REQUEST FOR PROPOSALS (RFP)

RFP NO. 02-15

VoIP PHONE SYSTEM

JOB SITE LOCATION: 753 FAIRFIELD AVENUE
BRIDGEPORT, CT

ALL PROPOSALS DUE BY <u>FRIDAY, OCTOBER 2, 2015 BY 10:00 AM EST</u>

VOIP PHONE SYSTEM

The Center for Family Justice, Inc. is accepting proposals for a

VoIP PHONE SYSTEM

at 753 Fairfield Avenue, Bridgeport, CT.

The Center will receive sealed bids from qualified firms for a VoIP Phone System at its main office location at 753 Fairfield Avenue in Bridgeport, CT.

A site visit is required in order to submit a proposal. Site visits will take place between Monday, September 21st and Friday, September 25th.   You will be provided with a specific time for your site visit. **An appointment is required for site visits and can be scheduled by calling (203) 334-6154, x43.**

During the site visit, it is each vendor's responsibility to assess to The Center's existing network infrastructure and carrier provider to ensure compatibility and reliability with their proposed solution.

Your sealed bid package should include six (6) copies of your signed proposal including any supporting documentation. RFPs are due on Friday, October 2, 2015 by 10:00 AM EST to:

The Center for Family Justice, Inc.
Attn: Phone System/ RFP No. 02-15
753 Fairfield Avenue
Bridgeport, CT 06604

The Center for Family Justice reserves the right to amend and terminate the Request for Proposals, accept all or part of a proposal; reject all proposals; waive any informalities or nonmaterial deficiencies in a proposal; and award the proposal to the firm which presents the lowest most qualified bidder who has the experience and ability to complete this task in a timely fashion. All proposals must remain valid for no less than 90 (ninety) days.

The Center for Family Justice, Inc. is an Affirmative Action/Equal Opportunity Employer. Minority/Women's business Enterprises are encourage to apply.

The Center for Family Justice, Inc.
INVITATION TO BID

Project

The Center for Family Justice, Inc. is seeking proposals for a new, reliable, and reputable VoIP Phone System solution that would replace our existing Merlin Legend II with expansion to our lower level floor. All hardware, software, cabling, licensing, training, and support should be included in your proposal. All equipment and material used must be brand new and not used or refurbished.

The system will use digital carrier services (SIP or T1/PRI) and regular POTS lines. These carrier services are not included in this RFP. There are certain areas where telephones currently exist however, may require the installation of new data drops. Each vendor should conduct a thorough network assessment during their scheduled visit to ensure the most accurate proposal.

Proposal Due Date – Friday, October 2, 2015 by 10:00 AM

All proposals shall be sealed with the project name and RFP number clearly written and delivered to:

The Center for Family Justice, Inc.
Attn: Phone System/ RFP No. 02-15
753 Fairfield Avenue
Bridgeport, CT 06604

You must include six (6) copies of your proposal and all supporting documentation. Your proposal should be presented in a line item format with a sub-total for each line item.

Estimated Time Period for Contract

Approximately ninety days (90) days. The Center reserves the right to extend the contract.

Eligibility

The RFP is open to those companies that satisfy the minimum qualifications stated herein and that are available to work in the State of Connecticut. The Center is an Affirmative Action/Equal Opportunity employer. Minority/Women's business enterprises are encouraged to apply.

Content of the Request for Proposals

1. Introduction and Background

2. Scope of Work

3. Submission Requirements

4. Contract Considerations

5. Award of Contract

6. RFP Attachments

1. Introduction

1.1 – Purpose and Background

The Center for Family Justice, Inc. is initiating this Request for Proposals (RFP) to solicit proposals from firms interested in participating on a project involving the **Purchase, Installation, Configuration, and Training of a VoIP Phone System including any necessary cabling** to replace our existing Merlin Legend II at its office building at 753 Fairfield Avenue in Bridgeport, CT. The Center will award one contract to provide the services described in this RFP. Any contract awarded as a result of this procurement is contingent upon the availability of funding.

1.2 – Minimum Qualifications

Proposers must demonstrate to the satisfaction of The Center for Family Justice that they possess the experience, technical skill and resources necessary to accomplish a project of this type and magnitude. Pricing will also play a role in the vendor selection since this is a budgeted project. Below are the technical and management criteria that will be used in evaluating proposals and selecting a vendor as a result of this RFP:

- Ability to demonstrate qualifications for and experience in the successful performance of equivalent services on projects of similar nature and size.
- Proposer's technical certification level with the manufacturer of the proposed solution.
- References from clients with similar size and type project and confirmation of complete and satisfactory statements about the proposer's services and performance.
- The resumes of the Project Supervisor and the key staff assigned to the project.
- The reasonableness of the contractor's plan to complete the project.
- System Features
- Ease and ability to upgrade and expand the system.
- Warranty of equipment involved.
- Quality of equipment.
- Ability to meet required equipment and features.
- Administrator/End User Training Plan
- Annual Maintenance Agreement coverage (parts availability, response times, etc.)
- The proposer must submit in concise, narrative form his/her proposed plan for accomplishing the work specified, including a description of all equipment, material and network diagrams to be used.
- Whether the contractor realistically can accomplish the work within the specified time.

1.3 – Key areas that will be examined in the evaluation of proposals include:

IP-based Voice capabilities and Intelligent Network Infrastructure: The ability to provide a highly reliable and available IP communications solution with redundancies.

True IP solution: IP-Enabled digital solutions, and solutions based on proprietary PBX hardware platforms are not under consideration. Our preference is for a true on premise server-based solution that will scale to support future growth up to 150 endpoints without significant additional investment in hardware.

Vendor Experience and Vision: Evaluation of the vendor's experience in building intelligent network infrastructures and implementing Internet technologies. The Center is looking to partner with a vendor that has vision and leadership in the industry and the demonstrated ability to implement and support deployments of this technology.

Support for Open System Standards: The manufacturer should be committed to supporting open system industry standards. Proposed solutions must support SIP protocol connectivity for endpoints and PSTN connectivity and be able to be certified as compatible with our selection of a PSTN service provider.

Resiliency: Full-feature resiliency for all users in case a server goes down.

Manufacturer and Vendor Stability: Both the manufacturer of the proposed solution and the implementing and supporting vendor must be established in the industry and be able to demonstrate the financial stability to insure continued support for the proposed solution. Cloud hosted solutions will not be considered. Low budget/value systems with no proven track record will be also not be considered.

Vendor Support/Service Capabilities: The successful vendor must be established in the Connecticut area with significant local presence and support capabilities with demonstrated experience in the installation and support of the proposed solution as well as the ability to provide proactive remote monitoring and problem resolution. Experience in data network design, QoS implementation, and network security are requirements.

System Administration: Maximum flexibility for rapid, efficient, and cost-effective configuration changes affecting personnel and associated IP telephone equipment through a web-based "single pane of glass" management interface.

Leading Edge Technology: The ability to incorporate future requirements and technological advances.

System Capabilities: Analysis of system's features including necessary licensing.

2. Scope of Work

2.1 – Objectives and Scope of Work

Provide all necessary materials, labor, cabling and equipment to include, but not limited to, the completion of the **Purchase, Installation, Configuration, and Training of a VoIP Phone System** to replace our existing Merlin Legend II at the office The Center for Family Justice at 753 Fairfield Avenue, Bridgeport, CT.

2.2 – Period of Performance

The performance period of any contract resulting from this RFP is tentatively scheduled to begin on or about October 9, 2015 and end on or about November 25, 2015. Amendments extending the period of performance, if any, shall be at the sole discretion of The Center.

2.3 – Project Schedule

The following is the proposed schedule for the selection process and work program:

Site Visit (By Appt)	**September 21 - 25, 2015**
Proposals Due	**October 2, 2015 by 10AM**
Recommendation for Award	**October 6, 2015**
Contract Finalized	**October 9, 2015**
Begin Contract Work	**October 12, 2015**

The Center reserves the right to revise the above schedule.

3. Submission Requirements

3.1 – One-Time Site Visit

A one-time site visit is required in order to provide the most accurate proposal. Appointment hours are available between 8:30 AM and 3:00 PM beginning Monday September 21 – Friday, September 25, 2015. **Appointments for site visits must be scheduled by calling (203) 334-6154, x43.**

3.2 – Submission Due Date

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of The Center for Family Justice, Inc. and will not be returned. All proposals must be valid for no less than ninety (90) days from the receipt of the proposal. If award is not made within such time frame, the proposal can be

deemed to be either no longer valid, or can be extended with mutual consent of The Center and the firm submitting the proposal. **The envelope should be sealed and clearly marked to the attention of "Phone System/ RFP No. 02-15."** Proposals may not be submitted using email and/or facsimile transmission.

3.3 – Most Favorable Terms

The Center reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Contractor can propose. There will be no best and final offer procedure. The Center does reserve the right to contact a Contractor for clarification of its proposal.

The lowest and most qualified bidder who can complete this project and in a timely manner will be awarded this contract.

3.4 – No Obligation Contract

This RFP does not obligate The Center to contract for services specified herein.

3.5 – Rejection of Proposals

The Center reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP.

4. Contract Considerations

4.1 – Affirmative Action, Equal Opportunity, & Minority/ Women Contractors

The successful firm shall comply with all aspects with the Equal Opportunity Employment Act. In addition, in accordance with administrative regulations issued by the Connecticut Commission on Human Rights the successful firm is also required to implement Connecticut General Statutes (CGS) Title 4a, Chapter 58, Sec. 4a-60a through 4a-60g…"to make good faith efforts to employ minority business enterprises as subcontractors and suppliers of materials on…projects."

The contractor will not discriminate against any employee or applicant for employment because of race, color, creed, religion, ancestry, sex, national origin, sexual preference, disability, age, marital status, or status with regard to public assistance or as veteran.

4.2 – Indemnification

The awarded firm agrees to indemnify, defend, and save harmless, The Center for Family Justice, Inc., as well as its officers, agents and employees from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded firm resulting from the performance of this contract, except to the extent caused by the negligent acts of The Center or its officers, agents and employees.

4.3 – Independent Vendor

Nothing in the contract award shall create an employee/employer relationship between The Center for Family Justice, Inc. and the vendor. It is understood that the vendor will be an independent contractor and not an employee of The Center for Family Justice, Inc.

4.4 – Insurance Coverage

The contractor is required to furnish The Center for Family Justice, Inc. with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance set forth below; and must also provide a copy proof of Worker's Compensation.

The contractor shall, at its own expenses, obtain and keep in force insurance coverage which shall be maintained in full force and effective during the term of the contract. The contractor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forward to The Center for Family Justice, Inc. within seven (7) days of the contract effective date.

Liability Insurance

1. Commercial General Liability Insurance: Contractor shall maintain commercial general liability insurance and, if necessary, commercial umbrella insurance, with a limit of not less than $1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the General Aggregate limit shall be at least twice the "each occurrence" limit. All insurance shall cover liability assumed under an insured contract (including tort liability of another assumed in a business contract), and contain separation of insured's (cross liability) condition.

   Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

2. Business Auto Policy: As applicable, the Contractor shall maintain business auto liability and, if necessary, commercial umbrella liability with a limit not less than $1,000,000 per accident.

3. Pollution Liability Insurance

<u>Additional Provision</u>

Above insurance policy shall include the following provisions:

Additional Insured. The Center for Family Justice, Inc., its officers, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by The Center for Family Justice.

Cancellation. The Center for Family Justice, Inc. shall be provided written notice before cancellation or nonrenewal of any insurance referred to therein, in accord with the following specifications. The insurer shall give The Center 30 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, The Center shall be given 10 days advance notice of cancellation.

Identification. Policy must reference The Center's contract number and the agency name.

4. **Insurance Carrier Rating**. All insurance and bonds should be issued by companies admitted to do business within the State of Connecticut.
5. **Excess Coverage.** By requiring insurance herein, The Center does not represent that coverage and limits will be adequate to protect the Contractor and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to The Center in this contract.

<u>Worker's Compensation</u>

The Contractor must provide The Center with proof of a valid Worker's Compensation policy.

4.5 – References

Each bidder is required to provide at least five (5) references with contact information from other organizations in Connecticut which have similar installations to the stated requirements in this Request for Proposal. Each reference should meet the following criteria:

- Shall be of the same type system as proposed for this RFP.
- Shall be the same size (user count) or be larger than the solution proposed in

- Shall have been installed and maintained by the bidder.
- Shall be a multiple-site installation within the state.
- Shall support redundancy capabilities similar to the proposed solution

4.6 – Proposer Responsibilities

The Vendor is responsible for conducting necessary research, visiting the site and becoming familiar with conditions under which the work is to be performed.

- The Center for Family Justice, Inc. will not be responsible for any costs incurred by applicants in preparing proposals
- Applicants are held legally responsible for their proposals
- Applicants are not to collaborate, for the purpose of restricting competition, with other applicants or competitors in developing proposals

5. Addenda to RFP

Any changes, additions or clarification to the RFP will be made by written proposal addenda.

5.1 Such addenda will be posted to The Center for Family Justice, Inc. website, **http://centerforfamilyjustice.org/blog/invitation-to-bid-rfp-02-15-voip-phone-system/** and will become part of the proposal package, having the same binding effect as provisions of the original proposal. Proposers are responsible for checking the website periodically for information and updates.

5.2 All addenda, amendments and interpretations of this solicitation shall be in writing. The Center for Family Justice, Inc. shall not be legally bound by any amendment or interpretation that is not in writing. Only information supplied by The Center for Family Justice, Inc. in writing or in this RFP should be used in preparing proposal responses.

5.3 The Center for Family Justice, Inc. does not assume responsibility for receipt of any addendum sent to proposers.

5.4 A copy of all addenda issued must be signed and return with your proposal.

6. Award of Contract

6.1 – Notification to Proposers

The Center for Family Justice, Inc. will notify the Apparently Successful Contractor of their selection through email, phone call and in writing upon the completion of the evaluation process. Firms whose proposals were not selected for award will be notified separately by email or facsimile if such information is provided with bid proposals.

6.2 – Billing Procedures and Payment

The Center for Family Justice, Inc. will pay in multiple installments and only for work that has been performed. Payment terms will be outlined in the final contract. Payment requests must be accompanied with invoices and shall describe and document to The Center's satisfaction a description of the work performed and fees charged.

No reimbursements will be made for any expenses incurred by the vendor except for expenses specifically described in the contract. No payment will be made for any incomplete, inaccurate or defective work until same has been satisfactorily remedied at no additional cost to The Center for Family Justice, Inc. All work performed and all related documentation records, etc., shall become property of The Center for Family Justice, Inc.

A current W-9 and the contractor's Certificate of Insurance must also be provided to The Center before any payment can be made.

6.3 – Contract and Conditions

The selected vendor will be required to enter into a contract with The Center for Family Justice, Inc. Additional contract conditions may be required, depending upon the nature and extent of the services to be provided. The Center for Family Justice, Inc. reserves the right to negotiate a change or modification to any of the proposed contractual conditions.

6.4 – Contract Management

The contract manager for each parties shall be the contact person for all communications and billings regarding the performance of this contract.

Contractor's Contract Manager	**The Center for Family Justice, Inc.** **Contract Manager**
Contract Manager's Name:	Debra Greenwood
Contractor:	President and CEO
Address:	753 Fairfield Avenue, Bridgeport, CT 06604
Phone: ( )	Phone: (203) 334-6154
Phone: ( )	Phone: (203) 579-8882
Email:	Email: dgreenwood@centerforfamilyjustice.org

6.5 – Approval

This contract may be altered, amended, or waived only by a written amendment executed by both parties.

THIS CONTRACT, consisting of _____ pages and _____ attachment(s), is executed by the persons signing below who warrant that they have the authority to execute the contract.

Contractor
Print Name:
Signature:
Title:
Date:

The Center for Family Justice, Inc.
Print Name:
Signature:
Title:
Date:

General Specifications

Permits: All required permits, licenses and fees required for the performance of the contract work shall be secured and paid for by the contractor.

Workmanship: The entire work described herein shall be completed in accordance with the plans and specifications to the full intent and meaning of the same. Unless otherwise specified all materials incorporated in the permanent work shall be new and of good quality.

Property Access: The contractor shall take all proper precautions to protect personnel from injury or unnecessary interference and provide proper means of access to abutting property where the existing access is cut off by the contractor.

Disposal of Materials: The contractor shall dispose of all materials in compliance with state and local regulations.

Disposal of Hazardous Materials: The contractor shall dispose of all hazardous materials in compliance with state and local regulations.

GENERAL FEATURE REQUIREMENTS

Y = Included   O = Optional   N = No

Unified Communications Solution   **Comply**

Scalable to 150 user endpoints without additional PBX hardware	
Redundant / Distributed call control / call processing	
Server based (industry standard X-86)	
Redundant Power Supplies In Call Processing Server	
Redundant network uplink ports (10/100/1000 mb/s)	
Survivable call processing for remote locations	
ANI / ALI E911 Support	
Caller ID Internal	
Caller ID External	
Support for T1/PRI connectivity	
Support for backup POTS (FXO) telco circuit connectivity	
Support for SIP (IP telco) connectivity	
Ability to page through telephone speakers	
Integrated telephone directory	
Support for Active Directory Integration	
Support of Open API standards	
Support for SIP based endpoints	

Telephone Features   **Comply**

Ability to log in/out with password	
Speed Dial	
Softkeys for flexible features	
Hard keys for common features (Hold, Transfer, Volume, etc.)	
Programmable keys	
Soft labels (no paper key labels)	
Desk sets with gigabit passthrough	
Ad-Hoc conference (Show maximum number of parties in a call)	
Ability to join incoming call in a conference	
Display of missed / outgoing / received calls on LCD	
Availabilty of bluetooth-enabled sets for headsets (no "handset lifter")	
Call forwarding within network	
Call forwarding outside network	
PoE 802.3af compliant	
Message waiting indicator	
Full duplex speaker	
Ability to send incoming call to voice mail without answering.	
Multiple call appearances (how many)	

Unified Messaging / Voice Mail Features   **Comply**

Redundant / Distributed Messaging	
Redundant / Distributed Automated Attendant	
Redundant power supplies	
Supported on industry standard (x86) servers	
Supports multiple personal greetings (how many)	
Supports future delivery	
Create private distribution lists	
Message notification via SMTP	
Voicemail quota notification	
Message notification via SMS/MMS	
Order messages LIFO	
Order messages FIFO	
Choose full or brief system prompts (expert mode)	
Caller queue's	
Music On hold	
Integration with MS Exchange (Office 365)	
DTMF (Touch-Tone) features	
Play, forward, reply, save, mark new, skip, hear envelope	
Control volume	
Control speed	
Pause / Resume	
Address to multiple recipients	
Mark message urgent	
Mark message private (disable forwarding)	
Request return receipt	
Address by spelling name	

Desktop Client Applications   **Comply**

Supported on Windows 7, 8, 8.1	
Thin client support	
Supported on Apple OSx	
Configurable contact list (by department, function, etc.)	
Dial from contact list	
Display desktop and telephony presence of other users.	
Support for XMPP (Extensible Messaging and Presence Protocol)	
Ability to act as softphone. (Standard, Option, or N/A)	
Ability to be video client. (Standard, Option, or N/A)	
Outlook integration for dialing from corporate directory.	
Outlook integration for dialing from personal directory.	
Outlook integration for displaying presence status ("Gumdrop")	
Display of missed / outgoing / received calls	
Create conference call from client	
Send incoming call to voice mail from client	
View / access voice mail from client.	
Change presence status from client	
View calendar events from client	

Comply

**Mobility
Features**

Mobile "twinning" (Ability to ring desk and cell phone concurrently)	
Ability to move calls between desk and cellular device	
On no-answer call is redirected to corporate voicemail	
If mobile device is offline call is redirected to corporate voicemail	

Mobile Client Application   **Comply**

Supported on Apple iOS	
Supported on Android OS	
Large format client for tablets (iPAD, Android Tablet)	
Configurable contact list (by department, function, etc.)	
Dial from contact list	
Display desktop and telephony presence of other users.	
Ability to act as softphone. (Standard, Option, or N/A)	
Ability to be video client. (Standard, Option, or N/A)	
Dial from smartphone directory	
Display of missed / outgoing / received calls	
Create conference call from client.	
Send incoming call to voice mail from client	
View / access voice mail from client.	
Change presence status from client	
Dial from client showing corporate caller ID	

QUESTIONS ABOUT LICENSING AND FUNCTIONALITY

SYSTEM ARCHITECTURE

1. Provide a brief description and discussion of your system architecture. Describe connectivity and communication between its integral parts. Include a Visio or similar diagram to illustrate your architecture. (Include phone, networking, switch, router, wireless, etc)

2. Briefly summarize the history of the product that has brought it to its current point of development. Summarize the future vision of the system.

3. Please summarize what hardware, software and licensing would be needed in the event we were to add another location with 100 business phones along with its approximate cost.

4. What are the environmental requirements for the proposed solution?

5. Are the servers, gateways and other proposed core components mountable? If so, how many U's of space are required for each location?

6. Describe the standards the proposed system adheres to such as SIP, H.323, etc.

7. Describe whether the system supports SIP trunking and what hardware, software and licensing would be needed.

8. Will the proposed system support standard analog loop start trunk lines?

9. Please detail support for location-based E911.

10. What underlying operating system is used for the applications that form your platform (i.e. Windows 2000, Linux, Unix, etc.)? List the operating system for each server in your proposal.

11.   Is/are the call processing/voice messaging/other server(s) as proposed physical, virtual or appliance based?

12.   Describe any hardware and software the system has to support fault tolerance?

13.   Describe your plan for any proposed redundancy and precautions for the system in the event of a power failure.

14.   Does the system support Supervisory Monitoring? Is it a standard feature or an option? Please describe the types of monitoring which it is capable of.

15.   Please describe any advanced audio and/or video conferencing and whether it is part of standard system or an option and licensing costs. Please describe any capabilities such as audio only, desktop sharing, video or combination. Please include option cost for 8 users.

16.   Please let us know what options or upgrades you would recommend to your base configuration. Please name, define, describe, and price each upgrade that you would recommend in your hardware, software, or functionality.

17.   Describe how you would integrate hardware based VoIP phones for telecommuters from outside of the company LAN/WAN over an internet connection. How would this be accomplished for small offices connected over the internet with no requirement for survivability?

18.   Does the system support SIP trunking?

19.   Does the system use SIP compliant gateways, if so are these made by the same manufacturer as the system, or by a third party?

20.   Describe voicemail disk utilization. Where are messages stored in an Exchange environment (on the Exchange server or the voicemail server.)

21.   Does the system support H.264 Standards based Video? How is Video supported on the VoIP system

22.   Will adding functions like Automatic Call Distributor (ACD), video conferencing, teleconferencing, call recording require additional licensing and modules? If so what are the per user costs required to upgrade at a later date?

VOICEMAIL SYSTEM

1.   Describe your voice messaging product offering. Include a brief overview of the hardware, software, architecture, and components of the equipment proposed to meet

RFP requirements.

2. Define the capacities of the proposed voice mail system such as maximum number of callers into the voicemail system at a single time, maximum length of message, etc.

3. Is the voicemail built by the manufacturer of the PBX or a third party?

4. If additional voicemail ports are required in the future, how is the hardware/software added? Explain how the system scales beyond the number of proposed ports.

5. What operating system does the voice mail system use? Will the vendor or local IT staff be responsible for installing and maintaining the voicemail Operating Software – including security fixes and updates? If by the vendor, how will this be accomplished?

6. When a backup is performed, what is backed up – programming, greetings, messages? Can it be scheduled? Does it affect system operation with any downtime? How is the system backed up. Is a backup solution included?

7. What, if any, limits are there to greeting, message or announcement length? What will the voice mail do if an individual mailbox is full? What will the remote caller hear? How will the user be notified and what options will the user have?

8. Does the voice mail system support distribution lists for sending a message to a group of users? Is it a standard or optional feature? Please describe.

9. Please describe the system administration interface for the voicemail. Can the voicemail be administered through the same interface as the PBX? Does it require separate sessions? Is system administration done through a standard web-enabled GUI? If so, which browsers does the administrative application support?

10. Please describe if a user view and listen to voicemails through a graphical user interface other than Microsoft Outlook? Can the voice mail be saved as an audio file (.wav or similar)? Please describe.

11. Can a user be notified by email, text message or paging of a new voice mail message?

12. Will the voice mail system be integrated with Microsoft Exchange Online (Office 365)/Microsoft Outlook so the user can receive a voice mail message as an email with attached audio file? Is it a standard or optional feature? Please describe.

13. Can voice mail messages be marked as "high priority" or "urgent" or "private". Can they be forwarded with or without comments? Please describe.

14. How many greetings can the user record and configure? Can they be affected by the time of day, day of week, holiday or emergency? Can they change by an automatic process or manual? Please describe.

15. Describe the message playback commands available from the telephone using DTMF commands. Are the messages time stamped and is the user notified of this during message playback?

16. Does the proposed system support speech-enabled messaging? Is this a standard or an optional feature? Please describe the capabilities.

17. Can the administrator assign a voice mailbox to a user who does not own an extension? Can that user's voicemail box be given a Direct in Dial number for use? Can a client call the main number of the organization and dial that voicemail box extension and leave a message for the employee in question?

AUTO ATTENDANT

1. Does the proposed system support an auto attendant? Is it part of the standard system or an option?

2. What is the maximum number of auto attendants the system is capable of?

3. How many levels of menu choices are supported?

4. Can auto attendant greetings and choices automatically change during non-business hours, holidays, etc.?

5. What happens to a call when routed to the operator and the operator is on another call? Can system keep the caller in queue? Does the call go to the operator's voice mail?

SYSTEM ADMINISTRATION

1. Are all aspects of system administration like voice mail, auto-attendants, user and telephone set administration, ACD, hunt groups, dial plans, advanced reporting, etc configurable from a single user interface? If not, please describe other interfaces needed and licensing costs involved on a per user basis. Are the system administration interface(s) web based or a client installed application? If client based, are additional licenses need for each computer it is installed on and can it be "pushed" out to computers via Active Directory? If web based, which browsers does it support?

2. Can all switches, routers, and any other backbone network appliances be managed from 1 interface? Are the network administration interface(s) web based or a client installed application? If client based, are additional licenses need for each computer it is installed on and can it be "pushed" out to computers via Active Directory? If web based, which browsers does it support?

3. How is security provided to prevent unauthorized access to the administration application? Is Active Directory authentication supported?

4. Does the system provide auditing and maintain a change log of programming changes describing which administrator made the change?

5. Can a system backup be performed online or does the system need to be taken offline? Can the backup be automated/scheduled? Briefly, please describe the process.

6. Are templates available for configuring different system items such as users, telephone, etc? Please describe.

7. Does the proposed solution integrate with other business solutions or applications? List sample partners and their business solution.

8. Please describe user password administration including minimum/maximum length and whether length can be configured globally by the administrator, can they be reset and by who, and can they be locked after invalid attempts? Please describe.

9. Can users be restricted from calling internal, local, long distance, Toll Free, Toll Premium, etc? Please describe.

10. Does the system support full integration to Active Directory? Describe.

SYSTEM MONITORING, DIAGNOSTICS, AND REPORTING

1. What diagnostic tools, logs and reports are available to aid in isolating faults? Can diagnostics be remotely accessed? Is remote monitoring available with the proposed system? Is this included in the proposed price or an option? (If optional, provide pricing.)

2. Describe the system alarms and alarm notification available from each system. Will the system alert the vendor support center? Can alerts be sent to our staff? Please describe.

3. What reporting functions are available? We would like to see some of the reporting functions

sample reports: (example: Average speed to answer, average handle time, call abandonment rate, etc?)

TELEPHONE SETS

1. Provide a brief description and picture or datasheet for each telephone including business, basic, cordless, conference and attendant console that you are proposing. If attendant console is software/PC based, please include screenshot or datasheet and indicate optional cost. Indicate power requirements (or which PoE class) for each phone.

2. Please indicate if each model proposed has an LCD screen and what features are available via the LCD screen.

3. Does the proposed system support telephone endpoints with video capability. Please describe.

4. Please indicate how many line appearances are available on each phone model proposed or optioned. Can additional line appearances be added? (e.g Secretary wants visual indication of their manager's on/off hook status)

5. Do headsets require an external amplifier to provide adequate sound quality and volume? Does your system have a "headset" mode where the handset does not need to be removed from the cradle or is a handset lifter required? Does the phone have a separate headset jack, or does it connect in line with the handset? Please describe any wireless/Bluetooth connectivity for headsets. Can we test our current headsets for compatibility?

6. Do telephones have TTY capabilities?

DESKTOP CLIENT APPLICATION

1. Describe what features are available within the GUI interface for users.

2. What additional software or equipment is required to use this capability and whether it is an additional licensing cost? Is the end user GUI web based or client based? If client based, are additional licenses need for each computer? Is licensing included or additional?

3. What system features that can be accessed by the phones are NOT available via the GUI interface. (Examples are conference calling, transfers, voice mail playback, etc.?)

4. Does the client application support softphone functionality? Please describe.

5. Does the client application support video? Please describe.

REMOTE / MOBILE WORKERS

1. Describe how a user can remotely access the system so it appears the caller is calling from a telephone set within the network. If additional hardware, software or licensing is needed, please indicate.

   - From manufacturer's IP phone at employee's residence.
   - From employees own personal mobile device
   - From softphone on laptop

2. Describe how a user can access listen to voice mail and/or update personal greetings remotely. If additional hardware, software or licensing is needed, please indicate.

WARRANTY, MAINTENANCE, SUPPORT, AND RELIABILITY

The Center for Family Justice, Inc. will consider a relationship with a vendor that can maintain the latest VoIP system functionality for the new system, with minimal disruption. Proposers must provide sufficient detail to The Center for Family Justice, Inc. in order to fully evaluate future costs attributed to an annual support contract or other costs associated with maintaining the system.

WARRANTY

1. Explain in detail the installation and warranty coverage, and time period of the warranty. When does the warranty begin?

2. Does the warranty include both maintenance and support services?

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

MAINTENANCE/SUPPORT/TRAINING

1. Is support provided by your company or by the manufacturer?

2. Describe what is included in your standard annual maintenance program including any software updates, enhancements, upgrades and services. What Is NOT included? Is a multi-year support

agreement available?

3. When software updates or enhancements become available, how do you or the manufacturer notify The Center for Family Justice, Inc. of such update or enhancement?

4. What is the standard interval and average interval that you or the manufacturer provide software updates, enhancements and upgrades?

5. Provide a copy of yours or the manufacturer's standard support agreement.

6. Describe your standard support services and any optional services available.

7. Describe the account management resources (web portal, knowledgebase, license management, hardware management, etc) available to the The Center for Family Justice, Inc.

8. What are yours or the manufacturer's response times for:

- Complete system failure? (Please define "Complete system failure")
- Major Service malfunction? (Please define "major service malfunction")
- Minor service malfunction? (Please define "minor service malfunction")

9. Discuss your remote monitoring, diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles. Is this service included in yours or the manufacturer's support agreement

10. Provide a procedure for escalating problems encountered during warranty and /or Service Contract periods.

11. Explain what is included with the training costs and how it will be implemented. (Location, amount of time, size of class, web based, etc.) Please separate Administrator and End User training in your description.

12. Do you provide end user training online? Is there a cost? Please describe.

RELIABILITY

1. Describe the acceptance test plan, including the criteria for assuring full system performance and how tests will be conducted to demonstrate proper installation.

2. Explain how you will transition from the existing phone system to the new phone system so that minimal downtime will be experienced with phone communications.

RFP Attachment C

Current Phone Needs:

Server Based VoIP System:

- Must supply all software and patches with support.

    (2)   Redundant Servers

    Up to (24)   SIP Trunks

    (8)   Ports of Voice Mail

    (20)   Executive 20 or more programmable buttons Paperless

    (60)   Basic Sets with 8 programmable buttons Paperless

    (5)   Pickup Station most Basic Sets Paperless

    (12)   Wall Mounts

- Run and install any cabling where needed

- Customer will provide Cisco PoE switches. PoE injectors should be included in your proposal should your network assessment conclude that they are required for your equipment. You are required to provide support to The Center in making sure that switches are properly configured to support your equipment.

- All phones must be capable of being used in VPN environment if taken off site.

Maintenance:

Provide per year Maintenance costs up to 7 years. Vendor must guarantee support for all products for 7 years or you will be disqualified.

Provides Software Support and Upgrades for 7 years.