

**ATTACHMENT A REVISION ONE**  
**Request for Proposal #5824 Z1**  
**Option A- OCIO-Hosted Solution**

		<u>System Requirements</u>		
		<b>OCIO-hosted solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
MSR – 1	R	The bidder's solution must provide call forwarding, both inside and outside of the system.		
MSR – 2	R	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	R	The bidder's solution must provide call transfer and redial inside and outside of the system.		
MSR – 4	R	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	R	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	R	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. Bidders must describe rack space and power requirements necessary for each location.		
MSR – 7	R	Telephone sets must support Power over Ethernet (PoE) IEEE standard 802.03af. Please provide the PoE current draw and power requirements for each phone proposed.		
MSR – 8	R	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	R	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	R	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 required 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	R	Telephone sets must be repair or replacement guaranteed and supported for the life of the contract including all renewals and extensions. Describe your procedure for replacing non-working telephone sets.		
MSR -12	R	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	R	The bidder's solution must provide music on-hold.		
MSR-14	R	Hunt Group capability must be available with the bidder's solution.		
MSR-15	R	Ring down capability must be available with the bidder's solution.		
MSR-16	R	The bidder's solution must be able to provide IP to analog conversion where needed.		
SR – 17		Does the bidder's solution offer the Do Not Disturb Feature?		
SR – 18		Does the bidder's solution provide seasonal suspension for 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?		
SR – 19		Does the bidder's solution have the ability to block all incoming calls to select lines?		
SR – 20		Does the bidder's solution have the ability to block specific numbers to select lines?		
SR – 21		Does the bidder's solution provide call waiting?		
SR – 22		Does the bidder's solution provide analog paging interface?		
SR – 23		Describe options for re-routing of voice traffic in the event of a component failure.		
SR – 24		Does bidder's solution provide conference calling capabilities? If so, how many parties can be conferenced from a single telephone set?		
SR -25		How will telephone set firmware releases (including dot releases) from the manufacturer be tested and certified for use with the VOIP Communications platform? How will they be rolled out to the States telephone sets?		
SR -26		Provide a list of wireless headsets that are compatible with proposed telephone sets.		
SR-27		Describe any administrative interfaces available to the State to manage, configure or change settings on an individual group or total systems level. Provide information, brochures or data sheets showing the user interface.		
SR -28		Describe how error and alarm reporting is handled.		

SR-29		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.		
SR-30		Describe the telephone set installation process. Include all procedures necessary and whether they will be performed by the Contractor or OCIO personnel. Describe any site or network assessment work that will be performed by the Contractor.		
SR-31		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.		
SR-32		Provide a description of your basic ACD and UCD features to include any reporting functionality.		

		<b>Voice Mail Requirements</b>		
		<b>OCIO-hosted solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
MVMR-1	R	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.		
MVMR-2	R	The Bidder's proposed system must provide "announcement only" mailboxes where the caller cannot leave a message.		
MVMR-3	R	The State requires unified messaging. Describe the functionality and features of the unified messaging platform included with your proposal.		
MVMR-4	R	The bidders proposed solution must include automated attendant features.		
MVMR-5	R	The proposed voice mail/unified messaging system must accommodate multiple levels of automated attendant menus of various lengths. Describe such capabilities. How many menu layers are supported?		
MVMR-6	R	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).		
VMR 7		The bidder's solution should provide message waiting indicators. Describe the various message waiting indicators included with your proposed solution.		

VMR 8		Describe any limitations to the storage size on the voice mail system. Please state the limit per user.		
VMR 9		What are the time limits for recorded greetings?		
VMR10		What are the time limits for messages?		

		<b>State Network Requirements</b>		
		<b>OCIO-hosted solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
MSNR-1	R	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	R	The State requires the use of 802.1x for network devices. Please explain how your proposed solution meets this requirement.		
MSNR-3	R	WAN link. The bidder's solution must be capable of encrypting their voice traffic using means provided by their chosen platform provider		
SNR 4		Does your solution require the placement of any equipment other than phones on the State's network? If yes, provide your physical and logical network requirements. What type of access is needed for Contractor owned equipment?		
SNR 5		Provide your bandwidth requirements with regards to the following:		
		Any overhead network requirements		
		Bandwidth per call; and Bandwidth for Management		
SNR 6		What are your QOS requirements to include but not limited to the following:		
		Latency		
		Jitter		
		Prioritization; and Bandwidth Reservation		
SNR 7		Does your solution support IPv6?		
SNR 8		What troubleshooting duties will State personnel be responsible for?		
SNR 9		What level of monitoring is provided by the Contractor?		
SNR 10		Describe your remote diagnostic capabilities that are included.		
SNR 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.		
SNR 12		Does the Bidder have any DHCP requirements? If yes, what options are needed?		
SNR 13		Will the State be allowed or required to monitor Contractor owned equipment?		
SNR 14		Does the Contractor require access to State owned equipment? If yes, what level of access is required?		
SNR 15		Describe the levels of security included with the bidder's proposed solution (IP network security, toll fraud, etc.).		
SNR 16		Identify maintenance tool(s) that are part of system and options, including tools that provide identification of network problems.		

SNR 17	Please describe what the demarc between the Contractor and the State will look like?		
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		<b><u>Post implementation Support</u></b>		
		<b>OCIO-hosted solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
MPISR-1	R	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.		
MPISR-2	R	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.		
MPISR-3	R	The bidder must provide Service Level Agreements (SLA) that are applicable to the service being proposed.		
MPISR-4	R	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.		
PISR 5		Describe any end user or administrator documentation available.		
PISR 6		Describe any end user or administrator training available.		

**E911****OCIO-Hosted Solution****Supported  
(Y/N)****Explanation**

<b>ME911-1</b>	<b>R</b>	Proposed solution must support E911 by sending the station number of all callers dialing "911", or "9, 911".		
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**Billing Requirements****OCIO-Hosted Solution****Supported  
(Y/N)****Explanation**

			<b>Supported (Y/N)</b>	<b>Explanation</b>
MBR-1	R	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	R	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	R	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	R	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	R	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	R	A 2nd electronic call detail record file must be delivered to the OCIO 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"> <li>1. Time of Day</li> <li>2. Date of Call</li> <li>3. Originating Number (calling number)</li> <li>4. Originating City/State</li> <li>5. Terminating Number (called number)</li> <li>6. Terminating City/State</li> <li>7. Call Duration (billable time).</li> </ol>		
MBR-7	R	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	R	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	R	The bidder must provide the contact names, escalation procedures, and telephone numbers for billing questions and technical problems.		
MBR-10	R	The bidder must provide an example of both electronic billing files. A single CD with sample billing files must be included in bid proposal.		

		<b><u>Business Requirements</u></b>		
		<b>OCIO-Hosted Solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
MBUR-1	R	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	R	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	R	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	R	Volume commitments will not be accepted by the State. If the bidder submits a response that contains Volume Commitments the bid may be rejected.		
BUR 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.		
BUR 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. All order activity must be completed by the Contractor within 14 calendar days.		
BUR 7		When requested by the State, the Contractor must provide reports including station 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.		

BUR 8		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. The OCIO, in conjunction with, or on behalf of, all other participants, will assume the primary role in seeking and proposing new technologies and enhancements. 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.		
BUR 9		Bidder must submit a Change Management Plan with their bid response detailing the Change Management process and approach along with a visual aid of the overall process and approach when a change that is within scope needs to be made. Bidder must document change requests that are within scope utilizing a format and process approved by the State.		

		<b><u>Project Planning and Management</u></b>		
		<b>OCIO-Hosted Solution</b>	<b>Supported (Y/N)</b>	<b>Explanation</b>
PPMR 1		Bidder must describe in their 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 (PMP) and upon contract execution, the Contractor must deliver a detailed PMP describing how the project will be managed. The OCIO will review the Contractor's PMP, including all subsidiary plans and components described below, within ten (10) business days of receipt. The Contractor will make any changes requested by OCIO within five (5) business days of receipt of the OCIO feedback. The PMP must include the proposed team(s), team composition, roles of team members, and the proposed project schedule and timelines. The PMP must include a preliminary schedule that describes the total number of anticipated development and implementation cycles, and the deliverables that are expected to be completed in each.		