



UVALDE COUNTY COURTHOUSE
UVALDE, TEXAS 78801

INVITATION TO BID: BID NO. 2016-03

This invitation to bid (proposal) and the accompanying SPECIFICATIONS SHEET are for your convenience in bidding the enclosed products and/or services for Uvalde County.

SEALED bids/proposals will be received in the office of the County Judge no later than:

10AM, Friday, October 21, 2016, CDT

MARK ENVELOPE: "Bid No. 2016-03 Upgrade of VoIP Business Telephony Systems"

Submit Responses to: William R. Mitchell
Uvalde County Judge
#3 Courthouse Plaza
Uvalde, Texas 78801

*Bidder shall sign and date the bid (proposal) on each page.
Bids (proposals) not signed and dated will be considered non-responsive.

Award of bid (proposal) will be made, October 24, 2016. To obtain results, or if you have any questions, please contact Administrative Assistant Valerie Del Toro Romero in the office of the Uvalde County Judge by calling (830) 278-3216.

Uvalde County reserves the right to reject any and all bids or proposal or any part of any bid or proposal. Quoted pricing and discounts should be valid for at least 90 days from the bid response date.

Please note that Uvalde County will select the vendor based upon the best overall solution and value to the County, and is not obligated to select the lowest price bidder. This RFP does not commit Uvalde County to any specific course of action. Uvalde County reserves the right to not select any vendor or purchase any goods and services resulting from this RFP.

Once submitted, proposals may not be modified and are considered the property of Uvalde County. Proposals provided after this time will be considered non-responsive, and will not be considered.

Any clarifications or questions about functionality, approach or pricing should be directed in writing by fax to Alice Chapman, Auditor at 830-278-9506. Please allow 2-3 business days for response, so you may plan your submission in a timely manner. Other forms of direct communication regarding the RFP will disqualify a bidder from consideration.

I. Introduction

Uvalde County is located in Uvalde, Texas and has been in business for 154 years and currently has 127 employees. Uvalde County is soliciting bids from reputable manufacturers and distributors of VoIP business telephony systems for an expansion of the existing telephone system to include the 38th District Offices located in Uvalde.

The selected vendor will be our primary source for the following:

- VoIP Business telephony systems; hardware and software, with voice mail, unified communications, text-to-speech, fax integration, and automated attendant to be used in our office. Feature requirements are detailed in Section IV and configuration requirements are detailed in section V.
- Secure network integration, installation and configuration services for this equipment.
- On-Demand Training of users and administrators.
- On-going maintenance of existing and new VoIP business telephony systems to be purchased.
- Upgrades to the installed systems as necessary.
- Secondarily, safeguarding the County advocacy of a Green environment.

Please note that the term "VoIP", "PBX" or "Key" system is used throughout this RFP for brevity purposes only, and not to specify or categorize the system as anything other than a VoIP business telephony system. The actual functionality required includes integration and interoperable functionality of all three.

II. RFP Instructions

A. Completing the RFP

Each question requires a written response. Additional documentation to support your answers will be accepted, however, the summary answers should stand on their own. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities.

Completion of the Interested Party Form is required to be notified of any addendums which may occur prior to RFP closing. It is the responsibility of the responding vendors to include acknowledgement of any Addendums. This form includes the name and contact information of the individual appointed as the coordinator for your RFP response. Failure to supply an Interested Party Form may result in being considered non-responsive.

The Interested Party Form should be faxed to 830-278-9506 prior to submission of proposal.

B. Proposal Format

Your responses should be provided in both physical and electronic form. Three (3) printed and bound copies; 1 marked as Original with original signatures, along with a USB drive containing a scanned copy of your proposal in pdf format. Binding may be of your choice, but does need to allow for easy removal of included materials and not exceed two (2") inches in width.

Note exterior labeling requirements described on RFP cover page.

C. Contract

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

D. Confidentiality

All material submitted for Uvalde County must be treated as confidential. Information submitted by any vendor will be considered confidential to Uvalde County and will not be used for any other purpose than evaluating vendor responses to this RFP.

E. Selection Process

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

1. Functionality of standard equipment and features to meet our specific needs
2. Availability of additional optional capabilities to add as needed
3. System growth and expansion
4. Ease of use
5. Ease of System administration
6. Product quality, reliability, and warranty plan
7. A credible commitment by the vendor to the product and to ongoing enhancement of both feature capabilities and service
8. A credible commitment by the manufacturer to the vendor
9. Vendor qualification including:
 - a. Overall experience and reputation in the industry
 - b. Experience with the proposed system
 - c. Service and support resources, including training of vendor installation and maintenance personnel
 - d. Verifiable quality of service provided by vendor to local area customers
10. Overall understanding of County's Network
11. Certifications for:
 - a. Proposed Product
 - b. Network Security; two (2) required in SonicWALL CSSN, minimum one (1) CSSP
 - c. Microsoft Silver Competency
12. Response of References supplied for similar hybrid deployments
13. Inclusion of all required documents

III. Vendor & Manufacturer Background

A. Company Information

1. List your company's legal name, address, and telephone number. Include parent company information if applicable.
2. How long has your company been in business?
3. How long has your company or division been providing VoIP business telephony systems and related equipment?
4. How long has your company been providing network management & maintenance for a telephony environment?
5. Indicate whether your company is the manufacturer or the distributor of the proposed equipment. If your company is a distributor of the product, describe the terms of your agreement with the manufacturer, the manufacturer's level of support, and what contingencies they have in place should your company fail to continue to support the product for any reason.
6. If your company is a distributor of the product, how long has your company been distributing the specific products being proposed?
7. How many employees do you have?
8. How many technicians are certified on the proposed and affected equipment?
9. When were the models of systems you are proposing first installed at customer sites?
10. VoIP Business telephony system?
11. Hybrid Integration with Digital system?
12. Provide a description of previous work and services provided to Uvalde County.
13. Provide manufacturer certifications for VoIP business telephony systems, Microsoft and SonicWALL certifications to ensure quality VoIP integration of solution recommended.

B. Manufacturing Quality Certification

Is the manufacturer of the proposed systems ISO 9001 certified as compliant with quality manufacturing standards? Is the manufacturer of the proposed systems ISO 14001 certified as compliant with environmental manufacturing standards? Does the manufacturer have a Green Policy?

IV. References

Provide a minimum of 3 references each for customers with projects similar to ours and for data network maintenance. Include contact names, telephone numbers, and addresses.

V. VoIP Business Telephony System Product Requirements

A. General Requirements

- A. Use the product requirement information listed in this document to provide detailed pricing for the proposed IP business telephony system configuration specified in section VI.
- B. Please provide product descriptions and brochures for the proposed IP business telephone system, voice mail system, telephone sets, attendant consoles, and other related equipment.
- C. Describe any special environmental considerations with regards to installation of hardware, such as power requirements, minimum and maximum acceptable temperature and humidity ranges, power consumption, heat dissipation, rack mounting space requirements, etc.
- D. The proposed system must be UL approved and listed. Please state the UL listing compliance of the proposed system.

B. System Requirements

1. System Capacities
The proposed system must be able to accommodate up to 800 users at full capacity. This includes capacity for at least 250 trunk lines and 800 telephones or endpoint devices. List these capacities of the proposed system.
2. Endpoint Device Configuration Flexibility
The proposed system must be able to configure at its full capacity whether using IP desk telephones, analog telephones, wireless endpoints, or any combination of each. List the maximum capacities using each of these type devices.
3. North American Transmission Standards

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

4. Multiple FCC Registration
5. The proposed system must be FCC registered. Our organization uses various types of trunk services so the business telephone system must be capable of being classified or tariffed as a Key system, Hybrid system, or PBX system as defined by the FCC. List the types of FCC registration available with the proposed system.
6. Hearing Aid Compatible
7. All proposed telephone equipment must comply with rules adopted by the Federal Communications Commission that specify all telephones in workplaces of 20 employees or more must be hearing aid compatible. Describe the attributes of the proposed system and telephone sets as it relates to this.
8. Manufacturer's Support
9. All hardware and software must be the current offering provided by the manufacturer, and that which receives the highest level of support available from the manufacturer. State whether the proposed system is the latest available version of both hardware and software and if not, explain what is being proposed and why.
10. Mean Time Between Failure
11. What are the manufacturer's stated "Mean Time Between Failure" statistics for the business telephone system and telephone sets being proposed? Explain the methodology for how these statistics are calculated. Explain any design factors that promote product reliability.

C. System Architecture

1. Scalability and Expansion

The proposed system must be expandable in design, with little or no loss of original equipment utility resulting from physical or software expansion. Physical capacity must be expandable by the simple addition of equipment or software without losing the original investment. Describe the attributes of the proposed system as it relates to scalable design and expansion.

2. Single or Multiple Site Configuration

The proposed system must be able to function as one integrated system in either single or multiple site distributed configurations. Describe how the proposed system works in this regard.

3. Rack Mounting Options

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

4. Server Requirements

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

D. System Power

1. Power Consumption

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

2. Power Surge Protection

Are there any special surge protection requirements of the system beyond normal devices typically used with servers?

3. System Battery Backup or UPS

Describe the type battery backup or uninterruptible power supply (UPS) you recommend to power the proposed system for 2 hours at peak traffic load during an AC power outage. What equipment is required? Does the system immediately switch over from AC to battery or UPS power, or does the system have to be restarted? What occurs to the calls in progress during a loss of AC power? How long will the battery or UPS hold the system up before a complete shutdown occurs?

4. Grounding

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

E. System Administration

1. Maintenance Administration

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

2. System Fault Finding and Diagnostics

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

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

F. System Interfaces

1. Analog CO Line/Trunk Interface
Can the proposed system support both ground start and loop start analog lines? Can both be supported from the same gateway interface? Describe what equipment is required.
2. Digital Trunk T1 Interface
Can the proposed system support T1 interface? How many T1 interfaces and trunks will the system support in relation to the maximum trunk capacity?
3. Digital Trunk ISDN Primary Rate Interface (PRI)
Can the proposed system support ISDN Primary Rate Interface? How many PRI interfaces and trunks will the system support in relation to the maximum trunk capacity?
4. DID Interface
Does the proposed system support Direct Inward Dialing? How does it work? Are DID trunks available on an analog interface as well as the proposed system's digital T1 or PRI interface? What additional system equipment is required?
5. SIP Trunk Interface
Can the proposed system support SIP trunk connection? What additional system equipment is required to support SIP trunks?
6. SIP Telephone Interface
Does the proposed system support SIP telephones? Do SIP telephones provide the same feature set as proprietary telephones proposed? What additional system equipment is required to support SIP telephones?
7. Analog Telephone Interface
Does the proposed system support analog telephones? Do analog telephones provide the same feature set as proprietary telephones proposed? What additional system equipment is required to support analog telephones?

G. Unified Communications (UC)

Unified communications helps improve business efficiency by imbedding communications capabilities within commonly used business applications. Describe the

UC applications available with the proposed telephone system and any additional hardware or software required to support them.

H. Computer Telephony Integration (CTI)

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

1. Desktop CTI

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

2. System-wide CTI

Describe system-wide CTI capabilities available with the proposed telephone system. Describe any additional software or hardware required to support these capabilities. Is a software developer's kit available for third party custom development?

I. Voice Over Internet Protocol (VoIP)

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

1. IP Telephone Local Users

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

2. IP Telephone Remote Users

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

3. Remote User Setup

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

4. Virtual Private Network (VPN)

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

5. Network Address Translation (NAT)
Does the proposed system support NAT for remote IP telephone communication via the private IP network or the Internet? What are the advantages/disadvantages of NAT vs VPN?
6. Virtual Local Area Network (VLAN)
Does the proposed system support 802.1Q Virtual Local Area Network (VLAN) capabilities? How is VLAN used in the proposed system?
7. IP Protocols Supported
Which IP protocols does the proposed system use with its IP telephones (MEGACO, MGCP, H.323, SIP, etc.)? What are the advantages/disadvantages?
8. IP Telephone Auto-registration
When either new IP telephones are added to the IP network or existing IP telephones are relocated, does the proposed telephone system provide auto-registration to automatically assign or move the telephone in system programming?
9. Powering IP Telephone Sets over Ethernet LAN
Can IP telephones be powered over Ethernet as an alternative to local AC power for each individual telephone? What equipment is required?
10. PC Connection to IP Telephones
Can the proposed IP telephones be used as an Ethernet hub/switch for connection of a PC? How is this connected?
11. Bandwidth Requirements and CODECs
How much bandwidth on the IP network is required for each IP telephone? If multiple choices, what are the advantages/disadvantages? What CODECs are supported? Can the proposed system support the use of multiple CODECs simultaneously? (For example, a call originating and terminating within the same LAN segment uses G.711, while another call that traverses the WAN uses G.729a.)
12. Quality of Service (QoS)
Discuss how quality of service is handled in the proposed system. What QoS protocols/standards does the proposed system support?
13. IP Telephone Survivability

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

14. VoIP Network Readiness Assessment

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

15. IP Interoperability Standards

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

	Interoperability Standard:	Support: Yes/No?	Comments or Explanation: (Partial, Future, etc.)
1.	802.11b		
2.	802.1d		
3.	802.1p		
4.	802.1q		
5.	802.3		
6.	802.3af		
7.	CBWFQ		
8.	Committed Access Rate		
9.	CRTP		
10.	DCL		
11.	DHCP		
12.	DiffServ		
13.	DNS		
14.	FAX - Group 3		
15.	FAX - Group 4		
16.	G.711		
17.	G.723.1		
18.	G.726		
19.	G.728		
20.	G.729		
21.	G.729a		
22.	H.225		
23.	H.245		
24.	H.323		
25.	IP Precedence		
26.	Ipv6		
27.	MEGACO		
28.	MGCP		
29.	Policy Based Routing		
30.	PQWFQ		
31.	Q.931		
32.	Q.SIG		
33.	RED		
34.	RSVP		
35.	RTCP		
36.	RTP		
37.	RTSP		
38.	SCCP		
39.	SIP		

40.	SNMP		
41.	T.120		
42.	T.37		
43.	T.38		
44.	TAPI		
45.	TFTP		
46.	TCP/IP		
47.	UDP/IP		
48.	Weighted Fair Queuing		
49.	Weighted RED		

J. System Features

1. Account Codes

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

2. Contact Center and Automatic Call Distribution (ACD)

Provide a brief overview of Contact Center capabilities. Discuss ACD functional routing capabilities, historical reporting capabilities, multi-media contact functionality, and what options are available. Describe any additional equipment or software required to support these capabilities.

3. Automatic Off-hook Line Selection

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

4. Automatic Station Relocation

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

5. Automatic Number Identification (ANI)

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

6. Caller ID

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

7. Dialed Number Identification Service (DNIS)

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

8. Background Music and Music On Hold

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

9. Barge-in/Executive Override

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

10. Busy Override Tone

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

11. Busy Telephone Transfer Ringing

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

12. Call Duration Display

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

13. Call Forward

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

14. Call Pickup

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

15. Call Transfer Options

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

16. Camp-on

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

17. CO Trunk Line Identification

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

18. CO Line/Trunk Groups

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

19. Conference

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

20. Trunk-to-Trunk Connections

Does the proposed system support trunk-to-trunk connections that are left joined from a conference? How does this work? How many such connections can be simultaneously supported on the system? Can analog telephones and voicemail/auto attendant ports also set up trunk-to-trunk conferences?

21. Credit Card Calling

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

22. Delayed Ringing

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

23. Direct Inward System Access (DISA)

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

24. Disconnect Supervision

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

25. Distinctive Ringing

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

26. Do Not Disturb

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

27. Do Not Disturb Override

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

28. Door Phones

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

29. Door Lock Control

Does the proposed system interface with electronic door lock devices to provide remote unlock functions? Can a button be programmed on a telephone to remotely unlock the door at the press of a single button? What additional system equipment is required for this capability?

30. DSS Buttons with Busy Lamp Field

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

31. Enhanced 911 Operation

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

32. Flexible Button Assignment

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

33. Feature Sequence Buttons

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

34. Flexible Intercom Directory Number Assignments

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

35. Flexible Line Ringing Assignments

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

36. Hands-free Intercom

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

37. Headset Compatible

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

38. Hold Options

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

39. Hot Desk

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

40. LED Indicators

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

41. LCD Alphanumeric Messaging

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

42. LCD Feature Prompting

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

43. LCD Integrated Directory Dialing

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

44. Least Cost Routing (LCR)

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

45. Lost Call Treatment

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

46. Message Waiting

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

47. Microphone Control

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

48. Multiple Directory Number Call Coverage

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

49. Multiple Language Choices

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

50. Networking of Multiple Systems

The proposed telephone system must be capable of networking multiple systems together to work as one large system. This must include the capability to distribute voicemail messages between all locations, answer incoming calls for all locations at the main location, and dial between locations using a coordinated dialing plan. Describe how these needs will be met with the proposed system.

51. Night Service

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

52. Off-hook Call Announce

Describe how off-hook call announce is initiated to and received from the telephone. Does the announcement come through the handset or the speaker on the telephone? How is control provided over the use of off-hook voice announce? Is additional equipment required to send or receive off-hook call announcements? Can availability of this feature be programmed by telephone?

53. On-hook Dialing with Hot Dial Pad

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

54. Paging - Internal

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

55. Paging - External

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

56. Park Zones

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

57. Pooled Line Button Access

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

58. Private Trunk Lines

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

59. Privacy/Non-Privacy

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

60. Release/Answer Button

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

61. Redial Capabilities

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

62. Ringing Line Preference

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

63. Hunting

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

64. Station Message Detail Recording (SMDR)

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

65. Personal Speed Dial

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

66. System Speed Dial

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

67. Telephone Queuing

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

68. Trunk Queuing

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

69. Toll Restriction

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

70. Toll Restriction Override

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

71. Outgoing Call Restriction

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

72. Tenant Service

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

73. Volume Control

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

74. Voice or Tone Calling Option

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

K. Attendant Console Features

1. Single-screen Call Processing

The attendant console must be quick and simple to use. This means the operator must be able to perform all call processing functions without navigating through a series of menus. Does the proposed attendant console perform all call processing from a single screen?

2. Answer Button with Priority

Can an answer button be used to automatically answer the next call ringing regardless of what line or other button it is ringing in on? How does the proposed attendant console or system determine which call is next if multiple calls are ringing? Is it just first come first served, or is this programmable by the user to give priority to certain types of calls? Does this function also apply to recalls or transferred calls?

3. Incoming Call Identification and Selective Answering

Does the proposed attendant console identify the type of call ringing? Can the operator override the answer button priority to selectively answer a certain call? How is this accomplished?

4. Answer Prompting by Type of Call

Our operators answer calls differently based upon the type of call or department they are calling. Can the proposed attendant console display information on the screen to tell the operator how to answer based upon the number the caller dialed?

5. Call Transfer Operation

The operator needs a fast and efficient method of transferring calls as their primary function. Describe the methods available for transferring calls with the proposed attendant console.

6. Attendant Conference Setup

Can the attendant set up a conference call for other telephone users by calling outside parties and then adding internal telephones to the call? How does this work?

7. Auto Dialing

The operator needs the ability to auto dial both internal telephones and external telephone numbers. Can the proposed attendant console provide this capability?

Does the console's dialing directory have a search capability by name, partial name, or initial?

8. Busy Lamp Field (BLF) Display

Does the proposed attendant console display telephone status to indicate if telephones are busy on a call or in Do-not-disturb (DND) mode? Does it display the telephone directory number, name, or both?

9. Call Waiting Count

Our operator sometimes gets overloaded with incoming calls and must request assistance. How does the proposed attendant console tell the operator how many calls are waiting to be answered? Screen display? Audible alarm?

10. Color CRT Display

Attendant applications must use color to distinguish different functions, display areas, status, etc., making them easier to use. Does the proposed attendant console provide a color display to accomplish this?

11. Dial "0" For Attendant

Our telephone users want to just dial "0" to reach the operator. This is easier than looking up the telephone number, especially when transferring calls to the operator. Does the proposed attendant console provide 0 dialing for the operator? What if there are more than one attendant console?

12. Dial Outside Number For Telephone User
Can the operator of the proposed attendant console dial an outside telephone number for a telephone user? How does this work?
13. Direct Station Selection (DSS)
Can the proposed attendant console call a telephone directory number simply by pressing a DSS button? Can these DSS buttons be used to transfer calls to these telephones? How does this work?
14. Directory Display and Dialing
Does the proposed attendant console display a directory of telephone users? Can the directory display names, numbers, or both? Can the directory display be used for DSS calling and call transferring as well as display BLF status? How does this work?
15. DTMF Signaling From Dial Pad
The operator needs to be able to interact with outside devices via DTMF signaling. Can DTMF tones be generated from the keyboard of the proposed attendant console?
16. Emergency Calls
Telephone users need a way to get through to the operator immediately even if the operator is busy on an existing call. Does the proposed attendant console provide a way for telephone users to place emergency calls to the operator? How is the operator notified that the call is an emergency call?
17. Emergency Page
Can the proposed attendant console provide a fast and efficient method to page all telephones and/or over external paging speakers? How is this done?
18. Feature On-Line Help
Does the proposed attendant console provide on-line user instructions and help information? How is it accessed?
19. Headset Operation
Can a headset be plugged into the proposed attendant console? Does it require any additional or optional interfaces?
20. Hold Button and Display Functions
When the operator puts calls on hold on the proposed attendant console, how are holding calls displayed? Can one be distinguished from another to know who they are holding for? Is a timer available to show how long they have been holding? Will held calls recall and ring after they have been on hold for a programmable amount of time?
21. Incoming Attendant Call Statistics
Can the proposed attendant console or system collect statistics on incoming calls to the operator? What statistics are collected and for what period of time?

22. Maintenance & Administration From Console
Can routine maintenance and administration functions be performed from the proposed attendant console? What functions can be performed?
23. Message Center
Does the proposed attendant console provide a message database in which the operator can enter typed messages for other telephone users? How does the operator notify telephone users that they have a message? Can messages be displayed on-screen or printed on demand?
24. Multiple Console Operation and Load Sharing
How many attendant consoles can be in simultaneous operation on the proposed system? If more than one console is in operation, how are incoming calls distributed between them?
25. Multi-tasking
Is the proposed attendant console a dedicated workstation, or can it also be used for administration and other purposes? What other functions can the console be used for? If the attendant console is a PC-based platform, can other applications run simultaneously in a Windows environment? How will this affect the performance of the attendant console application?
26. Overflow
Can the proposed attendant console re-route ringing calls to another destination if they have not been answered within a designated amount of time? Is the amount of time programmable?
27. Override
The operator often needs to reach telephone users even if they are busy on a call or in Do Not Disturb (DND) mode. Does the proposed attendant console enable the operator to override DND or busy status when calling a telephone?
28. Position Busy Mode
When the operator takes a break or is away from the console, how is it placed into an unattended mode? Where do the calls ring during this unattended mode?
29. Split Button
Can the proposed attendant console split the source and destination parties from each other on a conference call? How does this work?
30. Through Dialing
Some telephones are toll restricted and cannot call long distance unless they go through the operator. Does the proposed console enable the operator to extend otherwise denied trunk line access to telephone users? Can this be done on a selective or call-by-call basis?

31. Transfer Direct to Voice Mail

If the operator knows the requested telephone user is not available, they need to transfer the call directly to the requested party’s mailbox rather than to the telephone because it may not be properly forwarded to voice mail. Does the proposed attendant console have the ability to transfer the call directly to an individual mailbox? How does this work?

32. Volume Control

Does the proposed attendant console provide independent controls for handset/headset volume and ringing volume? Can the volume be increase while active on a call?

L. Telephone/Endpoint Equipment

1. Telephones, consoles, and accessories

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

2. IP Softphone

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

3. Wireless telephone equipment

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

4. Fixed Mobile Convergence (FMC)

Describe the FMC application available with the proposed system. FMC is presumed to enable the user of smart cellular telephones to use these devices as PBX extensions both locally via the wireless LAN and remotely via a cellular network, and have the ability to handoff between the WLAN and cellular networks during an active call.

M. Telephone System Feature Summary Chart

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

System Features:	Standard	Optional	Not Available	Comments:
Account Codes - Voluntary				
Account Codes - Forced				
Account Codes – Verified				

Automatic Call Distribution (ACD)				
ACD Multiple Group Agent Login				
ACD Priority Queuing				
ACD Skills-based Routing				
Automatic Number Identification (ANI)				
Automatic Off-hook Line Selection				
Automatic Recall (Hold, Transfer)				
Automatic Station Relocation				
Background Music Interface				
Backgr. Music/MOH Separate Interfaces				
Background Music Through Telephones				
Battery Backup - System				
Battery Backup - Memory				
Barge-in Override				
Busy Override Tone				
Busy Station Transfer/Ringing				
Call Duration Display				
Call Forward - All Calls				
Call Forward - Busy				
Call Forward - No Answer				
Call Forward - Busy/No Answer				
Call Forward - Fixed				
Call Forward - External & Remote Change				
Call Forward - System-wide Default				
Call Forward Override				
Call Pickup - Directed Telephone				
Call Pickup - Telephone Group				
Call Pickup - Ringing CO Trunk Line				
Call Pickup - Ringing CO Trunk Group				
Call Pickup - Holding/Parked				
Call Transfer Immediate				
Call Transfer with Announcement				
Call Transfer with Camp-on				
Call Transfer Recall				
Call Record to Voice Mail				
Call Waiting with Camp-On Tone				
Caller ID				
Caller ID History				
Centrex/PBX Feature Buttons				
Centrex Ringing Repeat				
Class of Service - Telephone				
Class of Service - Traveling				
CO Trunk Line Identification				
CO Line/Trunk Groups				
CTI Desktop TAPI Support				
CTI System-wide CSTA Link				
Conference				
Conference Split				
Continuous DTMF Signal Tone				
Credit Card Calling ("0+" Dialing)				

Delayed Ringing				
Dialed Number ID Service (DNIS)				
Direct Inward Dialing (DID)				
Direct Inward System Access (DISA)				
Disconnect Supervision				
Distinctive CO/Intercom Ringing				
Distinctive Telephone Ringing				
Do Not Disturb				
Do Not Disturb Override				
Door Lock Control				
Door Phone Interface				
DSS/BLF Buttons				
DTMF and Dial Pulse Compatible				
DTMF Continuous Tone				
Enhanced 911 Operation				
Feature Sequence Buttons				
Flexible Button Assignment by User				
Flexible Extension Numbering				
Flexible Line Ringing Assignment				
Hands-free Answerback on Intercom				
Handset Volume Control				
Headset Compatible				
Hearing Aid Compatible				
Hold - Automatic				
Hold - Exclusive				
Hold - Recall				
Hot Desk				
Instant Messaging				
Least Cost Routing				
Live System Programming				
LED Two-Color Indicators				
LED Flash Rates By Condition				
LED Line in Use (I-Use) Indication				
LED Line on Hold (I-Hold) Indication				
LCD Alphanumeric System Messages				
LCD Alphanumeric Personal Messages				
LCD Absence Messaging				
LCD Busy Telephone Messaging				
LCD Feature Prompting with Soft Keys				
Message Waiting – IP Telephones				
Message Waiting – Analog Telephones				
Message Stutter Dial Tone –Analog phones				
Microphone Control Button				
Microphone Sensitivity Control				
Modular Expansion System Design				
Multiple Directory Numbers				
Multi-language LCD Display				
Multiple FCC Registration (KF,MF,PF)				
Networking of Multiple Systems				
Network Coordinated Numbering				

Network Centralized Attendant Service				
Network Centralized Voice Mail				
Network Centralized Network SMDR				
Network Distributed Network SMDR				
Night Service Scheduled Auto Activation				
Night Ringing Call Pickup				
Night Ring Over External Page				
Night Ring Over External Page Zones				
Non-blocking Architecture & Dialing				
Off-Hook Call Announce				
On-hook Dialing with Hot Dialpad				
Outgoing Call Restriction				
Paging - Internal Telephone Speakers				
Paging - Internal Telephone Groups				
Paging - External Interface				
Paging - External Zones				
Park Zones				
Personal Admin for Individual Users				
Pooled Line Keys				
Power Failure Transfer				
Presence				
Privacy/Non Privacy Option				
Privacy Button				
Privacy Release Button				
Private CO Trunk Lines				
PC Programming & Upload/Download				
Redial - Last Number Dialed				
Redial - Automatic Busy Redial				
Release Key				
Release/Answer Key				
Remote Maintenance/Administration				
Ringing Line Preference				
Speakerphone				
Speed Dial Buttons				
Speed Dial Directory Dialing on LCD				
Station Hunting - Voice Calls				
Station Hunting - Data Calls				
Station Message Detail Recording (SMDR)				
Station Queuing				
Station Speed Dialing				
System Speed Dialing				
System Fault Finding & Diagnostics				
System Alarms				
Telephone Set Upward Compatibility				
Tenant Service				
Through Dialing				
Toll Restriction				
Toll Restriction Override Codes				
Toll Restriction Speed Dial Override				
Traffic Measurement & Reporting				

Trunk Queuing				
Trunk-to-Trunk Connections				
Trunk types:				
- Analog Loop-start				
- Analog Ground-start				
- Analog DID				
- Primary Rate Interface (PRI)				
- T1 Interface				
- SIP Trunks				
Uniform Call Distribution (UCD)				
Voice Mail Conference				
Voice Mail LCD Feature Display/Prompts				
Voice or Tone Calling Options				
Volume Control - Handset				
Volume Control - Ringing				
Volume Control - Speaker				
Wireless Fixed Mobile Convergence (FMC)				
Attendant Console Features:				
Answer Button with Priority				
Answer Prompting by Type of Call				
Attendant Conference Setup				
Auto Dialing - Internal Telephones				
Auto Dialing - Outgoing Speed Dial				
Busy Lamp Field Display				
Call Transfer				
Call Waiting Count Display				
Caller ID/ANI Display				
Color CRT Display				
Dial "0" For Attendant				
Dial Outside Number for Telephone User				
Direct Station Selection				
Directory Display and Dialing				
DTMF Tone Signaling from Dialpad				
Emergency Call				
Emergency Page				
Feature Help On-line				
Headset Compatible				
Hold Button and Display				
Hold Timer Display				
Hold/Park and Page Combined				
Incoming Call Identification				
Incoming Attendant Call Statistics				
Multiple Console Operation & Load Share				
Keyboard or Mouse Operation				
Maint./Admin. from Attendant Console				
Message Center				
Message Waiting				
Multi-tasking				
Night Transfer				
Overflow				

Override				
Position Busy Mode				
Release Button				
Split Button				
Selective Answering by Call Type				
System Speed Dial Access				
Through Dialing				
Transfer Direct to Voice Mail Box				
Volume Control				

VI. Voicemail/Unified Messaging Product Requirements

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

A. General Requirements

1. System Environmental Requirements

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

2. System Registration

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

B. System Requirements

1. System Expansion

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

2. System Capacities

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

Capacity Criteria	Minimum Capacity	Maximum Capacity
Number of voicemail ports		
Number of mailboxes	Match # of phones	+1 for each location
Length of message	1:00	45:00
Amount of message storage	40 per mailbox	100

C. System Administration

1. Security Features

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

- Minimum/maximum password length? Who controls the length?
- Can they be viewed by the system administrator?
- Can passwords be reset? By whom?
- Can they be locked after a certain number of invalid attempts?
- What notification is provided when a mailbox is locked out due to excessive repeated invalid attempts?
- Can the number of dial-out digits be controlled to help prevent toll fraud?

2. Mailbox Options

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

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

3. Internal Maintenance

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

4. System Backup

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

5. Remote Administration

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

6. Reports
Discuss your system's ability to provide reports. Discuss what reports could be used for securing the voice mail system and providing management information. Can reports be stored, printed on demand, and emailed?
7. Customization Tools
Does the proposed system provide customization capabilities to create feature customization and additional applications? Please describe these capabilities and give some examples how these tools can be used.

D. Features

1. Audiotext (Information Only Mailboxes)
Does the proposed system have mailboxes designed only to dispense information without the option for the caller to reply to the message? Will the system automatically disconnect the caller after the information has been delivered? Could the caller be transferred to another mailbox/extension at the conclusion of the message? How many mailboxes can be created to dispense information? Is the message length programmable?
2. Automated Attendant
The voice mail system is required to have automated attendant as part of its platform. Will the automated attendant offer supervised and unsupervised transfers, which could be automatically changed by time of day, day of week, and holidays? If a caller, using the automated attendant, finds they are going into voice mail, what must they do to call another extension or return to the operator?
3. Broadcast Messages
Does the system administrator have the ability to create and deliver system wide messages? Does the individual subscriber have that same capability? Can that be controlled through class of service?
4. Called Identification
Does the proposed system offer the capability of announcing the called party prior to connecting a call?
5. Call Screening
Describe the call screening capabilities of the proposed system.
6. Directory
Indicate whether the proposed system offers a directory of all extension/mailboxes within the system? How and when can the directory be accessed? How are the names logged into the directory? Describe the procedure undertaken by the system to look for a match.

7. Distribution Lists

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

8. Do Not Disturb

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

9. Forwarding Messages

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

10. Follow-me Call Routing

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

11. Caller ID Routing

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

12. Greetings

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

13. Guest Mailboxes

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

14. LCD Feature Prompting with Soft Key Operation

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

15. Future Delivery Options

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

16. Message Type

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

17. Private Messages

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

18. Return Receipt Request

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

19. Message Playback Order

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

20. Message Playback Controls

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

21. Volume Control

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

22. Message Purging

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

23. Message Undelete

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

24. Recall/Delete Sent Message

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

25. Message Reply

Will the proposed system enable the user to reply to a message sent within the system by simply depressing a single digit, thus eliminating the need to input the message

originator's mailbox number? Does the message have all the same delivery options that a newly created message has, i.e., urgent and confidential?

26. Callback

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

27. Message Date and Time

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

28. Message Length Control

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

29. Message Notification

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

30. Message Retrieval Control

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

31. Message Waiting Indication

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

32. Networking (AMIS)

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

33. Receiving Messages/Message Review

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

34. Recording Telephone Calls in Voicemail box

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

35. Transfer Direct to Voice Mailbox

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

36. Single Digit Menus

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

37. Reminder and Wake-up Calls

Does the proposed system enable mailbox users to set reminder or wake-up calls?

Can they ring either locally connected telephones or outside telephone numbers? Can they be either one-time or re-occurring at the user's option?

E. Interactive Voice Response (IVR)

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

F. Unified Messaging

1. Describe the unified messaging capabilities of the proposed voicemail system.
2. Does unified messaging run on the same hardware platform as the voicemail and other applications? Can all of these applications run concurrent on the same hardware platform?
3. Does unified messaging on the proposed voicemail system support IMAP4 Synchronization?

4. Does unified messaging on the proposed voice processing system support other email servers in addition to Outlook?

G. Facsimile Services

1. Describe the fax capabilities of the proposed voicemail/unified messaging system. Does it include Fax on Demand?

2. What additional software or hardware equipment is required to support these fax capabilities? Does the fax application run on the same hardware platform as the IVR, voicemail and unified messaging applications? Can all of these applications run concurrent on the same hardware platform?

3. Does the proposed system offer Fax Tone Detection capabilities to automatically route fax calls to the fax machine?

H. Feature Summary Chart

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

Voice Processing System Features:	Standard	Optional	Not Available	Comments:
Audiotext				
Automated Attendant				
Broadcast Messages				
Busy Greetings				
Callback				
Called Identification				
Call Screening				
Caller ID Call Routing				
Directory				
Distribution Lists				
Do Not Disturb				
Follow-me Call Routing				
Forwarding Messages				
Future Delivery				
Guest Mailboxes				
LCD Feature Prompting with Soft Keys				
Message Type				
Message Notification				
Message Waiting Indication				
Message Date & Time by Request				
Message Date & Time				
Message Forwarding				
Message Length Control				
Message Playback Controls				
Message Playback Order				

Message Purging				
Message Reply				
Message Retrieval Control				
Private Messages				
Networking (AMIS)				
Receiving Messages/Message Review				
Recall/Delete Sent Message				
Record to Voice Mailbox				
Return Receipt Request				
Reminder and Wake-up Calls				
Single-Digit Menus				
Transfer Direct to Voice Mailbox				
Volume Control				

VII. System Requirements

A. Required Capacities of Proposed VoIP Business Telephony System

The following are the stated capacities of the system to be installed for Uvalde County.

IP BUSINESS TELEPHONY SYSTEM NEEDS

UVALDE COUNTY - PHONE/LINES by DEPARTMENT

Department	Total	Phone Number	Location
County Judge	4	Main: (830) 278-3216	1st Floor County Judge
		Fax:(830) 278-8703	1st Floor County Judge
		RO#: (830) 278-4021	1st Floor Court Coordinator
County Clerk	7	Main: (830) 591-9223	1st Floor Court Coordinator
		Main: (830) 278-6614	1st Floor County Clerk
		Fax: (830) 278-8692	1st Floor County Clerk
County Clerk Compliance	1	RO#: (830) 278-4982	1st Floor County Clerk
		Main: (830) 278-6614	1st Floor County Clerk
		Fax (830) 278-8809	1st Floor Treasurer
County Treasurer	5	Main: (830) 278-5821	1st Floor Treasurer
		Fax (830) 278-8809	1st Floor Treasurer
		Main: (830) 278-3225	1st Floor TA/C
Tax Assessor/Collector	6	Fax: (830) 486-0062	1st Floor TA/C
		RO#: (830) 278-8791	1st Floor TA/C
		Main: (830) 278-3921	2nd Floor JP #1
Justice of the Peace, #1	2	Fax (830) 278-6662	2nd Floor JP #1
		Main: (830) 278-3918	2nd Floor District Clerk
District Clerk's Office	7	Fax (830) 591-1344	2nd Floor District Clerk
		Main: (830) 278-3918	2nd Floor DC Compliance
District Clerk Compliance	1	Main: (830) 278-3913	2nd Floor District Judge
District Judge's Office	4	Fax (830) 278-7502	2nd Floor District Judge
		RO#: (830) 278-3533	2nd Floor District Judge
		Main: (830) 278-2916	2nd Floor District Attorney
District Attorney's Office	5	Fax: (830) 278-4731	2nd Floor District Attorney
		RO#: (830) 278-2934	2nd Floor District Attorney
		RO#: (830) 591-2724	2nd Floor District Attorney
		Main: (830) 278-3904	3rd Floor JP #4
Justice of the Peace, Pct. #4	2	Fax (830) 278-8750	3rd Floor JP #4
		To be determined	3rd Floor TABC Office
Elections Administrator	2	Main: (830) 591-0181	3rd Floor Auditor
Auditor's Office	5	Fax (830) 278-9506	3rd Floor Auditor
		Main: (830) 278-8167	3rd Floor Assoc. Judge
Assoc. Judge's Office	3	Fax (830) 278-3017	3rd Floor Assoc. Judge
		1line-->	Portable
Justice of the Peace, Pct. #2	2	Main: (830) 988-2462	Offsite-111N. Front Ave W-Sabinal, Texas
		Fax (830) 988-3182	Offsite-111N. Front Ave W-Sabinal, Texas

Justice of the Peace, Pct. #3	2	Main:(830) 966-3445	Offsite-343 Main St.-Utopia, Texas
		Fax (830) 966-3445	Offsite-343 Main St.-Utopia, Texas
Nutrition Center	1	Main: (830) 278-8868	Offsite-420 W. Nopal Uvalde
Road Department	3	Main: (830) 278-9213	Offsite-2967 US-83 North Uvalde
		Fax (830) 591-0214	Offsite-2967 ·US-83 North Uvalde
Courthouse Elevator Line		Main: (830) 591-1023	Courthouse Elevator
Out dial Lines		Out dial: (830) 278-4666	Uvalde Courthouse
		Out dial: (830) 278-6615	Uvalde Courthouse
		Out dial:(830) 278-6662	Uvalde Courthouse
		Out dial: (830) 278-1482	Uvalde Courthouse
		Out dial: (830) 278-2376	Uvalde Courthouse
		Out dial: (830) 278-9563	Uvalde Courthouse
*Adult Probation	17	(830) 278-6671	
Using existing phones		(830) 278-1122	
		(830) 278-3157	
		(830) 278-4814	
		(830) 278-6672	
		(830) 278-6673	
		(830) 278-9333	
		(830) 278-9335	
Courthouse Total	54		
Offsite Offices	25		
Total # of new Phones	62		

OTHER REQUIREMENTS

- Message waiting lamps on all telephones
- System administration hardware and software
- Hardware and software for modem pooling
- ACD software and hardware. Include capability for reporting
- LCR software
- Battery backup, 2 hours minimum.
- SIP Trunk Interface
- Fax to Email capability
- Integration/Utilization of existing phones to best reduce costs for the County
- Show proof of understanding of County's Network

VIII. Pricing

A. Equipment & Installation

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

Costs to include:

- System equipment & installation with integration with existing digital system in place,
 - to include network changes required for this implementation
- 5-year hardware warranty & software support
- Porting of existing phone numbers to new provider (POTS to SIP)
- Cost to provide 5-year maintenance & service
- Cost details for moves and changes for 5 years
- Cost to provide ongoing design changes
 - to include the telephony system and network systems affected
- Cost of additional equipment by line item & licensing; after installation
 - Note: hardware pricing & labor must be guaranteed for 5 years

B. Training

End user and administrator training will be required. Final pricing should include pre- and post-cutover training costs for a period of 5 years.

C. Leasing

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

IX. Installation Service and Maintenance

- A. *Explain in detail the installation and warranty coverage, and time period of the warranty.*
- Standard warranty
 - Extended warranty options
- B. *After the warranty period, what does your company offer in regards to service arrangements.*
- C. *What are your standard maintenance hours? What are your optional plans, if any? Cost?*
- D. *Does cabling provided under a separate contract (through your company or another) effect maintenance or warranty plans and costs? If so, how?*
- E. *Break down service costs as follows:*
- Per call basis (Service Call without Maintenance Agreement)
 - Per call basis (Moves, Add, or Changes without Maintenance Agreement)
 - Annual Maintenance Agreement (quote should be for the year immediately following expiration of warranty)
 - Multi-year Maintenance Agreement (quote should be for the proposed specified number of years period immediately following expiration of warranty)
- F. *Is your maintenance rate based upon a per port charge, a device charge, a combination of the two, percentage of the system price, etc.? If not simply a system total, list each item and its monthly or annual charge.*
- G. *If the long-term service agreements are subject to price increases, please state the basis on which these increases can be made.*
- H. *Explain in detail how additional equipment added to the basic system will increase service costs.*
- I. *How often would service rates be adjusted due to additions to the system?*

- J. *Is preventive maintenance included during the warranty period and while the system is under a maintenance agreement?*
- How often is preventive maintenance performed?
 - What, specifically, is performed during each preventive maintenance session?
- K. *Does your company offer a software maintenance plan which assures the user will have the most current version of system features installed?*
- L. *What are your response times during and after the warranty period? Any differences? Explain.*
- M. *Service Calls — What are your response times for:*
- Complete system failure (define a system failure)
 - Major service malfunction (define a major failure)
 - Minor service malfunction (define a minor failure)
 - Telephone outages (define a telephone outage)
- N. *Explain in detail your service capabilities on:*
- A major problem. (as defined above)
 - A minor problem. (as defined above)
- O. *Is service available 24 hours a day, 7 days per week?*
- P. *What is your guaranteed response time for Move and Change activity? Define exceptions, if any.*
- Q. *Where is your local installation/maintenance office located?*
- R. *How many installation/maintenance personnel do you have located within the local area that are factory authorized to work on the system(s)?*
- S. *Do you stock adequate spare parts to meet your service agreement commitments? Explain.*

X. Vendor Qualifications

A. Support Letter from Manufacturer

B. Provide Certifications

1. Manufacturer of proposed Telephony equipment
2. SonicWALL – County’s network security provider
3. Dell for Networking integration

C. References for similar projects

- Must include integration between VoIP & digital environments

D. References for Data Network Design & Maintenance

E. Description of previous work done for Uvalde County and similar entities.

F. Résumés of Technicians responsible for deployment and maintenance

- Must be able to pass criminal back ground check
- Must be direct employee of vendor, not subcontractor

G. Copy of Returns Policy



Interested Party Form

Please complete the information below if you will be responding to the Uvalde County RFP for VoIP Telephony Upgrade. This must be completed by an authorized representative (including, but not limited to company officer or attorney) to receive any additional information which may become available after the bid announcement. This required form will announce your intention to bid, as well as provide contact information for your primary coordinator for your organization to interface with the County.

Interested Party Company Name: _____

Physical Primary Address: _____

City: _____ **State:** _____ **Zip:** _____

County: _____ **Certification:** HUB SMWVBE

Primary Phone: _____

Point of Contact

First Name: _____

Last Name: _____

Email Address: _____

Phone number: _____ **Type:** Cell: Business: Home:

Fax number: _____

By checking this box, I acknowledge that I am authorized to present myself as the Interested Party (IP) for our organization, and will replace any existing representatives on file.

Authorized Representative Signature

Date

Submit this form prior to Bid Due Date for inclusion of consideration. Fax to 830-278-9506.