

Attachment C Revision One

Mandatory Requirements Checklist (MRC) Option C: Alternate 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 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	Telephone sets must support Power over Ethernet (PoE) IEEE standard 802.03af.	
MSR - 6	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 - 7	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 – 8	Bidder's 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	In most cases the State will be utilizing existing telephone numbers. The Contractor's system must be capable of supporting telephone numbers ported from existing Centrex carriers. The OCIO will place orders for porting if necessary. The Contractor must provide the OCIO with reject information or Firm Order Commitment immediately upon receipt from the surrendering carrier. Describe your process for porting numbers from other carriers.	
MSR-10	The Contractor must be able to provide new telephone numbers when requested in each city on Attachment D. It is preferable that the Contractor reserve blocks of numbers in each community for use by the State.	
MSR-11	Bidder's solution must include all necessary connectivity to the Public Switched Telephone Network at no additional cost. Connectivity will include PSTN trunks/call paths in quantities necessary to support call volumes with a Grade of Service of P.01 or better during peak call periods. In addition, bidder's solution will include all equipment, software, licensing, installation, and maintenance necessary to support PSTN call paths	
MSR-12	Bidder must route all out bound toll calls to the State's contracted toll carrier, if requested, at no additional cost to the State.	
MSR-13	Unless otherwise mutually agreed to in writing, the Contractor will, during the contract period, maintain any and all software and licensing products at the 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.	
MSR-15	Contractors must provide service in all of the city's listed on attachment D.	
MSR-16	The Contractor must provide for total security of information and its services. This must include holding all databases and call records as confidential. With the exception of requests made by Law Enforcement agencies and the OCIO, the Contractor may not release information concerning call records. The Contractor may not provide any information concerning service covered by this contract to any individuals or entities who engage in any form of telemarketing. The Contractor may not market their products or services to any State agency except the OCIO without prior written permission.	
MSR-17	The Contractor must provide a centralized trouble reporting and maintenance system that is staffed 24 hours a day, seven (7) days a week. Upon notification, the Contractor must repair trouble as soon as possible. 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.	
MSR-18	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.	

MSR-19	The bidder must provide Service Level Agreements (SLA)s that are applicable to the service being proposed	
MSR-20	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 Contractor'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.	
NSR-21	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-22	Telephone sets must be repaired or replacement guaranteed and supported for the life of the contract	
MSR-23	The bidder's solution must provide music on-hold.	
MSR-24	Hunt Group capability must be available with the bidder's solution.	
MSR-25	Ring down capability must be available with the bidder's solution.	
MSR-26	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 installation, 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 State does not allow the utilization of 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.	

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

E911-2	Would you be able to describe your procedure for making adds, moves, and deletions from the PSALI database?	
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	Mandatory Billing Requirement	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 service and must 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 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 record layout must be either "delimited" or "fixed length". There must be a separate line for each telephone number that includes, as a minimum, the following: <ol style="list-style-type: none"> 1. Station number 2. ASOC/USOC code or Product ID 3. Description 4. Individual rate 	
MBR-6	All charges and usage information related to billable calls must be provided in a separate electronic file each month covering the previous calendar month and must be received by the 10th of the month. In cases where the Contractor must bill for third party toll calls such as "collect calls", that file must itemize each call in detail and in consistent fixed length format. 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) 8. Charges. 	
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's proposal must include a complete description of the proposed process for electronic file delivery.	
MBR-8	The bidder must provide the contact names, escalation procedures, and telephone numbers for billing questions and technical problems.	
MBR-9	Totals in both electronic 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-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 Requirement	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 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	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.	
MBUR-5	Volume commitments will not be accepted by the State. If the bidder submits a response that contains volume commitments, the bid may be rejected.	