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Request For Proposal:
Teton County and Teton County Sheriff's Office
VoIP, Voicemail and Unified Messaging Telephone System

Teton County Wyoming

Issued by
Teton County Information Technology
and
Teton County Sheriff's Office Information Technology
Jackson, Wyoming

Proposal Responses due July 8, 2008

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SECTION ONE: General Information

Background:
The Teton County IT and Teton County Sheriff's Office (TCSO) IT departments are soliciting written proposals from qualified vendors that offer Voice Over IP (VOIP) Telephone/Voicemail/ Unified Messaging systems. The intent of this RFP is to solicit proposals to replace the existing Mitel hybrid telephone system with a turn-key solution that represents the best technologies and value available today. The existing phone system includes both VOIP and antiquated PBX technology, both Mitel Systems that are interconnected using a QSID circuit. The current hybrid phone system is difficult to manage, non-standardized, limited on features, and the legacy PBX technology is no longer supported by Mitel. The chosen vendor must demonstrate through their proposal response and references, a complete, industry standard, expandable, and cost effective solution.

The TCSO has several systems the new VOIP system must integrate with. Specific requirements are listed in this document in <u>Section Five: Project Detail, VoIP, Voicemail & Unified Messaging Requirements, Number 10: Integration Requirements</u> and the prospective vendor must provide a solution that meets these requirements. Any vendor proposal that does not specifically meet these requirements will not be considered for selection.

Purpose:
To implement a state of the art VOIP telephone, voicemail, and unified messaging system to meet the needs of Teton County Government and the Teton County Sheriff's Office.

Scope:
The VOIP/Voicemail/Unified Messaging solution described in the proposal must be based on mature technology with strong manufacturer commitment and vendor support.

The proposed system must be designed to provide fail over fault tolerance and redundancy so that key law enforcement and public safety functions are provided 24/7 with zero downtime. Additionally, the proposed VOIP system must allow each controller to operate autonomously with its own dedicated PRI circuit.

Ideally, the Phone/Voicemail/Unified System will easily accommodate lower bandwidth networks, with minimal additional cost, to support remote office locations. See <u>Section Two, Overview of Current Environment, Data Network</u>, for more details.

Vendor Qualifications:
Vendors should have demonstrable experience with VOIP telephone systems and technology as well as have an outstanding customer service and support record. Vendor Experience with VOIP system integration is also required. Proposals should include a list of at least 3 references of comparable installations.

Schedule of Submission and Review:
The following schedule will be adhered to in the receipt and review of proposals. Proposals must be submitted in writing and electronically as described in the instructions listed below.

Written proposals will be reviewed by the Teton County IT and TCSO IT departments. Electronic submittals will NOT be accepted in lieu of written proposals.

May 19, 2008	Request for Proposal distribution
June 6, 2008	RSVP date for bid conference
June 16 – 20, 2008	Mandatory bid conference (Vendor site visits and demos)
June 27, 2008	Vendor questions due
July 8, 2008, 5 pm	Proposal due date
July 22, 2008	Vendor selection and award of contract pending final budget approval

Evaluation of Bids:
Evaluation criteria will include but is not limited to:

- Price
- Customer service and support history, availability, and quality
- Availability of functions as described in the requirements section of RFP
- Maturity of product modules/features
- Compatibility with existing Teton County/TCSO network and phone technology
- System integration with TCSO technology systems (Positron, MIR3, NICE Logger)
- Ease of administration
- Quality of product
- Customer references
- Service guarantees
- Potential for system growth
- Delivery Requirements

If bids are comparable, local companies shall be given preference, primarily businesses within Teton County and secondarily for businesses within Wyoming. Teton County and TCSO reserve the right to accept or reject any or all bids and to accept the bid deemed to be in their best interest.

Proposal Postponement or Amendment:
The County\TCSO reserves the right to amend any portion of the Request for Proposal. Copies of such amendments shall be furnished to all prospective

Contractors. Where such amendments require changes in the scope of services, the final date for submission may be postponed.

Cost of Proposal Preparation:
Any costs incurred by Contractors responding to this Request for Proposal in anticipation of receiving a contract award shall be the responsibility of the Contractor. The County\TCSO shall not reimburse the Contractor for any such expenses.

Mandatory Bid Conference:
There will be mandatory bid conferences held during the week of June 16 – 20, 2008. A minimum of one representative from each proposing vendor must schedule a time to appear in Teton County during this week in order to be eligible to submit a response to the RFP. Proposals submitted by Vendors that did not attend during the mandatory conference week will not be considered for bid and their proposals will be returned unopened.

Vendor Site Visits and Demonstrations:
Vendor site visits and demonstrations will be scheduled during the bid conference week.

Inquiries:
Questions concerning this Request for Proposal shall be directed to **both:**

> Eve Lynes
> Teton County IT Manager
> 307.732.8460 (Ofc.)
> 307.690.3838 (Cell)
> elynes@tetonwyo.org
>
> John Mittmann
> TCSO IT Manager
> 307.732.8321 (Ofc.)
> 307.413.1439 (Cell)
> jmittmann@tetonsheriff.org

Submission Instructions:
A sealed original proposal must be received by the receptionist at the County Old Library Building, 320 King Street, Jackson, Wyoming 83001 by 5:00 P.M. (MDT) Tuesday July 8, 2008. Late proposals will not be considered for award and will be returned to the vendor unopened.

MAILING ADDRESS
Teton County Information Technology
320 South King Street
P.O. Box 3594
Jackson, WY 83001

Additionally, an electronic PDF copy of the proposals must be emailed elynes@tetonwyo.org **and** jmittmann@tetonsheriff.org no later than 5:00 P.M. (MDT) Tuesday July 8, 2008. Emailed copies will NOT be accepted in lieu of original, paper, submittals.

Signature Requirements:
Proposals must be signed by a duly authorized official of the contractor. Proposal terms shall be valid for a period of one hundred eighty (180) days from receipt by the County. Responses to this RFP are binding and will become the property of the County/TCSO. Responses will form the basis of negotiations of an agreement between the County/TCSO and the successful vendor.

SECTION TWO: Project Detail, General Requirements

- Detailed hardware list. Vendor must provide a detailed and comprehensive hardware list.
- Detailed system diagram. All items should be clearly identified.
- Line itemized pricing. All pricing sheets shall reflect a minimum number of units, manufacturer sku, manufacturer model number, unit cost, extended cost, discount, description, hours, subtotal, and total. Pricing shall include configuration services, labor, installation, training, maintenance, shipping, services and product costs.
- Executive Summary. Vendor shall provide an Executive Summary of its proposal limited to two pages.
- Detailed deployment schedule. Vendor shall provide a system implementation plan.
- Payment Milestones. Vendor shall provide a payment milestone plan which includes a 25% final payment to be withheld by Teton County/TCSO due upon final acceptance, indicated by a letter of acceptance signed by the owner.
- Installation of VoIP software and hardware. The successful vendor will be responsible for ensuring that the proposed software and hardware functions as designed and as specified in the proposal response.
- System Warranty. The proposed system shall be warranted for a period not less than 1 year. The warranty period shall begin on date of final acceptance. Any hardware, labor, shipping or any other costs incurred during the warranty period related to the accepted system shall be at the expense of the vendor. The County and/or TCSO shall not be responsible for any system related costs during the warranty period.
- System Maintenance. The accepted proposal shall reflect ongoing maintenance costs for hardware/software and be included in the line itemized pricing. Vendors shall include a post warranty annual

maintenance contract that includes response times, hardware availability options, and level of service.

- Training. Training shall be provided for system administrators as well as end-users and reflected in the itemized pricing. Training shall be conducted by the accepted vendor or their designee. System admin training shall include training that will enable the system administrator to operate all aspects of the VOIP/Voicemail system encountered on a daily basis. Train the trainer classes will be considered for end-user requirements.
- Configured for 30% growth. The proposed system shall be expandable and upgradable.
- Backups. Proposals must include a system backup strategy.
- Analog service. The proposed system shall provide analog service, and support existing fax devices or recommended a fax alternative.

SECTION THREE: Overview of Current Environment

Physical Voice Extensions and Service

- 95 VoIP Extensions serviced by the Mitel 3300 using Mitel 5010, 5020, and 5224 handsets.
- 127 extensions serviced by the Mitel SX200 in five physical locations using SX200 Lite modules. Of these, 52 are TCSO. Handsets will be replaced by VOIP technology.
- 16 extensions serviced by other phone systems. Handsets will be replaced by VoIP technology.
- 28 agencies requiring separate hunt, ring, day/night service configurations.
- The current phone configuration uses 3-digit extensions. During this installation we will also move to a more uniform and organized 4-digit extension system.
- We currently have Qwest Service for two PRI circuits that include two DID number ranges, and approximately 27 distinct additional DID numbers that will need to be transitioned as necessary.
- Inbound and Outbound Caller ID is in use on every extension, identified by agency, and will be required of the new system. Outbound caller id is blocked from certain extensions as in the TCSO.
- 8 extensions are in use by the MIR3 Paging System but may increase

Analog Extensions

Approximately 34 Analog Extensions in use by fax machines and analog phones for public use, and phones for server rooms.

Receptionist Functions

Most County agencies answer incoming calls during the day, or use a main voicemail box for call forwarding no answer. Some agencies require auto attendant for day and/or night service to a specified group of extensions or message mailboxes. Examples:

> press 1 for Jeff H, press 2 for Wayne N.
> press 1 for English, press 2 for Spanish

There are six Receptionist positions County-wide as summarized here:

1. The TCSO dispatch center has currently 4 dispatcher consoles, with 2 more planned in the future. Dispatch answers 911 calls, and answers and routes administrative calls 24 hours a day. All calls coming into Dispatch Center are answered via the Positron Lifeline 100 System.

2. There are two TCSO receptionist positions that answer calls (along with dispatch) 8-5 Monday through Friday.

3. There is one receptionist for the Planning and Development. This position is accustomed to using a side car with physical buttons.

4. There is one receptionist for Public Health. This position requires a queue, as callers are not forwarded to voicemail during office hours. Additionally, this office requires a backup receptionist station on a dedicated phone number to accommodate emergency situations where the main number might become flooded with calls.

5. There is one receptionist for Wyoming Infant Care (WIC).

6. There is one receptionist for the Recreation Center.

Data Network

The County\TCSO data network consists primarily of a Gig SX and LX Fiber backbone with a combination of gigabit and fast Ethernet to the desktops. Wiring consists of cat 5 and cat 5e UTP. There are two core Cisco 6500 L3 switches: one that services the TCSO, and the other the rest of the County agencies. The TCSO 6500 operates as both a core switch and an edge switch. Other edge switches include: Cisco 3500 and 2900 series, HP Procurve 2400, 2500, 2600, and 3500 series switches. Some of these have Power Over Ethernet.

The slower connections are as follows: The Recreation Center is networked via a 54 Mg Cisco Aironet 1300 Series Wireless Point to Point Bridge, the Recycling Center is networked via a 11 Mg Cisco 350 Series Point to Point Bridge, and the Teton Pines Fire Station is networked via a leased DS1 connection.

Computing Environment

The County\TCSO employs Dell servers and workstations. Microsoft 2000 server, 2003 server Enterprise and Standard are used for the server platform. Windows XP Pro is the desktop operating system. All operating systems are updated to the latest Microsoft service pack. The TCSO Exchange server operates in a mixed 2007/2003 Exchange organization, and TCSO staff use Outlook 2003 for the email client. The County Exchange server is 2007, and County staff use Outlook 2007.

SECTION FIVE: Project Detail, VoIP, Voicemail & Unified Messaging Requirements

System must meet all industry standard phone system services, including the following:

Number	Description	Priority M=Mandatory	Response Yes	Response No	Comments
1	Telephone System Design/System-Wide Features				
1.1	**Basic Features**				
1.1.1	Call pickup for department or group	M			
1.1.2	Call pickup directed at specific ringing extension	M			
1.1.3	Non blocking conference calling with minimum 4 party external and 1 party internal	M			
1.1.4	Automatic call back	M			
1.1.5	Transfer to extension and voicemail	M			
1.1.6	Call forward to extension and off network (cell, home etc.)	M			
1.1.7	4 digit dialing plan	M			
1.1.8	Support Automatic Route Selection and Least Cost Routing	M			
1.1.9	Simplified 4-digit pin account codes entries for long distance and account code tracking	M			
1.1.10	Support Toll Fraud security	M			
1.1.11	Analog Support	M			
1.1.12	Attenuation and gain adjustment per device (phone and gateway)	M			
1.1.13	Application Programming Interface	M			
1.1.13.1	XML Layer	M			
1.1.13.2	Simple Object Access Protocol (SOAP)	M			
1.1.14	Music on Hold	M			
1.1.14.1	Customizable	M			
1.1.14.2	Easily Changed	M			
1.1.15	Quality of Service	M			
1.1.15.1	Layer 2	M			
1.1.15.2	Layer 3	M			
1.1.16	Redundant call management servers	M			
1.2	**Standards**				
1.2.1	Q.SIG (ISO)	M			
1.2.1.1	Basic Call	M			
1.2.1.2	ID Services	M			
1.2.1.3	General Functional Procedures	M			
1.2.1.4	Call Diversion	M			
1.2.1.5	SS-CFB (Busy)	M			

1.2.1.6	SS-CFNR (NAnswer)	M			
1.2.1.7	SS-CFU (Unconditional)	M			
1.2.1.8	Call Transfer by Join	M			
1.2.1.9	Out-of-band dual tone multi-frequency signaling over IP	M			
1.2.1.10	Identification Restriction	M			
1.2.1.11	CNIR (Calling Name Identification Restriction)	M			
1.2.1.12	COLR (Connected Line Identification Restriction)	M			
1.2.1.13	CONR (Connected Name Identification Restriction)	M			
1.2.1.14	Loop prevention, Diversion Counter & Reason, Loop Detection, Diverted tNumber, Diverting Number, Original Called Name & Number, Original Diversion Reason, Redirecting Name.	M			
1.2.1.15	Message Waiting Indication	M			
1.3	**Calling Plans**				
1.3.1	Unified Dial Plan	M			
1.3.2	Dial Plan Portioning	M			
1.3.3	Multi location dial plan partition	M			
1.3.4	Distributed Call Processing	M			
1.3.5	Simplified North American Numbering Plan support	M			
1.3.6	Digit analysis and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation	M			
1.3.7	Outbound Call Blocking	M			
1.3.8	Toll restriction dial plan partition	M			
1.3.9	Direct Inward Dial	M			
1.3.10	Direct Outward Dial	M			
1.3.11	Hotline and Private Line Automated Ringdown (PLAR)	M			
1.3.12	Hunt Groups	M			
1.3.12.1	Broadcast	M			
1.3.12.2	Circular	M			
1.3.12.3	Longest Idle	M			
1.3.12.4	Linear	M			
1.4	**Routing and Failover**				
1.4.1	Auto route selection	M			
1.4.2	Automated Bandwidth selection	M			
1.4.3	Alternate Automatic Routing	M			
1.4.4	Redundancy and automated failover on call processing failure	M			
1.4.5	Call preservation on call processing failure	M			
1.4.6	PSTN failover on route unavailability	M			
1.4.7	Remote Site Survivability on fiber or PRI service interruption	M			
1.4.8	Coder-decoder (codec) support for automated bandwidth selection	M			
1.4.8.1	G.711 mu-law, a-law	M			
1.4.8.2	G.723.1	M			
1.4.8.3	G.729 A/B	M			
1.4.8.4	GSM-EFR, FR	M			
1.5	**Security**				
1.5.1	Privacy	M			
1.5.2	Device Authentication	M			
1.5.3	Data Integrity	M			
1.5.4	Phone Security	M			
1.5.5	Configurable operation modes (secure and non-secure)	M			
1.6	**Additional Capabilities**				
1.6.1	Video (SCCP and H.323)	M			
1.6.2	Fax over IP	M			
1.6.3	H.323 interface to selected devices	M			
1.6.4	T38 connections	M			

2	User Application Requirements				
2.1	Employees Telephone Environment Management Application				
2.1.1	Configure Call Forwarding	M			
2.1.2	Security	M			
2.1.2.1	Pass code	M			
2.1.2.2	Employees can set own pass code	M			
2.1.2.3	Administrators can reset pass code	M			
2.1.2.4	Web interface supports SSL	M			
2.2	**Manager-Assistant Applications**				
2.2.1	Assistant Features:	M			
2.2.1.1	Handle calls for their managers	M			
2.2.1.2	View manager status and calls	M			
2.2.1.3	Create speed dials	M			
2.2.1.4	Search personal and corporate directories	M			
2.2.1.5	Handle calls on own lines	M			
2.2.1.6	Immediate divert or transfer	M			
2.2.1.7	Intercom	M			
2.2.1.8	Privacy	M			
2.2.1.9	Multiple calls per line	M			
2.2.1.10	Direct Transfer	M			
2.2.1.11	Join	M			
2.2.1.12	Send DTMF digits from console	M			
2.2.1.13	Msg. Waiting Indicator Mgr's phone	M			
2.2.2	Mgr.'s Features	M			
2.2.2.1	Immediate divert or transfer	M			
2.2.2.2	Do not disturb	M			
2.2.2.3	Intercom	M			
2.2.2.4	Speed dials	M			
2.2.2.5	Direct transfer	M			
2.2.2.6	Join	M			
2.2.3	Multiple Mgr.'s per assistant	M			
2.3	**Operator Attendant Application (Operator Attendant Application helps receptionist)**				
2.3.1	Drag and drop transfer	M			
2.3.2	Display line state	M			
2.3.3	Call queuing	M			
2.3.4	Call Times				
2.3.5	Call Transfer	M			
2.3.6	Multiple Attendant Consoles	M			
2.3.7	Shared line support	M			
2.3.8	Direct Transfer	M			
2.3.9	Transfer to voicemail	M			
2.3.10	Application and/or web based	M			
2.3.11	Web Interface supports SSL	M			
2.4	**Soft phone application for desktop or laptop**				
2.4.1	Call timers	M			
2.4.2	Caller ID display	M			
2.4.3	Call Divert	M			
2.4.4	Call Transfer	M			
2.4.5	Call Hold	M			
2.4.6	Call Conferencing	M			
2.4.7	Call Collaboration	M			
2.4.8	Directory Corporate and personal	M			
2.4.9	Do not disturb	M			
2.4.10	Last number redial	M			
2.4.11	Keyboard or screen dial pad	M			
2.4.12	Voice mail integration	M			
2.4.13	Volume and muting controls	M			
2.4.13.1	PC speaker or headset	M			
2.4.13.2	Microphone	M			
2.4.13.3	Ringer	M			
2.4.14	Web dialer	M			
2.4.14.1	Click to dial	M			
2.5	**Conference Requirements**				
2.5.1	Ad Hoc conference	M			
2.5.1.1	Add conf. members by calling	M			
2.5.1.2	Conf. list drop any party	M			
2.5.1.4	Conf. members can be dropped	M			

	during call				
2.5.2	Meet me conference	M			
2.5.2.1	Members can join by dialing designated number	M			
2.5.2.2	Password protect conference	M			
2.5.2.3	Members can be dropped during call	M			
2.5.2.4	Members can be added during call	M			
2.5.2.5	Web based management tool	M			
2.5.3	10 conference ports minimum	M			
3	**E911 support**				
3.1	Regardless of location, dialing 911 from any extension on the system must at a minimum identify the physical bldg. address, floor and extension. It is preferred that the system also identify the cubicle/office level with automatic readdressing with any station moves.	M			
4	**Telephone set design**				
4.1	**Telephone Handsets**				
4.1.1	Display and non display models based on dept. requirements	M			
4.1.2	Busy lamp field or equivalent display	M			
4.1.3	Single button access to common features	M			
4.1.4	ADA support, TTY and amplification	M			
4.1.5	Headset port integration/Bluetooth	M			
4.1.6	Display internal CID and extension	M			
4.1.7	Display Telco CID info	M			
4.1.8	Ability to support multiple line appearances in req. departments as well as personal ext. Some departments require a general line for the ability to ring one number to reach anyone available in the group rather than trying multiple extensions.	M			
4.1.9	Speakerphone with half and full duplex, monitor and hands free	M			
4.1.10	Separate volume controls for speaker, handset, headset & ringer	M			
4.1.11	Distinctive ringing inside and outside lines and per line	M			
4.1.12	Message waiting lights for multiple users on single phone	M			
4.1.13	Ability to move phone to new location and immediately use as well as 911 and CID auto update	M			
4.1.14	Authorization codes for long distance and other services	M			
4.1.15	Customizable user interface and self labeling keys	M			
4.1.16	Backlit displays	M			
4.1.17	Tilt-able screens	M			
4.1.18	Voice activity detection	M			
4.1.19	Access to corporate and personal directories	M			
4.1.20	Help directory	M			
4.1.21	Echo cancellation and suppression per phone	M			
4.1.22	Intercom and broadcast paging	M			
4.1.23	Ability to display multiple calls per line	M			
4.1.24	Ability to display multiple lines per phone	M			
4.1.25	Multiple speed dials	M			
4.1.26	Supports on hook dialing	M			
4.1.27	POE	M			
4.1.28	Station to station dialing	M			
4.1.29	2 port 10/100/1000 switch	M			
4.2	**Conference Phones**				
4.2.1	POE	M			

4.2.2	Multi-party capable	M			
4.2.3	Automatic gain control	M			
4.2.4	Expandable (mics or secondary units) for larger rooms	M			
4.2.5	Background noise suppression	M			
4.2.6	Full-duplex compliance	M			
4.2.7	Call timer	M			
4.2.8	Call xfer, hold, forward, pickup	M			
4.2.9	DND	M			
4.3	**Calling capabilities**				
4.3.1	Callback	M			
4.3.1.1	Busy	M			
4.3.1.2	No reply to station	M			
4.3.2	Call initiation	M			
4.3.2.1	Call log-received, missed outgoing	M			
4.3.2.2	Call return (missed call)	M			
4.3.2.3	From telephone directory	M			
4.3.2.4	Last number redial	M			
4.3.2.5	Manual	M			
4.3.3	Call forward	M			
4.3.3.1	All	M			
4.3.3.2	Busy	M			
4.3.3.3	No answer	M			
4.3.3.4	Selective call forwarding	M			
4.3.3.4.1	Calling line ID	M			
4.3.3.4.2	Time of day	M			
4.3.3.4.3	Day of week	M			
4.3.3.4.4	Until	M			
4.3.3.4.5	Always	M			
4.3.3.4.6	To attendant	M			
4.3.4	Call hold and retrieve	M			
4.3.5	Call join	M			
4.3.6	Call park and pickup	M			
4.3.7	Call status per line-state, duration, number	M			
4.3.8	Call transfer-blind,consultative,and direct transfer of two parties	M			
4.3.9	Call waiting and retrieve w/configurable alerts	M			
5	**Overhead Paging Requirements**				
5.1	Vendors should be able to integrate with existing paging equipment	M			
6	**Mobility**				
6.1	**Mobile Handsets**				
6.1.1	Cordless single and multi-line telephones with headset jack and 300 foot range	M			
6.2	**Headsets**				
6.2.1	Traditional and wireless headsets for staff that conduct business while on department lines at the same time as delivering messages/information to other users in their department.	M			
6.2.2	Bluetooth capable	M			
6.2.3	Vendor Independant	M			
6.3	**Wireless - Internal**				
6.3.1	Ability to support wireless protocol call handling devices for immediate or future deployment at each site. The preferred integration choice is open standards wireless then proprietary	M			
6.4	**External**				
6.4.1	Transfer of calls off-site to non networked devices-either fixed call forward or user activated call forward on demand	M			
6.4.2	VPN access for voice and data calls-including associated equipment and network requirements/costs for tele-	M			

	workers and remote offices.				
7	**Voicemail, Automated Attendant and Unified Messaging Requirements**				
7.1	**Automated attendant**				
7.1.1	Dial by name first and last	M			
7.1.2	Dial by department	M			
7.1.3	Voicemail access from outside network	M			
7.1.4	Ability to program announcements based on days of week, time of day, holidays, etc	M			
7.1.5	Exit automated attendant to pre designated operator per department	M			
7.2	**Voicemail**				
7.2.1	Holiday greetings, with no record over standard greetings	M			
7.2.2	Ability to change or record and activate a new greeting from internal or external telephone	M			
7.2.3	Ability to implement greeting changes without rebooting	M			
7.2.4	Message waiting for all phones	M			
7.2.5	Support mailboxes for those who don't have extensions	M			
7.2.6	Support outcall cascading message delivery to multiple devices	M			
7.2.7	Ability for users to transfer callers directly into voicemail bypassing telephone associated with mailbox	M			
7.2.8	Support less than six keystrokes to transfer callers directly to voicemail	M			
7.2.9	Ability to support multiple message lights on one telephone	M			
7.2.10	Exit voicemail box to pre designated operator, assistant, receptionist	M			
7.2.11	Caller has the ability to mark voice messages as regular, urgent, private or future delivery	M			
7.2.12	If employees follow me feature is activated the caller can either leave a message or wait while the employee is located	M			
7.2.13	Ability for the caller to replay the message to be left	M			
7.2.14	Ability for the caller to delete the recorded message and re record	M			
7.2.15	Caller can leave the same message for another employee	M			
7.2.16	Caller is given the option to record another message for another employee	M			
7.2.17	Date time stamp for all messages	M			
7.2.18	Retrieve voicemail from any touchtone phone and include the following:	M			
7.2.18.1	Immediate prompts: Caller may enter any valid key sequence and the system will provide the functionality associated with the key sequence	M			
7.2.18.2	Edit the follow me/find me list	M			
7.2.18.3	Delete messages	M			
7.2.18.4	Undelete a deleted message during same voicemail session	M			
7.2.18.5	Reply to voice mail message through any telephone handset	M			
7.2.18.6	Forward voice mail through any telephone handset	M			
7.2.18.7	Spell name or specify ext. when addressing message	M			
7.2.18.8	Forward a message to a another employee	M			
7.2.18.9	Add an introductory message to a forwarded message	M			
7.2.18.10	Forward a message to a distribution	M			

	list				
7.2.18.12	Callback message originator of voice message based on originating Employee's information or CLID	M			
7.2.19	Mailbox management-Message disposition to include delete, save, reply, forward and forward to group	M			
7.2.20	Ability to define different types of greetings to include:	M			
7.2.20.1	No answer	M			
7.2.20.2	Busy	M			
7.2.20.3	Vacation with start and end date	M			
7.2.20.4	Specify call forward to personal greeting or busy greeting	M			
7.2.21	Message Retrieval	M			
7.2.21.1	Retrieve an inventory of messages in mailbox	M			
7.2.21.2	Retrieve an inventory of selected messages based on predefined selection criteria (e.g marked urgent etc.)	M			
		M			
7.2.21.3	Replay message from TUI	M			
7.2.21.4	Select which messages to hear first from TUI (e.g., Press 1 for urgent delivery , Press 2 from normal delivery etc.)	M			
7.2.21.5	Fast-forward and back while listening to voice mail	M			
7.2.21.6	Change the volume of the message playback	M			
7.2.21.7	Skip to the end of message	M			
7.2.21.8	Pause and resume while listening	M			
7.3	**Unified Messaging**				
7.3.1	The UM system must support Telephone User Interface (TUI) and Graphical User Interface (GUI) by computer access	M			
7.3.2	System must support fax on desktop and XML message delivery. Must support Windows server 2003 and Exchange 2003/2007. UM should support Web administration.	M			
7.3.3	Desktop dialing from LDAP address book must support logging date, time, status and billing codes with the ability to integrate billing codes and dialing string into the proposed call accounting system. Must use existing email addresses and deliver voicemail as either wav or mp3 files. Proprietary software must not be required for an employee to listen to voicemail. Caller ID information must be presented in email header.	M			
7.3.4	The UM system must support multiple location system integration via the WAN and delivery of messages to remote office users through Outlook. It is desired that certain mailboxes be capable of delivering broadcast messages to all system users or select subsets of users	M			
8	**System Administration**				
8.1	Secure administration for all sites on the network with system administrative authorization using web based tools.	M			
8.2	Ability to run basic diagnostic checks and backup as well as restore data to include site telecom database,	M			

	voicemail database, end user data and voicemail/email messages				
8.3	Ability to support remote administration at all sites (terminal services, VPN)	M			
8.4	Ability to program offsite from dialup or high speed access	M			
8.5	Easy synchronization of databases	M			
8.6	Ability to perform standard software changes (moves, adds, changes)	M			
8.7	Ability to build/modify/stations, trunk groups and trunk routing tables from a GUI using English language	M			
8.8	System must provide reporting to determine traffic/trunking requirements, processor busy levels and service quality and hardware status	M			
8.9	Traffic measurement tools to determine usage patterns	M			
8.10	Ability to execute program changes w/o rebooting the system	M			
8.11	Ability to change 6 digit routing entries for new office codes	M			
8.12	Equipment alert notification to designated internal telephones and external cell phone(s)	M			
8.13	Remote change of greetings	M			
8.14	Sys admin can block incoming calls based on list of selected numbers	M			
8.15	Sys admin can block selected outgoing calls (e.g. 900,976, etc.)	M			
8.16	Call management integrated with Microsoft Active Directory	M			
8.17	Training for Sys admins	M			
8.18	Written manual of procedures for sys admins.	M			
8.19	Complete documentation of network implementation	M			
8.2	Training for end users	M			
9	**Call Accounting System**				
9.1	Rate/cost calls based upon the service utilized	M			
9.2	Sort information for different billing periods	M			
9.3	Provide both detail and summary reports	M			
9.4	Sort data and report on the following:	M			
9.4.1	Report of calls made sorted in order of Long Distance Access Code	M			
9.4.2	Report on exceptions, undefined calls, etc.	M			
9.4.3	Sort Calls made by specific extension	M			
9.4.4	Sort calls made by length of call greater than/less than	M			
9.4.5	Sort calls by department or cost center	M			
9.4.6	Sort calls on cost	M			
9.5	Reflect average cost and show number of calls.	M			
9.6	Report the call from origination through all transfers	M			
9.7	Ability to automatically generate scheduled reports	M			
9.8	Ability to distribute reports automatically by email	M			
9.9	System must be able to export data to Excel, SQL, Access	M			
10	**System Integration**				
10.1	NICE recording system:				

10.1.1	System must integrate fully with the TCSO NICE recording system	M			
10.1.2	System must pass all CTI data to NICE system	M			
10.1.3	System must use full TAPI driver	M			
10.2	Positron Power 911				
10.2.1	System must fully integrate with Positron Power 911 system including Positron 1A2 unit	M			
10.2.2	System must pass and receive all call manager functions between Positron including call transfer, call patching, etc. without dispatcher staying on the line.	M			
10.2.3	System must allow TCSO dispatch to answer all Admin lines in Positron interface and perform all call management functions.	M			
10.2.4	System must integrate with Positron 1A2 unit and provide analog ports for dispatch pool of extensions.	M			
10.3	MIR3 Paging System				
10.3.1	System must provide internal PRI circuit for MIR3 and support PRI signaling protocols	M			
10.4	Mitel handsets				
10.4.1	System must be able to use Mitel VoIP handset models 5010, 5020, 5224	M			
10.5	Polycom Conference Phone				
10.5.1	System must be able to use Polycom Soundstation IP 4000	M			
10.6	TrixBox Phone System				
10.6.1	System must be able to integrate with TrixBox Phone System used by the Town of Jackson.	M			
11	**Warranty and Maintenance Contract Requirements**				
11.1	Warranty of all system components for a period of 1 year	M			
11.2	Warranty contract for 1 year of service after Warranty period	M			
11.3	Coverage of phones and analog adapters: 8x5 next business day	M			
11.4	Phone system hardware: 24x7 4 hours service	M			
11.5	Phone system software: software support and upgrade protection	M			

SECTION SIX: Organization and Content of Proposals

Proposals shall contain a straightforward, concise delineation of the Contractor's capability to satisfy the requirements of the Request for Proposal. Each proposal shall be submitted in the requested format and include all pertinent information necessary to evaluate the submission.

Proposal Contents:
Vendors shall adhere to the following organization in the development and submission of the proposal:

1. Identification of the Submitting Entity – State the name of the firm, mailing address, telephone number, fax number, email address, and authorized individual to negotiate on behalf of the firm.

2. <u>Project Teams</u> – Identify the project team members and their positions in the team. Outline the responsibilities of each member. Include any anticipated sub contractors or consultants within the project team. Detailed resumes should be attached to identify the experience and qualifications of the individual team members.

3. <u>Work Plan</u> – State in detail the proposed methods which will be undertaken to perform the requested scope of work. Include in your submission a project schedule and other exhibits detailing the schedule of activities in your work plan. Again, the Vendor shall provide a cost proposal that provides a detailed line item breakdown of parts and labor of the proposed cost to accomplish the project. Teton County/TCSO reserves the right to negotiate the cost with the selected Vendor.

4. <u>Payment Milestones</u> – Vendors will include a payment schedule that outlines project milestones and corresponding payments. The milestone schedule must include a milestone payment for twenty five percent (25%) of the project cost to be withheld by the Teton County/TCSO until final acceptance has been completed. The County\TCSO reserves the right to negotiate the Milestone Schedule with the selected Vendor.

5. <u>References</u> – Vendors must provide a list of past clients for which they have installed projects of a similar nature. For each reference include a contact name, phone number and address. Briefly describe the service provided for each reference. Include a minimum of two references and no more than four.

Acceptance:
Binding Offer – Each proposal shall be submitted by the Vendor with the understanding that the acceptance in writing of the County/TCSO of an offer to furnish the services described in the proposal shall constitute a contract between the Vendor and Teton County\TCSO which shall bind the Vendor to furnish and deliver the services in accordance with the conditions and specifications of said accepted proposal. This shall not negate the option of the County\TCSO to further negotiate with the selected Vendor.

Any contract resulting from this solicitation shall contain the terms and conditions included in this RFP, the successful proposal and any addenda issued pursuant thereto.

Payment Schedule:
The selected Vendor will be paid based upon the work completed in each payment milestone as outlined and agreed upon in the Payment Milestones Exhibit, and the service contract. When payment is due, the Vendor shall submit invoices according to the progress of the work. Twenty five percent (25%) of the total project amount will be held as a retainer until absolute final acceptance by the County\TCSO is attained.   = END =