1. Solution Requirements

While the Awarded Offeror shall ultimately responsible for the solution's service provision, the City must understand how the proposed new solution will address the City's requirements. The proposal should provide detailed technical solutions which address the following business and communications requirements. In most instances the Offeror can and should respond directly to the compliance and availability information being requested. When more detailed information is requested, the proposal response should be direct and concise. Boilerplate and generic verbiage is discouraged, unless it is *directly applicable* to the requested information. **Offerors MUST submit the Compliance Response Spreadsheet (Attachment G1) in digital format on removable media and in hard copy**. Offerors **shall not** modify the cells of the Compliance Response Spreadsheet – Attachment G1).

NOTE: Unless otherwise noted, all terms are found and defined in Newton's Telecom Dictionary, 21st Edition, CMP Books, ©2005 and/or Thomas' Concise Telecom & Networking Dictionary, McGraw-Hill, ©2000. Additionally, **Attachment C** contains a Glossary of Terms for the acronyms in this document.

1.1 General Solution and Capacity Requirements

For **each set of features, functions, and capabilities** the Offeror shall indicate in the appropriate column with the appropriate symbol the status of each:

- **Compliance to Requirement**
  - **FC –** Indicates "full compliance" with the stated requirement(s) with no reservations, limitations, *caveats,* or deficiencies.
  - **PC –** Indicates "partial compliance" with the stated requirement(s) with some reservations, limitations, *caveats,* or deficiencies. Offeror must provide a brief description of why it is only partially compliant and if or how the response could become totally compliant.
  - **NC –** Indicates "non-compliance" with the stated requirement(s).
- **Availability Status**
  - **S** - Standard equipment and/ or software-based feature/function or capability included in the proposed solution's feature complement at no additional charge.
  - **OI** - "Optional Included" indicates the feature/function is optional to the basic proposed solution's configuration, available at an extra charge, and is included in the total system price.

- **ON** - "Optional, Not Included" indicates the feature/function is optional to the basic proposed solution's configuration, available at an *extra charge to be listed as a separate line item* in the Pricing Table.
- **NA** - Not Available.

NOTE: If a column is "blacked out" or shaded for one of the preceding symbols, Offeror need not populate the shaded cell, unless other pertinent information is added. If columns are open or unshaded, then Offeror shall provide the appropriate compliance and status indications and the requested information. The Offeror's response will correspond with any identifying numbers or letter in the requirement, so that the response can be easily the correlated with the appropriate requirement(s).

If additional space is required, Offeror may attach additional sheets, and so indicate in the indicated cell. However, please ensure that any additional pages are cross referenced with the questions or requirements to which they apply.

1.2 General Solution and Capacity Requirements

General Solution & Capacity Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
1. Commercially available offering.			
a. (PREMISES) Provide the model and designation of the proposed solution.			
b. (HOSTED) Provide the call processing platform of the proposed solution.			
c. Provide the introduction Date (month/year) of the proposed solution			

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General Solution & Capacity Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
d. Provide the proposed major version (month/year of introduction)			
e. Provide the anticipated upgrade date for proposed major version (Month/year)			
f. Provide the number of annual major software upgrades, i.e., generic releases			
2. Engineered as totally non-blocking so that all extensions can go off hook simultaneously and receive internal dial tone.			
3. Operating system for all call processing components/servers. Describe the proposed solution's operating system			
4. Provide 99.99% dial tone availability to users. Offeror shall confirm that the proposed solution will meet the requirement, excluding scheduled downtime that The City approves in advance. The City defines dial tone as the readiness of the system to support call origination and receipt.			
5. Support the City's current four-digit dialing plan.			

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General Solution & Capacity Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
6. 9+Four-digit dialing any City agency based on a separate Centrex. Briefly describe how this is accomplished.			
7. Retain The City's current telephone numbers			
8. Certified and proven to operate seamlessly on infrastructures including the following:			
a. Nortel/Avaya PBX System			Provide evidence of certification and operational compatibility with proposed solution. Identify any components incompatible with proposed solution.
b. Avaya Data Switches: All models in the 4800, 4900, 5500, 5600 and 8400 series.			Provide evidence of certification and operational compatibility with proposed solution. Identify any components incompatible with proposed solution.
c. List SIP trunking service providers			Provide evidence of certification and operational compatibility with proposed solution. Identify any components incompatible with proposed solution.
d. List PRI service providers: Lumos			Provide evidence of certification and operational compatibility with proposed solution. Identify any components incompatible with proposed solution.

General Solution & Capacity Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
9. 911/E911 capabilities for emergencies or incidents occurring within a City building.			
a. Describe briefly how the proposed solution provides information and what level of data to the public safety answering position (PSAP).			
10. Proposed solutions must be designed and certified by the manufacturer and not just be an assembly of other vendors' components.			

1.3 Redundancy and Failover Requirements

The proposed solution must provide multiple levels of redundancy, including high availability and geo-redundant components to meet the availability requirements. "High availability" is defined as collocated redundant components, either of which can take over fully for its counterpart during a planned or unplanned outage before the proposed solution fails over to a secondary call processing infrastructure. Geo-redundancy is defined as call processing infrastructure located in geographically separate facilities. Both solution locations, i.e., Primary and Secondary, will have high availability configurations. Additionally, the City requires that at minimum dial tone and messaging applications have the highest level of redundancy and failover.

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Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1. Briefly describe the redundancy and failover architecture of the proposed solution and which of the following components of the solution are redundant in a high availability and/or geo-redundant configuration in the Primary and Secondary sites:			
a) Call control unit/CPU			
b) System database			
c) Storage components			
d) Site-specific components			
e) List other redundant components and indicate whether they are high availability or geo-redundant.			
2. Describe the frequency of data base replication and synchronization in the Primary and Secondary locations.			
3. Describe the redundancy alternatives for proposed peripheral servers.			
4. Provide the following redundancy capabilities of the proposed solution:			
a) Maximum and recommended network round trip delay tolerance values between the Primary and Sec-			

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Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
ondary coree call control processors.			
b) Maximum and recommended network round trip delay, tolerance values, including call set up and tear down, between endpoints.			
c) Type(s) of required or actual connectivity between spatially redundant call processor assemblies.			
d) Method by which fault tolerance and redundancy among the solution sites is categorized and measured.			
5. The solution must automatically failover to secondary call processing unit(s) if the Primary call processing unit fails. "Hot standby" is defined such that calls in progress remain connected and the backup system database is fully and continuously synchronized with the primary system database. Should one component fail, the standby provides full services without interruption.			

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Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) Describe the connectivity requirements or existent connectivity between the primary and standby call processing units. Include distance limitations, acceptable physical infrastructure (such as fiber, copper), network requirements & facilities (such as PRIs or metro-ethernet services), and any other conditions necessary to support the automatic failover requirement.			
b) Include a high-level configuration diagram depicting all primary components and necessary or existent network connectivity for this configuration for the Primary and Secondary Call Processing Infrastructures. The diagram may be on a separate page(s) or be included in the Executive Summary.			
c) Provide the time interval for all stations to reregister to the secondary call processing unit.			
d) Provide the recovery time objective (in minutes) following restoration after a total loss of power.			
e) Describe what happens to "calls already established" during a power			

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Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
loss.			
f) Confirm how or if endpoints will re-register with the Primary once the outage is resolved.			
6. Support a disaster recovery/ business continuity capability. Describe the proposed solution's recovery/ business continuity capability, e.g., ability to move units & set up if the Primary and Secondary sites are out of commission.			
a) Provide the failover interval, also known as the Recovery Time Objective, within the high availability components.			
b) Provide the failover intervals, in milliseconds, between the Primary and Secondary sites.			
c) State the Recovery Point Objective, defined for this RFP as the point in time at which system can recover previous configuration data to restore the system.			
7. The City requires a well-defined, documented, and periodic restoration test process. Offeror shall describe its process and frequency to test failure, failo-			

Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
ver, and restoration conditions for the proposed solution.			
8. In the event of a WAN failure the City requires that remote locations must retain multiple levels of survivability. a) At Level 1, location(s) must be survivable, retain internal calling and feature capabilities and the ability to make/receive external calls, i.e., dial tone.			
b) At Level 2 the City prefers the survivable mode also provide a basic complement of features and functions at the remote locations during the WAN failure. These features include at minimum Call Hold, Call Transfer, Call Forward, and, if possible, message waiting indication.			
c) At Level 3 the remote location will also continue to have access to centralized applications, such as voice messaging, call accounting, or unified messaging, that are normally provided over the WAN link.			
d) Describe how the proposed solution will address each of these three survivability levels.			

Redundancy and Failover Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
e) Describe the level of features and functions that will be available at the remote location during the WAN outage. Note any features/functions that will not be available during the outage.			
f) Describe how centralized applica-tions will remain available during the WAN outage, e.g., PSTN reroute or an alternate means.			

1.4 Physical Components and Environmental Requirements

Physical Components and Environmen-tal Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) Provide a logical box and line diagram of the proposed solution(s) that depicts the primary components, quantities of each, and associated connectivity. The diagram may be on a separate page(s) or be included in the Executive Sum-mary.			

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Physical Components and Environmental Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
2) Offeror will provide a bay face/elevation diagram with all racks, components, and hardware of the proposed solution(s). The diagram may be provided on separate pages in the response following this page. For HOSTED solutions, the elevation diagram should be for the customer site.			
3) Uninterruptible power supply (UPS) for common equipment for 15 minutes.			
4) (PREMISES) Provide the proposed system's environmental and required space specifications			
5) The City requires that all user and applications licenses be a "single cost" item. These universal licenses will apply to any The City user in *any* The City location. Licenses will be transferrable among locations and users. (Include licensing package options and pricing).			
6) Licenses are customer installable. Briefly describe the process to accomplish this.			
7) (PREMISES) Replace components with restart or power.			
a) Describe the process.			

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Physical Components and Environmental Requirements	**Compliance to Req.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
b) Identify which components can be "hot swapped"			
c) Identify any components that cannot be "hot swapped"			

2. System Requirements

These City requirements for the new system are necessary to provide a flexible and comprehensively featured solution.

2.1 System Features and Capabilities

2.1.1 Conferencing, Intercom, and Call Coverage Requirements

Conference, Intercom, and Call Coverage Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
Offeror shall respond to the following requirements:			
1) Support Six-Party, Station-Controlled ***Ad Hoc* Calling/ Audio Conferencing** (six parties minimum). Provide the maximum number of simultaneous six-party conferences supported by the proposed solution regardless of network facilities' limitations.			
2) The conferencing capability must enable the *ad hoc* conference originator to leave the conference and allow the remaining parties, either internal, external, or both, to continue the audio conference.			

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Conference, Intercom, and Call Coverage Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
3) Support 24-Party, Station-Controlled ***Ad Hoc or Scheduled*** **Calling/ Audio Conferencing**			
a) Provide the maximum number of simultaneous 24-party conferences supported by the proposed solution regardless of network facilities' limitations.			
b) Briefly describe how this is accomplished.			
4) Optional **Intercom** capabilities			
a) Provide standard option usually included with solution.			
5) Support flexible Call Coverage features and functions. Offeror shall describe Coverage Features that the proposed solution provides to meet the following requirements:			
a) Privacy among shared line appearances unless explicit Privacy Release is granted by primary line owner			
b) View the executives' line statuses at all times.			
6) **Hunt Groups**:			

Conference, Intercom, and Call Coverage Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
a) Circular			
b) Terminal			
c) Pick-up Groups			
d) Secretarial, in which one station may serve as the single last station overflow point from two or more hunt groups within the system.			

2.1.2 General System Feature Requirements

General System Feature Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
1) Automatic Number Identification (ANI) display			
2) Automatic Recall			
3) (PREMISES) Automatic Route Selec-tion (ARS) - briefly describe the criteria by which ARS can be activated.			

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General System Feature Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
4) (HOSTED) Indicate if long distance calling (domestic and/or international) is included in the proposed solution. Briefly describe any conditions***,*** *caveats,* or restraints that apply.			
5) Support multiple connectivity for trunk and station interfaces.			
a) Direct T1/Primary Rate Interface connectivity			If not a direct interface, describe any necessary components that must be and are included in the response.
b) SIP trunking interface			If not a direct interface, describe any necessary components that must be and are included in the response.
c) Analog trunk (loop start)			If not a direct interface, describe any necessary components that must be and are included in the response.
d) Analog trunk (ground start)			If not a direct interface, describe any necessary components that must be and are included in the response.
e) H.323 internet protocol (IP) trunk			If not a direct interface, describe any necessary components that must be and are included in the response.
f) Analog (POTS) station			If not a direct interface, describe any necessary components that must be and are included in the response.
g) Endpoints,			If not a direct interface, describe any necessary components that must be and are included in the response.
1) Capable of operating on a minimum of Category 5e (Cat5e) cabling with a loop length of at least 100 meters (300 feet)			

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General System Feature Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
2) Capable of operating at over 100 meters			
h) IP station			If not a direct interface, describe any necessary components that must be and are included in the response.
i) SIP station			If not a direct interface, describe any necessary components that must be and are included in the response.
6) Support Classes of Service (COS). Provide quantity of COS available. The City's current COS parameters include, but are not limited to, unrestricted, restricted, internal only, time of day restricted.			
7) Malicious Call Trace			Describe how this function is invoked and by whom. What components are necessary to support this function.
8) Night Service can be invoked manually			
9) Night Service can be invoked via timer or programmable variable, such as time of day, day of week, etc.			
10) Paging through a third-party overhead paging /public address system. Briefly describe the following:			
a) Number of zones that can be programmed			
b) Maximum number of telephones that support simultaneous paging			

General System Feature Requirements	**Compli-ance to Req.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
c) Other pertinent characteristics			
11) Call Logging output that can be exported to a call accounting system (CAS to be provided by Offeror). Briefly describe the output.			
12) Describe how access/integrate to an overhead paging system is accomplished with the proposed solution			

2.1.3 Station and User Requirements

The City requires that the proposed system will have a comprehensive complement of station and user features, functions, and capabilities. The following requirements address the Station and User Requirements. These requirements address will meet staff's basic business communications requirements. They also include more specific requirements identified by special usage groups, such as professional "knowledge workers," management, call center, and executive administrative/ clerical. The Offeror will provide the required information specified below in its response.

Station and User Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) Support the following:			
a) CLID Blocking from the calling party's side			

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Station and User Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
b) Call Hold			
c) Call Waiting with Indication			
d) Call Pick Up			
e) Call Park with single button pick up			If not single button pick up, describe the process for parking and picking up a parked call.
f) Do Not Disturb with indication			
g) Station Privacy			Is this the default setting?
h) Privacy Release			
i) Ringer Off			
2) Headset interface. Some The City staff will require headsets, e.g., attendants, selected administrative and professional staff, and softphone users.			
i) Describe interface for conventional wired headset.			
ii) Describe interface for the cordless/wireless headset including "Bluetooth" devices.			
iii) Provide the quantity limit, if any, of headsets/adapters for the solution.			
3) Volume Control Settings for endpoint:			

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Station and User Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) Handset			
b) Ringer			
c) Headset			
4) Call Forward and the following varia-tions for internal, external or interna-tional calls with up to 15 digits:			
a) Call Forward – Busy (or Universal) in which all calls are sent to a user-programmed destination			
b) Call Forward – No Answer			
c) Call Forward – All Calls			
d) Call Forward – Manual in which calls may be sent to a programmed destination on a per-call basis			
5) Remote Call Forwarding (RCF) or "Fol-low Me" capabilities:			
a) RCF – Internal and/or External calls			
b) RCF – Activation from a remote lo-cation.			
c) RCF – Change destination from a remote location			

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Station and User Requirements	**Compliance to Reqt.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
6) The number of station rings before going to voice mail must be programmable on a per-station basis.			If not available on a per-station basis, describe the level of "granularity" to which the phone can be programmed.
7) Multiple Call Logs with at least 20 entries in each of the following logs:			
a) Incoming			
b) Outgoing			
c) Received			
d) Missed calls			
e) Discrete automated attendant for designated offices/departments.			
8) Multiple-line, Multiple Appearance in which a line may appear on multiple instruments or devices in different offices and locations around The City. State the maximum number of instruments or devices on which the line appearance may appear.			
9) Distinctive Ringing			
a) Provide the number of distinctive rings available.			

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Station and User Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
b) Different distinctive rings can be assigned to different line appearances or call sources/trunks on the same physical endpoint.			
i) Any or all distinctive rings can be disabled on a per station basis.			
ii) Any or all distinctive rings can be disabled on a per line basis.			
10) Call recording			
a) On demand recording			
b) Programmable feature button			
c) Simultaneous recording			

2.2 Endpoints

The City requires that the following types of IP endpoints *or equivalent* be proposed. The actual endpoints and quantities will be used by different user communities as determined in the final system design developed with the Awarded Offeror. While the RFP describes the endpoints generically in this section, Offerors should provide photographs and model numbers of the proposed endpoints. The required or equivalent instruments include the following:

1. **Single Line Telephone (SLT-1)** – The SLT-1 will be used by The City staff with basic telephone requirements along with locations such as lobbies, conference rooms, reception areas, work rooms and closet areas.
    a. Full duplex speakerphone
2. **Multi-Line Telephone (MLT-8)** – The MLT-8 will be the primary instrument for most The City staff, including most clerical, supervisory, management, and professional workers. It will have the following capabilities:
    a. Display of 4x32 characters or equivalent
    b. Full duplex speakerphone
    c. At least 8 user-programmable hard/soft line/features buttons
3. **Multi-Line Telephone, 16-button set (MLT-16)** – The MLT-16 will be used by administrative staff that have “receptionist” duties and/or cover for multiple executives and managers. The MLT-16 will have the following capabilities:
    a. Display of 4x32 characters or equivalent
    b. Full duplex speakerphone
    c. At least 16 user-programmable hard/soft line/features buttons
    d. Accommodate at least one DSS/BLF module (see description below) with enough buttons for assigned executives and managers.
4. **Multi-Line Telephone, 24-button set (MLT-24)** – The MLT-24 will be used by administrative staff that have “receptionist” duties and/or cover for multiple executives and managers. The MLT-24 will have the following capabilities:
    a. Display of 4x32 characters or equivalent
    b. Full duplex speakerphone
    c. At least 24 user-programmable hard/soft line/features buttons

d. Accommodate at least one DSS/BLF module (see description below) with enough buttons for assigned executives and managers.

5. **Mobile "Twin"** – This device will provide wireless/Wifi/cellular handoff connectivity, so that users may move away from their desk and still receive, answer, make, and handle calls with features and functions comparable to the wired desktop. The Mobile "Twin" will have the following capabilities:
   a. Display appropriate to its size and function
   b. Headset (the corded or wireless) compatibility
   c. Multi-line capability
   d. Wifi phones that will work on any network segment that can be reached via IP, i.e., "routable"
   e. DECT-based devices
   f. BYOD cellular telephones.

6. **Analog Device Interface** for fax, modem, analog telephones, & other analog devices
7. **DSS/BLF Module** – This module will be used by administrative and attendant users to provide status for the stations being covered by the particular user
8. **Conference Room Telephone** – Used in conference rooms and equipped with high-gain microphone(s) and full duplex speakerphone.
9. **IP Softphone** – Used to totally replace or supplement the desktop instrument

2.2.1 Desk Instruments

For **each endpoint** the Offeror shall indicate its compliance using the appropriate compliance and availability abbreviation and provide the appropriate additional information when requested:

- **Compliance to Requirement**
  - **FC –** Indicates "full compliance" with the stated requirement(s) with no reservations, limitations, *caveats,* or deficiencies.

- **PC –** Indicates "partial compliance" with the stated requirement(s) with some reservations, limitations, *caveats,* or deficiencies. Offeror must provide a brief description of why it is only partially compliant and if or how the response could become totally compliant.
- **NC –** Indicates "non-compliance" with the stated requirement(s).

- **Availability Status**
  - **S** - Standard equipment and/ or software-based feature/function or capability included in the feature complement at no additional charge.
  - **OI** - "Optional Included" indicates the feature/function is optional to the basic proposed system configuration, available at an extra charge, and is included in the total system price.
  - **ON** - "Optional, Not Included" indicates the feature/function is optional to the basic proposed system configuration, available at an extra charge.
  - **NA** - Not Available.

NOTE: If a column is "blacked out" or shaded for one of the preceding symbols, Offeror need not populate the shaded cell. If columns are open or unshaded, then Offeror shall provide the appropriate compliance and status indications and the requested information. If additional space is required, Offeror may attach additional sheets, and so indicate in the indicated cell. However, please ensure that any additional pages are cross referenced with the questions to which they apply.

Endpoints Requirements Desk Instruments	**SLT-1**	**MLT-8**	**MLT-16**	**MLT-24**	**Mobile "Twin"**
Offeror shall indicate how its endpoints meet the following requirements, i.e., compliance to requirement and availability status**:**					
1) Display as specified					
2) Full duplex speakerphone					
3) Specified number of user programmable hard/soft buttons					

Endpoints Requirements Desk Instruments	SLT-1	MLT-8	MLT-16	MLT-24	Mobile "Twin"
4) Maximum number of simultaneous calls/line appearances					
5) Delivery & display of Calling Number / Name identification for all internal The City calls and external calls if the public network delivers that data					
6) Headset connectivity					
a) Direct connection, wired without adaptor box					
b) Wireless, e.g., Bluetooth					
7) Wi-Fi phones that will work on any network segment that can be reached via IP, i.e., "routable"					

2.2.2 Analog Device Interfaces

Analog Device Interfaces	Offeror's Response
Describe the proposed **analog device interfaces** for the following: 1) Fax machines 2) Analog telephones 3) Modems	

2.2.3 Direct Station Selection/Busy Lamp Field (DSS/BLF) Module

DSS/BLF Module	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON), NA)	**Offeror's Response**
1) Support at least 30 additional program-mable line/feature buttons.			Maximum number of programmable line/feature buttons.
2) Power source for each proposed DSS/BLF module: local or centrally powered			Describe power options
3) If local, confirm if multiple DSS/BLF modules can be "daisy chained" off one power source.			
4) If so, provide the maximum number of modules that can work in the single power source configuration.			
5) Works with MLT-8, MLT-16 and MLT-24. .			State the maximum number of **DSS/BLF Modules** that can be con-figured with any single endpoint.

2.2.4 IP Softphone

Endpoints Requirements IP Softphone	Offeror's Response
1) Identify the proposed softphone's additional components, e.g., headset, handset, microphone, camera, etc. to support call origination and reception.	
2) Provide a photo of the proposed softphone as it appears on the monitor screen.	Include the name and/or model for the proposed softphone.
3) Provide the recommended hardware, software, processor, and operating system requirements to support the IP softphone.	
4) Mobility Application for users owned cell phone. This should work on I-Phone, Android, devices provide photos and capabilities of your mobile application. .	
5) License packaging. For example; does a single license cover an endpoint, softphone and the mobile application or they separate packages.	

2.3 System Administration and Management

The City requires access to telephony management information, so that it can monitor system performance, access and produce reports as necessary, verify data, and react to potential issues. The City requires logical central system management and administration for all applications and locations. The Offeror should provide succinct, yet complete, responses as necessary to The City requirements listed below. Note: The City has Lotus Notes and Avaya Data network.

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System Administration & Management	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) Context–Sensitive Help based on the screen or area being currently accessed by the user.			
2) Centralized management and admin-istration for all applications and loca-tions.			
3) Single terminal for all system admin-istration requirements listed below:			
4) Maintenance and Administration re-quirements listed below:			
a) Full access to all maintenance and administration capabilities by client personnel			
b) Batch moves, adds, and changes (MACs)			
c) Real time MACs without service in-terruption			
d) Automatic directory update based on MAC completion			
e) Remote Access Capabilities			
i) Via web			
ii) Via virtual private network (VPN)			
iii) Problem trace			

System Administration & Management	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
iv) Alarm notification to remote monitoring center			
v) All maintenance functions			
vi) Identify any maintenance functions that are not accessible remotely			
f) Administration			
g) Diagnostics			
5) Comprehensive statistical reporting for internal and external network-related traffic.			Briefly describe what statistical reporting topics are available.
6) SNMP-compliant protocol.			
7) Web access to change telephony feature(s) and /or perform administrative functions.			

2.4 Accessibility Requirements

The City considers accessibility to information and information technology a priority for its staff and contractors. The new system must meet the standards of Section 508 (29 U.S.C. '794d) 194.21 and/or 1194.22 of the federal Rehabilitation Act, be compatible with The City standard assistive technology devices, and provide an "accessible option" for staff with disabilities. The Offeror shall respond to the requirements below.

Accessibility Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) Hearing aid compatible (HAC) for cellular & standard telephones with… a) 40 db amplification b) Direct connection to hearing aids with microphone/telephone (M/T) switches			
2) Support HAC, TTY/TDD, CLID access devices especially for sight & hearing impaired.			
3) M4 rating for personal digital assistant (PDA) or cellular devices for hearing aid compatibility performance			
4) In-line handset amplifier			

2.5 Public Address Integration Requirements

Currently The City has a Valcom V2006A overhead paging system in each location. In addition to the Valcom system the Fire Station also uses a Locution Alarming System. The proposed VoIP solution must have the ability to integrate with the Paging systems.

PA System Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**

PA System Requirements	Compliance to Reqt. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Offeror's Response
1) Describe in detail how the proposed solution will integrate with The City's existing paging systems (Valcom and Locution).			

NOTE: Finalists will be expected to demonstrate their proposed solutions' capabilities, based on a The City test plan, at a designated The City location to ensure that all requirements can be fully implemented and successfully tested with the Valcom and Locution Systems.

2.6 Voice Messaging Requirements

The vendor will provide a voice messaging system with uniform messaging capabilities for all The City locations. Offeror shall address the following voice messaging and unified messaging requirements.

Voice Messaging Requirements	Compliance to Reqt. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Offeror's Response
1) Provide the name, model, software version, and manufacturer of the proposed voice messaging solution (VMS)			
2) Any new system proposed by the Offeror must include a totally integrated voice messaging system. "Integrated" is defined as including several capabilities:			

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Voice Messaging Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) All calls forwarded to a mailbox go directly to the mailbox without caller intervention or requiring additional digits			
b) Caller may opt out of voice mail and reach a live person when needed.			
c) Visual Message waiting indication (MWI) is provided for all user devic-es			
3) Remote recording to dynamically change and rerecord messages based on *ad hoc* circumstances, e.g., snow, office closure.			Briefly describe how this is accomplished.
4) Message Waiting Indication (MWI) and the following requirements:			
a) Audio/stutter dial tone			
b) Visual			
5) Support minimum total of 1,700 voice mail boxes and automated attendants with a potential ultimate quantity of 3,000			

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Voice Messaging Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
6) ***Support a minimum of 500 hours of storage for messages and automated attendants.			
7) Greetings requirements listed below:			
a) Multiple personal greetings			
i) Pre-record multiple greetings for routine/emergency use			
ii) Standard System greeting			
iii) Line status (busy, ring, no answer), greeting to indicate line status			
iv) Separate greetings for internal and external callers			
v) Extended absence greeting			
vi) Expiration date and time for extended absence greeting			
b) Override or bypass greeting or prompts			

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Voice Messaging Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
c) Information voice mailboxes only with no opportunity to leave message			
8) Distribution Lists (Quantity)			
9) Broadcast list management access is or can be separate from overall system management.			
10) Send, receive, forward message, and reply to messages			
11) Access to voice mail box from remote location			
12) Automatic time/date stamp			
13) Directory access/ dial by name			
14) Single, logical system appearance to internal and external users			
15) Single voice mail box for multiple devices, such as a desk phone, softphone, cell phone, or mobile device			

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Voice Messaging Requirements	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
16) Automated Attendant			
17) Automated attendant deactivation			
a) Manually by location			
b) Automatically by location			
c) Automatically for all locations			
18) Outcalling capabilities and message notification to internal or external tele-phone number			
19) Broadcast capability on manual or scheduled basis, e.g., time of day, day of week (Is there a limit to the amount of numbers that can be included? If so, please provide.)			
20) Special purpose and/or temporary voice mail boxes, used for limited time cam-paigns, promotions, or surveys			
21) Save and transfer voice messages from current system to new system			If available, briefly describe how this will be accomplished. Price as an option.

Voice Messaging Requirements	**Compliance to Reqt.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
22) Programmable threshold alarm for "voice mailbox full" situation			

2.7 Call Accounting System

The City requires a call accounting system that will provide high quality telecom solution call accounting, CDR, and expense management capabilities, work order and procurement, and related services system. The Awarded Offeror will be responsible for implementation of new software/hardware and reuse of The City's cost center/department codes. Specific requirements include the following:

Call Accounting System (CAS)	**Compliance to Reqt.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
1) Provide the name, model, software version, and manufacturer of the proposed CAS.			
2) Reporting Requirements			
a) Customized reports to contain The City-selected information and *ad hoc* reporting capability			
i) Schedule reports directly to printer			

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Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
ii) Real time and scheduled re-ports to file			
iii) Report to file in CSV and HTML formats			
b) Exception reporting required with at least the following programmable criteria:			
i) Telephone numbers			
ii) Time of day (TOD), day of week (DOW)			
iii) Cost of call			
iv) Call duration			
v) Charge/account codes			
vi) Called number			
vii) Location			
viii) Originating number			
c) Graphic reporting, e.g., charts			
d) Reports to e-mail, scheduled			
e) Reports to e-mail, *ad hoc*			
i) Daily			
ii) Weekly			

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Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
iii) Monthly			
3) The City requires the following types of accounts to be included in the CAS:			
a) Long distance			
b) Message units / usage charges			
c) Accounting charge, e.g., NRC re-placement			
d) Move, add, change (MAC) costs			
e) Cellular telephones (future)			
f) Pagers			
g) Repair charges			
h) DSL			
4) Call Accounting Call Processing Re-quirements			
a) Receive and process CDR, in batch mode			
b) Receive and process CDR, in real time mode			
c) Sort and review raw CDR data			
d) Toll fraud monitoring			
e) Variety of costing methods			

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Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
f) Simultaneous assignment of costing methods			
g) Multiple charge codes			
i) Fixed rate			
ii) Prorated			
iii) Advance billing			
iv) NRC			
v) Recurring charges			
vi) Others (describe briefly)			
5) General Call Accounting Requirements			
a) Obtain call data for a minimum of 90 days			
b) Customized tariffs based on terminating city and LATA			
c) Fixed billing periods			
d) Updated tariff tables (V&H coordinates)			
e) Outbound calls' cost at standard tariff rates			
6) Direct access via web portal to billing and call activity data. The following capabilities are required:			

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Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) Users for their own account(s)			
b) Super user password for adminis-trator to enable access to more than one departments billing records.			
c) Authentication of agency web ac-cess			
d) Support of views to database via the web for different users, such as customer, technician, administrator, & agency			
e) Remote management and admin-istration over the web			
f) Allow departmental inquiries on bill-ing history details with access to the following:			
i) Past bills			
ii) Call detail			
iii) Call summaries			
iv) Rate information for called number			
v) Monthly recurring charges			
vi) Non-recurring charges			

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Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
g) On-line calculation inquiry for agen-cies/departments with rate quota-tions for local, toll, and international calls			
7) Security and Application Administration Requirements			
a) Prevent unauthorized access to the system			
b) Determine which applications that departments /users may access			
c) Applications & menu level security to allow administrator to add, change, or delete by user, group, or agency			
d) Set access rights			
e) Single point of authentication to track & audit log on assignments			
f) Audit trail across all functions by associating a user ID, date, & time stamp to all changes			
8) Provide a description of the following for the call accounting/billing system:			
a) Operating System			
b) Disk storage configuration			
c) Memory requirements			

Call Accounting System (CAS)	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
d) Call collection interface			
e) Network interface			***Backup technology, sized for three years' storage Assume 182,320 long distance calls and 600,000 minutes annually
f) Describe the recommended, not minimum, client platform including CPU model & speed, memory, operating system, and storage disk space			

2.8 Contact Center/ Help Desk Agent and Supervisor Requirements

The City has multiple small call centers in various business units and locations. While each call center has its unique call handling, reporting, and call treatment requirements, a common technological foundation can accommodate all centers' needs. The City call centers are open during regular business hours. Most of the call centers are small and/or "informal" call centers in various units and departments with basic requirements. Examples of the informal call centers include unit-level help desks, IT help desk, transportation center, Building Services, and administrative support groups that receive relatively high volumes of incoming calls and messages. The quantity is never expected to exceed 200 total agents and 20 supervisors. Additionally, the call centers will be relatively simple in design.

Supervisors and managers require real time and historical reporting and monitoring tools to facilitate managing the front-line agents and representatives. Primary requirements for these groups are call handling and processing capabilities, and reporting. The proposed offering should be at a basic call center level as opposed to a sophisticated, contact center. During solution design and implementation Offerors should be prepared to develop the initial set of the City ACD reports and provide ACD Supervisor training to perform future report creation/modification. The Offeror should address the following Agent and Supervisor requirements in complete yet concise responses.

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ACD Agent/ Supervisor/ Call Center	**Compliance to Reqt.** (FC, PC, NC)	**Availability Status** (S, OI, ON, NA)	**Offeror's Response**
1) The proposed solution must be able to support up to multiple separate call center "identities" on the same technological platform. Describe briefly in terms of call treatment, routing, reporting, agent supervision, work force management, announcements/music on hold, and monitoring and/or recording how the proposed solution will meet this requirement.			Provide the name, model, software version, and manufacturer of the proposed call center solution.
2) Support up to 200 agents			
3) Support up to 20 supervisors			
4) The associated agent or supervisor device must support multiple headset options listed below:			
a) Dual headset compatibility for monitoring purposes			
b) Multiple USB interface port for handset or headset			
c) RJ-11 interface or standard "peg" port for handset or headset			
d) Wireless interface, e.g., Blue Tooth			
5) DID/ private, non-ACD line in addition to ACD line			
6) The proposed solution must support the following:			

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ACD Agent/ Supervisor/ Call Center	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) System and Agent Features/ Functions			
i) Agent Log On/ Log Off			
ii) One button log on for physical phone and soft-phone			
iii) Log On from secondary location should log off the initial logged on device or ID of same profile			
b) The proposed solution must support the following:			
i) Automatic Answer with Zip Tone.			
ii) Agent Wrap Up with "reason codes"			
iii) Calls in Queue (Agent Set Display) including the following requirements:			
(1) Call source identification			
(2) Calling line ID (CLID)			
c) The proposed solution must support Queuing/ Distribution requirements listed below:			
i) First In, First Out (FIFO) queuing			

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ACD Agent/ Supervisor/ Call Center	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
ii) Longest Idle Agent			
d) Create ACD groups with agents at any location.			
e) The proposed solution should support multiple separate Music / Announcement on Hold interfaces			
i) Provide the maximum number of MOH access ports or inputs on the proposed solution.			
ii) List types of playback devices supported			
iii) Describe how MOH is multicast support to remote locations			
f) The proposed solution should support "One Touch" Recording.			Briefly describe how this is accomplished including required components.
g) Agent Monitoring.			
h) The proposed solution must support Supervisor features and functions and the requirements listed below:			
i) Agent help			
(1) Verbal via consultation (caller cannot hear supervisor)			
(2) Via text message or "banner" on agent workstation			

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ACD Agent/ Supervisor/ Call Center	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
i) The proposed solution must support Real Time Supervisory Display and the requirements listed below:			
i) Monitor multiple splits, queues, and/or agent groups from single supervisory work station.			
ii) Provide maximum number of concurrent active Supervisory workstations:			
(1) View only mode			
(2) View/ modify mode			
iii) Change messages and param-eters remotely.			
j) The proposed solution must support Work Mode-Agent feature and re-quirements listed below:			
i) Automatic			
ii) Manual			
iii) Multiple "reason" codes (20 re-quired, list number & types available)			
7) Administrator			
a) Ten separate administrator identi-ties			Provide maximum number of separate simultaneous administrator identities.

ACD Agent/ Supervisor/ Call Center	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
b) Restricted access to one or more partitions by each administrator, such that an administrator for one department cannot access admin-istration and configuration settings for another department			Provide maximum number of separate simultaneous administrator identities.
c) "Super" administrator rights, such that an authorized "super" adminis-trator can access configuration set-tings for any contact center			Provide maximum number of concurrent "super" administrators. Does a "super" administrator require a different license from an administrator?
8) Reporting			Briefly describe the basic reporting capabilities and number of standard reports included in the proposed solution.

2.9 Internal Conference Bridge

The City regularly conducts scheduled "meet me" conference calls with large groups (up to 24) of internal and external users. Currently, The City uses various third party conferencing services for all conference calls with more than three parties. The City wants to investigate the use of an internal conference bridge that will address the following requirements:

Conference Bridge	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) Minimum of 10 conference bridges.			
a) Provide the maximum number of conference bridges			
2) Support up to 24 parties simultaneously			
a) Provide the maximum number of simultaneous parties			
b) What are the increments for scala-bility for the bridge?			
3) Multi-mode conversation			
a) Conversation			
b) Presentation/lecture			
c) Question and answer			
d) Polling			
4) Participant list data			

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Conference Bridge	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
a) Real time			
b) Post call			
c) Data for each participant			
i) Originating telephone number			
ii) Connect date, time			
iii) Disconnect date, time			
iv) Number of minutes on the bridge			
v) Participant name			
5) Touch-tone control			
a) Moderator			
b) Participant			
6) Organizer/Moderator			
a) Web-based portal and control			
b) Control access of participants			
c) Mute participants - all			
d) Mute participants - selectively			
e) Disconnect participants - all			
f) Disconnect participants - selectively			

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Conference Bridge	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
7) Recording			
a) Moderator one-touch recording start			
b) Web-based recording & retrieval			
c) Record and stream real time on in-ternet			
d) Navigate through recording to ad-vance, rewind, skip, etc.			
8) Replay link			
9) Security			
a) Entry announcements			
i) None			
ii) Name – record & playback when entering			
iii) Beep			
b) Separate moderator, participant PINs			
c) Lock conference option			
d) Audible participant count			
e) Conference start when moderator joins conference			

Conference Bridge	**Compli-ance to Reqt.** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
f) Conference end when moderator leaves conference			
g) Dial out only to invited parties			
10) Reporting Requirements			
a) Customized reports to contain The City-selected information & *ad hoc* reporting capability			
i) Schedule reports directly to printer			

2.10 Emergency Response & Notification Requirements

Emergency responsiveness is particularly important for an organization as large and widespread as the City. Staff moves within and among the City buildings and locations. Literally, a life or lives could hang in the balance, and The City as well as public safety first responders, such as fire-men, emergency medical technicians, security, and police, must receive accurate and timely location information during emergencies or crises. The primary requirements that the proposed solution must address are maintenance and updating of staff and asset locations and notification to the appropriate parties as mandated by law and City policies. Today The City uses E-911 ETC for PSAP integration and the proposed system is expected to interface with the City's current services.

The Offeror shall respond to the requirement below in a succinct and comprehensive manner.

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Emergency Response and Notification	**Compli-ance to Require-ment** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON, NA)	**Offeror's Response**
1) The City requires that the proposed solution have the ability to fully integrate with their current Emergency Response and Notification System which is E-911 ETC.			Describe in detail how this will be accomplished.

2.11 Solution Quantities

Each Offeror is to propose a solution based upon the capacities shown below. There is no guarantee on these quantities, which are estimates only. The "Equipped" level indicates those items that will be operational at solution cutover or the final site cutover. The "Growth" level indicates capacities to which The City can reasonably expect to increase over the next five years. The "Capacity" level indicates the ultimate solution capacity; **Offeror shall provide this figure.**

When addressing the ultimate solution capacity, Offerors should describe the specific hardware and software additions required to achieve the projected capacity.

Solution Configuration (Administrative phones only)

City Sites	Equipped	Growth (20%)	Capacity (To be completed by Offeror)
1) User Licenses	1600	1800	
2) ACD Agent/Supervisor Licenses	100/10	200/20	
3) SLT (IP) 29%	408	490	
4) MLT-8 (IP) 47%	658	790	
5) MLT-16 (IP) 16%	224	269	
6) MLT-24 (IP)	0	0	
7) Attendant Console Instrument	0	0	
8) Mobile "Twin"	20	25	
9) SLT 8%	118	141	
10) Analog Device Interface	125	150	

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City Sites	Equipped	Growth (20%)	Capacity (To be completed by Offeror)
11) DSS/BLF Module	15	18	
12) Conference Room Telephone (optional)	25	30	
13) Voice Messaging System ports	52	62	
14) Voice Messaging System storage hours	500	600	

3. Optional Features and Applications

The Optional Features and Applications are peripheral capabilities that the City might desire but are not part of the core call processing infrastructure. These features and applications apply to specific user groups, business units, and/or special operations. Offeror shall indicate its compliance with the following capabilities.

3.1 Future Capabilities

3.1.1 Unified Communications (UC)

The proposal should address the following optional capabilities, features, and functions. The City will probably use some of these capabilities in selected applications, business units, user communities, or on an individual case basis (ICB). The City desires information about potential UC applications that is could use in the future for selected user communications.

Offeror should address the following:

Unified Communications	**Compliance to Requested Info** (FC, PC, NC)	**Availability Status** (S, OI, ON/, NA)	**Offeror's Response**
1) Offeror will briefly define its vision of UC, including instant messaging (IM), presence, enhanced messaging, mobility, and collaboration.			
2) Integrate with Lotus Notes Verse with the following capabilities:			
a) Instant messaging (IM)			

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Unified Communications	**Compliance to Requested Info** (FC, PC, NC)	**Availability Status** (S, OI, ON/, NA)	**Offeror's Response**
b) Unified messaging (UM)			
c) Presence/status			
d) Mobility			
e) Collaboration/conferencing			
3) Describe "click to dial" capabilities.			
a) From The City user's email box			
b) From The City user's "buddy list"			
c) Describe how/if contact information is available when an e-mail address is typed in or selected.			
4) Describe how cellular/smartphone devices can "twin" off a desk telephone.			
a) What components are necessary to make this work?			
b) What cellular/smartphones with which this solution has been proven and is commercially available?			
i) Android			
ii) iOS (iPhone)			
iii) Others, please list.			

Unified Communications	**Compli-ance to Re-quested Info** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON/, NA)	**Offeror's Response**
c) What features and functions, if any, are available on the cellu-lar/smartphone that are different from a desk instrument?			
5) Provide a high-level roadmap of how The City would migrate to UC capabilities.			
6) Include the components, i.e., hardware, software, licenses, necessary to migrate to UC.			
7) Provide a budgetary estimate in the pricing tables that includes hardware, software, licenses, and professional services.			

3.1.2 Mobile Devices

Offeror may describe required capabilities of its available **Mobile Devices** that would work with the the City Wifi network. In this option the mobile device would supplement the desktop instrument and emulate its capabilities, e.g., features, functions, ring notifications, in a simultaneous or "twinned" manner. The mobile device would supplement the desktop instrument and would work on the public cellular network. Offeror should describe the following:

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Endpoints Requirements **Mobile Device/ Wireless IP Phone**	**Offeror's Response**
1) Nominal battery life – standby (in hours)	Wi-Fi DECT
2) Nominal talk time per battery (in hours)	Wifi DECT
3) Charge battery separately from mobile device	Wifi DECT
4) Procedure description to change batteries	Wifi DECT
5) User controlled "Twin" off proposed solution instruments	Wifi DECT
6) Any/all FMC/cellular interface capabilities (options)	Wifi DECT

3.1.3 Optional Third Party Endpoints

Optional Third Party Endpoints	**Compliance to Requested Info** (FC, PC, NC)	**Availability Status** (S, OI, ON/, NA)	**Offeror's Response**
1) Offeror should support third party endpoints (TPE), such as SIP phones, which support a comprehensive feature / function complement with the proposed solution at a less expensive price point per endpoint. Offeror is requested to provide the following information in a **tabular format** about TPEs:			
a) Brand and model numbers of third party instruments that work with the proposed solution			
b) Confirmation that the TPE supports the entire feature/ function complement of the proposed solution			
c) If not, list features that are supported			
d) Protocols supported by the TPE(s):			
i) Session initiation protocol (SIP)			
ii) H.323			
iii) Analog			
iv) Digital			

Optional Third Party Endpoints	**Compliance to Requested Info** (FC, PC, NC)	**Availability Status** (S, OI, ON/, NA)	**Offeror's Response**
v) Others (please specify)			
2) Offeror is invited to propose TPEs in its proposed solution in place of or in conjunction with proprietary TIPP Solution endpoints and should provide specifications and photographs of the optional TPE.			

3.1.4 On-Demand Call Recording

Multiple The City non-call center departments have a requirement for on-demand recording. The requirement is individual users, usually public-facing, who might need to record an abusive or threatening call. The need might not be by the same user every time or even the same department. The City requires the ability to record ten (10) simultaneous calls by various users across multiple departments. Offeror should describe how it will address the following on-demand requirements

On-Demand Recording Requirements	**Compliance to Requested Info** (FC, PC, NC)	**Availability Status** (S, OI, ON/, NA)	**Offeror's Response**
1) Offeror should briefly describe it proposed solution for on-demand recording for any City user in any department.			

ATTACHMENT G TO
RFP 17-06-01 Telecommunications Replacement Solution
COMPLIANCE RESPONSE FORM

On-Demand Recording Requirements	**Compli-ance to Re-quested Info** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON/, NA)	**Offeror's Response**
2) Name, make, model, and software version of proposed optional solution			
3) Activation of recording from a desk phone			
a. Via programmable button			
b. Via feature code			
c. Briefly describe how this is ac-complished.			
4) Activation of recording from a softphone			
a. Via mouse			
b. Via keyboard			
c. Briefly describe how this is ac-complished.			
5) Briefly describe the licensing structure.			
a. Concurrent, system/solution-wide licenses, not limited to specific stations or departments			
b. Licenses are "perpetual," i.e., will only be paid for once for the life of the system, not on a re-newal basis			

ATTACHMENT G TO
RFP 17-06-01 Telecommunications Replacement Solution
COMPLIANCE RESPONSE FORM

On-Demand Recording Requirements	**Compli-ance to Re-quested Info** (FC, PC, NC)	**Availabil-ity Status** (S, OI, ON/, NA)	**Offeror's Response**
6) Briefly describe the hardware, software, and license configuration of the proposed solution.			
7) Recordings stored for a minimum of 90 days.			