

TELEPHONE INSTRUMENT DESCRIPTION

The following telephone instrument categories represent the telephone instrument requirements of the District users. Please recommend the telephone model you feel is best suited for each category. Indicate the model selected for each category and a brief description of its functionality. Also please provide any front, back, and port connection photos, if possible, for each phone recommended. Finally, use these category definitions and your instrument recommendations to construct your proposal for the station set requirements at each facility.

INSTRUMENT CLASSIFICATION	FUNCTIONAL REQUIREMENTS
<p>Administrative — High volume user; primary answering position for a particular department.</p>	<ul style="list-style-type: none"> • Minimum ten (10) programmable keys • Minimum four (4) soft keys buttons • Display • Speakerphone (full-duplex) • Enhanced conference capability • DSS & BLF compatible • Visual identification of user status (CFD, DND, Busy) • Visual tracking of transferred and held calls • Call type identification (DNIS and or ANI) • Call waiting indication
<p>Staff — Moderate volume and selective coverage position.</p>	<ul style="list-style-type: none"> • Minimum eight (8) programmable keys • Minimum four (4) soft keys • Display • Speakerphone (full-duplex) • Visual identification of user status (CFD, DND, Busy) • Visual tracking of transferred and held calls • Call type identification (DNIS and/or ANI) • Call waiting indication
<p>Conference Speakerphone — Low volume</p>	<ul style="list-style-type: none"> • Individual line appearance • Call pickup • Full-duplex speakerphone
<p>Attendant Console - DSS & BLF - Direct station selector and Busy Lamp Field</p>	<ul style="list-style-type: none"> • Minimum ten (10) programmable keys • Minimum four (4) soft keys • View minimum of 24 extensions • Minimum 4 loop keys • Busy lamp field Indicator for visual indication of user status (CFD, DND, Busy)

TERM OF CONTRACT

It is the intent of Lewis-Palmer School District #38 to award a multi-year contract for the specified services. The contract term shall be from contract award date through the date specified in the Contract Award section of this document. Extensions to this contract may be made by executing the EXTENSION section of this contract.

WARRANTY/QUALITY GUARANTEE

Contractor's representations and warranties: All representations and warranties made by the contractor under this contract shall survive the expiration or termination of the contract. The contractor warrants that any material supplied under this contract shall fully conform to all requirements of the contract and all representations of the contractor, and shall be fit for all purposes and uses required by the contract. Contractor warrants that all equipment, software, and service delivered under this contract shall conform to the specifications of this contract.

Project Overview

Presently phone services are provided through several vendors. Each school site within the District has a small local phone system and stand-alone voice mail server. Lewis-Palmer High School is the only location that has a PBX system of its own. None of the school's systems are interconnected, and share no resources through the district. Most schools, central administration offices and other district buildings have phones in every classroom and/or office area in the district. Nearly all phone connections are presently provided via CAT3 cabling (some are via CAT5, but very few), with telephone cable runs often times not being routed to the same location as the data cabling is routed. Every classroom and office has at least one connection provided to the data network via CAT5 or CAT5E cabling. Nearly every classroom and/or office is wired back to an IDF to which one or more Enterasys A2 data switches exists. The district has estimated its need for phones to be as follows, noted in the tables below.

There is a possibility of 100 analog ports needed district wide for fax machines as well as phones in areas that don't warrant the cost of an upgraded phone.

The District is seeking phone service options that are able to be funded under Priority 1 services through E-rate. Items quoted (phones, cabling, etc.) that are not Priority 1 items or eligible products/services need to be broken out and listed as such.

Specific school information is available at <http://www.lewispalmer.org> or from the contact on Page 2 that is listed in this document.

School Name	Physical Address	Approx. Latitude and Longitude	Approx. Elevation
Central Administration	146 N. Jefferson St. Monument, CO 80132	39° 5'26.92" N 104° 52'15.00" W	6973' MSL
Grace Best E.S.	66 N. Jefferson St. Monument, CO 80132	39° 5'22.90" N 104° 52'13.71" W	6965' MSL
Lewis-Palmer E.S.	1315 Lake Woodmoor Dr. Monument, CO 80132	39° 5'53.33" N 104° 51'1.23" W	7150' MSL
Palmer Lake E.S.	115 Upper Glenway Palmer Lake, CO 80133	39° 7'17.83" N 104° 55'6.82" W	7300' MSL
Prairie Winds E.S.	790 King's Deer Point East Monument, CO 80132	39° 6'35.03" N 104° 48'11.47" W	7419' MSL
Ray Kilmer E.S.	4285 Walker Rd. Colorado Springs, CO 80908	39° 5'26.22" N 104° 44'54.37" W	7529' MSL
Creekside M.S.	1330 Creekside Dr. Monument, CO 80132	39° 4'1.79" N 104° 50'30.22" W	6965' MSL
Lewis-Palmer M.S.	1776 Woodmoor Dr. Monument, CO 80132	39° 6'7.59" N 104° 51'38.92" W	7096' MSL
Lewis-Palmer H.S.	1300 Higby Rd Monument, CO 80132	39° 4'50.48" N 104° 51'18.58" W	6966' MSL
New HS #2	N/A - TBD	39° 6'44.97" N 104° 51'45.57" W	7207' MSL

Estimated Telephone Needs

Central Administration, Maintenance, and Transportation	
Description	Equipped
Trunk Ports	
• T1/PRI – Digital Trunks (Public Network)	2
Line Ports	
• Line/station Ports	50
• Analog Line/station Ports (FAX)	5
Station Sets	
• Administrative	11
• Staff	40
• Conference	5
• Attendant Consoles	2

Grace Best Elementary School	
Description	Equipped
Trunk Ports	
• CO Trunk Port	5
Line Ports	
• Line/station Ports	45
• Analog Line/station Ports (FAX)	1
Station Sets	
• Administrative	1
• Staff	38
• Conference	1
• Attendant Consoles	1

Lewis-Palmer Elementary School	
Description	Equipped
Trunk Ports	
• CO Trunk Port	7
Line Ports	
• Line/station Ports	60
• Analog Line/station Ports (FAX)	1
Station Sets	
• Administrative	1
• Staff	55
• Conference	1
• Attendant Consoles	1

Palmer Lake Elementary School	
Description	Equipped
Trunk Ports • CO Trunk Port	6
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	45 1
Station Sets • Administrative • Staff • Conference • Attendant Consoles	1 43 1 1

Prairie Winds Elementary School	
Description	Equipped
Trunk Ports • CO Trunk Port	5
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	50 1
Station Sets • Administrative • Staff • Conference • Attendant Consoles	1 48 1 1

Ray Kilmer Elementary School	
Description	Equipped
Trunk Ports • CO Trunk Port	7
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	45 1
Station Sets • Administrative • Staff • Conference • Attendant Consoles	1 39 1 1

Creekside Middle School	
Description	Equipped
Trunk Ports • CO Trunk Port	12
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	70 2
Station Sets • Administrative • Staff • Conference • Attendant Consoles	2 62 2 1

Lewis-Palmer Middle School	
Description	Equipped
Trunk Ports • CO Trunk Port	19
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	70 2
Station Sets • Administrative • Staff • Conference • Attendant Consoles	2 62 2 1

Lewis-Palmer High School	
Description	Equipped
Trunk Ports • T1/PRI - Digital Trunks (Public Network)	2
Line Ports • Line/station Ports • Analog Line/station Ports (FAX)	175 5
Station Sets • Administrative • Staff • Conference • Attendant Consoles	6 160 3 1

CURRENT DATA NETWORK

The Lewis-Palmer School District wide area network currently consists of eight sites interconnected by wireless links ranging in speed from 10Mbps (full duplex) to 54 Mbps, and an administration building (centrally housing many district-wide services) linked to one of these sites via 100Mb fiber. Four of the sites form a central ring, providing some redundancy in the event of an outage on any of the four links on the ring. Other sites branch off from that ring, with no building more than 3 site-hops from administration, and 5 site-hops from any other building. Each site has the current WAN Vendor's managed router (in an outdoor traffic box), which in turn interfaces with our own internal building routers.

Each building has a central closet (MDF) with fiber interconnects to all other IDF closets, typically in a physical star topology. Each inter-closet link is a 1Gbps 1000-BaseSX full-duplex connection. In most cases, the MDF also houses the current WAN Vendor's demarcation point, the District's building router, building servers, wireless system controllers, and central switching gear.

The District has standardized on Enterasys A2 family switches for LAN data connectivity. These LAN switches are Layer 2 10/100 stackable (16Gbps uplink) units with 24 and 48-port configurations. Each has IEEE 802.3af Power over Ethernet on all ports, providing 360 watts per switch (Class 1 power on the 24-port model and Class 2 power on the 48-port model). Redundant power is an option for these units. Support is provided for 802.1q, 802.3x, and QoS classification (layers 2/3/4) based on MAC, Physical Port, IP address, IP protocol, IP ToS/DSCP marking, TDP/UDP port and IP subnet.

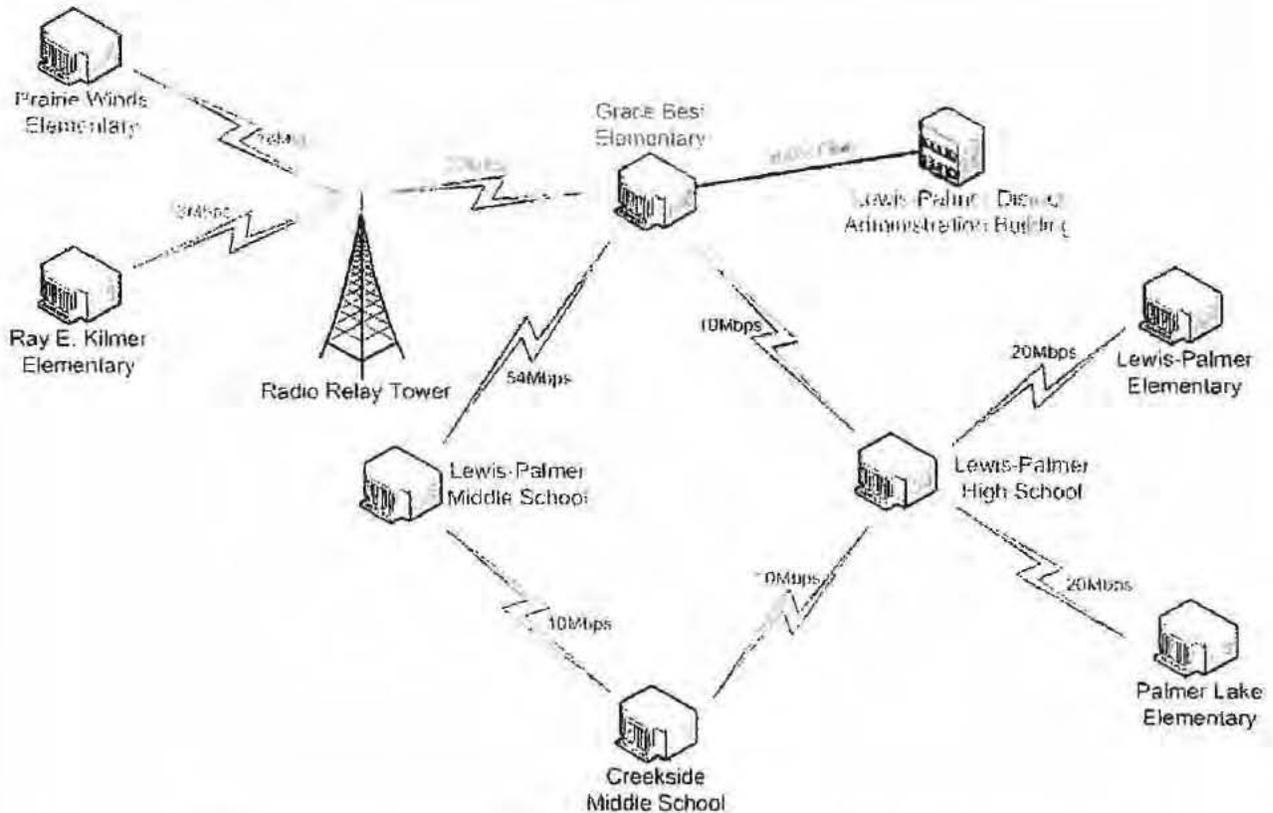


Figure 1 – Current Lewis-Palmer School District #38 Simplified Wide Area Network Diagram

Explanation of Scoring Matrix

Lewis-Palmer School District #38 will use an 1800 point scoring matrix to evaluate all submitted proposals. Please provide the information requested below.

TOTAL PRICE

300 points total

Firm fixed price: All bids shall include initial and monthly costs. Scoring shall be based on total cost over a 60 month time period. In the event a bidder responds for a term of less than 60 months, additional months, at the rate of the last monthly rate, shall be added to ensure a fair comparison of price. This pricing model is inclusive of the concept of "Total Cost of Ownership", even though the district will NOT be purchasing any equipment under this contract. This contract is for services only.

Vendors must provide a minimum six (6)-month price guarantee that the equipment will be available at the same price or better. The pricing response sheet must include the total current cost of your proposed hardware, software and licensing. Applicable volume and government discounts must be included as well as any allowance for trade of existing hardware.

The District would like vendors to provide pricing for 8am – 5pm, M-F maintenance. Please provide annual maintenance costs. If discounts are available for multi-year support agreements, please provide information regarding the length of term and the net discount percentage.

Responding vendors must be prepared to provide systems administrator, receptionist, and user training. Responses must include a description of the user training offerings post-implementation for new employees, including any associated costs related to that training.

Point Awards: Each responding vendor's total price will be divided into the lowest responding vendor's price and multiplied by 300 to arrive at the earned point value. Rounding will not extend past two decimal points. (i.e. .8947 rounded to .89)

Example: Vendor A total price: \$100.00
Vendor B total price: \$95.00
Vendor C total price: \$85.00

Vendor A	$85/100=.85$	$.85*300=255$	255 points awarded
Vendor B	$85/95=.89$	$.89*300=267$	267 points awarded
Vendor C	$85/85=1$	$1*300=300$	300 points awarded

SYSTEM REQUIREMENTS – Telephone System

200 Points Total

Responding vendors must be prepared to provide documentation as to how their proposal meets the Mandatory Requirements and Desired Functionality sub-sections. Vendors must answer each question with one of the following statements; "Comply", "Partially Comply", or "Non-Comply" (as applicable) on the attached System Requirements – Telephone Matrix sheet. Additionally, vendors must provide a detailed explanation of your answer for each requirement or desired functionality piece separately from the matrix sheet; please limit your explanation to a maximum of three paragraphs for each question.

Point Awards: The total points for this section are 200 points, with Mandatory Requirements sub-section making up 100 points, and Desired Functionality sub-section making up the other 100 points. Questions have been divided into the total possible points for each sub-section to arrive at a "points per question" value. In the event the number of questions does not divide evenly into the total score, the point value per question has been rounded up to allow for fair scoring. Each answer will be scored at 100% of the possible score ("Comply"), 50% of the possible score ("Partially Comply"), or 0% of the possible score ("Non-Comply").

There are 20 questions for the Mandatory Requirements sub-section, each question is worth 5 points ("Comply"), 2.5 points ("Partially Comply") or 0 points (Non-Comply).

There are 16 questions for the Desired Functionality sub-section, each question is worth 6.25 points ("Comply"), 3.13 ("partially Comply"), or 0 points ("Non-Comply").

SYSTEM REQUIREMENTS – Voicemail System**200 Points Total**

Responding vendors must be prepared to provide documentation as to how their proposal meets the Mandatory Requirements and Desired Functionality sub-sections. Vendors must answer each question with one of the following statements; "Comply", "Partially Comply", or "Non-Comply" (as applicable) on the attached System Requirements – Voicemail Matrix sheet. Additionally, vendors must provide a detailed explanation of your answer for each requirement or desired functionality piece separately from the matrix sheet; please limit your explanation to a maximum of three paragraphs for each question.

Point Awards: The total points for this section are 200 points, with Mandatory Requirements sub-section making up 100 points, and Desired Functionality sub-section making up the other 100 points. Questions have been divided into the total possible points for each sub-section to arrive at a "points per question" value. In the even the number of questions does not divide evenly into the total score, the point value per question has been rounded up to allow for fair scoring. Each answer will be scored at 100% of the possible score ("Comply"), 50% of the possible score ("Partially Comply"), or 0% of the possible score ("Non-Comply").

There are 20 questions for the Mandatory Requirements sub-section, each question is worth 5 points ("Comply"), 2.5 points ("Partially Comply") or 0 points ("Non-Comply").

There are 13 questions for the Desired Functionality sub-section, each question is worth 7.70 points ("Comply"), 3.85 ("partially Comply"), or 0 points ("Non-Comply").

SYSTEM REQUIREMENTS – Attendant Console**100 Points Total**

Responding vendors must be prepared to provide documentation as to how their proposal meets the Mandatory Requirements and Desired Functionality sub-sections. Vendors must answer each question with one of the following statements; "Comply", "Partially Comply", or "Non-Comply" (as applicable) on the attached System Requirements – Attendant Console Matrix sheet. Additionally, vendors must provide a detailed explanation of your answer for each requirement or desired functionality piece separately from the matrix sheet; please limit your explanation to a maximum of three paragraphs for each question.

Point Awards: The total points for this section are 100 points, with the Desired Functionality section making up the full 100points. Questions have been divided into the total possible points for each sub-section to arrive at a "points per question" value. In the even the number of questions does not divide evenly into the total score, the point value per question has been rounded up to allow for fair scoring. Each answer will be scored at 100% of the possible score ("Comply"), 50% of the possible score ("Partially Comply"), or 0% of the possible score ("Non-Comply").

There are 10 questions for the Desired Functionality section, each question is worth 10 points ("Comply"), 5 ("partially Comply"), or 0 points ("Non-Comply").

SYSTEM REQUIREMENTS – System Management**100 Points Total**

Responding vendors must be prepared to provide documentation as to how their proposal meets the Mandatory Requirements and Desired Functionality sub-sections. Vendors must answer each question with one of the following statements; "Comply", "Partially Comply", or "Non-Comply" (as applicable) on the attached System Requirements – System Management Matrix sheet. Additionally, vendors must provide a detailed explanation of your answer for each requirement or desired functionality piece separately from the matrix sheet; please limit your explanation to a maximum of three paragraphs for each question.

Point Awards: The total points for this section is 100 points, with Mandatory Requirements sub-section making up 50 points, and Desired Functionality sub-section making up the other 50 points. Questions have been divided into the total possible points for each sub-section to arrive at a "points per question" value. In the even the number of questions does not divide evenly into the total score, the point value per question has been rounded up to allow for fair scoring. Each answer will be scored at 100% of the possible score ("Comply"), 50% of the possible score ("Partially Comply"), or 0% of the possible score ("Non-Comply").

There are 6 questions for the Mandatory Requirements sub-section, each question is worth 8.34 points ("Comply), 4.17 points ("Partially Comply") or 0 points (Non-Comply).

There are 17 questions for the Desired Functionality sub-section, each question is worth 2.95 points ("Comply"), 1.48 ("partially Comply), or 0 points ("Non-Comply").

SERVICE LEVEL AGREEMENT

200 Points Total

Provide a specific Service Level Agreement (SLA) stating the MTBF (mean time between failures) of the proposed services, express warranties of guaranteed "up-time" of the network services to be provided and response times in the event of any network issue experienced by the District. Provide specific information on the monitoring of the services provided and the time(s) of day the services will be monitored. Bidder should include specific remedies for the District in the event the SLA is not upheld during the term of the contract by the service provider. The SLA will be reviewed and awarded up to 200 points.

EXAMPLE PROJECT

100 Points Total

Vendor shall provide detailed documentation of an example project. All documentation, including logical and physical design maps shall be included, and should demonstrate the level of installation, on-going performance and service level consistent with services to be provided to Lewis-Palmer School District #38. This documentation will be reviewed and awarded up to 100 points.

CUSTOMER REFERENCES

100 Points Total

The ability to complete, manage and correctly bill projects is important to Lewis-Palmer School District #38. Please provide proof of successful projects via customer references. Lewis-Palmer School District #38 requires four references from customers where the bidder provides similar E-Rate projects and SLD billing equal to or near the price provided in the vendor's response to this solicitation. Please include project type, project total, distance from home office, named contacts including telephone numbers and E-mail addresses. All references will be verified. These references are worth up to 25 points each.

VENDOR SUMMARY

100 Points Total

Write a brief history of your company that includes its philosophy of doing business. Generally, Lewis-Palmer School District #38 will not accept a bid from a business less than three years old or which has failed to establish a proven record of business. Generally, Lewis-Palmer School District #38 will not accept a bid from a business that has no track record of providing said services under the E-rate program. This statement will be reviewed and awarded up to 100 points.

VENDOR SUPPORT

100 Points Total

Vendor shall provide documentation on the position of the company in response to the questions listed below. Please limit your explanation to a maximum of three paragraphs per question.

- Implementation work plan - provide an implementation work plan for a complete system installation. The work plan must include project milestones, and outline expected customer roles/responsibilities. The plan should also estimate the amount of time District personnel can expect to spend working with you on this project.
- Implementation team - provide a description of the suggested implementation team, including engineering staff, technical installation staff, project management staff, and trainers. Include the name of the individuals that will be involved in the project and their related project experience.
- User training - The District is requesting extensive phone and voicemail user training, encompassing all users at each location. Describe your firm's training process, including training style and documentation.
- System administrator training - describe the training process and documentation for training the system administrator.
- Vendor warranty service - provide a description of your warranty service, including guaranteed response times, preventive maintenance schedules, and any added service offerings.

- Manufacturer warranty service – provide a description of the manufacturer’s warranty on the products proposed.
- Remote diagnostics - describe your company’s ability to provide remote diagnostics and provide a list of your fees and the minimum billing increment.
- Help Desk - describe your help desk function to support this product.
- Hourly rates - itemize your standard and overtime hourly rate for post-warranty support. List separately minimum charges, travel charges, and minimum billing increment.
- Maintenance support programs - provide a description and pricing of all available maintenance plans for service after the warranty period. Please provide pricing for any extended warranties available.
- Response times – provide a description of your response time to post-warranty support; please include the time for each category of response (e.g. emergency, standard, add, move & change, etc.).

E-RATE CLAUSES

100 Points Total

Vendor shall provide documentation on the position of the company if E-rate funding were to no longer exist from the Schools and Libraries Program of the Universal Service Fund. Vendor shall provide documentation indicating their knowledge of and ability to work within the E-rate environment to maximize funding opportunities and ensure the earliest project completion. Documentation shall be provided on how the vendor prefers to deal with E-rate Forms 471, 472, 474, and 486. Vendor shall also indicate their preferred methods of working with the E-rate billing processes (Form 470 requires the filer to indicate how they prefer to be billed). Vendor shall provide a position statement on how they will deal with late FCDL (funding commitment decision letters) or funding denial in future years of the contract. The E-rate clauses documentation will be reviewed and awarded up to 100 points.

SCALABILITY OF SOLUTION

100 Points Total

Vendor shall provide detailed documentation on the scalability of the proposed solution. Details must be given on the timeframe necessary to upgrade connections if greater bandwidth is desired by the District, whether it be for one or all sites covered in the contract. Vendor shall provide detailed documentation on how it will manage the addition of new schools or District facilities to the service contract. Details must be given on how the vendor will aide the district in making these changes in accordance with E-rate rules. 100 points will be awarded for the documentation dealing with the scalability of the solution.

RFP RESPONSE PREPERATION

100 Points Total

Vendor shall provide the District with their RFP response in the quantity and format requested as defined on page 24 of this RFP. Failure to comply with the instructions and formatting of the response may result in bid disqualification.

RFP Preparation Instructions

One original and three copies of the response must be included (total **Four responses**). Lewis-Palmer School District #38 also requires that the bidder retain at least one copy of the submission. In order for Lewis-Palmer School District #38 and the proposal reviewers to clearly understand the bid being presented by the Bidder, a complete response to this RFP must be contained in three ring binders in tabbed sections as listed below. Failure to comply with these instructions may result in bid disqualification.

TAB 1: Contracts

Contract Offer page (page 3), Bid Affidavit Signature page (page 4) with all sections completed, notarized with all signatures in blue ink, bid exceptions, and additional bidders contracts. Additional vendor contracts should be included in this section.

TAB 2: Configuration Pricing

- Provide summary pricing for each site configuration.
- Provide a detailed equipment list for each location. This price list must reference the following; quantity, component description, manufacturer part number, unit, and extended cost.
- Provide pricing for a full service maintenance agreement that supports both hardware and software 8 a.m. to 5 p.m., Monday – Friday with four (4) hour on site response.
- Summarize training pricing.
- Include a pre and post-cut pricing schedule for all major system components (excluding cables, connectors, and miscellaneous parts). Provide the per-unit labor cost to install each component included in the pricing schedule. Pre-cut pricing must be guaranteed for a period of six (6) months following implementation. Post-cut pricing must be guaranteed for a period of twelve (12) months following acceptance. Pre-cut pricing is assumed to be equal to or less than unit pricing represented in individual pricing summaries.

TAB 3: Maintenance Pricing Options

- Provide pricing for a maintenance agreement that supports both hardware and software seven days per week, twenty-four hours per day, with four (4) hour on site response.

TAB 4: System Administrator, Receptionist, and User Training Pricing

- System Administrator training will be for a maximum of four (4) District personnel, prior to the system implementation. This training is intended to be a complete "systems administrator" level instruction of the phone and voicemail systems combined. In addition, Vendor must be willing to provide telephone support to administrators at no charge for a minimum period of six (6) months following final acceptance. The location of this training is to be at the district's Central Administration Building.
- Receptionist training for two (2) employees per location will be required. If the attendant features are phone-based, the training shall be a minimum of two (2) hours and must include experience using a live phone. Four (4) hours of training is required for a computer-based receptionist system. The location of this training is to be at the district's Central Administration building.
- User training (phone and voicemail systems combined) will be required for all personnel prior to system implementation. It will be expected of the vendor to provide "Train the Trainer" training to the District's trainers on-site for a minimum of two (2) hours. Training must include "hands-on" experience using a live phone. It will be the District's responsibility to train the end user.

TAB 5: System Requirements Matrix and Narrative – Telephone System

Vendor compiled scoring matrix sheet and narrative response as listed in the explanation of the scoring matrix section.

TAB 6: System Requirements Matrix and Narrative – Voicemail System

Vendor compiled scoring matrix sheet and narrative response as listed in the explanation of the scoring matrix section.

TAB 7: System Requirements Matrix and Narrative – Attendant Console

Vendor compiled scoring matrix sheet and narrative response as listed in the explanation of the scoring matrix section.

TAB 8: System Requirements Matrix and Narrative –System Management

Vendor compiled scoring matrix sheet and narrative response as listed in the explanation of the scoring matrix section.

TAB 9: Service Level Agreement

Vendor statement as outlined in the explanation of scoring matrix section.

TAB 10: Example Project

Copies of an example project as listed in the explanation of scoring matrix section.

TAB 11: Customer References

Copies of four customer references as outlined in the explanation of scoring matrix section. Please include a name, phone number and email address for verification purposes.

TAB 12: Vendor Summary

Vendor statement as outlined in the explanation of scoring matrix section.

TAB 13: Vendor Support

Vendor statement as outlined in the explanation of scoring matrix section.

TAB 14: E-Rate Clauses

Vendor statement as outlined in the explanation of scoring matrix section.

TAB 15: Scalability of Solution

Vendor statement as outlined in the explanation of scoring matrix section.

TAB 16: Miscellaneous Additional Information

Any additional bid information, including appendix with catalogs, slicks, model specifications and information, etc.

Pricing Sheet

Telephone Wide Area Voice Services

Vendor shall retain ownership of any and all equipment installed.
Pricing shall be evaluated on the Total Project Cost.

Initial Installation Cost			\$ _____
Year 1 Monthly Cost	\$ _____	x 12	\$ _____ (Yearly Cost)
Year 2 Monthly Cost	\$ _____	x 12	\$ _____ (Yearly Cost)
Year 3 Monthly Cost	\$ _____	x 12	\$ _____ (Yearly Cost)
Year 4 Monthly Cost	\$ _____	x 12	\$ _____ (Yearly Cost)
Year 5 Monthly Cost	\$ _____	x 12	\$ _____ (Yearly Cost)
Network Decommission Cost			\$ _____
Total Project Cost			\$ _____ Initial cost plus all yearly costs

System Requirements – Telephone Matrix

Telephone - Mandatory Requirements

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Routing flexibility	Dynamically route a call over various network paths to avoid congestion at any location.				
Uniform dialing	A uniform numbering and dialing plan to route calls within the network. (4/5-digit dialing)				
Seamless networking	The proposed system must be able to support seamless networking for a minimum of nine (9) sites. Seamless is defined as being able to activate features (e.g., paging, message light, transfer, pickup, auto-callback) between sites.				
Automatic route selection	Route calls out trunk groups terminated on any system in the network.				
E-911	Location information must be provided when any network user dials 9-1-1. At a minimum, location information must be provided for the specific facility and zone.				
Call coverage	The system must provide flexible patterns for call coverage from user to user anywhere on the network, or from user to voicemail. The activation of the coverage condition should be modifiable by the user. The system should also allow more than one coverage path to exist at the same time. The additional coverage path must allow DID calls to go to voicemail, while allowing transferred calls to proceed to support staff.				
Speakerphone	Provides full-duplex speakerphone capability.				

Telephone - Mandatory Requirements (cont.)

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Enhanced conference capability	Provides call conferencing for a minimum of five (5) parties either internal or external.				
Hold	Allows the user to leave a phone call temporarily without disconnecting the caller.				
Transfer	Allows the user to move a call from one extension to another.				
Call forwarding internal	Allows a user to forward a station to any other station on the network.				
Speed dial	Allows a user to press a button pre-programmed with a phone number. Both system wide and personal speed dial numbers must be accommodated.				
Call pickup	Allows users to dial a feature code and answer a call ringing any other phone, within a predefined pickup group or a specific extension.				
Multiple call appearance	Allows a user to have the opportunity to take more than a single call at one time.				
Outbound caller ID block	Selected users may block outbound caller identification on a per station basis.				
Inbound caller identification	The name and number of the calling party, whether internal or external, appears in the user's display.				
Headsets	Allows users to make and receive calls with a headset instead of a handset.				
Music on Hold	Background music heard when a caller is placed on hold.				
Toll Restriction	The capability to block long distance calls from specific stations at specific times of day.				
Elevator Extension	System must be able to accommodate the extension that is accessed in case of emergency within any of the District's elevators.				

System Requirements – Telephone Matrix

Telephone - Desired Functionality

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
External Paging/ Overhead Paging Interface	Allows the system to tie into an external paging system and be used as a building paging/intercom system through handsets as well as existing ceiling mounted speakers.				
Calling Line ID (DID)	Outbound caller identification provides user DID for selected users.				
Calling Line ID (Call by Call Blocking)	Outbound caller identification can be blocked selectively call by call for certain users.				
Override	Allows a user to enter a conversation at a busy station or ring a station in DND mode. All parties receive a warning tone when the call is entered.				
Call accounting	Allows the system administrator to track an outbound call placed from any location on the network by the originating extension number, date, time, number dialed, truck used and duration.				
Traffic analysis	The system administrator is able to gather traffic information related to both quantity and length of calls, as measured in CCS. The capability should be available for all routes.				
Call forwarding external	Allows a call to be forwarded to an external destination such as a cellular phone or home phone.				
Call transfer external	Allows a call to be transferred to an external phone number such as a cellular phone.				
Call back	Allows users to press a button to activate a call back from a busy station when it returns to the idle state.				

Telephone - Desired Functionality (cont.)

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Handsfree Call Announce	Allows user to announce a call in advance of transferring the caller.				
Hot desking	Allows users to log into a digital telephone set anywhere on the network; the digital station will automatically be configured with the user's individual programming settings, and inbound calls from any location on the network will automatically route to the location the user is logged into.				
Audible dial tone	Tone is heard when system user presses button to get a line.				
Computer based reception console	Receptionist can manage calls via computer rather than attendant console.				
Computer based phone system	User can manage calls via computer rather than phone set.				
IP soft phones	Does the system support an IP soft phone?				
Third party call control	Does the system support third party application control of a user's assigned telephone?				

System Requirements – Voicemail Matrix

Voicemail - Mandatory Requirements

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Automated attendant	This feature presents callers with a voiced menu of options, then routes calls according to the keys the caller presses.				
Single digit menu	The menu capability provided by the auto-attendant must provide single key access to menu choices.				
Auto attendant options	Supports nine (9) layers of automated attendant options.				
Auto attendant individual greetings	Capable of answering individual ports/DIDs with different greetings.				
Audio-text	Callers can listen to a greeting / announcement, but do not have the capability to leave a message.				
Login	When accessing the voicemail system from his/her own phone, user should press no more than one key and passcode.				
Directory	A listing of subscriber names and extension numbers. Callers may use this feature to find out the name or extension of subscribers using the touch-tone pad to key in user names and place a call by touching one button.				
Dial through	Allows callers to locate a user in the voicemail directory and ring the extension before receiving the option to leave a message.				
Message creation	Subscribers can access the system from any touch-tone telephone, record messages and send them to other subscribers on the system.				

Voicemail - Mandatory Requirements (cont.)

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Message waiting indicator	Provides subscribers with a method of informing them that a new message exists in their voicemail boxes; this feature must work across the network. When a voicemail message is recorded, the message indicator appears on the phone set in less than 30 seconds.				
Personal greetings	Subscribers can instruct the system to greet their callers with a personal message or prerecorded message.				
Customized operator	Each user's mailbox must be able to select a customized operator or zero "0" destination.				
Forward message	Ability to forward messages, with or without additional comment.				
Message Management	When listening to messages, user has the ability to rewind, forward, and pause the message.				
Notification	Notification of a new voicemail message can be sent to an external number (ie Pager or cell phone).				
Toggle greetings	User has the ability to toggle between a standard greeting and a special greeting.				
Time dependent greetings	User has the ability to record a special greeting for after business hours.				
Operator Transfer	Caller has the ability to reach an operator instead of leave a voicemail message.				
Transfer directly to voicemail	user has ability to easily transfer a caller (two keys and extension) directly to another user's voicemail.				
Voicemail distribution groups	User has the ability to create multiple voicemail groups.				

System Requirements – Voicemail Matrix

Voicemail - Desired Functionality

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Dial ahead/through	Allows subscriber to enter keypad commands through the system voice prompts.				
Queue commands	Allows subscriber to "queue up" a series of command without waiting for each command to take effect. This feature allows subscriber to perform commonly used tasks by rote, without waiting for instructions or actions of the voicemail system.				
Priority message	Subscribers can send priority messages that are specifically marked and preferentially presented to recipients.				
Scheduled delivery of messages	Subscriber can send voice messages to other subscribers at a designated time and date.				
Email notification	Notification of a voicemail message can be sent to an email address.				
Receipt	Ability to generate receipt information for messages sent.				
Undelete message	Allows a subscriber to press specific keys on the keypad at any time during message retrieval process to "undelete" the last message deleted.				
Dial-by-name	Allows subscribers to address a message to any other subscriber by dialing the subscriber's name instead of the subscriber's extension number.				
Alarm notification	In the event of a system failure, an alarm notification is sent to an administrator via pager, cellular telephone, email, or network broadcast.				

System Requirements – Attendant Con. Matrix

Attendant Console - Desired Functionality

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Attendant console	A specialized console used to answer and process incoming calls.				
Dual handset/headset jack	Provides dual jacks for headset and handset access.				
One-touch transferring	Provide easy, one-touch transferring to any station on the network.				
Alphanumeric display	Provide an alphanumeric display capable of source and destination ID, calling line ID (where available), call purpose, and station information (e.g. busy, idle, DND, etc.).				
Backup attendant	A backup attendant position(s) processing overflow calls from the primary attendant position(s). The position might not utilize a console telephone set.				
Attendant busy out (console) –	Places the attendant console in busy condition with incoming calls rerouted to a second or backup console on the network.				
Attendant busy out (station)	Allows the attendant station to busy out and un-busy any station on the network to prevent use or access to that station.				
Attendant recall	Returns a call to the attendant when unanswered or idle for a specified time period, or alerts the attendant when a call placed on hold at the attendant station is idle or unanswered for a specified time period. This feature must work across the network.				

Attendant Console - Desired Functionality (cont.)

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
<p align="center">Attendant station control</p>	<p>Allows the attendant position to control the status and station features of any phone on the network (e.g. DND, call back, call forward, etc.).</p>				
<p align="center">Attendant station status</p>	<p>Allows the attendant to key in any extension on the network and determine its status (e.g. busy, idle, DND, etc.).</p>				

System Requirements – System Mgt. Matrix

System Management - Mandatory Requirements

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Centralized administration	A platform that supports centralized administration and maintenance of the network from one facility (Central Administration).				
Remote access to administration	Allows the administrator(s) to remotely access the network for administration and maintenance purposes.				
Station administration	Allows the administrator to setup, configure, and troubleshoot any station on the network from the centralized administration platform.				
Password Security	Passwords are required for system administration tools.				
Alarm notification	Provided to either an operator console or system administration platform. Please indicate if the alarm settings are customizable, and provide a complete list of functionality and parameters monitored by the system.				
User Level Security	System Administrator can enable/disable features at the user level.				

System Requirements – System Mgt. Matrix

System Management - Desired Functionality

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Scheduled changes	Allows the administrator(s) to schedule and implement programming changes across the network based on time of day, day of the week, and month or year.				
Computer-based administration	Does the system provide a GUI based utility for system administration and programming?				
Global changes	Allows the administrator(s) to implement global programming and configuration changes across the network.				
SNMP alarm notification	The alarm notification functionality is SNMP enabled.				
Browser based system management	Allows the system administrator(s) to access the centralized system administration tools from any Web-enabled browser				
Browser based user administration	Allows any District user on the network to access telephone programming information and change or modify predefined station set features.				
Diagnostic tools	Allow the system administrator to run a series of procedures and diagnostic tools to isolate and troubleshoot component and software level failures.				
Scheduled maintenance	A set of procedures or tools run at regular intervals to maintain and optimize system performance.				

System Management - Desired Functionality (cont.)

Feature	Description	Comply	Partially Comply	Non-Comply	Score (DISTRICT ONLY)
Internal diagnostics	The ability for internal self-detection, diagnosis, reporting and resolution of component and software level failures on any PBX or other Telephony Platform or peripheral equipment of the network.				
Backup across the network	Allows the administrator(s) to backup any PBX or other Telephony Platform on the network from a centralized management position.				
LDAP directory synchronization	Allows the administrator to utilize Lightweight Directory Access Protocol (LDAP) to synchronize the PBX or other Telephony Platform database with a directory server.				
Password aging	Force users to automatically change passwords at pre-determined intervals.				
Invalid login threshold	Creates a record of all invalid attempts to log into the system administration package and locks out the user after five (5) invalid attempts for specified period of time.				
Change report history	Provides a report of all programming changes and the source for documentation and authorization purposes.				
Cost allocation	Allows the system administrator to customize call accounting reports for cost allocation purposes for all locations in the network.				
Toll fraud	Allows the system administrator to customize call accounting reports to analyze call traffic for toll fraud for all locations in the network.				
Toll fraud alert	Automatically notifies the system admin of toll fraud.				

