

REQUEST FOR PROPOSALS

REQUEST FOR PROPOSAL #10-10

PROPOSAL DESCRIPTION: IP Telephony Solution

ISSUE DATE: Wednesday, October 6, 2010

PROPOSAL OPENING DATE: Wednesday, November 3, 2010

PROPOSAL OPENING TIME: 10:00 AM

PROPOSAL RESPONSES MUST BE RECEIVED NO LATER THAN THE PUBLIC PROPOSAL OPENING DATE AND TIME (LOCAL TIME) SPECIFIED ABOVE. PROPOSALS WILL BE OPENED AND READ ALOUD AT THAT TIME. LATE PROPOSALS WILL NOT BE CONSIDERED.

TO ALL PROSPECTIVE CONTRACTORS/PROPOSERS:

You are hereby invited to submit your proposal for the item(s) to be furnished and delivered, shipped f.o.b. to the address specified herein.

All proposals must be received in **DUPLICATE** in sealed envelopes.

All proposals are subject to staff analysis and Board approval. The Greater Rockford Airport Authority (Authority) reserves the right to accept or reject any and all proposals received and waive any and all technicalities.

Proposals must be delivered prior to the public proposal opening date and time to:

**Greater Rockford Airport Authority
60 Airport Drive
Rockford, IL 61109-2902**

Direct any and all inquiries about this proposal to Zach Sundquist, Research Analyst, at 815-969-4414 or rfp@flyrfd.com.

Instructions to Proposers

1.1 Proposal Preparation

Proposals must be submitted, in duplicate, on the blank Proposal Form furnished with these contract documents and shall conform to the terms and conditions set forth in the “Instructions to Proposers,” “General Terms and Conditions” and “Special Terms and Conditions” of the contract. Proposals submitted in any other manner, or which fail to furnish all information or certificates required, may be summarily rejected. Proposals may be modified or withdrawn prior to the time specified for the opening of proposals. Proposals shall be filled out legibly in ink or typewritten with all erasures, strikeovers and corrections initialed in ink by the person signing the proposal.

1.2 Proposal Execution

If the Proposer is a corporation, the President shall execute the proposal. In the event that the proposal is executed by other than the President, a certified copy of that section of the corporate by-laws or other authorization by the corporation, which permits the person to execute the proposal for the corporation, shall be submitted. If the Proposer is a partnership, all partners shall execute the proposal, unless one partner has been authorized to sign for the partnership, in which case, evidence of such authority satisfactory to the Deputy Director/Finance & Administration shall be submitted. If the Proposer is a sole proprietor, the owner shall execute the proposal. A “Partnership” or “Sole Proprietor” operating under an Assumed Name shall be registered with the Illinois County in which located, as provided in the Illinois Compiled Statutes, 805/ILCS 405/1.

1.3 Proposal Submission

The Greater Rockford Airport Authority must receive all proposals by the specified opening time of the proposal. Proposals arriving after the specified time will not be accepted and will be returned unopened. All proposals shall be submitted in sealed envelopes with the following information explicitly shown (centered both vertically and horizontally on the envelope): name and address of proposer and proposal number. Further, the sealed envelope must be clearly marked “SEALED PROPOSAL.” The Proposer shall be responsible for the delivery of the proposal before the date and hour set forth for the opening of proposals.

1.4 Error in Proposal

Proposers are cautioned to verify their proposals before submission. Negligence on the part of the Proposer in preparing the proposal confers no right for withdrawal or modifications of the proposal after it has been opened. In case of error in the extension of prices in the proposal, the unit price will prevail.

1.5 Variances and Deviations

Variances and deviations shall be described fully on the Proposal Form. In the absence of such statement, the proposal shall be considered as if submitted in strict compliance with all terms, conditions, and specifications; the Contractor shall be held liable. Contractors are cautioned to avoid making variiances and deviations to the specifications, which may result in rejection of their proposal.

1.6 Reserved Rights

Greater Rockford Airport Authority reserves the right at any time and for any reason to cancel this Request for Proposal, accept or reject any or all proposals or any portion thereof, or to accept an alternate proposal. The Authority reserves the right to waive any immaterial defects or irregularities in any proposal. The Authority may seek clarification from any Proposer at any time and failure to respond promptly is cause for rejection. The Authority has ninety (60) days to accept the proposal.

1.7 Interpretation or Correction of Proposing Documents

Proposers shall promptly notify the Authority no later than one (1) week before proposal opening of any ambiguity, inconsistency or error, which they may discover upon examination of the proposing documents. Interpretations, corrections and changes will be made by written addendum. Each proposer shall ascertain prior to submitting a proposal that all addenda have been received and acknowledged in the proposal. Oral explanations will not be binding.

1.8 Incurred Costs

The Authority will not be liable for any costs incurred by Proposers in replying to this Invitation to Bid.

Instructions to Proposers

1.9 No Proposal Response

If your firm declines to proposal on this invitation, but desires to remain on the Authority's Proposers' List for future invitations, please submit in a letter stating why you are declining to proposal.

1.10 Basis of Award

It is the intent of the Authority to award a contract to the lowest responsible proposer meeting specifications. Further, the Authority reserves the right to determine the lowest responsible proposer in any way determined to be in the best interests of the Authority. Award will be based on the following factors (where applicable): (a) adherence to all conditions and requirements of the proposal specifications; (b) price; (c) qualifications of the proposer, including past performance, financial responsibility, general reputation, experience, service capabilities, and facilities; (d) delivery or completion date; (e) product appearance, workmanship, finish, taste, feel, overall quality, and results of product testing; (f) maintenance costs and warranty provisions; and (g) repurchase or residual value.

1.11 Pre-Proposal Conference

If a Pre-Proposal Conference is a requirement of this contract, it will be shown on the Title Page.

End of Instructions to Proposers

General Terms and Conditions

2.1 Non-Discrimination

Contractor shall comply with the Illinois Human Rights Act, 775, ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Contractor shall comply with the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

During the performance of this Contract, the Contractor agrees that it shall not discriminate against any worker, employee or applicant, or any member of the public, on the basis of race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap, or sexual orientation. Upon request of the Authority, the Contractor also agrees to submit in writing an affirmative action plan demonstrating compliance with equal employment opportunity laws and policies. Contractor further agrees that this clause will be incorporated by the Contractor in all contracts entered into with suppliers or materials or services, sub-contractors and all labor organizations furnishing skilled, unskilled and craft union skilled labor, or any other person or organization performing services in connection with this Contract.

2.2 Drug-Free Workplace

The Contractor agrees to provide a drug free workplace as provided for in the Drug Free Workplace Act, 30 ILCS 580/1, et seq.

2.3 Tax Exemption

The Greater Rockford Airport Authority is not subject to Federal Excise Tax. Per Illinois Compiled Statutes, 35 ILCS 120/2-5, the Greater Rockford Airport Authority is exempt from state and local taxes. Our exempt number is E9992-3521-05.

2.4 Warranties

Contractor warrants that all goods and services furnished hereunder will conform in all respects to the terms of this solicitation, including any drawings, specifications or standards incorporated herein, and that they will be free from latent and patent defects in materials, workmanship and title, and will be free from such defects in design. In addition, Contractor warrants that said goods and services are suitable for, and will perform in accordance with, the purposes for which they are purchased, fabricated, manufactured and designed or for such other purposes as are expressly specified in this solicitation. The Authority may return any nonconforming or defective items to the Contractor or require correction or replacement of the item at the time the defect is discovered, all at the Contractor's risk and expense. Acceptance shall not relieve the Contractor of its responsibility.

The Contractor further agrees, upon written notice from the Authority, to promptly and without charge, make changes, corrections and/or replacement, to the satisfaction of the Authority, which may be required to make good all defects in design and material under its intended use, for a period of one (1) year, with the one (1) year period commencing on the date of acceptance by the Authority. The Contractor shall receive no compensation for cost in replacement of goods or workmanship.

2.5 Indemnification

Contractor agrees to indemnify, save harmless and defend the Greater Rockford Airport Authority, its agents, servants, Commissioners, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses or expenses, including court costs and attorneys' fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to any property, which may arise or which may be alleged to have arisen, in whole or in part, out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly and solely by the negligence or other fault of the Greater Rockford Airport Authority, its agents, servants, Commissioners, or employees or any other person indemnified hereunder. This indemnification obligation is not limited by, but is in addition to the insurance obligations, which may be contained in this contract. The provision of this paragraph shall not be waived.

General Terms and Conditions

2.6 Termination and Default

Time is of the essence of this contract and if delivery of acceptable items or rendering of services is not completed by the time promised, the Authority reserves the right, without liability, in addition to its other rights and remedies, to terminate the contract by notice effective when received by Contractor, as to stated items not yet shipped or services not yet rendered and to purchase substitute items or services elsewhere and charge the Contractor with any or all losses incurred. The Authority shall be entitled to recover its attorney's fees and expenses in any successful action by the Authority to enforce this contract.

2.7 Royalties and Patents

Contractor shall pay all royalties and license fees. Contractor shall defend all suits or claims for infringement of any patent, copyright or trademark rights and shall hold the Authority harmless from loss on account thereof.

2.8 Regulatory Compliance

Contractor represents and warrants that the goods or services furnished hereunder (including all labels, packages and containers for said goods) comply with all applicable standards, rules and regulations in effect under the requirements of all Federal, State and local laws, rules and regulations as applicable, including the Occupational Safety and Health Act as amended, with respect to design, construction, manufacture or use for their intended purpose of said goods or services. Contractor shall furnish "Material Safety Data Sheets" in compliance with the Illinois Toxic Substances Disclosure to Employees Act.

Pursuant to Illinois Municipal Code 65 ILCS 5/11-42.1-1, by signing this proposal the Contractor certifies that it is not delinquent in the payment of any tax administered by the Department of Revenue.

The Contractor certifies that they are not barred from bidding on this contract as a result of engaging in or being convicted of: (a) bid-rigging in violation of Section 3; or (b) bid-rotating in violation of Section 4, of the Illinois Criminal Code of 1961, as amended [720 ILCS 5/33E-3 and 4].

2.9 Discounts

Prices quoted must be net after deducting all trade and quantity discounts. Where cash discounts for prompt payment are offered, the discount period shall begin with the date of receipt of a correct invoice or receipt or final acceptance of goods, whichever is later.

2.10 Inspections

The Authority shall have the right to inspect any materials, components, equipment, supplies, services, or completed work specified herein. Any of said items not complying with these specifications are subject to rejection at the option of the Authority. Any items rejected shall be removed from the premises of the Authority and/or replaced at the entire expense of the Contractor.

2.11 References

To allow the Authority to evaluate the experience of the Contractor, as it relates to this purchase, the Contractor must submit a minimum of three (3) references of organizations that have purchased similar items. Failure to include references may result in proposal disqualification. References must be submitted on the Proposal Form.

2.12 Law Governing

This contract shall be governed by and construed according to the laws of the State of Illinois.

2.13 Executive Overview and Company Background

The Proposer shall provide an executive summary of the system being proposed. The Proposer shall also provide an overview of their company, number of years in business, core solutions offerings, and five-year growth and development plans.

2.14 Prevailing Wage Reporting Burdens

HB 188 became PA 94-515 and requires a contractor and subcontractor working on a prevailing wage project to submit on a monthly basis a certified payroll to the public body in charge of the project. Any contractor or subcontractor who fails to submit a certified payroll or knowingly files a false certified payroll is guilty of a Class B misdemeanor. Such payroll records are public records subject to disclosure under the Freedom of Information Act. The new administrative burdens became effective August 10, 2005.
<http://www.ilga.gov/legislation/publicacts/fulltext.asp?Name=094-0515>

2.15 Evaluation Criteria

The Authority will evaluate participating vendor proposals on all elements of each response, including costs, technology, solution's flexibility and capability, scope of the services provided, compatibility with the Authority's environment, and other factors as described below.

A. Timeframe

Evaluation for the responses by the Authority shall not commence before the Due Date. The evaluation is expected to be complete within 30 days, and a contract is expected to be awarded within 30 days of the evaluation.

B. Review

The Authority will review the information provided in response to this RFP to develop a solution for the Authority's Voice Telephony needs. Detailed evaluation criteria will not be shared with Proposers; however a high-level overview of important evaluation criteria follows:

Financial: The Authority will evaluate each of the Proposers responses considering the overall value (costs and savings) to the Authority to implement a Voice Telephony solution.

Technical Capability: The Authority will analyze the responses to determine how completely the solutions proposed meet the requirements as documented in the RFP. Specifically, the proposed solution will be evaluated in terms of:

- Service availability and resiliency;
- Scalability, capacity and performance;
- Compatibility with existing infrastructure, systems and processes;
- Capability to accommodate a phased implementation;
- Delivery/Time to implement and deploy;
- Manageability;
- Comprehensive security;
- Longevity of the proposed service(s);
- Service and support; and
- Product quality.

Innovation: The Authority will value innovative recommendations and proposed solutions for NGN telephony technology, especially innovation that allows for cost effective initial implementations with the flexibility of phased growth based on need or business case justification. The ability of the solution to leverage the Authority's existing LAN & WAN infrastructure to reduce the overall cost of the solution will be important.

Value Add: If the Proposer has services or offerings relevant to the Authority that set them above other Proposers, please identify these services and/or offerings (be specific).

Additional Information: The Authority is interested in obtaining the best possible solution. If there is anything else you would like to add about your company or the requested services, please do.

End of General Terms and Conditions

Special Terms and Conditions

3.1 Pricing

The price quoted for each item is the full purchase price, including delivery to destination, and includes all transportation and handling charges, premiums on bonds, material or service costs, patent royalties and all other overhead charges of every kind and nature. Unless otherwise specified, prices shall remain firm for the contract period.

3.2 Purpose

The purpose of this Request For Proposal is to acquire the services of a qualified vendor who will provide and install an IP-based voice solution for Greater Rockford Airport Authority dba Chicago Rockford International Airport, (the Authority) 60 Airport Drive, Rockford, IL 61109-2902.

3.3 Authority Background

The Greater Rockford Airport Authority dba the Chicago Rockford International Airport is a multifaceted organization. Over the past decade the airport has seen substantial growth in Passenger and Cargo flight operations. The authority is a customer service focused organization and desires a telephone system that is simple for the airport staff to use and customers to navigate and provides for the 24 hour a day operation.

3.4 Summary

The Authority requires a scalable/modular solution.

This system should contain solutions such as Automatic Call Distribution (ACD), Internet Voice Response (IVR), e-mail, correspondence tracking, WEB Chat etc. solutions. It should be an integrated, turnkey, Common Off The Shelf (COTS) solution, which is low in cost and easy to maintain. There should be minimal customization of the solution in order to fulfill the business needs of the Authority. The system should be easy to administer on a day-to-day basis by non-technical supervisors and managers.

The primary solutions may be on-site or off-site.

3.5 Retainer

The Authority will retain 10% of the total proposal package until final inspection is deemed full and complete.

3.6 Invoicing and Payment

The goal of the Authority is to pay properly submitted Contractor invoices within thirty (30) days of receipt, providing goods have been delivered and/or services have been performed, approved and accepted by the Greater Rockford Airport Authority. Original invoices must be presented for payment in accordance with instructions contained on the Purchase Order including reference to Purchase Order number and submitted to the correct address for processing.

3.7 Insurance

The Contractor shall maintain at all times a minimum commercial liability insurance policy in the amount of \$2,000,000.00 and must name the Greater Rockford Airport Authority as additional insured on Contractors policy. Proof of adequate insurance in the form of a Certificate of Insurance must be provided to the Authority upon contract acceptance.

3.8 Contract Negotiation and Execution

It is the intent of the Authority that, after the successful vendor has been selected, the Authority and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and the Authority shall not be contractually bound to any vendor prior to the execution of such written contractual agreement.

End of Special Terms and Conditions

4.1 IP Telephony Solutions

4.1.1 System Overview

Using a simple diagram, illustrate your proposed IP network design.

Response:

4.1.2 Enhanced 911 (E911) Services Support

If more than one E-911 solution is available for the proposed IP network, please specify which solution is included in your proposal for the Authority. Outline how this solution supports E-911 for all IP and analog user stations at each Authority's facility. Be sure to address:

i. How moves/adds/changes will be communicated to the E-911 provider.

Response:

ii. How station locations are communicated to the E-911 public safety answering point (PSAP) (i.e., desktop work area, local switch room, work floor, etc.).

Response:

4.1.2.1 E911 and Station Moves

Whether the E-911 solution will indicate how often the database is updated. (If the proposed E-911 solution does not meet this criteria, but you offer an alternative E-911 solution that does, briefly describe this option and outline its specific purchase and installation costs.)

Response:

4.1.3 Software Release of the Proposed Solution

Identify the software release for each product/model proposed.

Response:

4.1.4 System Design Platform

Describe the proposed IP solution's architecture and design elements.

Response:

4.1.5 Call Processing O/S

What will be the primary operating system?

Response:

4.1.6 Database Integrity

The Authority requires 99.999% availability based on 24/7/365. Describe how redundancy, recovery and a failover process will be addressed and specific pricing for these features. Include specifics related to voice message recovery.

Response:

4.1.7 Session Initiated Protocol (SIP) Stations

Describe how SIP trunking will work with any proposal.

Response:

4.1.8 Security - Authentication

Describe how the IP solution's authentication process prevents: unauthorized access to common control elements and data resources, and abuse of telephony services (e.g., toll fraud).

Response:

4.1.8.1 Disruption of Services

Explain how features in the proposed IP solution will reduce telephony service disruption due to denial-of-service (DoS) attacks.

Response:

4.1.8.2 Confidentiality and Privacy (Packet Sniffing)

Describe how the proposed IP solution's embedded features will secure communications privacy. How will the solution counter packet sniffing attempts?

Response:

4.1.8.3 Physical Interface

Are the network interfaces for the following functions separate: IP administration, control, and voice transmission signaling?

Response:

4.1.9 ISDN PRI Services

Will there be any reason to accommodate ISDN services?

Response:

4.1.10 Traffic Handling

Network traffic at peak is estimated about 20 concurrent calls. Explain how the proposed system's design supports the stated traffic assumptions.

Response:

4.1.11 IP Station QoS

How does the proposed IP solution provide Layer 2 and Layer 3 end-to-end quality of service to IP stations? Which industry standards are employed to guarantee this quality of service?

Response:

4.1.12 Multi-Party Conference Calls

Describe how multiple-party add-on conference calls would be handled.

Response:

4.1.13 VoIP Overflow Traffic

If WAN links are unavailable or conditions are unacceptable, will the proposed communications system support voice traffic overflow across the Authority locations? Will overflow traffic revert back to the WAN if conditions become favorable?

Response:

4.1.14 IP Telephones (including soft-phones) & Audio Conferencing Units

Describe how all proposed IP telephones are supported by the common control call server. If direct call control signaling via Ethernet LAN/WAN is not supported, specify all required intermediary carrier, signaling interface and/or media gateway equipment.

Response:

4.1.15 Analog Telephones

Explain how the proposed analog telephones are supported by the common control call telephony service. Specify the required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

Response:

4.1.16 Facsimile Terminal

Describe how facsimile terminals are supported by the common control call telephony server. Specify the required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

Response:

4.1.17 Modem

Explain how modem terminals are supported by the common control call telephony server. Specify all required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

Response:

4.1.18 Power Failure Transfer Station (PFTS)

Describe how analog telephone power failure transfer stations (PFTS) are supported by the common control call telephony server. Specify all required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.

Response:

4.1.19 Voice Terminal Instruments – Regulation Requirements

As a result, the proposed communications system must be able to support a mix of analog and IP communications devices. All single and multi-line IP phones must be comply with section 68.316 of the FCC hearing-aid compatibility standards as well as the 1996 Telecommunication Act. Explain how the proposed telephone equipment meets these requirements/standards.

Response:

4.1.20 PC Client Soft-phone

Describe the soft phone solution including how it interfaces with MS Outlook 2007 and above. Also describe how client attendant software functions.

Response:

4.1.21 Teleworker Station User Application

Can the proposed headquarters-based soft-phone solution also be used as an off-premises teleworker voice terminal? What, if any, optional hardware and/or software are required to support teleworker operations in a home, hotel, or office environment?

Response:

4.1.22 IP Audio Conferencing Unit

Describe the proposed IP audio conferencing unit and include an illustration of the unit.

Response:

4.1.23 Other IP Telephone Instruments

What additional IP desktop telephone models do you offer? Please include the following details for each:

- iii. fixed feature and function,
- iv. number of programmable line and feature keys,
- v. display description (if applicable),
- vi. type of speakerphone (if applicable), and
- vii. any other critical details.

Include an illustration of each of these additional models.

Response:

4.1.24 Additional Desktop Options and Accessories

Provide a brief description of all additional desktop options and accessories.

Response:

4.1.25 Station User Features

Does the proposed communications system support each of the user features listed above? Specify any features that are not included as part of the standard call-processing software package.

Identify any of the features listed below that require additional hardware and/or software because they are not included as part of the standard software package.

- 1) Add-On Conference (six party or more)
- 2) Automatic Callback
- 3) Automatic Intercom
- 4) Bridged Call Appearance
- 5) Call Back Last Internal Caller
- 6) Call Coverage (Programmed)
 - a. Internal and External Call Programming
 - b. Time of Day/Day of Week Call Programming
 - c. ANI/DNIS/CLID Call Programming
 - d. Internal Caller ID Programming
- 7) Call Forwarding – All Calls
- 8) Call Forwarding – Busy/Don't Answer
- 9) Call Forwarding – Follow Me
- 10) Call Forwarding – Off Premises
- 11) Call Forwarding – Ringing
- 12) Call Hold
- 13) Call Park
- 14) Call Pickup – Individual
- 15) Call Pickup – Group
- 16) Call Transfer
- 17) Call Waiting
- 18) Consecutive Speed Dialing
- 19) Consultation Hold
- 20) Customer Station Rearrangement
- 21) Dial by Name
- 22) Discrete Call Observing
- 23) Distinctive Ringing
- 24) Do Not Disturb
- 25) Elapsed Call Timer
- 26) Emergency Access to Attendant
- 27) Executive Access Override
- 28) Executive Busy Override
- 29) Facility Busy Indication
- 30) Group Listening
- 31) Hands-Free Dialing
- 32) Hands-Free Answer Intercom
- 33) Help Information Access
- 34) Hot Line
- 35) Incoming Call Display
- 36) Individual Attendant Access
- 37) Intercom Dial
- 38) Last Number Redialed
- 39) Line Lockout
- 40) Loudspeaker Paging Access
- 41) Malicious Call Trace

- 42) Manual Intercom
- 43) Manual Originating Line Service
- 44) Meet-Me Conferencing (six party or more)
- 45) Message Waiting Activation
- 46) Multi-Party Assisted Conference with Selective Call Drop
- 47) Music On Hold
- 48) Off-Hook Alarm
- 49) Padlock
- 50) Paging/Code Call Access
- 51) Personal Co Line (Private Line)
- 52) Personal Speed Dialing
- 53) Personalized Ringing
- 54) Priority Calling
- 55) Privacy – Attendant Lockout
- 56) Privacy – Manual Exclusion
- 57) Recall Signaling
- 58) Ringer Cut-Off
- 59) Ringing Tone Control
- 60) Save and Redial
- 61) Secondary Extension Feature Activation
- 62) Send All Calls
- 63) Silent Monitoring
- 64) Step Call
- 65) Store/Redial
- 66) Supervisor/Assistant Calling
- 67) Supervisor/Assistant Speed Dial
- 68) Text Messages
- 69) Timed Queue
- 70) Trunk Flash
- 71) Trunk-to-Trunk Connections
- 72) Whisper Page

Response:

4.1.26 Mobility Features

Explain how the proposed IP solution supports a variety of mobility features (Bluetooth, Wi-Fi, etc.) and applications?

Response:

4.1.27 Fixed Teleworking

Describe how the solution enables off-site employees to use a PC-client soft phone and either the Internet or VPN to access head-office IP features and functions. Are there known NAT or firewall transversal issues with this application?

Response:

4.1.28 Cellular Extensions

Does the proposed IP solution support cellular handsets as system extensions?

Response:

Address the following:

- i. A shared directory number with IP desktop telephone or PC client soft phone for inbound and outbound calls

Response:

- ii. Access to IP call answering and calling features (identify specific features available to cellular handset user)
- iii. A shared voice mailbox for desktop stations and cellular extensions

Response:

- iv. Is the cellular extension offered by an outside mobility service?

Response:

- v. What, if any, optional hardware/software is required to support a cellular extension if the proposed software does not?

Response:

4.1.29 Fixed Mobile Convergence

Explain what current efforts and activities have been taken — including estimated availability dates, WLAN equipment to enable roaming, quality of service, and security — to support a Fixed Mobile Convergence (FMC) solution using a dual-mode 802.11/GSM mobile communications device. Specify how the proposed solution will seamlessly hand off active calls between the 802.11 WLAN and the cellular network.

Response:

4.1.30 Systems Management

Describe the proposed management system, including how it will work with Authority's areas. List its hardware and software components. Is the management server and software available as a bundle, or is the Authority responsible for providing its own server hardware. Please list any third-party technology, if any, for this solution.

Response:

4.1.31 System / Port Capacity

List the maximum number of independent IP communications systems that can be supported by the proposed systems management server. Include the maximum number of user ports that can be passively and actively supported.

Response:

4.1.32 Terminal Capacity

What are the maximum number of PC-client terminals that can be configured as part of the proposed management system?

Response:

4.1.33 Support of Open Standards

The proposed management system must provide support for open protocols such as SNMP and LDAP. It should also use open encoding schemes such as XML and HTML. Which open standards in the proposed management system use to support administration, maintenance services, and operations? Are any standards being used as protocols or encoding schemes? Are any being implemented publicly by other vendors?

Response:

4.1.34 Security Features

Are there any security features embedded in the proposed management system to prevent unauthorized access and operation? If so, identify them. Include whether media encryption is used for command-signaling transmissions and if any DoS and user-authentication mechanisms are supported for the systems management application.

Response:

4.1.35 Administration Functions

Describe system administrative features.

Response:

4.1.36 Stations

Verify that station counters measure and provide reports for the following parameters: number of calls, number of stations in measurement, number of blocked stations in measurement, and traffic rating. List any station parameters that are not measured.

Response:

4.1.37 Threshold Alarms

Confirm that the proposed solution records and reports alarms for: DTMF senders and receivers, conference bridges, tone receivers, trunk routes, and modern groups.

Response:

4.1.38 VoIP Monitoring

Describe all available VoIP monitoring records and reports. Are parameters such as jitter, call delay/latency, and packet loss tracked and reported? If so, can a system administrator monitor VoIP calls in real time? What, if any, third-party equipment is being proposed?

Response:

4.1.39 Optional Reports

If available, describe the proposed management system's directory, inventory, and cabling reports.

Response:

4.1.40 Call Detail Recording

Please indicate which of the listed fields are included in your call detail record data.

- date
- time
- call duration
- condition code (categorizes information represented in the call record)
- trunk access codes
- dialed number
- calling number
- account code
- authorization code
- facility restriction level for private network calls
- transit network selection code (ISDN access code to route calls to a specific inter-exchange carrier)
- ISDN bearer capability calls
- call bandwidth
- operator system access (ISDN access code to route calls to a specific network operator)
- time in queue
- incoming trunk ID
- incoming ring interval duration
- outgoing trunk ID

Response:

4.1.41 Maintenance

Do the proposed system maintenance operations support the following: processor status monitoring; control of power units, fans, and environmental sensors; peripheral monitoring (voice terminals and trunk circuits); initiation of emergency transfer and control to backup systems; origin of alarm information; and alarm activation? If applicable, name any other parameters supported.

Response:

4.1.42 Alarm Conditions

Explain how the proposed management system defines major, minor, and warning alarms.

Response:

4.1.43 Maintenance Reports

What, if any, maintenance alarm reports will be provided by the proposed management system?

Response:

4.1.44 Remote Maintenance

How does the solution support remote maintenance operations for customer access and for an outside maintenance service provider? Specify the following: how the system alerts a remote service center when an alarm condition occurs; the trunk circuit requirements for alert transmissions; and security measures to prevent unauthorized access.

Response:

4.2 Integrated Messaging System

Describe the proposed integrated messaging solution. Include a description of the MS-Exchange integration, if any.

Response:

4.2.1 Security Features

What security features are included with voice messaging system to prevent abuse and unauthorized access? Describe how each works to provide this security.

Response:

4.2.2 Voice Mail Features

4.2.2.1 Forwarding

Describe voice mail forwarding capabilities.

Response:

4.2.2.2 Disconnect Detection

Does the system immediately disconnect and restore the line to the service the moment a caller has hung up?

Response:

4.2.2.3 Station Dialing

Does the proposed system enable callers to access, in addition to the menu, an individual station either through entering the extension number or keying in the recipient's last name?

Response:

4.2.2.4 Answer Announcement

Describe the lengths and requirements for mailbox greetings, system announcements, and other mailbox options. Please explain how the proposed solution supports these operations.

Response:

4.2.2.5 DTMF Signaling

Is the proposed system capable of generating and receiving standard Dual Tone Multi Frequency (DTMF) tone signaling?

Response:

4.2.2.6 Greeting

Describe voice greeting capabilities.

Response:

4.2.2.7 Trunk Access

Please verify whether the proposed system will prevent a caller passing through the attendant to reach an outside line.

Response:

4.2.2.8 Distribution Lists

Describe distribution lists functionality and administration.

Response:

4.2.2.9 Message Forwarding

Describe message forwarding functionality and administration.

Response:

4.2.2.10 Audit Trail

Does the proposed solution keep an audit trail of each call? Can this audit trail be printed on the administrative console together with daily reports?

Response:

4.2.2.11 Message Indication

How does the proposed solution indicate the receipt of voice mail (i.e., a message-waiting light , altered dial tone, SMS or other techniques)?

Response:

4.2.2.12 Identification Code

How will the proposed solution verify a user's identification? How can users change their identification codes?

Response:

4.2.2.13 Message Recovery

How does the proposed solution reveal the number of new and total messages; and enable a mailbox user to delete, skip, or save a message?

Response:

4.2.2.14 Message Reply

How does the proposed solution enable the mailbox owner to respond to a message from someone within the system?

Response:

4.2.2.15 Message Review

Will it be possible for a user to either review and edit an announcement or input a message?

Response:

4.2.2.16 User Controls

Which of the following functions will the mailbox user be able to control? List any additional functions in the proposed solution.

- play back messages
- skip to next message
- cancel review
- replay message
- replay faster or slower
- pause
- append information
- forward message (to mailbox or list)
- create new answer announcement
- increase playback volume

Response:

4.2.2.17 Other User Features/Controls

Please describe.

Response:

4.2.2.18 System Management Console

What components will be provided to facilitate system management? How will traffic reports be generated? List what details will be included in each traffic report.

Response:

4.2.2.19 System Changeability

Will it be possible for the system administrator to add and/or delete mailboxes, change general recordings and perform other administrative duties while the system is in operation?

Response:

4.2.3 Integrated Messaging Application

How will the proposed voice messaging system be integrated with the Authority's text messaging system to achieve unified messaging?

Response:

4.3 Services

4.3.1 Maintenance and Support

1. Vendors must provide a copy of their standard contract agreements for procurements, maintenance, and/or licensing for all proposed products and services.

Response:

2. What maintenance programs are you proposing? Specifically, describe the program, features, services, and benefits.

Response:

4.3.2 Warranty and Repair

1. Describe the warranty program including a three-year minimum and pricing, show a five-year warranty option and pricing and any extended warranty coverage available for the proposed solution.

Response:

2. The warranty must cover the replacement or repair of defective product(s) and related labor for the replacement or repair of said defective product(s).

Response:

4.3.3 Training

1. What initial training is necessary for our personnel to support and use your hardware and software?

Response:

2. Outline methods of training to be provided for our personnel.

Response:

3. Outline training offerings and any associated costs.

Response:

4. Where are the training facilities located?

Response:

4.3.4 Vendor Pricing and Cost Information

All costs, inclusive of product prices, shipping, installation charges, manuals, training, etc. must be fully and plainly disclosed. All prices must remain in effect for 180 days from the proposal due date. Vendors must itemize all components, products, services, costs, etc. Include a fixed cost bid that includes all installer travel & per diem.

Vendors must provide prices on all components required. Vendors must also supply software support charges for one year after normal warranties have expired. Vendors must specify which of the features are included as a matter of design or are available as an extra cost.

Response:

1. Vendors must describe all monthly and/or annual maintenance costs. Vendors must also indicate what the cost increases, as measured in percent, have been for the past three years with respect to maintenance charges.

Response:

2. If a variety of maintenance/service programs are available, a description of all options and respective prices is required.

Response:

3. Any cost reductions for such items as service credit, technical consulting allowances, waiver of training, or any comparable non-equipment of maintenance credits should be specifically stated with cost listed item by item.

Response:

4. All discounts must be clearly defined.

Response:

5. Vendors must describe all costs associated with onsite and offsite product training.

Response:

6. Vendor must define the costs associated with obtaining copies of system and user documentation.

Response:

Proposal Form

Full Name of Proposer: _____

Business Address: _____

City, State, Zip: _____

Telephone Number: _____ FAX: _____

Email: _____

Contract Person: _____

FEIN: _____

The undersigned, being duly sworn, certifies that he/she is:

- The Owner/
Sole Proprietor
- a Member of the
Partnership
- an Officer of the
Corporation
- a Member of the
Joint Venture

Further, the Contractor declares that the only person or parties interested in this proposal as principals are those named herein.

Further, the undersigned hereby certifies that they have read and understand the contents of this proposal and agree to furnish at the prices shown any or all of the items above, subject to all instructions, conditions, specifications, warranties and attachments, including Addenda No. _____ and _____ issued thereto, except only to the extent that the Contractor has taken express written exception in this proposal, hereto. Failure to have read all the provisions of this proposal shall not be cause to alter any resulting contract or request additional compensations.

Further, by signing this proposal document, the proposer hereby certifies that they are not barred from proposing on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Further, by signing this proposal document, the Contractor hereby certifies that pursuant to Illinois Compiled Statutes, 65 ILCS 5/11-42-1, the Contractor is not delinquent in the payment of any tax administered by the Department of Revenue.

Our State of Illinois Certification Number under the Fair Employment Practices Law is _____.

(check if applicable) We do not have a State Pre-Qualification Statement. In lieu thereof, we will make an application at 312.814.2432 within thirty (30) days from the date of this proposal opening.

Further, the Contractor agrees to provide a drug free workplace as provided for in the Drug Free Workplace Act, 30 ILCS 580.1 et seq.

Authorized Signature: _____

Typed/Printed Name: _____

Title: _____

Date: _____

Variances and Deviations

Variance 1: _____

Variance 2: _____

Variance 3: _____

Variance 4: _____

References

Company Name: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail _____

Company Name: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail _____

Company Name: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail _____

Company Name: _____

Address: _____

Contact Person: _____

Telephone #: _____

E-mail _____