

Attachment A REVISION ONE

Mandatory Requirements Checklist (MRC) Option A: OCIO – Hosted Solution Request for Proposal Number 5824 Z1

Bidders must respond to the Mandatory Requirements Checklist using the matrix format provided and must not change the order or number of the requirements.

The responses in the MRC must indicate that the bidder intends to comply with each individual requirement by initialing the Acceptance box. Initialing the box with a no will be considered as not meeting the requirements of the bid and the bidder's proposal will be disqualified.

	Mandatory System Requirements	Y/N
MSR – 1	The bidder's solution must provide call forwarding, both inside and outside of the system.	
MSR – 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.	
MSR – 3	The bidder's solution must provide call transfer and redial inside and outside of the system.	
MSR – 4	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.	
MSR – 5	The bidder's solution must provide a means of capturing Call Detail Records by a Call Accounting System that will be provided by the State.	
MSR – 6	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.	
MSR – 7	Telephone sets must support Power over Ethernet (PoE) IEEE standard 802.03af.	
MSR – 8	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.	
MSR -9	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.	
MSR -10	Bidders must include the line cost of telephone sets, voicemail, and unified messaging in their monthly rate. Multiple monthly rates for categories of service (ie. basic, standard and premium) are permissible and must be included in the bidders cost proposal. Monthly rates must include all costs associated with service to include, but not limited to, equipment, licensing, software, and maintenance. Monthly rates may not increase over the term of the contract including all renewals and extensions. Each rate should include a complete description of the telephone set and line features provided. Station installation costs must be included as a separate line item in the cost proposal and must include configuration, telephone set placement, and turn-up. The state may choose to install some telephone sets using State Staff or utilize the Contractor for telephone set installation.	
MSR-11	Telephone sets will be repaired or replacement guaranteed and supported for the life of the contract.	
MSR -12	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.	
MSR-13	The bidder's solution must provide music on-hold.	
MSR-14	Hunt Group capability must be available with the bidder's solution.	
MSR-15	Ring down capability must be available with the bidder's solution.	
MSR-16	The bidder's solution must be able to provide IP to analog conversion where needed.	

	Mandatory Voice Mail Requirements	Y/N
MVMR-1	The bidders proposed solution must include a centralized voice mail system including system type, engineering, implementation, maintenance, and support. The State will provide network from the Centralized voicemail system to the telephone sets.	
MVMR-2	The bidders proposed system must provide "announcement only" mailboxes where the caller cannot leave a message.	
MVMR-3	The State requires Unified Messaging.	
MVMR-4	The bidders proposed solution must include automated attendant features.	
MVMR-5	The proposed voice mail/unified messaging system must accommodate multiple levels of Automated Attendant menus of various lengths.	
MVMR-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).	

	Mandatory State Network Requirements	Y/N
MSNR-1	The bidder's proposal must not utilize Multicast. Does the proposed solution require the use of Multicast to support any of the proposed features?	
MSNR-2	The State requires the use of 802.1x for network devices.	
MSNR-3	The Bidder's solution must be capable of encrypting their voice traffic using means provided by their chosen platform provider.	

	Post Implementation Support Requirements	Y/N
PISR-1	The Contractor must provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven days a week. A report of trouble clearance should be furnished to the State employee who reported the trouble within one hour of trouble clearance. A copy of the written trouble ticket should be provided to the State, when requested. If correction has not occurred within 8 hours, a report should be provided showing the plan to correct the problem inclusive of a projected correction time. 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. Bidder must provide a flow chart along with other available contractor documentation describing the trouble reporting and the contractor's problem escalation support model.	
PISR-2	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.	
PISR-3	The Bidder must provide Service Level Agreements (SLA) that are applicable to the service being proposed.	
PISR-4	The bidder must provide a plan of redundancy and business recovery. A copy of the plan must be included in the bidder's response. The plan must include back-up and alternative facilities/resources, plans, procedures, conditions, authorizations, response and recovery times, statistical history including MTTR, and other information needed to assess and ensure the bidder's capability to recover with a minimum of service disruption or degradation. In the event a major outage occurs, response and recovery must begin immediately. The Contractor must restore service as soon as possible.	

	E911 Requirement	Y/N
E911-1	Proposed solution must support E911 by sending the station number of all callers dialing "911", or "9, 911".	

	Mandatory Billing Requirements	Y/N
MBR-1	The billing cycle for all contractor provided services must end on the last day of each month, and the next billing cycle must begin the first day of the following month.	
MBR-2	A paper summary invoice must be delivered to the AS Accounting 1526 K St. Suite 240, Lincoln, NE 68508. The paper invoice must include all current services covering the previous calendar month and must be delivered by the 10th of the month. Bidders must include in their proposal snap shots depicting the actual invoice format that includes each service type offered.	
MBR-3	The paper invoice must show order activity detail and current monthly charges by services and be organized in a clear and precise manner. An overall summary must provide total lines and total cost.	
MBR-4	An accurate electronic station billing file must be delivered to the OCIO. This electronic billing file must include all current services covering the previous calendar month and must be received by the 10th of each month.	
MBR-5	The electronic station record file layout must be either "delimited" or "fixed length". There must be a separate line for each telephone number that includes, as a minimum, 10 Digit Station number and station type identifier (i.e. basic, standard, or premium).	
MBR-6	A 2nd electronic call detail record file must be delivered to the OCIO. All local and toll call details must be identified separately (i.e. the "Terminating Number" field must be 1+10 digits) and provided in an electronic file each month covering the previous calendar month and must be received by the 10th of the month. The format must include the following items: <ol style="list-style-type: none"> 1. Time of Day 2. Date of Call 3. Originating Number (calling number) 4. Originating City/State 5. Terminating Number (called number) 6. Terminating City/State 7. Call Duration (billable time). 	
MBR-7	Receiving electronic files must be an automated process. The State will not consider a CD, DVD or email attachment to be automated. Any process that relies on a single person at a desktop to receive data and manually extract or manipulate files will not be considered automation. Current platforms supported by the State are Connect Direct (NDM), and SFTP. The Bidder must provide a complete description of their proposed process for delivering electronic files.	
MBR-8	Totals in both electronic billing files must match totals on the paper summary invoice. Paper summary invoices that do not match the electronic data file will not be paid until corrected.	
MBR-9	The bidder must provide the contact names, escalation procedures, and telephone numbers for billing questions and technical problems.	
MBR-10	The bidder must provide an example of both electronic billing files. A single CD with sample billing files must be included in bid proposal.	

	Mandatory Business Requirements	Y/N
MBUR-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.	
MBUR-2	Payment will be made only against invoices complying with the requirements listed above. Such payment will be made within 45 days of receipt of an acceptable invoice. Invoices which are inaccurate will not be paid until corrected. Upon notice to the Contractor of billing errors, the Contractor will be required to correct the invoice, and resubmit to the State. All invoices deemed to be inaccurate must be corrected by the Contractor and re-submitted within 60 days.	
MBUR-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.	
MBUR-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.	