

REQUEST FOR PROPOSAL #9033

FOR

BUSINESS TELEPHONE SYSTEM & VOICE MAIL SYSTEM

FOR

CITY OF PIQUA
PIQUA, OHIO

PROPOSAL TO BE RECEIVED AT THE
OFFICE OF THE PURCHASING ANALYST
201 W WATER STREET
PIQUA, OHIO 45356

UNTIL 2:00 P.M., E.S.T., THURSDAY, OCTOBER 29, 2009

INVITATION TO SUBMIT
REQUEST FOR PROPOSAL(RFP)
BUSINESS TELEPHONE SYSTEM & VOICE MAIL SYSTEM

The City of Piqua invites your firm to submit a sealed proposal for a BUSINESS TELEPHONE SYSTEM & VOICE MAIL SYSTEM as described in the accompanying specifications.

One original and one copy of the proposal must be submitted in a sealed envelope to Beverly Yount, Purchasing Analyst, 201 W. Water Street, Piqua, Ohio 45356, **no later than 2:00 P.M. EST, THURSDAY, OCTOBER 29, 2009.** Any proposal received after that time shall be rejected.

Deliver sealed proposals to:

City of Piqua
Beverly Yount, Purchasing Analyst
“#9033- Telephone System”
201 W. Water St.
Piqua, OH 45356

Refer questions to:

Dean Burch, Information Technology Director
Phone: (937) 778-2063
Fax: (937) 778-1130
Email: dburch@piquaoh.org

Questions shall be submitted in writing by electronic mail. Questions and responses will be posted on the City's web site at www.piquaoh.org.

Site visits to view the existing telephone equipment/system at the Municipal Government Complex and/or the outlying departments can be scheduled by calling Dean Burch, Information Technology, (937) 778-2063.

The City reserves the right to reject any and all proposals, to waive irregularities, and to award that proposal which is deemed to be in the best interests of the City of Piqua.

Beverly Yount
Purchasing Analyst
City of Piqua

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Business Telephone System & Voice Mail System

Request for Proposal #9033 for the City of Piqua

1.0 Scope of Project

The City of Piqua is looking to purchase a new phone system that is capable of handling a combination of analog, digital and/or IP phones and has an integrated voicemail system. It is desirable that this system be capable of a future upgrade to analog and IP, eliminating the use of digital phones. The City also wishes to maintain the current DID numbers. The system should also include call accounting and various reporting capabilities. The recommended solution should provide a PC based interface that will assist system monitoring, moves, adds, and changes.

The City anticipates having one phone system that will handle all of the current locations as well as capable of expanding in the future.

The City plans to change the current telephone Centrex-based lines configuration and convert to PRI lines in coordination with the installation of the new phone system. It is anticipated that 2 PRI lines to the Municipal Government Complex will be sufficient.

It is anticipated that the some existing fax machines, modems and single phones at outlying locations may remain in place with the new phone system.

2.0 Criteria for Award of Bid

The criteria for award of this bid will be based on a complete analysis of each bidder's response. Specifically, each bid will be judged on its overall ability to meet the technical and feature requirements as outlined in this bid. Further, the bidder's proven ability to service an installation of this size and proven references of a similar installation will also be part of the evaluation process. And finally, the overall price performance will be evaluated. The weighted percentage of each category's impact on the overall bid scoring is as follows:

Pricing:	30%
Feature Compliance:	15%
Technical Compliance:	15%
Bidder's Qualifications:	15%
Technical Support:	15%
Warranty/Maintenance Cost:	<u>10%</u>
Total	100%

The City has the right to reject any or all proposals. During the evaluation process, the City has the right to request additional information and presentations for clarification in order to understand the Vendor's approach to the scope of work. The City further reserves the right to make an award without further clarification of the proposals reviewed. Any changes to a submitted proposal made before executing the contract will become part of the final vendor contract.

2.1 RFP Schedule

RFP Issued:	October 5, 2009
Deadline for submission of Written questions	October 21, 2009
RFP due:	October 29, 2009 at 2:00 p.m.
Recommendation by:	November 30, 2009

The City reserves the right to make adjustments to the above noted schedule as necessary.

2.2 Questions

There will not be a required pre-submittal meeting for this request; however, vendors may contact the City for clarification and information pertaining to this request for proposal. Any requests for information or clarification must be submitted in writing by email to Dean Burch at dburch@piquaoh.org before October 21, 2009 at 5:00 p.m. No oral questions will be answered.

Written responses to all questions will be posted on the City web site for this RFP as well as being sent directly to the person making the inquiry.

2.3 Submittal

One original and one copy of your proposal must be received by the Purchasing Department no later than 2:00 p.m. on Thursday, October 29, 2009. Proposals shall be sealed and addressed to:

City of Piqua
Beverly Yount, Purchasing Analyst
“#9033- Telephone System”
201 W. Water St.
Piqua, OH 45356

The outside of the sealed envelope must be identified as “#9033 – Phone System.”

Late proposals and proposals sent by facsimile or email will not be accepted. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time, postmarks will not be accepted.

3.0 Current Environment - Phone System

The current phone system configuration and information is as follows:

The following are the stated capacities of the system to be installed at the City of Piqua, Ohio

Telephone Requirements (approximate number of stations – use for proposal)

Municipal Government Complex	113 stations
Fire Department	17 stations
Street Department	7 stations
Power Distribution	14 stations
Wastewater Treatment	12 stations
Water Plant	8 stations
Power Plant (Substation)	4 stations
Echo Hills Golf Course	1 station
Mote Park (Parks & Rec)	1 station

Currently the City has a CENTREX agreement with AT&T with 137 lines. The agreement calls for an ongoing commitment of 7 lines. The City anticipates that the City facilities will still make use of some of the CENTREX lines in the new configuration.

The City anticipates the new telecommunications system to make use of PRI lines and anticipates the project using 2 of the PRI lines. The City will order these lines in coordination with the vendor selected for this project.

NOTE: Currently the City has the following existing switches in place – 24-port CISCO 2960 Switches at Wastewater, Power Distribution, Street Department, & Water Plant; Linksys 4-port non-managed switch at Golf Course; NetGear 16-port non-managed switch at Power Plant – Substation; and 2 48-port CISCO 2960 switches, 2 24-port CISCO 2950 switches, and 1 CISCO 3750 in Information Technology (Municipal Government Complex).

3.1 Existing Data Connectivity

The Municipal Government Complex (includes the Police Department), Fire Department, Street Department, Power Plant, Electric Distribution, Wastewater Plant, Water Plant, Parks (Mote Park Community Building) and the Golf Course are connected by single-mode fiber as part of the City's INET agreement with Time Warner.

The following capabilities are required for the proposed system to be considered. Please state in your response whether each capability is standard, optional or not available in the proposed system. The proposed system configuration should provide itemized information.

4.0 Specifications - System Architecture

1. Only newly manufactured unused equipment of the latest design, including the latest software version available and in current production by manufacture with experience in this field shall be considered.
2. The system must provide universal port architecture permitting the flexible configuration of station, trunk and/or peripheral card combinations.

4.1 System Trunking and Hardware Requirements

1. Loop Start Trunks - Proposed system must be compatible with standard central office loop start trunk service.

2. Centrex Lines - Proposed system must be compatible with Centrex lines. Further, the proposed system must provide Centrex feature access and flash hook signaling from both digital multi-line and analog single line station instruments.
3. Caller ID - Proposed system must support central office provided Caller ID. Caller ID information should be received and output to all of the following: display of digital telephones, station message detail recording, computer telephony network, voice mail system, pagers and cellular phones. Caller ID should be presented with Name and Number if offered by the Local Operating Telephone Company. Additional outboard equipment should not be required to facilitate Caller ID support within the system.
4. Off Premise Extension access from the PBX.
5. Direct Inward Dial (DID) Lines - Proposed system must be able to connect to either DTMF and/or Dial Pulse Direct Inward Dial Lines. DID calls should be programmable to ring at either individual stations or group of stations. The system should allow providing a DID Name Display for each DID number.
6. Primary Rate Interface- The proposed system must have the ability to directly connect to a PRI circuit. The system should allow for the following types of services: direct outward dialing, direct inward dialing, name and number automatic number identification, dialed number identification services, ISDN calling number identification service (I-CNIS), dynamic channel allocation, call by call service selection and multi-PRI.
7. Conference Box – The proposed system should allow for the provision of a conference box to support up to eight parties to participate in a conference call. Up to 5 of these parties can be outside the system. The system must support dynamic amplification of the trunk lines and provide disconnect supervision.

4.2 System Features

1. 911 Support - At default, the system shall automatically contact the local Public Safety Answering Point (PSAP) when 911 is dialed. Additionally, the system shall support Enhanced 911 Service by providing the caller's location within the facility, when the 911 call is made to the PSAP.
2. Account Code - The system shall provide for account codes to be entered while on a CO call. The code must be one to twelve digits in length and be output through SMDR or a call accounting system. The codes shall be able to be entered before the party answers. The codes must be allowed on outgoing long distance calls CO calls.
3. Alphanumeric Display - The system digital telephone instruments must have an available 2-line, 16 character alphanumeric backlit liquid crystal display. The display should provide the following information:

Absence Messages	Camp-On/Call Waiting
Account Code Input	Day, Date and Time
Call Duration Timer	Forwarding Extension Numbers
Callback CO / ICM	Message Waiting Indication
Called Party Identification	Recall CO / ICM
Called Party Status - BUSY / DND	Ringing Outside Line Identification
Calling Party Identification	Caller ID / ANI / DNIS
4. Alternate Tone /Pulse Dialing - The system shall provide for the station user to change from pulse dialing on pulse CO Lines to DTMF dialing to accommodate for accessing DTMF controlled devices, such as Voice Mail, etc.
5. Attendant Features
6. Automatic Answer - The system shall have optionally, the ability to automatically answer inbound CO Line calls with one of three prerecorded messages. One message is for answer on weekday nights when the company is closed, and the second message is for answering on weekends when the company is closed and the third message is for holidays.

7. Automatic Night Answer - Allows an external caller to hear a recorded message when the system is in the Night Mode
8. Automatic Number Identification (ANI) - When a call arrives on an ANI PRI trunk, it includes a series of alphanumeric information that identifies the calling party's phone number and name. This information should be programmed to appear on a station set LCD. The ringing assignment for an ANI call should be programmable to ring at either a station, master hunt group, ACD group or voice mailbox. The ANI information of camp-on calls should also appear on the station set LCD even when the station is engaged on an existing call. Further, the ANI identification should be presented to the SMDR output, computer telephony output, voice mail, pagers and cellular phones.
9. Automatic Outside Line Answer /Hold - The station user must be able to answer a second inbound CO line call while on another call by pressing the HOLD or PARK button. This one-touch operation automatically will place the first call on hold and the second call will be automatically connected to the station user
10. Background Music - The system must provide for a background music source input. The music source when connected to the BGM input shall play through a digital station user's speaker as well as the overhead paging if so equipped. Each station may be denied access to the music, through system programming
11. Busy Overriding - If a station user encounters a busy signal when attempting to call another station, they shall have the ability to alert the busy station user that they are trying to reach them. Tone signal and display information shall be provided to the busy station user, indicating what station is trying to call them. This feature shall be allowed or denied on a per station basis through system programming
12. Call Coverage - Digital station users shall have the ability to have buttons on their stations to indicate the idle, busy, or ringing status of other stations. These CALL COVERAGE buttons will provide both visual as well as audible indications of ringing stations. The visual indication is immediate and the audible may be immediate, delayed or non-existent. When the station being covered, starts to ring, the covering station shall press the appropriate button and answer the call on behalf of the ringing station.
13. Call Transfer - The system shall provide for calls to be transferred to any station in the system utilizing the TRANSFER button. The call will be placed on temporary hold, by pressing the transfer button and then the transferring station user will dial the station number of the person to receive the call. The transferring station user may announce the call or simply hang up to complete the transfer. The system shall also allow for transferring a call to a number outside of the system by pressing the TRANSFER button, accessing an outgoing CO line and then dialing the outside phone number and then hanging up
14. Call Forwarding - The system shall provide for three types of call forwarding (1) Fix Call Forwarding - Fixed call forwarding shall allow for stations to have a default forward destination and style of forwarding defined in system programming; (2) Flexible Call Forwarding - Flexible call forwarding shall allow the station user to change their default fixed forward setting. Intercom calls and CO line calls may forward to different destinations or to the same destination; (3) Remote Call Forwarding - The system shall provide for an inbound CO line or CO line group to be forwarded off premises through the use of an outbound CO line group.
15. Call Park - The system shall provide for CO lines accessed through float keys to be placed on hold and retrieved from hold or remotely retrieved from hold by the use of a PARK button
16. Call Park /Swap - The system shall allow the user of a PARK button to have a call on hold and be on a second call and then place the second call on hold and at the same time retrieve the first call, thus alternating between two calls, with one always being live and the other always on hold

17. Call Pick-up - The system shall allow for answering calls that are ringing at other stations by a station user using a PICK UP button. The system shall provide three types PICK-UP buttons. (1) Direct Call pick-up - The direct call pick-up button shall allow a station user to pick up a call ringing at any system station; (2) Internal Group Pick-up - The internal group call pick-up button allows for the answering of a call ringing within a preprogrammed group of phones; (3) External Group Pick-up - The external group call pick-up button allows for the answering of a call ringing outside of a preprogrammed group of phones
18. Conference - The system shall provide for 10 separate but simultaneous conference networks of up to 4 parties each. The conference networks shall provide for establishing two types of conferencing (1) Add-on - One outside CO line and up to 3 inside parties or just 4 inside parties; (2) Multi-line - One inside party and up to 3 outside CO lines
19. Conversation Recording - The system shall provide for a station user to record a conversation by pressing a CALL RECORD button while engaged on a call and the recording shall be saved in their voice mailbox along with regular voice mail messages
20. Computer Telephone Integration – The system will incorporate computer telephone integration (CTI) capabilities using TSAPI (Telephony Services Application Program Interface), TAPI (Telephony Application Program Interface), and CSTA (Computer Supported Telephony Application). A graphical user interface allows users to perform advance telephone functions with ease.
21. Delayed Ringing - Allows incoming outside calls ringing at a telephone to ring at another telephone or group of telephones simultaneously (not FWD or hunt) after a predetermined period of time. This feature should be independently programmable for each line in the system.
22. DID alphanumeric id - DID (Direct Inward Dial) numbers may be assigned a sixteen (16) character alphanumeric ID to identify the party being called, type of call, or purpose of call.
23. Direct Inward Dial (DID) Trunks - The proposed system should support DID Trunks provided by the phone company. This service allows any number of telephones to be called directly from the outside without the need of having a dedicated outside line for every telephone.
24. Direct Inward Line - Each outside line should be assigned to ring at up to 16 extensions. A different ringing assignment should be programmable for Day and Night modes. A ringing tone for each line should be selected from four available ringing tones. If a delayed ringing assignment is programmed for the line, the ringing changes to an incoming alarm when delayed ringing begins.
25. Direct Inward Line - Hunt Group - Outside lines should be programmable to ring at the stations assigned to a Hunt Group. The line will ring at the first available station in the hunting sequence. The same trunk can be assigned to ring at different hunt groups for day and night modes. If a station is busy or does not answer within the pre-set time, the call will ring at the next station in the hunting sequence.
26. Direct Outside Line Appearance - The system shall provide for individual line appearance buttons. These buttons are assignable in system programming and have access to one specific CO line per button. The only limit to the number of direct CO line appearance buttons is the number of programmable buttons on the digital station.
27. Distinctive Ringing - The system shall provide two types of distinctive ringing so the station user will know what type of call they are answering by the different audible signals. The two types of distinctive ring are External calls vs. Internal or intercom calls.
28. Flexible Ringing – The system will allow ringing to be assigned on a per line and station basis to offer the greatest flexibility.
29. Intercom – The system shall provided non-blocking dialing between stations using either two, three or four-digit station numbers.

30. Loud Bell Interface – The system should support an electrical relay interface to be available to allow a loud bell to be rung. The system programming will allow the loud ringing for a station or for trunk lines.
31. Master Hunt Group - A master hunt group is a series of stations organized in a way to allow an incoming call to search for a station to answer the call. If a station is busy or does not answer within a programmable duration, the call will ring at the next station in sequence. The hunting method either Terminal Hunting, incoming calls start hunting from the first telephone in the group, or Distributed Hunting, incoming calls start hunting from the telephone following the last called telephone. Up to 32 stations can be assigned to each master hunt group. The system must support a total of 60 master hunt groups. A station can belong to more than one master hunt group.
32. Music On Hold - The system is to be equipped to play Music On Hold (MOH) to callers. Either the internal electronically synthesized MOH source, or an external MOH source such as an FM tuner that is connected to the system Central Processor Unit.
33. Night Mode - The system can be placed in night mode either automatically or manually using a [Night Change] key assigned to an attendant station.
34. Power Failure Transfer - The system should allow outside lines to be switched to ring at specified single line telephones in the event of a power failure.
35. Power On Maintenance - The system should allow for circuit cards to be replaced while the system is operational.
36. System Alarm - The proposed system should provide a visual alarm indication in the event of a system malfunction. The alarm indication should be generated to the Attendant Console.
37. System Clock - The system should be equipped with a real-time clock that provides an indication of the current time and duration of both incoming and outgoing calls on the system's digital telephone displays. The clock should also have a perpetual calendar that eliminates the need to change the date. This should also be capable of automatic adjustment due to Daylight Savings time.
38. Toll Restriction - The proposed system should provide flexible toll restriction of area and office codes, as well as the subscriber number. There should be eight (8) levels of restriction.
39. Voice Mail/Automated Attendant Integration - The proposed system must be designed to provide full integration with voice mail and automated attendant machines. The system should allow for the transfer and forwarding of calls to a mailbox and provide you with a unique voice mail message waiting indication.
40. Built-in "phone book" that will allow searching of a particular extension.
41. Capability to set up Automated Call Distribution in customer service areas/departments.

4.3 Telephone Features

1. Alphanumeric Display
2. Built-in speakerphone capability
3. Busy Bypass Tone Calling
4. Call Forwarding
5. Call Park
6. Call Pick-up
7. Call Transfer
8. Caller Id
9. Capable of using a Cordless Telephone or Headset
10. Delayed Ringing
11. Distinctive Ringing
12. Feature button display – this can be hardware or software
13. Intercom capability with audible tone distinguishable from the regular ring.

14. Last number redial
15. Message Indicator for voice messages
16. Paging accessible to all stations or group call
17. Station and system speed dialing (state number per station)
18. Station External Ringer Connection – for some areas

4.4 Multi-line phones

1. Automatic Outside Line Answer/Hold
2. Call Park/Swap
3. Do Not Disturb capability
4. Conferencing up to four people. This must include the capability to drop calls to a busy or unanswered telephone from a conference call already in progress. (Not needed on all telephones).

4.5 Attendant Console

1. Receptionist station should have an expandable console or PC based software that will permit transferring a call to the proper extension.
2. The receptionist station should be capable of being transferred to a separate location (if receptionist is out, incoming calls be answered from an alternate location).
3. 911 Call Indication
4. Alarm Clear
5. Attendant Override
6. Automatic Answer Mode
7. Call intercept
8. Flexible Night Answer/Night Mode
9. Message Waiting Control
10. Night Mode
11. Operator Call
12. Paging/Parking
13. Capability of DSS/BLF like functionality

4.6 System Capabilities

1. Capability to accept an ISDN PRI type of circuit.
2. Capability for analog interface for Fire and Police.
3. Desire call pick up groups. Please indicate the number of extensions in a call pick up group.
4. Capability to do call accounting for out-going long distance calls.
5. Please indicate the number of call pick up groups in the system.
6. Please indicate the number of participant capacity on a conference call/number of simultaneous conference calls that can occur.
7. Please indicate the number of times a call can be forwarded when the original extension is unanswered or busy.
8. Please indicate the number of buttons on each telephone instrument proposed which can be used for extension appearances.
9. GUI front end for system changes (Add, change, move).
10. Please indicate the number of ports for telephones and outside lines in the proposed system at its maximum capacity.
11. Please indicate the number of ports for each type of circuit board proposed.
12. Remote access for system changes (Add, change, moves).
13. System capable of supporting various locations with one phone system.
14. Please indicate the number of speed dial numbers per telephone and system wide.

15. Capability to make system changes on-site such as relocating telephones (to cabled, system activated locations), changing extension appearances or system forwarding.
16. Capability to obtain a traffic study, on demand, indicating the use on the PRI carrying incoming/outgoing calls. Also must be able to track recalls to the switchboard from unanswered calls and busy extensions.

4.7 Reporting Capabilities

1. Capability to provide some Automatic Call Distribution reports, such as calls handled by each extension, phone numbers called, duration of calls, etc.
2. Capability to generate a printed directory of extension users.
3. System monitoring.

4.8 System Capacities

1. Please indicate the maximum number of analog connections that can be supported per system.
2. Please indicate the maximum number of digital phones that can be supported per system.
3. Please indicate the maximum number of IP terminals that can be supported per system (if applicable).
4. Please indicate the maximum number of cards that each system can support.

5.0 Licensing

1. Please indicate how software and/or user licenses are handled.
2. Please indicate what devices require software and/or user licenses.
3. Please indicate how the voice mail is licensed.
4. Please indicate if there are additional licenses that are required with the phone system/voice mail system.
5. Please specify various licenses, including any bundled with base components.

6.0 Redundancy

1. The system should utilize distributed power supplies to prevent a single failure from disabling the system. What type of power redundancy is provided with the system?

7.0 Reliability

1. Voice communications is critical to our business. How does your product ensure 99.99% uptime?
2. What are the mechanisms to ensure maximum system uptime?

8.0 Scalability

1. How scalable is your system? How many phones or devices can be supported by each call management server?
2. How many ports are available for analog, digital and/or IP connections within a given server?

9.0 System Management

1. Given that we wish to consolidate as much of the telephone administration at the Municipal Government Complex, describe what services can be administered locally.
2. Please discuss your system's management solution, including features.
3. Is your system capable of remote administration?

10.0 Telephones

1. What models of phones (analog, digital and IP) are supported by the system?

2. What user features are available with (analog, digital and IP) phones?
3. Does the system support other vendors (analog, digital and IP) phones?
4. Do you have a solution for LAN powering of IP phones?

11.0 Voice Messaging System

1. The voice mail system must support eight ports of voice mail and automated attendant and be expandable.
2. The voice mail capacities should be capable of 400 mailboxes and minimum of 300 hours of message storage space.
3. The voice mail system should provide security code access to individual mailboxes.
4. The voice mail system should support multiple message folders.
5. Capable of transferring calls or voice mail alert to alternate device (cell phone/pager)
6. Please provide details about the Unified Messaging system architecture and its interconnection to the PBX.
7. Is the Voice Mail capable Unified Messaging via a GUI?
8. Capable of setting Auto Attendant.
9. Activate a message waiting indicator when a new message is received.
10. Date time stamping of all incoming messages.

11.1 Voice Mail Capabilities for the Caller

1. Ability for the caller to listen to a message that they just left, add to it, discard and re-record it or flag as urgent.
2. Ability for the caller to escape to the receptionist or another live person by pressing '0'.
3. Ability for a caller to leave a voice message and then dial a new extension.
4. Ability to leave a broadcast message, delivered to multiple people.
5. Ability to dial out, activate a pager or cell phone of the mailbox user.
6. Capability to access a company directory if the caller does not know the extension of the person they are calling when encountering an Automated Attendant.

11.2 Voice Mail System Capabilities for the Mailbox User

1. Change passwords/personalize greetings.
2. Control message playback (change the speed or volume), rewinding, incrementally advancing.
3. Delete messages.
4. Forward a message to another mailbox, appending comments to the message.
5. Group distribution lists for broadcasting a message.
6. Retrieve voice messages internal and external to phone system.
7. Reply to messages from other users of the voice mailbox system.
8. Save messages for future reference.
9. Skip over messages.
10. Check the status of a mailbox (full, empty, etc).
11. Toggle between multiple greetings.
12. Undelete deleted messages before hanging up.
13. Verify delivery messages to other mailboxes on the same system.

11.3 Voice Mail Administration

1. Configuring the system for the type of telephone connection required.
2. Connecting individual ports to DID extensions.
3. Enabling system features.
4. Remote access.
5. Reporting – use of mailboxes, use of system memory, volume of telephone traffic through the system, ports in use at different times of the day.

6. Set up the class of service for each mailbox (length and number of messages which can be left in the mailbox).
7. Set up company, night and other greetings for the recorded announcements that callers hear.
8. Set up mailbox parameters.
9. Set up the number of digits in the mailbox numbers.
10. Set up security.
11. Set up specific system functions and applications.
12. Tracking system usage.

12.0 Security

1. Does the vendor's specific PBX make the operating system vulnerable to computer viruses?

13.0 Maintenance Support

1. Two-hour emergency response and 24-hour standard response is a requirement.
2. The proposed system must have remote diagnostic capability. Please explain your procedure for monitoring the system remotely. Can the remote point be deactivated by the customer to prevent unauthorized access?
3. Please provide the point of dispatch for your repair technicians.
4. Does your company reduce the cost of the maintenance contract if the City agrees to handle certain repairs?
5. Indicate your warranty period and what is covered under your warranty (i.e. phone switch, phones, etc).

14.0 Trade-In Options

1. Is there any trade-in value for the existing PBX switch?
2. Is there any trade-in value for digital phones?

15.0 Other Questions

1. What is the typical timeframe from order to installation? Please provide a timeline of events.
2. Add-on pricing for all system components including stations, circuit boards, power or loop extenders and additional cabinets.
3. Maximum capacity of Phone system – in proposed cabinet.
4. Maximum capacity of Voice Mail – in proposed cabinet.
5. How many pairs of wires does the proposed multi-line telephone require?
6. Does your system support fax on demand?
7. With your proposal, please include copies of your standard purchase and maintenance contracts.
8. Please include dimensions of proposed system and other environment characteristics.
9. Does your installation price include all coordination with the telecommunications service providers? Describe your procedures for providing this support.
10. Does your installation price include training? If training is not included in the price, price of training must be included in your proposal. Please provide a detail scope of training provided.
11. Please provide specifications/recommendation which indicate the distance that each type of phone is capable of covering.
12. Please provide a list of at least 5 customers using the proposed system (same release of PBX and Voice mail and same system administration software for PBX).

13. Optional – Does your voice mail system have the capability of using an external display that would indicate new voice messages for a given user group? (Fire and Police don't always have an assigned desk or extension to determine if new messages exist).

16.0 Optional – only used if IP solution is recommended

16.1 Quality of Service

1. How are you handling QoS in your system for IP telephony?
2. List and detail the QoS standards supported by the handsets, Call Processor, gateways, network switches, other network equipment and other end nodes where applicable; that ensure end-to-end voice service priority.
3. Please explain how the various components implement QoS standards such as 802.1p, ToS, etc.

16.2 Public Gateway Functions

1. Do your IP phones support XML?

17.0 Standards Compliance

1. Does your PBX support multi-vendor interoperability across any QoS infrastructure?
2. What protocols are used (SIP, etc)?
3. Are your VOIP products interoperable with other vendor's products (such as Cisco, Nortel, and Avaya)?
4. Please explain how you provide interoperability.

18.0 Contract and Proposal

1. The proposal submitted must be valid for thirty (30) days. A successful proposer shall enter into a contract with the City of Piqua within thirty (30) days of being notified that it was selected. A contract entered into with the City of Piqua shall be based on the submitted proposal and shall include terms regarding indemnification, forum, insurance requirements, proprietary information and other procedural requirements.
2. Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the City, in writing, if the proposer discovers any ambiguity, discrepancy, omission or other error in the RFP. Any such notification should be directed to the City promptly after discovery, but in no event later than seven working days prior to the date for receipt of proposals.

If you desire a site survey, please contact Dean Burch at 937-778-2063 to schedule.

19.0 Attachment A – Specification Summary

Specification	Standard	Optional	Comments
System Architecture			
New Equipment			
Universal port architecture			
System Trunking			
Loop Start Trunks			
Centrex Lines			
Caller Id			
Ground Start Trunks			
Off Premise Extension			
DID Lines			
T1/PRI			
Conference Box			
System Features			
911 Support			
911 Call Indication			
Account Code			
Alphanumeric Display			
Alternate Tone/Pulse Dialing			
Attendant Features			
Automatic Answer			
Automatic Night Answer			
Automatic Number Id			
Automatic Outside Line Answer/Hold			
Background Music			
Busy Override			
Call Coverage			
Call Transfer			
Call Forwarding			
Call Park			
Call Park/Swap			
Call Pick-Up			
Conference			
Conversation Recording			
Computer Telephone Integration			
Delayed Ringing			
DID alphanumeric id			
DID Trunks			
Direct Inward Line			
Direct Outside Line Appearance			
Distinctive Ringing			
Flexible Ringing			
Howler Tone			
Intercom			
Loud Bell Interface			

Master Hunt Group			
Music On Hold			
Night Mode			
Power Failure Transfer			
Power On Maintenance			
System Alarm			
System Clock			
Toll Restriction			
Voice Mail/Automated Attendant Integration			
Built in "Phone Book" listing			
Telephone Features			
Alphanumeric Display			
Built in speakerphone			
Busy Bypass Tone Calling			
Call Forwarding			
Call Park			
Call Pick-up			
Call Transfer			
Caller Id			
Capable of using Cordless telephone or headset			
Delayed Ringing			
Distinctive Ringing			
Feature Button Display			
Intercom			
Last Number Redial			
Message Indicator for voice messages			
Paging Accessible			
Speed Dial			
Station External Ringer Connection			
Multi-line Phones			
Automatic Outside Line Answer/Hold			
Call Park/Swap			
Conferencing			
Do Not Disturb capability			
Attendant Console			
Expandable console or PC			
911 Call Indication			
Alarm Clear			
Attendant Override			
Automatic Answer Mode			
Call Intercept			
Flexible Night Answer/Night Mode			
Message Waiting Control			
Night Mode			
Operator Call			

Paging/Parking			
Capability of DSS/BLF like functionality			
System Capabilities			
Ability to accept ISDN PRI			
Ability for analog interface			
# of extension per call pick-up group			
Call Accounting for Out-going long distance calls			
Call Pick-up groups in system			
Conference Call capacity			
Extension forwarding			
Extension appearances per telephone			
GUI front end for system			
Maximum capacity of proposed system			
Ports available for each circuit board proposed			
Remote access for system changes			
Set-up time associated with outgoing calls			
Single phone system for multiple locations			
Speed Dial numbers per phone and system wide			
System changes			
Traffic study			
Reporting Capabilities			
Automatic Call Reports			
Printed Directory of users extensions			
System Monitoring			
System Capacities			
Analog connections supported			
Digital phone connections supported			
IP device connections supported			
Cards supported by system			
Licensing			
Indicate software and/or user licensing			
Indicate devices requiring software and/or user licensing			
Describe voicemail licensing			
Additional licenses required for phone/voicemail systems			
Specify any licenses bundled			

with base components			
Redundancy			
Power Redundancy provided			
Reliability			
Ensure 99.99% uptime			
Mechanisms to maximize uptime			
Scalability			
Devices/Phones supported by server			
Ports available for analog, digital, and/or IP connections			
System Management			
Local Administration Services			
Discuss System's management solution			
Remote Administration			
Telephones			
Models of phones supported			
User features available			
Alternative vendors supported			
IP powering of IP phones			
Voice Messaging System			
Fully Integrated VM			
Support 8 ports with auto attendant and expandable			
Capable of supporting 600 mailboxes and 300 hrs storage			
Security Code access to mailboxes			
Support multiple message folders			
Transfer calls to alternate device			
Unified Messaging interconnection with phone system			
Unified Messaging via GUI			
Messaging system support e-mail by phone/IMAP version/POP 3 mail			
Setting Auto Attendant			
Message Waiting Indicator for new message			
Date time stamping all incoming messages			
Voice Recognition and touch tone keystrokes			
Voice Mail Capabilities – Caller			
Caller to replay message			

Caller to 0 out			
Leave message and dial add ext			
Leave broadcast message for multiple recipients			
Dial out, activate alt device of mailbox user			
Access to company directory			
Voice Mail System Capabilities – User			
Change passwords/greetings			
Control message play back			
Delete a message			
Forward a message/append comments			
Group Distribution Lists			
Retrieve voice messages			
Reply to messages			
Save a message			
Skip over messages			
Status of mailbox			
Toggle between greetings			
Undelete deleted messages			
Verify message delivery			
Voice Mail Administration			
Configuration based on phone			
Connecting DID ext			
Enabling system features			
Remote Access			
Reporting			
Set up for class of service			
Set up for greetings			
Set up mailbox parameters			
Digit set up for mailboxes			
Security set up			
System functions/applications set up			
System security			
System usage			
Security			
Virus Vulnerability			
Maintenance Support			
2 hr emergency/24 hr standard			
Remote diagnostic capability			
Point of dispatch for repair			
Maintenance Contract			
Warranty Coverage			
Trade-In Options			
Residual value for PBX			
Residual value for phones			

Other Questions			
Event Timelines			
Add-on pricing			
Max capacity of phone system			
Max capacity of voice mail			
Wire Pairs for multi-line phones			
Fax on Demand			
Purchase/Maintenance contracts			
Pictures of phone(s)/system			
Coordination of telecommunication providers			
Training price/scope			
Phone distance coverage			
References			
Extraction of analog audio			
External voicemail display			
Optional (IP - QoS)			
QoS handling			
QoS standards			
Implementation of QoS standards			
Optional (IP - Public Gateway Functions)			
XML support of IP phones			
Optional (IP – Standards Compliance)			
Multi-vendor interoperability across QoS infrastructure			
Protocols used			
VOIP products interoperable			
Interoperability			