

Request for Proposal Worksheet

Vendor Response Sheet		
	NOTE: Please attach any design documents or answers to tables on RFP to final submission	
Section #	Section Name	Response
2.1	SYSTEM OVERVIEW	
2.2	LAN/WAN REQUIREMENTS	
2.3	SINGLE SYSTEM IMAGE	
2.4	ENHANCED 911 (E911) SERVICES SUPPORT	
2.5	E911 AND STATION MOVES	
2.6	PROPOSED IPTS	
2.7	IPTS DESIGN PLATFORM	
2.8.1.1	DATACENTER - HOST COMMON CONTROL	
2.8.1.2	CABLING REQUIREMENTS	
2.8.1.3	COMMON CONTROL REDUNDANCY	
2.8.1.4	CALL PROCESSING	
2.8.1.5	POWER SAFEGUARDS	
2.8.1.6	ETHERNET CALL CONTROL SIGNALING LINKS	
2.9	NETWORK FAILOVER RESILIENCY	
2.10	SESSION INITIATED PROTOCOL (SIP)	
2.11.1	UNAUTHORIZED SYSTEM ACCESS	
2.11.2	UNAUTHORIZED NETWORK ACCESS	
2.11.3	DISRUPTION OF SERVICES (DOS)	
2.11.4	THEFT OF SERVICES	
2.11.5	RESTRICTED CALLS	
2.11.6	CONFIDENTIALITY AND PRIVACY (PACKET SNIFFING)	
2.11.7	PHYSICAL INTERFACES	
2.11.8	ROOT ACCESS	
2.11.9	MISCELLANEOUS SECURITY REQUIREMENTS	
3.1.1	MAIN FACILITY STATION/TRUNK PORT REQUIREMENTS	
3.1.2	OPERATIONS CAMPUS STATION/TRUNK PORT REQUIREMENTS	

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<u>Section #</u>	<u>Section Name</u>	<u>Response</u>
3.1.3	WATER TREATMENT CAMPUS STATION/TRUNK PORT REQUIREMENTS	
3.1.4	WASTE WATER TREATMENT CAMPUS STATION/TRUNK PORT REQUIREMENTS	
3.1.5	EXPRESS OFFICE FACILITY STATION/TRUNK PORT REQUIREMENTS	
3.1.6	LNG FACILITY STATION/TRUNK PORT REQUIREMENTS	
3.1.7	TRAINING FACILITY STATION/TRUNK PORT REQUIREMENTS	
4.1	COMMON EQUIPMENT	
4.1.1	UNIVERSAL CARD SLOTS	
4.1.2	COMMON EQUIPMENT REDUNDANCY	
4.2	IP STATION DISCOVERY	
4.3	PHONE TO RADIO	
4.4	IP STATION POWER OVER ETHERNET (POE)	
4.5	IP STATION QOS	
4.6	MULTI-PARTY CONFERENCE CALLS	
4.7	PUBLIC ADDRESS SYSTEM INTEGRATION	
4.8	SECURITY GATE MANAGEMENT INTEGRATION	
4.9	PORT INTERFACE CIRCUIT CARDS	
4.9.1	IP TELEPHONES	
4.9.2	ANALOG TELEPHONES	
4.9.3	FACSIMILE TERMINAL	
4.9.4	MODEM	
4.9.5	POWER FAILURE TRANSFER STATION (PFTS)	
4.9.6	GS/LS CO TRUNK	
4.9.7	DS1/T-1 CARRIER INTERFACE TRUNK	
4.9.8	OTHER TRUNK INTERFACES	
5.1	REGULATION REQUIREMENTS	
5.2	DESKTOP IP TELEPHONE INSTRUMENTS	
5.2.1	ECONOMY IP TELEPHONE INSTRUMENT	
5.2.2	DESKTOP IP TELEPHONE INSTRUMENT	

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<u>Section #</u>	<u>Section Name</u>	<u>Response</u>
5.2.3	DESKTOP IP TELEPHONE INSTRUMENT WEB SERVICE FUNCTIONALITY	
5.2.4	DESKTOP INSTRUMENT OPTIONS AND ADD-ON MODULES	
5.2.5	SIP COMPATIBILITY	
5.3.1	DESKTOP TELEWORKER	
5.3.2	MOBILE TELEWORKER	
5.4	IP AUDIO CONFERENCING UNIT	
5.5.1	MOBILE CELLULAR EXTENSION OPTION	
5.6	OTHER IP TELEPHONE INSTRUMENTS	
6.1	STATION USER FEATURES	
6.2	ADDITIONAL STATION USER FEATURES	
6.3	SYSTEM FEATURES	
6.4	ADDITIONAL SYSTEM FEATURES	
7	SYSTEMS MANAGEMENT	
7.1	SYSTEM/PORT CAPACITY	
7.2	TERMINAL CAPACITY	
7.3	SUPPORT FOR OPEN STANDARDS	
7.4	SECURITY FEATURES	
7.5	USER INTERFACE & TOOLS	
7.6	ADMINISTRATION FUNCTIONS	
7.7	GROUP ASSIGNMENTS	
7.8	FACILITIES PERFORMANCE MANAGEMENT & REPORTS	
7.8.1	BASIC TRUNK USAGE AND TRAFFIC	
7.8.1.1	INDIVIDUAL TRUNK LINE COUNTERS	
7.8.1.2	OUTGOING TRUNK ROUTE COUNTERS	
7.8.1.3	INCOMING TRUNK ROUTE COUNTERS	
7.8.1.4	BOTH WAY TRUNK ROUTE COUNTERS	
7.8.2	STATIONS	
7.8.3	TRAFFIC DISTRIBUTION	
7.8.4	BUSY HOUR TRAFFIC ANALYSIS	
7.8.5	ERLANGE RATINGS	

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<u>Section #</u>	<u>Section Name</u>	<u>Response</u>
7.8.6	PROCESSOR OCCUPANCY	
7.8.7	THRESHOLD ALARMS	
7.8.8	FEATURE USAGE	
7.8.9	VOIP MONITORING	
7.9	OPTIONAL REPORTS	
7.10	CALL DETAIL RECORDING	
7.11	MAIN FACILITY MAINTENANCE	
7.11.1	ALARM CONDITIONS	
7.11.2	MAINTENANCE REPORTS	
7.11.3	REMOTE MAINTENANCE	
7.12	PROVISIONING	
7.13	INTEGRATED MESSAGING SYSTEM	
8	UNIFIED COMMUNICATIONS	
8.1	UC SYSTEM INTEGRATION	
9	AUTOMATIC CALL DISTRIBUTION (ACD) CONTACT CALL CENTER	
9.1	BASIC ACD CALL CENTER REQUIREMENTS	
9.2	THIRD PARTY SYSTEM INTEGRATION	
9.3	UC CAPABILITIES	
9.4	ACD STATION EQUIPMENT	
9.5	ACD TELEPHONE INSTRUMENT	
9.6	SUPERVISOR WORKSTATION	
9.7	REMOTE ACD STATION EQUIPMENT	
9.8	VIRTUAL CONTACT CENTER	
9.9	REDUNDANCY	
9.10	ACD CONTACT CALL CENTER PARAMETERS	
9.11	BASIC ACD FEATURES	
9.12	CALL FLOW	
9.12.1	ROUTING & QUEUING	
9.12.2	AGENT SKILLS	
9.12.3	CUSTOMER PREFERENCE	
9.13	CALL PROCESSING FUNCTIONS	
9.14	SUPERVISOR FUNCTIONS	

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<u>Section #</u>	<u>Section Name</u>	<u>Response</u>
9.15	AGENT FUNCTIONS	
9.16	SYSTEM CALL PROMPTS & ANNOUNCEMENTS	
9.16.1	HANDS FREE CALLER PROMPT RESPONSE	
9.16.2	ANNOUNCEMENTS	
9.17	MIS REPORTING	
9.17.1	SYSTEM REQUIREMENTS	
9.17.2	MIS REPORTS	
9.17.3	CUSTOMIZING REPORTS	
9.17.4	REAL TIME REPORTS	
9.17.5	HISTORICAL REPORTS	
9.17.5.1	FREQUENCY	
9.17.5.2	ON-DEMAND REPORTING	
9.17.5.3	STORAGE & BACKUP	
9.17.5.4	CUSTOMIZED REPORTING	
9.17.5.5	SCHEDULED AND EMAIL OF REPORTS	
9.17.5.6	REPORT FORMATS	
9.18	ACD MANAGEMENT & ADMINISTRATION	
11.1	VENDOR QUALIFICATIONS	
11.2	VENDOR PRODUCT HISTORY	
11.3	VENDOR CLIENTS AND REFERENCES	
12	PROPOSAL PRICING	
12.1	FIVE (5) YEAR COST	