	System Requirements **OCIO-hosted solution**
SR-1	The State requires that the bidder's solution provide call forwarding, both inside and outside of the system. Describe how the solution meets this requirement.
Bidder Response:	
SR-2	The State will use telephone sets in line with computer workstations. All telephone sets provided by the Contractor must include an internal 10/100/1000 baseT switch. Describe how the solution meets this requirement.
Bidder Response:	
SR-3	The bidder's solution must provide call transfer inside and outside of the system. Describe how the solution meets this requirement.
Bidder Response:	
SR-4	The bidder's solution must provide redial inside and outside of the system. Describe how the solution meets this requirement.
Bidder Response:	
SR-5	The bidder's solution must provide caller ID capability for both the called and calling party. This feature must apply to internal and external calls. Describe how the solution meets this requirement.
Bidder Response:	
SR-6	The bidder's solution must provide a means of capturing Call Detail Records. Describe how the solution meets this requirement.
Bidder Response:	
SR-7	Rack space will be provided by the State at both the Lincoln and Omaha data centers. Bidders must propose a solution that provides core redundancy by utilizing both data centers for connectivity between their solution and the SIP PSTN trunks provided by the State. Describe how the solution meets this requirement.
Bidder Response:	
SR-8	Bidders must describe rack space and power requirements necessary for both the Lincoln and Omaha data center locations.
Bidder Response:	
SR-9	Telephone sets must support Power over Ethernet (PoE) IEEE standard 802.03af. Provide the PoE current draw and power requirements for each proposed telephone in your proposal.
Bidder Response:	
SR-10	Bidders solution must be capable of restricting toll, and/or international calling from stations designated by the State. Bidder must also restrict dialing to 900/976 numbers. Describe how the solution meets this requirement.
Bidder Response:	
SR-11	The System must be configured so that all internal calling will be 10 Digit dialing. All local calling will be dialed using 9 + xxx-xxx-xxxx, and toll calling dialed using 9 + 1-xxx-xxx-xxxx. Describe how the solution meets this requirement.
Bidder Response:	

SR-12	Telephone sets must be repair or replacement guaranteed and supported for the life of the contract including all renewals and extensions. Describe how the solution meets this requirement.
Bidder Response:	
SR-13	Describe your procedure for replacing non-working telephone sets.
Bidder Response:	
SR-14	Upon Intent to Award, the bidder must provide a list of contacts and telephone numbers for personnel who can be called upon during emergencies. These contacts must have the authority to expedite the installation and/or restoration of State service, and be willing to work directly with OCIO personnel 24 hours a day, 365 days a year. These Contractor personnel may be contacted periodically and their contact numbers verified as the OCIO conducts preparedness exercises. Describe how the solution meets this requirement.
Bidder Response:	
SR-15	The bidder's solution must provide music on-hold. Describe how the solution meets this requirement.
Bidder Response:	
SR-16	Hunt Group capability must be available with the bidder's solution. Describe how the solution meets this requirement.
Bidder Response:	
SR-17	Ring down capability must be available with the bidder's solution. Describe how the solution meets this requirement.
Bidder Response:	
SR-18	The bidder's solution must be able to provide IP to analog conversion where needed. Describe how the solution meets this requirement.
Bidder Response:	
SR-19	The State requires the Do Not Disturb Feature. Describe how the solution meets this requirement.
Bidder Response:	
SR-20	The State requires a solution that provides for seasonal suspension on select lines, where the lines and billing are suspended at the end of each season and returned to service at the beginning of the next season. Describe how the solution meets this requirement.
Bidder Response:	
SR-21	The State requires the ability to block all incoming calls to select lines. Describe how the solution meets this requirement.
Bidder Response:	
SR-22	The State requires the ability to block specific numbers to select lines. Describe how the solution meets this requirement.
Bidder Response:	
SR-23	The bidder should be able to mask the outbound caller id with a ficticious number selected by the State when necessary. Describe how the solution meets this requirement.
Bidder Response:	
SR-24	The Bidder's solution must be able to send an accurate 10 digit station number to the PSTN on all Toll calls so that the Toll carrier can route and bill appropriately. Describe how the solution meets this requirement.
Bidder Response:	

SR-25	The State requires call waiting. Describe how the solution meets this requirement.
Bidder Response:	
SR-26	In a small number of locations the State requires analog paging interfaces. Describe how the solution meets this requirement.
Bidder Response:	
SR-27	Describe options for re-routing of voice traffic in the event of a component failure on Contractor equipment.
Bidder Response:	
SR-28	The State requires conference calling capabilities. How many parties can be conferenced from a single telephone set? Describe how the solution meets this requirement.
Bidder Response:	
SR-29	Telephone set firmware releases (including dot releases) from the manufacturer are to be tested and certified for use with the Contractor's VOIP Communications platform. Describe how the solution meets this requirement.
Bidder Response:	
SR-30	Describe how firmware releases will be rolled out to the States telephone sets.
Bidder Response:	
SR-31	Provide a list of wireless headsets that are compatible with proposed telephone sets.
Bidder Response:	
SR-32	Describe any administrative interfaces available to the State to manage, configure or change settings on an individual line or group of lines.
Bidder Response:	
SR-33	Describe how errors and alarms will be reported to the State for issues within Contractor owned equipment.
Bidder Response:	
SR-34	The Contractor may not market their products or services to any State agency except the office of the CIO without prior written permission. Describe how the solution meets this requirement.
Bidder Response:	
SR-35	Unless otherwise mutually agreed to in writing, the Contractor will, during the contract period, maintain any and all software and licensing products at their most current version or no less than one version back from the most current version at no additional charge, provided that such third-party software version upgrades can be installed and maintained with the State staff indicated in the Proposal for the Maintenance and Support services. Any patches made available by equipment manufacturers must be applied by the contractor at a time and date mutually agreed upon. Describe how the solution meets this requirement.
Bidder Response:	
SR-36	The Contractor will be responsible for determining the cause for service outages and providing that information to the State at no cost. Those outages that are determined to reside in the Contractor owned or leased facilities must be repaired without cost to the State. In the event the failure is determined to be on the Contractor side of the demarcation point, the Contractor must NOT charge for such failure determination. Describe how the solution meets this requirement.
Bidder Response:	
SR-37	Provide a description of your basic ACD and UCD features.

Bidder Response:	

SR-38	Provide a description of any ACD or UCD reporting functionality.
Bidder Response:	
SR-39	The State requires that the following tasks be performed by the Contractor as part of the installation process:
	1. All programming of VOIP line in Contractors core equipment
	2. All programming or configuration of telephone set
	3. Delivery of telephone set to site
	4. Unboxing and assembly of telephone set at site
	5. Labeling of telephone set and keys
	6. Connecting telephone set to Ethernet jack and workstation if applicable
	7. Testing telephone set
	Describe in detail your process for telephone set configuration and installation.
Bidder Response:	
	Voice Mail Requirements **OCIO-hosted solution**
VM-1	The bidders proposed solution must include a centralized voice mail system including system installation, engineering, implementation, maintenance, and support. The State will provide network from the Centralized voicemail system to the telephone sets. Describe how the solution meets this requirement.
Bidder Response:	
VM-2	The Bidder's proposed system must provide "announcement only" mailboxes where the caller cannot leave a message. Describe how the solution meets this requirement.
Bidder Response:	
VM-3	The State requires unified messaging. Describe the functionality and features of the unified messaging platform included with your proposal.
Bidder Response:	
VM-4	The bidders proposed solution must include automated attendant features. Describe how the solution meets this requirement.
Bidder Response:	
VM-5	The proposed voice mail/unified messaging system must accommodate multiple levels of automated attendant menus of various lengths. Describe how the solution meets this requirement.
Bidder Response:	
VM-6	The proposed automated attendant must support automatic time, day, night and holiday routing schedules. (ie. Route calls to various destination numbers based on day/time). Describe how the solution meets this requirement.
Bidder Response:	
VM-7	The bidder's solution should provide message waiting indicators. Describe the various message waiting indicators included with the proposed solution.
Bidder Response:	
VM-8	Describe any limitations to the storage size on the voice mail system. Please state the limit per user.
Bidder Response:	
VM-9	What are the time limits for recorded greetings?
Bidder Response:	

VM-10	What are the time limits for messages?
Bidder Response:	

	State Network Requirements **OCIO-hosted solution**
SN-1	The State does not allow Multicast across the State's Wide Area Network. Describe how the solution meets this requirement.
Bidder Response:	
SN-2	The State requires the use of certificate-based 802.1x for network devices. Describe how the solution meets this requirement.
Bidder Response:	
SN-3	The bidder's solution must be capable of providing data and signaling confidentiality for all VoIP traffic. The system must meet FIPS 140-2 validated cryptographic hardware modules or software toolkits operated in FIPS mode for all encryption mechanisms. Explain how the proposed solution meets these requirements and provide supporting documentation.
Bidder Response:	
SN-4	Does your solution require the placement of any equipment other than phones on the State's network? Please provide the physical and logical network requirements in the proposal. What type of remote access is required for Contractor owned equipment?
Bidder Response:	
SN-5	Provide your bandwidth requirements with regards to the following:
	any overhead network requirements
	bandwidth per call
	bandwidth for management
Bidder Response:	
SN-6	What are your network requirements to include but not limited to the following:
	latency
	jitter
	QOS prioritization
	QOS bandwidth reservation
Bidder Response:	
SN-7	Describe how the solution supports IPv6.
Bidder Response:	
SN-8	What troubleshooting duties will State personnel be responsible for?
Bidder Response:	
SN-9	What level of monitoring is provided by the Contractor?
Bidder Response:	
SN-10	Describe the remote diagnostic capabilities and any firewall policies, including all TCP and UDP port(s), that will be required to enable this functionality.
Bidder Response:	

SN-11	Bidder should provide a list of the various network elements and devices that are monitored and their procedure for reporting trouble to the OCIO.
Bidder Response:	
SN-12	Describe how the solution supports DHCP. Explain what DHCP options are used.
Bidder Response:	
SN-13	Describe if the State will be allowed or required to monitor Contractor owned equipment.
Bidder Response:	
SN-14	Describe if the Contractor requires access to State owned equipment. Explain what level of access is required.
Bidder Response:	
SN-15	Describe the levels of security included with the bidder's solution (IP network security, etc.).
Bidder Response:	
SN-16	Please describe, in detail, the demarc between the Contractor and the State.
Bidder Response:	
	Post implementation Support **OCIO-hosted solution**
PI-1	The Contractor must provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. Describe how the solution meets this requirement.
Bidder Response:	
PI-2	The centralized Trouble Reporting Center must provide notification to the State immediately after any occurrence of a service affecting network failure condition when the State has not previously reported such failure. Describe how the solution meets this requirement.
Bidder Response:	
PI-3	Bidder must provide a flow chart along with other available contractor documentation describing the trouble reporting and the contractor's problem escalation support model. Describe how the solution meets this requirement.
Bidder Response:	
PI-4	Upon Intent to Award, the bidder must provide an escalation procedure and contact list to be used for unresolved troubles, including names, titles, and phone numbers of contact persons in the escalation chain. Describe how the solution meets this requirement.
Bidder Response:	
PI-5	The bidder must provide Service Level Agreements (SLA) that are applicable to the service being proposed. SLA's must be included with the Bidder's proposal.
Bidder Response:	
PI-6	The bidder must provide a plan of redundancy and business recovery. A copy of the plan must be included in the bidder's response.
Bidder Response:	
PI-7	Describe any end user documentation provided.
Bidder Response:	

PI-8	Describe any administrator documentation provided.
Bidder Response:	
PI-9	Describe any end user training provided.
Bidder Response:	
PI-10	Describe any administrator training provided.
Bidder Response:	
	E911 **OCIO-Hosted Solution**
E-1	Proposed solution must support E911 by sending the station number on all calls to the PSAP. Describe how the solution meets this requirement.
Bidder Response:	
E-2	Proposed solution must support E911 by allowing callers to dial "911", or "9, 911". Describe how the solution meets this requirement.
Bidder Response:	
	Business Requirements **Supported** **OCIO-Hosted Solution**
BR-1	The State will not accept any requirements by the bidder concerning minimum orders. The State may place orders for 1 line, or as many as 1000 lines at any given time, and will pay the same installation and monthly rate for each line regardless of the quantity of lines ordered. Describe how the solution meets this requirement.
Bidder Response:	
BR-2	The State requires the ability to remove lines as Agency requirements change. This will be done at any time without penalty, and the Contractor will cease billing on any lines removed from service. Describe how the solution meets this requirement.
Bidder Response:	
BR-3	The OCIO will provide a list of State personnel to the contractor that are authorized to place orders and make billing inquiries. The Contractor will not accept or act on orders and inquiries from anyone whose name does not appear on the OCIO provided list. Describe how the solution meets this requirement.
Bidder Response:	
BR-4	Volume commitments will not be accepted by the State. If the bidder submits a response that contains Volume Commitments the bid may be rejected. Describe how the solution meets this requirement.
Bidder Response:	
BR-5	All due dates must be met by the Contractor. In the event that a Contractor provided due date cannot be met, the OCIO must be notified in writing at least two (2) business days prior to original due date. The Contractor must notify the service requestor when a work order has been completed. Describe how the solution meets this requirement.
Bidder Response:	
BR-6	The State requires timely response to all requests for order activity. All requests should be acknowledged by the Contractor in writing within 48 hours. Contractor order number and order due date must be sent to the OCIO within 5 business days. Describe how the solution meets this requirement.

Bidder Response:	

BR-7	With the exception of those orders that incur porting delays, all order activity must be completed by the Contractor within 14 calendar days. Describe how the solution meets this requirement.
Bidder Response:	
BR-8	When requested by the State, the Contractor must provide reports including VOIP Line inventory and physical addresses. The State prefers access to the above information through an on-line, near real time system via the Internet at no additional cost. Describe how the solution meets this requirement.
Bidder Response:	
BR-9	The State and the Contractor will work in partnership to ensure the services provided under this contract will be refreshed as technologies evolve and user needs grow. This technology refreshment clause will be a required condition of the contract. At a minimum the State and the Contractor will conduct yearly reviews during the term of the contract to review service offerings and pricing. These reviews may result in expanding the services offered by the Contractor to include new optional pricing elements or pricing reductions associated with improved economies of scale and/or technological innovations. Changes in the industry related to regulation and/or pricing mechanisms may also result in modification of rates identified in the services offered by the Contractor. Describe how the solution meets this requirement.
Bidder Response:	
BR-10	Bidder must submit a Change Management Plan with their bid response detailing the change management process and approach.
Bidder Response:	
	Project Planning and Management **Supported**
	OCIO-Hosted Solution
PP-1	Bidder must describe in the proposal each of the steps they will take during discovery, network assessment, individual site assessment, and install. Bidder must provide a draft Project Management Plan with their proposal.
Bidder Response:	