers reaching an automated attendant greeting must be able to dial an extension, access a dial by name directory or leave a message in a department voice mailbox.
- O. The system must be programmed to block external calls to classroom telephones during the school day. Internal calls to classrooms must be allowed during the school day. This must be done at the individual station level;

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- P. Telephone Ringing
1. Must provide the means to distinguish between internal and external calls
 2. Must provide the means to differentiate one ringing telephone from another
 3. Must provide the means to provide the option for one telephone to ring "longer" than another before forwarding to another destination (i.e. voice mail)
- Q. The system must support calling party name display for external and internal site-to-site calls. Caller ID to be displayed for all incoming calls (including new (second or third) call when off-hook on another call). State the number of characters displayed.
- R. Outgoing caller ID programming must permit the following on a station-by-station basis:
1. Send DID number
 2. Send **DMCOC's** main number or Department number
 3. Send DID number for "911" calls
- S. Music-On-Hold: Please describe the proposed system's ability to accommodate separate message/music on hold sources. If this requires additional equipment, provide specifications for it. Please provide the cost of this as an option in Section 6.1-System Pricing.

3.4 Voicemail and Unified Messaging

DMCOC requires an integrated voicemail system capable of supporting traditional voice messaging functions and unified messaging with Office 365 email service. The new system must support Unified Messaging. Unified messaging is understood to be the combination of voice messages, email messages, and fax messages accessed through a common interface. At a minimum the new system requirements are:

- A. The voice processing system must provide a minimum of 8 ports at installation, and the expandable capacity of the voice mail system should be at least 16 ports and 256 hours of message storage. The system must support the ability for calls to Queue for available Ports should call demand exceed the capacity of the system.
- B. For the facilities included in the proposal the voicemail system must support mailboxes and provide unified messaging.
- C. A voice messaging system to be fully integrated with telephone system i.e. message waiting notification by Message Waiting lamp, transfer from the voice mail system to another telephone system extension, The system will permit callers to enter "0" to access a live operator and/or another extension particular to their location or default to the operator if the caller does not make an entry.
- D. Email notification of a voice mail message will provide a link to the voice mail system. The message will not be delivered to the user's email inbox.
- E. The voice mail system should be easy to use. The process of activating an alternate greeting so that callers receive accurate information about staff availability must be easy.

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- F. The system must provide the user the option to record a call-in progress using their voice mailbox. Describe how this is handled.
- G. The system should provide automatic programming of Holiday greetings and easy to use programming to change greetings should a special circumstance (closures due to weather) require it.
- H. Email notification of voice mail messages should be available for users who desire this feature.
- I. A Web portal should be provided for access to voice mail messages.
- J. The process to transfer a call directly to a user's voice mailbox without having to ring the telephone should be simple. Describe the steps necessary to complete this function.
- K. The system must be able to provide separate message waiting notification for a "Department" voice mailbox and a "Personal" mailbox on a single telephone instrument. Describe how the proposed system would provide this.
- L. The voice processing system must be capable of supporting multiple "V" trees where callers can access information by selecting from menu items through several levels.
- M. The voice mail system must permit group messages to be delivered to multiple mailboxes.
- N. Automated Attendant must have the capability for "night answer," permitting dial by name, dialing an extension or leaving a message in a department voice mailbox.
- O. A separate DID number ("back-door") for 24-hour access to automated attendant and voice mail without having to speak to a person.
- P. Override Automated Night Mode: Can the system's pre-programmed time of day routing (day-ringing specified telephones; night calls routed to Automated Attendant) be "overridden" in the event of an unforeseen early closing? If so, please describe how this could be activated.
- Q. Please state if the system can be included in routine back-up procedures. If it cannot, the system must include a back-up system for data and disaster recovery purposes.
- R. The system must permit voice mailboxes to be programmed individually with specific message storage durations and specific maximum message lengths. Does the system permit this? If so, does the system provide the ability to establish voice mailbox "templates" with pre-established parameters?
- S. How many "greetings" (i.e. busy greeting, no answer greeting, vacation greeting, etc.) are included in voice mail user mailboxes? Can these be recorded, stored and activated by users as the occasion is called for?

3.5 System Management

DMCOC would like the option to perform routine telephone and voice mail system changes utilizing in-house staff. System management software must be included.

- A. System administration and alarm monitoring functions will be accessible via the existing data network, thus permitting access from any **DMCOC** computer workstation connected to the internal network. This requirement shall include proper security measures to prevent unauthorized access to system administration functions.
- B. The system administration software should be browser-based.

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- C. Is the system be capable of integrating with its Active Directory to provide authentication for a web-based user interface, to eliminate the need for additional usernames/passwords.
- D. The system must permit the **DMCOC** to easily create and modify Automated “call trees”. Provide documentation that describes this process
- E. Generally, the telephone system should provide a straightforward programming interface so that requests for changes can be made quickly and easily.
- F. The system should support multiple levels of administrative access. This would permit qualified users within a department to make routine programming changes (reset a voice mailbox password, add an appearance of an extension to a telephone).
- G. All telephones must be self-labeling so that programming changes will not require IT staff to re-label the telephone(s) affected.
- H. All telephones must have a display and speakerphone
- I. The system must easily upload audio files (.wav) directly into the system for use as music/message on hold and for recorded greetings to be used with Automated Attendant call trees and informational mailboxes.
- J. Describe the proposed system’s self-diagnostic and monitoring capabilities.
- K. Describe the proposed system’s capability to identify the source of system performance problems.
- L. Describe the proposed system’s administrative notification capabilities to allow administration staff be informed of any system problems short of experiencing them first hand.

4. SYSTEM CONFIGURATION & COMPONENTS

4.1 Telephone System Equipment

Telephone Type and System Configuration: The table below identifies desired basic system configuration.

A. Table 1

	Station - Type 1	Station - Type 2	Station - Type 3	Station - Type 4	Conf Rm
DMCOC	8	2	51	26	3

B. Telephone Equipment Definitions

Type 1: Single-line analog station ports. These Ports will terminate in existing modems, fax machines, postage machines.

Type 2: Administrative Telephone Set - A minimum of 24-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

Type 3: Staff Telephone Set - A minimum of 12-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a Speakerphone.

Type 4: Classroom Telephone Set - A minimum 2-line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.

Conference Speakerphone: This IP set is intended for conference room applications for 5 or more participants. Set shall be full-duplex hands-free.

All Telephones must be "self-labeling"

All Telephones must have 1 Gbps internal switch to permit "daisy chain" of PC

Are phones wall mountable? Standard? Optional wall mount kit? Provide unit cost.

4.2 E911 Calling Line Identification

The new system must support ANI identification to the appropriate PSAP (Public Safety Access Point) serving the **DMCOC**. The system must support ALI display to the 911 center. The system must include all components required to conform to the Illinois statutes regarding "E911".

- A. If the proposed system cannot perform this function please indicate how **DMCOC** will be able to comply with regulations mandating this.
- B. The system must provide an on-site alert indicating which telephone dialed 911. The alert must include the extension number and associated name of the telephone from which the 911 call was placed. Can the notification be sent to any **DMCOC** telephone?
- C. **DMCOC** requires that the system be capable of displaying a different ANI when users place outgoing calls other than to 911. Identify the options available for ANI display when placing outgoing calls. Is it a system-wide or station-by-station programming option?

5. IMPLEMENTATION

5.1 Installation Requirements

The vendor will be required to provide project management. The vendor is required to perform all the tasks necessary to implement a VoIP telephone system solution with the following steps in mind:

- A. Ensure that all voice system components are installed and configured according to current manufacturer standards.
- B. Coordinate and test all system components' functionality.
- C. Install and test any third-party applications provided by the vendor.
- D. Allow **DMCOC** IT staff to accompany and observe vendor staff as deemed appropriate by the **DMCOC**. The intent of this requirement is to familiarize **DMCOC** IT staff with the overall design, components, programming, operation and administration of the new system.
- E. All installations must be performed in accordance with applicable building, safety, and FCC certification codes and regulations as well as all items mentioned in the general conditions section of this report.
- F. **DMCOC** will require the vendor to familiarize themselves with the client provided (WAN/LAN) network. Vendor to provide manufacturer specific voice configuration documentation to assure a high quality VOIP experience for **DMCOC** users. The new design shall incorporate industry standard technical requirements for preserving quality and speed of both voice and data traffic. **DMCOC** requires the vendor to provide certified technical staff that has experience with integrated VOIP and Data network design and implementation.
- G. Full documentation and diagrams of the new design will be required.
- H. Implementation by Vendor includes "turn-key" installation and programming of all telephone system components.
 - 1. Mount new hardware (e.g. Gateway Routers, Servers, etc.) in appropriate rack(s)
 - 2. Connect telephone system components to the network hardware.
 - 3. Connect PSTN services to Gateway Routers.
 - 4. Configure the new telephone system as determined and documented by your company's Project Coordinator and approved by the client.
 - 5. Connect telephone instruments to network and verify functionality.
 - 6. Mount phones on wall (where applicable).
 - 7. Perform final testing of all telephone systems and equipment.
- I. The data required to program the new telephone system will be developed jointly between **DMCOC** and the Vendor.
- J. The Vendor will provide a qualified project manager to meet with the Client. The purpose of the meeting is to describe the operation of the new telephone system and the information required to program the telephone system.
- K. **DMCOC** will provide information required to attach other external devices to the system such as external paging systems.

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- L. The Vendor will provide a format (Excel spreadsheet) that will permit entry of information into an appropriate field.
- M. The Vendor will meet with the Client at the end of the database gathering process to review the information and finalize the system programming.
- N. The Vendor will perform all the programming necessary to accommodate the Client's telephone system requirements. These requirements include, but are not limited to, the following:
 1. User Names
 2. Extension Number
 3. DID number
 4. DID department number
 5. Telephone Type
 6. Class of Restriction
 7. Call Pick Up Groups
 8. Incoming call routing groups
 9. Page groups
 10. Which telephones get voicemail?
 11. Voicemail "0" out target extensions for individual mailboxes
 12. Line Appearances
 13. Trunking information such as back up POTS trunks if applicable
 14. Which main incoming numbers ring to what location?
 15. How many incoming line appearances are needed per main incoming number?
 16. Identify which telephones are to be designated as the Main Answering Position(s)
 17. Calls answered by Automated Attendant
 18. If Automated Attendant what are the menu choices?
 19. MOH (Music on Hold)
 20. Day, Night and Scheduled Holiday Greeting
 21. Mobile applications
- O. The Vendor will install all VoIP handsets, telephones and analog devices. The Vendor will also be present and assist the Client with the installation of five (5) of each desktop application that is included as part of the proposed system (i.e. Unified Messaging).
- P. The system and all telephones will be installed, functional and tested five (5) days prior to the scheduled cutover. (Intercom only)
- Q. The Vendor can assume that there will be appropriate wire and connections to the following:
 - Telephone locations and the server room including a PoE port
 - Paging system locations and the server room if applicable
 - Telephone company NetPOP and server room

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The vendor will be responsible all other wiring required to make the connections necessary for the new system.

- R. Cutover of the new system is defined as the time scheduled to move from **DMCOC** Comcast solution to the new system. Cutover to the new system will take place during one day. Cutover will be conducted during normal business hours. The schedule will be developed at **DMCOC's** direction. The Vendor must have qualified technicians on site at the designated cutover. The installation shall disrupt **DMCOC's** routine as little as possible. The installation personnel will adhere to the **DMCOC's** policies at all times. These policies will be communicated to the successful vendor at the time of contract signing. The installation personnel shall keep all equipment secure and will not block any essential passages.
- S. All wall surfaces that are worked on will be properly covered, plastered or prepared for painting before **DMCOC** will accept project completion.
- T. Vendor will submit the following items prior to system acceptance:
 - 1. One (1) set of technical manual
 - 2. As built and most current database data dictionary
 - 3. Written documentation of all administrative "privileges" (level of administrative access and passwords) necessary for proper functionality
- U. Assuming a contract is awarded October 30, 2020 and installation must be complete by December 18, 2020, please complete a project installation milestone chart.
- V. Vendor will manage the project, providing the following status updates to **DMCOC** after installation begins:
 - 1. Weekly conference calls
 - 2. Project implementation plan progress including milestones, responsible parties, and expected completion dates
 - 3. Up to date decision log

5.2 Training

Attendant, station user, system, and maintenance training is an important aspect of the requirements for the proposed telephone system. State the method in which training requirements will be implemented.

- A. **DMCOC** station users in the various departments will utilize different standard features. Station user training will be conducted using live telephones at specified buildings. The successful vendor will establish individualized training sessions on a department basis to insure system utilization. A live telephone will be furnished for each person in attendance.
- B. All station users have the need to understand the general use and capabilities of the new telephone system. The successful vendor will provide general education sessions for **DMCOC** employees.
- C. The successful vendor will provide training for all staff. The training schedule will be coordinated with the **DMCOC**. Generally, provisions must be made to accommodate the following:

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- D. **DMCOC** Administrative staff will be trained the day(s) prior to “cutover”.
- E. The Office staff will be trained the day(s) prior to “cutover”.
- F. The Vendor will provide system administration training for three (3) **DMCOC** employees. Completion of the training will permit **DMCOC** staff to complete station programming, traffic studies, moves, adds, changes, and updates to the automated attendant. Please provide a list of the functions the training will permit **DMCOC** staff to complete.
- G. Instruction materials (instruction manuals, manufacturer user guides, custom instruction guides, etc.) will be provided in sufficient quantity for all users. If Web-based information is available, provide the address so that **DMCOC** can review this information.
- H. Follow up training for **DMCOC** will be provided three weeks after cutover. A minimum 1/2 day of remote training will be allotted for this purpose.
- I. Indicate the material available to **DMCOC** to keep them informed of new product services, and equipment that may be beneficial to their operation.

5.3 Inspection and Acceptance

Prior to acceptance of the new system, the contractor, with the assistance of **DMCOC**, will conduct an acceptance test to validate that the system meets the contract specifications and that all components specified in the successful contractor's proposal have been installed. At a minimum, the following tests will be conducted. **All testing must be completed five (5) days prior to cutover.**

- A. Public Network connectivity (outside dial tone and the ability to place an outside call).
- B. 911 calls to verify the PSAP receives the proper ANI and ALI information for the site.
- C. DID calls to each department telephone number and selected individual stations.
- D. Receipt of Caller ID and Caller ID-Name on first and subsequent calls to selected stations.
- E. Calls to Automated Attendant call processors to verify proper routing of calls after each menu selection has been entered.
- F. Verify proper “0” destinations from selected voice mailboxes.

5.4 As-Built Documentation

- A. Upon completion of system testing, the Proposer will submit one (1) complete copy of the System Documentation. System Documentation shall include a spreadsheet (Excel format and editable by **DMCOC** after handover) with the following station information.
 - 1. Room/Department
 - 2. Extension number
 - 3. Jack number
 - 4. Telephone model
 - 5. Data switch port
 - 6. Telephone handset key layout
 - 7. Summary (narrative) of call processing for each department
 - 8. Telephone company service connected to the system including circuit and telephone numbers

- B. The documentation shall be the property of **DMCOC**.

5.5 Service and Maintenance

- A. The proposed system must be accessible remotely by your service center for diagnostic routines, minor system alarms, major system failures, and minor program changes. Dispatch and contact procedures must be established as part of the implementation process.
- B. Establishing **DMCOC** access of the system must be provided as part of the proposed system installation.
- C. A two-hour maximum response time by the Vendor is required for a major outage or total system failure. A major outage is defined as:
 - 1. System unable to process calls.
 - 2. 50% or more of administrative stations or trunks out of service.
- D. A next business day response time for a normal type maintenance calls is required.
- E. A warranty period of one year will be provided as part of the purchase for an on-premises solution and included in the monthly recurring charge for a Hosted solution.
- F. A maintenance contract must be made available for on premise solution for years two through five of this contract. State the annual maintenance contract price in section 6.1 System Pricing (Attachment #1)

6. ATTACHMENTS

6.1 System Pricing (Attachment #1)

A. Required Purchasing Options

Vendors should provide the following purchase options if available:

1. Outright Purchase Price for on premise solutions
2. Monthly recurring and one-time non-recurring charges for Hosted solutions
3. If offered please provide pricing for fully managed service option that include software assurance, system maintenance, monitoring and full on-site support in the monthly payment for 3 & 5 years.

B. Maintenance Costs

1. Be specific in describing service offered, hours of operation, coverage, and conditions where **DMCOC** would be charged in addition to maintenance contract costs.
2. If the Proposal offers per call maintenance indicate the cost and what services are included
3. If the Vendor performs all of the maintenance without sub-contracting please include an attachment as evidence to this guarantee.

6.2 Itemized Pricing – On Premise and Hosted Solutions (Attachment #2)

Vendor to provide itemized price list showing installed cost of common control hardware, station equipment, etc.

Additions to or deletions from proposed equipment will be made in accordance with this list. If prices are different for changes made to the system prior to cutover please list both pre- and post-cutover prices.