

September 17, 2012

# REQUEST FOR PROPOSAL

VoIP Telecommunications System

RFP CML #12-024

Columbus Metropolitan Library

**Issued by:**

Procurement Division  
96 S. Grant Ave.  
Columbus, OH 43215

**Deadline for Submittal:**

October 19, 2012  
No later than 12:00 NOON EST



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 Procurement Division, Financial Services Department  
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## REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library is seeking sealed, signed, written qualifications and proposals for a **VoIP Telecommunications System** and all required hardware, software, and training according to the requirements described in the Scope and other documents included with this Request for Proposal (RFP). The Proposal Identification Number is **CML #12-024**.

Sealed Proposals will be received at the Security Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 NOON EST on October 19, 2012**. Any Proposals arriving after 12:00 NOON EST will be marked late and will not be considered for selection to provide the specified equipment, supplies and/or services.

Any questions or clarifications regarding this RFP should be sent to [purchasing@columbuslibrary.org](mailto:purchasing@columbuslibrary.org). All questions should be submitted no later than October 3, 2012.

The Offeror declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract for which it is selected to provide the specified equipment, supplies and/or services at the prices proposed.

The Offeror certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing proposal (Please print or type)	Title	
offeror Name		
Mailing address		
City	State	ZIP
Telephone	Toll Free Telephone	
Contact Person	Fax Number	
E Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

**THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL. PROPOSALS SUBMITTED WITH UNSIGNED FORMS WILL NOT BE CONSIDERED**

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## Purpose

Columbus Metropolitan Library (the Library) desires to utilize the latest telecommunication technologies by upgrading its voice and wireless infrastructures, replacing the existing Hybrid phone system with a VoIP system complete with the features and applications as identified in this RFP. Therefore, the Library seeks a offeror to provide a new VoIP telecommunications system and all required hardware, software, and training, as detailed in this document

## Background

The Columbus Metropolitan Library is a county district library organized and existing under Chapter 3375 of the Ohio Revised Code and is a political subdivision of the State of Ohio.

The Library is an award-winning, forward-thinking organization that serves a population of 850,000 residents. The Library's vision is to create a **thriving community where wisdom prevails** with a purpose to **INSPIRE** reading, **SHARE** resources and **CONNECT** people.

The Library was the 2010 Library Journal's Library of the Year and won a 2011 National Medal for Museum and Library Service award from the Institute of Library and Museum Services.

The Library adheres to a long-term strategic plan, first developed in 2003 and updated in 2012, with guidance from members of the community, library staff, Friends of the Library and the Library's Board of Trustees. This strategic plan provides measurable objectives, clear initiatives and includes the following five segments for concentrated focus:

- Young Minds: encouraging learning and growth for a foundation for a successful life
- My Library: building the next generation library that results in a library that works for me
- Life Skills: embracing challenges and providing opportunities for a community that reaches its potential
- The Library's Partners: leverage our community maximize the library's reach and impact
- The Library's Staff: grow our team to provide a world class experience

The Library currently maintains a fully functional, legacy system network utilizing IP trunking between branches to provide shared voicemail and 4 digit dialing and plans to migrate to a VoIP based voice system with improved functionality utilizing the current data network infrastructure.

The Library consists of a Main Library (200 users), twenty branch locations throughout Franklin County and an Operations Center (120 users). The Library also provides Outreach Services, serving a diverse population with varying needs, ranging from preschoolers to senior citizens.

All locations are connected by Time Warner Cable 50 Mb or better. The new system will have no remote users however many mobile and PC Based softphone users are likely.

## Scope of Work

The successful offeror will furnish all the labor, services, materials, plant, equipment, tools, scaffolds, appliances and all other things necessary for the timely and proper completion of the VoIP Telecommunications System project.

The successful offeror will, at all times, furnish sufficient skilled workers, materials and equipment to perform all work. All materials and equipment provided will be new, free from all defects, fit for the purpose for which they are intended, and merchantable.

The Library seeks an offeror that will be responsible for providing a technology solution to implement a fully functional, well documented, telecommunications system utilizing VOIP throughout their network that meets the needs of the Library as detailed in this RFP. The hardware/software environment can be either an on-site installation or a hosted solution. For proposed on-site solutions, the offeror does not have to be a provider of the hardware equipment but must, at a minimum, provide detailed specifications of the hardware needed to operate the proposed solution.

The offeror will install a VoIP system that seamlessly blends technologies into a reliable and manageable system that is scalable to meet user needs. The offeror is expected to provide full implementation services including providing a comprehensive project plan following best practice project management methodology. As part of the overall project plan, the offeror must develop a project communication plan that ensures timely and appropriate generation, collection and dissemination of project information. In addition, the offeror must provide periodic reporting and attend status meetings. At key points throughout the project, the offeror may be required to make presentations to various stakeholders including, but not limited to, the project team, the Library's Strategy Planning Team and/or the Library's Board of Trustees.

As part of the overall project plan, the offeror must develop a project implementation plan identifying the most efficient and effective approach to implementation based on the offerors' experience. Tone and tag of all existing wiring necessary for the installations will be the responsibility of the offeror. The offeror will also remove all unnecessary wiring associated with their installation.

The offeror shall be responsible to perform a comprehensive network assessment to validate VoIP capabilities. The validation must be signed by the offeror.

The offeror shall develop test plans, including, but not limited to, system, integration, regression, parallel, load stress, performance, user acceptance and/or operational readiness, necessary to thoroughly test the functionality of the system. The plans shall provide step-by-step instructions for executing the tests, including identifying the inputs to the test, the steps in the testing process and the expected results. Throughout the implementation, the offeror will assist the Library with testing, including support related to set-up, configuration and troubleshooting.

The offeror will provide training to ensure a transfer of knowledge sufficient enough to prepare staff for the new system. The offeror shall provide training plans and training documentation supporting the system's functionality, business processes and other training needs. Training will be customized by organizational role including, but not limited to, system administrators, process owners and management.

The offeror shall remove all old phone systems from their fixed points, including all peripheral devices, and box them for Columbus Metropolitan Library disposal.

The offeror will provide post-implementation support including the maintenance of a customer support procedure to be used to address all system problems and user questions. This support procedure should include protocols for managing and responding to various type of input including, but not limited to, phone calls, e-mail and live chat.

The offeror will provide ongoing system maintenance and support including, but not limited to, periodic upgrades and enhancements.

**Requirements and Specifications**

All proposed equipment should be able to integrate with existing network infrastructures to form a complete telecommunications system that accommodates current and emerging requirements.

All users must have access to voice mail.

The System will require separate MOH inputs at each branch and will require access to paging system at all sites.

Detailed Requirements and System Specifications are found in Appendix A.

**E-Rate**

**Erate Guidelines shall govern the work and payments on the selected system and VAR for this installation and as such not funds will be able to be billed or collectible on this project until after July 1, 2013. Furthermore, any and all hardware not sold as a service but as a capitalized expense will be submitted to Erate for Priority II level funding and will require review and Erate approval before work can begin which will most likely not occur until after July 1, 2013.**

To warrant consideration for an award of contract resulting from this RFP, Offers must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as “E-rate”) as provided for and authorized under the federal Telecommunications Act of 1996 (Reference 47 U.S.C. § 254, “Universal Service”).

Offerors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund (“USF”) subsidies.

Complete Universal Service (E-Rate) Requirements are found in Appendix B.

**Projected Timeline**

The projected timeline for this RFP process and project is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses and to provide for adequate time to implement the project.

If a change is made to the RFP process, it will be communicated to those organizations reflecting an interest in responding to the opportunity and through a notice published on the “Doing Business with the Library” page of the Library’s website [www.columbuslibrary.org/about/doing-business](http://www.columbuslibrary.org/about/doing-business). Changes to the project implementation timeline will be made as necessary and in collaboration and input from the successful offeror.

Activity	Target Completion Date
Issuance of RFP Inquiry Period Begins	September 17, 2012

Pre-Proposal Conference Date Inquiry Period Ends	October 3, 2012
Final Response to Offeror Questions	October 5, 2012
Proposal Due Date	October 19, 2012
Finalists Determined	October 26, 2012
Finalist Presentations & System Demonstrations	November 5-6, 2012
Board of Trustee Approval	December 13, 2012
Contract Finalized	February 15, 2013
Project Work Start	July 1, 2013

### Proposal Submission Requirements

All proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number (CML #12-024) and title of the RFP (VoIP Telecommunications System) clearly marked on the outside, addressed and mailed to:

Columbus Metropolitan Library  
**Attn: Wanda Dixon, Procurement Administrator**  
 96 South Grant Avenue  
 Columbus, OH 43215

Proposals may also be delivered in person to the Security Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215. Proposals submitted via e-mail will not be considered.

Any proposals arriving after 12:00 NOON will be marked late and will receive no consideration for selection to provide the specified equipment, supplies and/or services. The Library will return, unopened, any proposals that are received after the deadline.

### Proposal Instructions

Offerors are cautioned to carefully review all parts of the RFP. No allowance will be made subsequently for any error or negligence of the offeror.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of the offerors' capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the offerors' ability to perform all of the actions, activities and functions described in this RFP.

Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.

Each offeror must submit a proposal marked CML #12-024 – VoIP Telecommunications System. One (1) original, completed and signed in blue ink, and four (4) copies are required. An electronic file of the proposal must also be submitted in .pdf format on either CD-ROM or flash drive.

Costs for developing proposals are entirely the responsibility of the offeror and shall not be chargeable to the Library.

### **Pre-Proposal Conference**

**Attendance is mandatory.** A pre-proposal meeting will take place on October 3, 2012 at 10:30AM EST in the 2<sup>nd</sup> Floor Conference Room of the Operations Center, located at 101 South Stygler Road, Gahanna, OH 43230. The purpose of this meeting is to answer any questions about and/or provide clarification of any information contained in this RFP.

At the conclusion of the meeting, participants are invited to attend a brief site tour of the Operations Center. Additional site visit requests will be considered upon request, however unless necessary for compliance with the RFP, will be discouraged.

The failure or omission of an offeror to receive or examine any necessary document, form instrument, addendum, or other document or to visit the site and acquaint themselves with existing conditions shall in no way relieve any offeror from obligations with respect to their proposal. No claim for extra payment will be allowed based on offerors' lack of knowledge of existing conditions and problems arising there from.

### **Proposal Questions**

Any questions or clarifications regarding this RFP should be sent to [purchasing@columbuslibrary.org](mailto:purchasing@columbuslibrary.org) and reference the Proposal Identification Number (CML #12-024) and title of the RFP (VoIP Telecommunications System). All questions should be submitted no later than October 3, 2012.

Offerors are encouraged to submit questions at any time. However, for logistical purposes, all questions submitted will be held and addressed at the time of the pre-proposal meeting.

Answers to all questions, including those addressed at the Pre-Proposal Conference, will be documented and posted on the "Doing Business with the Library" page of the Library's website at [www.columbuslibrary.org/about/doing-business](http://www.columbuslibrary.org/about/doing-business). Answers will be posted no later than 5:00PM EST on October 5, 2012.

### **Proposal Format**

To facilitate comparison of proposals, offerors must submit proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

- A. RFP Cover Sheet – this document is contained at the beginning of the RFP and must be signed by an officer of your company or an individual authorized to legally bind the offeror.
- B. Cover Letter – the cover letter shall be in the form of a standard business letter and on company letterhead. The letter shall list the name, telephone number and email address of a contact person with authority to answer questions regarding the Proposal and an individual to be notified regarding contractual issues, should that person be different from the person with authority to answer questions regarding the Proposal. The cover letter shall also state that the offeror will undertake the project stated in the RFP at the cost stated in the offerors' response and shall be signed by an individual authorized to legally bind the offeror.
- C. Executive level summary of the proposed solution, including:

- a. Statement of your understanding of the proposed project and how the solution meets the Library's needs. Describe your solution relative to the Telecommunications industry, including information regarding specific industry leadership or industry recognition.
  - b. Description to your approach to the project, including a high-level plan of work strategy.
  - c. Strength and viability of the solution components proposed (i.e. how long have products been on the market, how many customers, number of customers running this solution that are similar to the Library, etc.).
  - d. Include any diagrams or pictures that provide a visual representation of the various proposed solution components that, together, comprise the solution proposed.
- D. Offeror response to the statements and questions from the Requirements and System Specifications detailed in Appendix A.
- E. Statement of acknowledgment and agreement to comply with Universal Service (E-Rate) Requirements in Appendix B.
- F. Cost Proposal in the format included in Appendix C.
- G. Statement as to the offerors' particular abilities and qualifications related to this project, including the number of years the offeror has been in business, the geographical area of operations and professional affiliations. Please also indicate the principals in the organization, size and composition of the organization and copy of the most recent audited financial statements. Also identify whether or not the offeror is a certified woman- or minority-owned business.
- H. Provide the name of each team member that will be assigned to this project and the role that they will play. Include a brief resume of experience, certifications, skills and abilities of each team member.
- I. If applicable, include a list of proposed Subcontractors for this project. For each Subcontractor listed, identify whether or not the Subcontractor is a certified woman- or minority-owned business. The Library reserves the right to reject any Subcontractor not identified within the offerors' response.
- J. Provide references for a minimum of three (3) projects where you have provided services of similar size and scope. For each project, include:
- a. Name of organization
  - b. Name of contact and position in the organization
  - c. Contact's telephone number and e-mail address
  - d. Briefly describe the scope of work of the project
  - e. Briefly describe any significant obstacles encountered and the associated resolution
  - f. Project start and end dates
  - g. Name of individuals who worked on the project that have been identified as proposed key personnel for the Library's project
- K. Describe the offerors' project management approach and methodology, including assumptions and expected areas/level of Library participation. Describe expected project phases, activities, deliverables, and milestones in the approach.

- L. Describe the offerors' training plan and methodology.
- M. Describe the offerors' warranty, maintenance and support approach and methodology.
- N. Summary of exceptions to the RFP including, but not limited to, scope and requirements. **All** exceptions should be listed even if already identified in another portion of the offerors' response. For each exception identified, indicate why the exception is noted. If none, acknowledge that there are no exceptions.
- O. Disclose all information concerning any suits filed, judgments entered or claims made against the offeror during the last five years with respect to services provided by the offeror or any declaration of default or termination for cause against the offeror with respect to such services. In addition, state whether during the past five years the offeror has been suspended from entering into any government contract.
- P. Include any other information documentation believed to be pertinent, but not specifically mentioned in this RFP, that may be useful and applicable to this project.

### **Selection Process**

The Library's selection team, consisting of various members of the Library's functional areas, will review all proposals and evaluate responses to the RFP. The team will then identify the offerors, of those that have met minimum qualifications, which will be considered as a 'finalist'.

Finalists will be notified no later than October 26<sup>nd</sup> that they will be required to meet in person, with the selection team for a presentation and demonstration. Presentations and demonstrations will take place on November 5<sup>th</sup> and 6<sup>th</sup>. The exact time and other logistical details for each finalist will be provided at the time of invitation.

At the conclusion of the presentations and demonstrations, the selection team will then recommend the preferred offeror to the Library's Board of Trustees for final selection and authorization for the Library's Fiscal Officer to enter into contract negotiations.

### **Evaluation Criteria**

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library, based on the information provided.

Specific criteria that will be considered during the evaluation, inclusive of demonstrations, include:

- Ability to adequately meet the requirements outlined in Appendix A
- Ability to adequately meet the requirements outlined in Appendix B
- Quality of the response including:
  - Demonstrated understanding of the Library and the Library's needs
  - Proposed project approach and methodology
  - Qualifications of the implementation team
  - Responsiveness and adherence to RFP instructions
- Quality of the solution including:
  - Ease of use and intuitiveness
  - Use of modern technology
  - Scalability, flexibility and configurability
  - Maintenance and support model
- Stability and viability of the product and offeror

## **Contract Award**

The Library is not, by virtue of issuing this RFP, obligated to enter into a contract and reserves the right to not issue a contract as a result of this solicitation.

## **General Terms and Conditions**

### Limitation of Liability

In the event of a default, the offeror agrees to reimburse the Library for any actual and direct damages. In the event direct losses or direct damages are uncertain or difficult to ascertain, the offeror agrees to pay the Library liquidated damages in the amount of \$500 per day. Said payments shall accrue from the first day of a default, until the day that it is agreed to by the offeror and the Library that the default has been remedied, or until 180 days from the first day of default, whichever is sooner. The Library may, in writing, waive or delay the accrual of liquidated damages.

No remedy herein conferred upon or reserved by the Library is intended to be exclusive of any other remedy. Each remedy shall be in addition to every other remedy under the awarded contract.

No delay or omission to exercise any right or option accruing to the Library upon any default by the offeror shall impair any such right or option or shall be construed to be a waiver thereof, but any such right or option may be exercised from time to time and as often as may be deemed expedient by the Library.

The offeror shall be liable for any personal injury or damage to real property or tangible personal property, caused by fault or negligence of the offeror.

### Permits and Licenses

The successful offeror shall secure and maintain in force such licenses and permits as are required by law, in connections with the furnishing of materials, articles, or services herein listed. All operations and materials shall be in accordance with law.

### Proposal Modifications

Additions or changes to offeror proposals or any other modification that is not specifically called for in this RFP may result in the Library rejection of the proposal as not being responsive to the RFP. No oral modification of any proposal submitted will be considered.

### Erate Considerations

Due to the nature of Erate funding approval and the time that may lapse between contract and install, the contractor agrees to evaluate the proposed system software and versions on the equipment listed in the contract schedule A and if available provide the library the most up to date version and releases to the schedule A versions at the time install at no additional charge to the library.

### Warranty

The following terms and conditions shall apply to the systems delivered pursuant to this RFP for a period of one (1) year after the date of acceptance:

- Offeror warrants that the systems shall meet or exceed all of the specifications contained within this RFP including, but not limited to, the Library functional, technical, and maintenance specifications.

- Offeror warrants that all equipment installed by the offeror shall be free from defects in material and workmanship for a period of one (1) year after the date of the acceptance (the "Warranty Period"). At the option of the Library, the offeror shall repair, replace, or exchange any defective piece of equipment that the offeror or the Library determines to be defective. The offeror shall bear all costs and risks regarding the return of any defective piece(s) of equipment.
- Offeror warrants to the Library good and clear title to all systems, free and clear of any liens, encumbrances, or security interests.
- Offeror warrants that it shall provide all parts and labor during the warranty period at no additional cost to the Library. All maintenance shall be performed at the Library's location.

The offeror shall have a factory trained service technician arrive on-site within four (4) hours after notification that the system is in need of maintenance for major problems, unless cleared or stabilized remotely (i.e. bad trunk busied out), and within 24 hours after report of minor problems.

Major problems are any malfunction(s), which are characterized by:

- Operator station malfunction;
- The failure of the first trunk or tie line in a hunting group or failure of 25% of the trunks in a group (2 minimum);
- Inability to place and/or receive calls on the system;
- One or more groups of stations or telephone instruments out of order, such group being a 25% substantial portion of the telephones in a department;
- Failure of any major system feature(s) affecting more than 25% of total system stations, such feature being defined as dial level access codes, call transfer, call pick-up, call forwarding busy/no answer; voice mail; and
- Failure of an announcement machine, announcement trunk, or voice store and forward system used as an integral part of the system.

Minor problems include any problems other than those described above.

#### Standards of Performance/Acceptance

System acceptance is dependent on a 30-day successful performance period as defined herein. The system shall be installed by the offeror. This section also applies to replacement or substitute systems and systems, which are field modified after the agency site, have completed a successful performance period.

The Library shall accept the system after the 30-day successful performance period and all services provided by other offerors, which connect to the system, are in place and working without malfunction.

- The performance period shall begin on the installation date of the system located at the agency site and shall end when the system has met the standard of performance for a period of 30 consecutive days by operating in conformance with the offerors' technical specifications (as quoted in the offeror proposal response) and in conformance with this RFP.

- In the event the system does not meet the standard of performance during the initial 30 days, the standard of performance test shall continue on a day-by-day basis until the standard of performance is met for 30 consecutive days.

If the system fails to meet the standard of performance after 90 calendar days from the start of the performance period, the offeror shall be in default. Such a default shall only be remedied when the Library agrees that a successful performance period has been completed. In addition to all the other rights and remedies conferred to the Library under the contract, the Library reserves the right to request replacement systems or terminate the order.

- System downtime is that period of time when any system is inoperable.
- During a period of downtime, the Library may use operable components when such action does not interfere with repair of the inoperable system.
- Downtime shall start from the time the Library notifies the offerors' designated representative of the inoperable system until the system is returned to proper operating condition.
- Should it be necessary, the Library may delay the start of the performance period, but such delay shall not exceed 30 consecutive days after the installation date. Unless otherwise mutually agreed to by the Library and the offeror, the performance period shall start no later than the 31st day after the installation date.

#### Performance Bond

The Library **WILL NOT** require a bond to be submitted by the offeror.

#### Right To Waive Defects And Irregularities

The Library reserves the right to waive any and all irregularities provided that the defects and irregularities do not affect the amount of the proposal in any material respect or otherwise give the Offeror a competitive advantage.

By submitting its proposal, the offeror agrees that i) the Library's determination of whether a defect or irregularity affects the amount of the proposal in any material respect or otherwise gives the offeror a competitive advantage will be final and conclusive; and ii) the offeror will pay the Library's attorneys' and consultants' fees related to any challenge to the proposal procedure or process, brought directly or indirectly by the offeror and/or any of its affiliates.

#### **Insurance Requirements**

##### Liability Insurance

The offeror shall purchase and maintain, in a company or companies licensed to do business in the State of Ohio and rated A+ or A by Best's Insurance Reports, insurance for protection from the claims set forth below which may arise out of or result from the offerors' operations under the Contract, whether such operations be by the offeror or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- claims under workers' or workmen's' compensation, disability benefit and other similar employee benefit acts;
- claims for damages because of bodily injury, occupational sickness or disease, or death of the offerors' employees;

- claims for damages because of bodily injury, sickness or disease, or death of any person other than the offerors' employees;
- claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the Offeror, or (2) by any other person;
- claims for damages, other than to the Work itself, because of injury to or destruction of tangible property, including loss of use resulting from; and
- claims for damages because of bodily injury or death of any person or property damage arising out of maintenance or use of any motor vehicle.

The offerors' required insurance shall be written for not less than the following, or greater if required by law:

- Workers' Compensation:
  - State: Statutory
  - Applicable Federal (e.g., Longshoremen's): Statutory
  - Employer's Liability: Statutory
- COMPREHENSIVE GENERAL LIABILITY INSURANCE INCLUDING CONTRACTUAL LIABILITY INSURANCE AGAINST THE LIABILITY ASSUMED HEREINABOVE, and including CONTRACTORS; PROTECTIVE LIABILITY INSURANCE if the Offeror sublets to another all or any portion of the Work, with the following minimum limits:
  - Bodily injury (including death) and property damage with a combined single limit of \$3,000,000.00.
  - Such Comprehensive General Liability Insurance shall include all major divisions of coverage and be on a comprehensive basis including:
    - Premises-Operations (including X-C/U as applicable).
    - Independent Contractor's Protective.
    - Products and Completed Operations, which will be maintained for a minimum period of one year after final payment, with the Offeror to provide the Library evidence of such coverage during the one-year period.
    - Personal Injury Liability, coverages A, B & C.
    - Contractual-including specified provision for offeror's obligations.
    - Broad Form Property Damage including Completed Operations.
    - Stop Gap liability with a \$100,000.00 limit.
  - COMPREHENSIVE AUTOMOBILE LIABILITY INSURANCE covering all owned, non-owned and hired automobiles used in connection with the Work, with the following minimum limits:
    - Bodily injury (including death) and property damage with a combined single limit of \$3,000,000.00.

Each of the foregoing minimum limits will be reduced to \$1,000,000.00 for any offeror where contract sum initially is less than \$200,000.00. The Offeror shall maintain the foregoing coverage for not less than four (4) years after the date final payment is due. The offerors' General Liability Insurance shall be written on an occurrence basis, if reasonably available. The foregoing policy limits may be provided in conjunction with an umbrella policy. Additional Named-Insured Endorsement for general liability and comprehensive automobile liability insurance shall include the following:

- Columbus Metropolitan Library;
- Officials and employees of the Columbus Metropolitan Library, in their individual capacities as such.

**All policies of the offeror except for Worker's Compensation shall name the Columbus Metropolitan Library as an additional insured**, and shall contain a provision that coverage afforded under the policies will not be cancelled until at least thirty (30) days prior written notice has been given to the Library.

If awarded the contract, the offeror shall furnish one copy each of Certificates of the Insurance herein required which shall specifically set forth evidence of all coverage. The form of the Certificates shall be AIA Document G705 or equal. The offeror shall furnish to the Library copies of any endorsements that are subsequently issued amending coverage or limits. The offeror shall not start work until insurance is obtained and such certificates are provided.

The Offeror may provide its required insurance coverage in connection with Umbrella Excess Liability Coverage.

## Appendix A: Requirements and System Specifications

### System Architecture

#### 1. Hardware and Software

- a. Gateway – Describe how the proposed solution integrates with the PSTN. Can it integrate with T1, PRI, Loop Start, SIP Trunks and WAN Ethernet?
  - i. List the gateway capacity for each type of PSTN interface.
  - ii. Is the gateway modular in its design for accommodating trunks and circuits?
    - o If so, describe the types of modules and their capacities.
- b. Call Control – Does the system use a centralized or distributed call control approach? Is the call control done on the gateway or is it a separate device? Describe the system's use of peer to peer connections for bandwidth optimization.
  - i. List the bandwidth that each type of call connection requires:
    - o Local intercom
    - o Local PSTN
    - o WAN Intercom
    - o WAN PSTN
    - o FAX/Credit card machine
- c. Open Architecture – Describe how this manufacturer is committed to supporting open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc. Do all IP handsets comply with VoIP audio transmission RTP and SRTP protocol standards?
  - i. System must support and be certifiable with any industry standard switch or router from any offeror whose equipment meets industry standards for IP-PBX systems. If not, explain or list restrictions.
  - ii. Describe this system's compatibility with RTP header compression standards.
- d. Scalability – Describe how the system grows in size for both PSTN access and station growth. What is the maximum size of the solution? What function losses occur within that scalable range?
- e. Survivability
  - i. Describe how the system compensates for call controller hardware failure. What percentage of functions is retained during said failure? Is all pertinent programming stored redundantly? If so, how is it stored and recovered?
  - ii. Describe how the system compensates for a gateway hardware failure. What percentage of functions is retained during said failure?
  - iii. Describe how the system compensates for a power outage from the electric utility at the customer site. What percentage of functions is retained during said failure? How long will those functions be available?

- iv. Describe how the system compensates for the loss of connectivity between the main branch office and the local branch. What functions are lost by the branch? How can those functions be regained and how long would it take without the original connectivity being restored?
  - v. Describe how the system compensates for the loss of connectivity to the PSTN. What percentage of functions is retained during said failure? Include recommendations for protection against such failure, i.e. redundant PRI, wireless PSTN access, etc.
  - vi. Describe how the system accomplishes E911 at all locations. What safeguards are built into the system to insure constant 911 availability at every station.
  - vii. Describe how the system compensates for a major failure on the application server. Are all messages redundantly stored at all times? Does the messaging system have redundancy built in? If so, describe it in detail, including diagrams for clarification? What percentage of functions is retained during said failure?
  - viii. Please identify all single points of failure for each of the core system functions listed below. Include how the risks of failure at each point are eliminated. **Failure to address all single points of failure will be cause to consider your submission as a non-response to the RFP.**
    - o Trunking
    - o Call processing
    - o Messaging
    - o Unified communications
    - o Call recording
- f. Operating System - Describe what operating system and version number your solution incorporates for each of the core functions listed below.
- i. Trunking
  - ii. Call processing
  - iii. Messaging
  - iv. Unified communications
  - v. Call recording

## 2. Networking

- a. Connectivity – Describe the connection requirements and limitations when connecting multiple gateways/controllers together. Include limitations related to distance and connection type.
- b. Transparency – The solution must function as a single system across all locations and users. Describe any differences in the user experience based on location in the system. Do this for local users, remote users, branch users and roaming users (a user traveling from branch to branch). Include this information for both system call handling and messaging.

- i. Do all models of phone sets support remote functionality? If not, list those models that do support remote functionality throughout the system.
  - c. Survivability/Redundancy – What limitations will the branch office experience if they lose connectivity to the main branch system?
  - d. Numbering Plan – A flexible numbering plan is a necessity. The system must support 2, 3, 4 and 5 digit numbering across all locations (depending on the application). Describe any limitations in station numbering on the system in regard to how many locations and stations can the numbering plan support.
- 3. Stations
  - a. POE – Do all system station devices support the PoE Industry Standard IEEE 802.3af power protocol? If not what POE protocol is used?
  - b. Do all system station devices support POE as quoted? If not, give the additional cost of the POE adapter.
  - c. Station Labeling –
    - i. Do the station devices require paper desi strips?
    - ii. Do the station devices have soft labels for all functions?
  - d. Protocols – What call protocols do the system station devices support?
    - i. What functionality is lost when using the SIP protocol?
  - e. Softphone software:
    - i. What client OS's are supported by the softphone software?
    - ii. Can calls be answered on either the PC or desktop phone?
    - iii. Can the user access and manage messages through the softphone?
    - iv. Is the softphone integrated with the email client (i.e. Outlook) to provide click to dial functionality?
  - f. Endpoint-imbedded Ethernet Switch – What Ethernet speeds are available for the desktop PC port on the Endpoint-imbedded Ethernet switch? If 1 GB Ethernet (1000mbs) is available, what models of endpoints can support it and at what additional cost per endpoint?
- 4. Remote Users (These are users who access the system from offsite)
  - a. Describe which connection types are supported for remote users. (i.e., VPN, port forwarding through firewall, etc)
    - i. What encryption is used for the remote access users?
  - b. List the phone models that support remote access
  - c. Which calling features, available to local users, are not available to remote users?
  - d. Which messaging features are available to local users, but are not available to remote users?
  - e. Which ACD features which are available to local users, are not available to remote users?

- f. Which user administration functions which are available to local users, are not available to remote users?
  - g. What additional hardware or software is required to connect a remote user to the main system?
5. User programming
- a. Use screen shots to describe the interface for end user station programming.
  - b. What platform specifications are required for the user programming software? (At minimum include OS version, RAM, CPU and hard drive space.)
  - c. Include a list of programmable features which can be set by the end user for their station.
  - d. Include a list of those features which can have their access restricted by the system administrator.
6. Messaging
- a. Voice Mail
    - i. Describe the media that is used to store messages
    - ii. What file format are messages stored in?
    - iii. Is additional storage available on your system?
      - o If so, how is it accomplished?
    - iv. What is the maximum number of concurrent access paths to Voice Mail that your system can accommodate? (Formerly referred to as “ports”)
      - o How are these increased in the system and by what increments?
    - v. Do your messages have to be played back using a proprietary player, or can they be listened to by other players?
  - b. Unified Communication - Describe if and how your system delivers each of the following:
    - i. Presence
      - o What information is available about the called party?
      - o Does the system show a status message?
      - o How is the user status updated?
      - o Does the system provide automatic management
    - ii. Conferencing – voice, video, and document sharing
    - iii. Seek and Find
    - iv. Video
    - v. Mobility
    - vi. Messaging (email, sms, fax, voicemail)
    - vii. Integration with industry standard messaging servers. Include any features which will not be available with a particular integration.

## 7. Call Center

- a. What is the maximum number of agents your solution supports?
- b. How do the number of agents scale? (Individual or group licensing)
- c. Describe the supervisory functions on the system.
- d. Provide information on your reporting package; include screenshots of the reporting user interface.
- e. Is the reporting package proprietary or does it integrate with other reporting engines such as Crystal Reports?
- f. How does your system support remote (offsite) agents?
- g. List any agent feature functionality that is not available to a remote agent.
- h. Describe the supervisory and training functions of the ACD solution.

## 8. System Administration

- a. How many levels of administration access are available in order to allow various privileges for separate system administrators?
- b. Does the system administration tool allow for a single point of control for all locations, gateways and application servers?
- c. How does the system administration tool consolidate all of the databases for all locations, gateways and application servers?
- d. List all functions of the system that cannot be controlled from the single point of system administration mentioned above.

## 9. E911

- a. Is your system equipped with E911 functionality?
- b. Does your system integrate directly with the local PSAP?
- c. Can every station on your system have access to calling 911?
- d. What digits must be dialed to reach 911?
- e. How does your system provide caller location to the PSAP?

### **System Requirements**

Definitions of terms used to describe configuration of the system to be installed:

- **Fully Capable**  
All required software and hardware are installed and available for live assignment
- **Future Capable**  
All system processing power, memory etc. to handle the designated configuration. No cost to be incurred by client other than the purchase of additional licenses.
- **Maximum Capacity**  
Total number that can be accommodated by the proposed system.

1. Main Library  
96 S. Grant Ave.  
Columbus, OH 43215

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
240	288	396	Endpoints
48	60	80	Analog or SIP station support
16	24	36	POTS Trunks – 911 and backup
2	4	8	ISDN PRI Local Service
2	4	8	Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	190	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	10	
Attendant Position with Drag and Drop capable PC Attendant Console Software	2	

Notes:

1. Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
2. Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
3. All station sets must be line powered and not require independent power supplies.
4. Offeror must include AC power requirements for all proposed equipment.
5. Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

2. Operations Center  
 101 S. Stygler Rd  
 Gahanna, OH 43230

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
160	200	256	Endpoints
40	50	64	Analog or SIP station support
12	24	36	POTS Trunks – 911 and backup
2	4	8	ISDN PRI Local Service
2	4	8	Attendant Position / PC Software
3	6	9	System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	120	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	10	
Attendant Position with Drag and Drop capable PC Attendant Console Software	2	

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

3. Warehouse  
3021 E. Fourth Ave., Suite B  
Columbus, OH 43219

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	9	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	1	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

4. Driving Park  
1566 E. Livingston Ave  
Columbus, OH 43205

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	8	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

5. Dublin  
75 N. High Street  
Dublin, OH 43017

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	17	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

6. Franklinton  
1061 W. Town Street  
Columbus, OH 43222

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	8	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

7. Gahanna  
310 Granville Street  
Gahanna, OH 43230

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	16	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

8. Hilliard  
4772 Cemetery Road  
Hilliard, OH 43026

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	16	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

9. Karl Road  
5590 Karl Road  
Columbus, OH 43229

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	14	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

10. Linden  
2223 Cleveland Ave.  
Columbus, OH 43211

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	11	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

11. Livingston  
 3434 Livingston Ave.  
 Columbus, OH 43227

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	11	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

12. Martin Luther King  
1600 E. Long Street  
Columbus, OH 43203

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	7	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

13. New Albany  
200 Market Street  
New Albany, OH 43054

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	17	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

14. Northern Lights  
4093 Cleveland Ave.  
Columbus, OH 43224

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
18	32	48	Endpoints
8	12	24	Analog or SIP station support
4	8	8	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	4	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	9	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

15. Northside  
1423 N. High Street  
Columbus, OH 43201

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	11	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

16. Parsons  
 845 Parsons Ave.  
 Columbus, OH 43206

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	9	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

17. **Reynoldsburg**  
**1402 Brice Road**  
**Reynoldsburg, OH 43068**

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	15	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

18. Shepard  
790 Nelson Road  
Columbus, OH 43219

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	13	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

19. South High  
3540 S. High Street  
Columbus, OH 43207

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
20	24	32	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	13	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

20. Southeast  
 3980 S. Hamilton Rd.  
 Groveport, OH 43125

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	18	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

21. Whetstone  
3909 N. High Street  
Columbus, OH 43214

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	18	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

22. Whitehall  
4371 E. Broad Street  
Columbus, OH 43213

Listed below are the minimum acceptable requirements for the telecommunications system to be installed at the location identified above. The system shall be configured as follows:

Fully Capable	Future Capable	Maximum Capacity	DESCRIPTION
30	36	48	Endpoints
10	12	16	Analog or SIP station support
4	8	12	POTS Trunks – 911 and backup
			ISDN PRI Local Service
			Attendant Position / PC Software
			System Administration Licenses***

\*\*\* Cumulative total for system centralized administration

ENDPOINT HARDWARE	Quantity	Model
ADM Phone - Basic IP with LCD Display, Full Duplex Speaker w/Message Indication. Minimum of 2 simultaneous calls.	13	
Executive IP with LCD Display, Full Duplex Speaker w/Message Indication Minimum of 4 simultaneous calls.	2	
Attendant Position with Drag and Drop capable PC Attendant Console Software		

Notes:

- Buttons should be programmable for various system/endpoint features as desired. In addition, buttons should be capable of multiple line appearances, if required.
- Telephone sets should be capable of desk or wall mounting. If wall mounting is an extra charge please detail in your response.
- All station sets must be line powered and not require independent power supplies.
- Offeror must include AC power requirements for all proposed equipment.
- Offeror to perform network assessment to validate VoIP readiness. (See RFP "Summary")

## General System Specifications

### 1. Operator Station Features

- a. Console should be PC based and accessible from customer's PC Hardware
- b. Operator Call Forwarded Indication - When the Operator enters the number of a station to which the Operator desire to extend a call, both the station number dialed and the actual number to which the system is placing the call will appear in the visual display.
- c. Operator Call Hold - The operator may place a call on hold while answering other incoming calls (6 as desired min.). Please indicate the maximum number of calls a station can put on hold - \_\_\_\_.
- d. Operator Call Transfer - A station user, while connected to an outside trunk, is able to transfer that trunk to the Operator, permitting the operator to handle the further processing of that call.
- e. Operator Camp-On - An incoming call which is extended to a busy station is automatically placed on Camp-On if the calling party desires to wait.
- f. Operator Conference - Operator can set up a conference call for the customer. Please state maximum number of internal conferences - \_\_\_\_\_. Please state the maximum number of outside trunks per conference - \_\_\_\_\_.
- g. Operator Lockout - Operator lockout denies the Operator the ability to re-enter an established connection unless recalled by a station user.
- h. Operator Station Number Display - When the Operator is connected with an internal station, the 3, 4, or 5 digit station number, as well as class-of-service is displayed.
- i. Operator-to-Operator Call Transfer - In multi-station installations, one Operator can transfer the call to the other position.
- j. Automatic Recall - The Operator is automatically recalled by an unanswered, camped-on, or held call. Please state the options for timing of this service.
- k. Busy Verification of Trunks - Allows the operator to know the operation status of available trunks.
- l. Call Forwarding Operator - Allows the Operator to set up or cancel call forwarding for any station.
- m. Called Number Display - When a call is originated by the station, the number dialed is displayed on the station.
- n. Station Monitoring Facility - A jack allows a second Operator, or trainer, to simultaneously listen to the station conversations and signals.
- o. Direct Paging Access - Operator can access customer's paging system by depressing a single button.
- p. Incoming Trunk Display - Each time a trunk is answered by the Operator, the trunk in use is identified on the station.
- q. Night Service - When all Operators have UNA turned on, indicating stations are unattended, the assigned night bell will sound when there are incoming trunk calls.

- r. Numeric Display for Operator - All numbers which the Operator keys into the system using the keypad will appear on the station visual display.
- s. Call Recording - Operator stations can record any conversation at the push of a button.
- t. Splitting Operator Privacy - Trunk-to-station calls are automatically split to allow the Operator to speak to each party privately.
- u. Direct Station Selection/Busy Lamp Field - The station is equipped with dss buttons which indicate at any given time the busy status of all stations in the group.
- v. Transfer Calls - The Operator may transfer all trunks and tie-line calls for one system station line, or conference connections to another station line.
- w. Trunk Group Selection - The Operator may use a key to select the next available trunk or trunk group.
- x. Geographic Independence - The operator station can function from anywhere that has access to the client's VoIP network.

## 2. System Feature Requirements

User Feature Set	Yes	No	Explanation/Notes
Call Hold			
Call Parking			
Call Forwarding Busy/No Answer			
Call Routing			
Conference Calling			
Max number of users in Conference Call			
Max concurrent Conference Calls			
Call Recording			
Auto Attendant			
Hunt Groups			
User Directory - More than one button push?			
Integrated Voice Response			
Music on Hold			
Overhead Paging			
Group Paging through Phones			
Call Center Support			
Call Logging w/ Export Abilities			
Call Accounting			
Roaming User Support (Log Into Phone)			
Direct Inward Dial			
Enhanced 911			
Caller ID			
Multiple Line Appearance on Phones			
Message Waiting Light			
Stutter tone when message is waiting			

Messages on Hold			
Call Load Distribution			
Call Stack Depth (Indicate #)			
Call Center Software Platform			
Media Storage Type (Solid State?)			
99.999% Availability			
1+1 Redundancy			
N+1 Redundancy			
Distributed or Centralized System			
Moves, Adds and Changes Require Reboot?			
TOS, Diffserv and Dynamic VLAN Supported?			
How is QoS managed?			
Types of phones supported			
Softphone availability?			
Hardware Attendant Console Available?			
Full Duplex Speaker Phones			
Backlit displays			
Maximum Number of Nodes			
100% transparency across multiple sites?			
<b>Voicemail</b>	Yes	No	Explanation/Notes
Unified Messaging			
Outlook Integration (MS Exchange)			
GroupWise Integration			
Voicemail Software Platform			
Voicemail Hardware Platform			
Media Storage Type			
99.999% Availability			
Distributed or Centralized System			
Voicemail Storage Limit			
Voicemail Simultaneous Access Limit			
Maximum Users Supported on System			
<b>Reliability</b>	Yes	No	Explanation/Notes
Capability of calling 911 without power			
Ability to re-route to PSTN on failure			
Redundancy			
<b>Maintenance and Upgrades</b>	Yes	No	Explanation/Notes
Management Platform (PC, browser, etc.)			
Cost of adding users beyond the capacity of the system proposal			
Event Logging			
Email Notification			
Security			
How is documentation and support provided?			

Scalability			
Built in monitoring and troubleshooting?			
Self administration w/ nominal training?			
Single management interface of PBX, VM, ACD, E911, phones and users?			
Single management interface to manage all sites?			
Single management interface to manage all PSTN connections at all sites?			
Is there role-based system administration?			

3. Voicemail System Requirements

A voice mail system should be quoted in your proposal. The proposed voice mail systems can be integrated within the proposed telephone system or a third-party stand-alone PC based system.

In the event the proposed voice mail system is a PC based system, the offeror should include all hardware, cabling, and other related materials required to operate the system, **including the PC**.

Listed below are the minimum acceptable requirements for the voice mail system to be installed. The system shall be configured as follows:

<u>REQUIRED</u>	<u>MAXIMUM Capacity</u>	<u>DESCRIPTION</u>
24	48	Concurrent Access Paths
500	1000	Message Storage (Hours)
1000	2500	Mail Box Capacity

Name, model and manufacturer of proposed voice mail system

System Name \_\_\_\_\_  
 Model \_\_\_\_\_  
 Manufacturer \_\_\_\_\_

- a. Where is the system manufactured? \_\_\_\_\_
- b. Number of like systems installed and/or maintained by the offeror in the Columbus area:  
 \_\_\_\_\_
- c. Is the proposed voice mail system integrated or stand-alone (PC Based)?  
 \_\_\_\_\_
- d. Proposed system must be capable of activating the message waiting lamp on all endpoints the VoIP network equipped with message waiting lamps.
- e. The voice mail system should be capable of out calling to pagers and mobile phones as programmed.
- f. Mail Boxes will need individual programming for outcall, message length, and other parameters.

- g. Voice Mail must be capable of serving as a separate auto-attendant for each location on the network.
- h. System must be capable of allowing a user to send a broadcast voicemail to all users without any disruption as far as causing any individual's programming parameters to be reset or causing the system to "lock" up.
- i. Voicemail must provide for customized auto-attendant's in certain areas that allow for menu setup, dial by name, and directory selection. Auto-attendant must be able to vary by time of day. Multiple levels must be supported through access via the above selections. How many levels are supported? \_\_\_\_\_
- j. Callers must be able to "zero" out to a designated main position for further assistance.
- k. Unified Messaging Within the Voice Mail - Columbus Metropolitan Library will deploy unified messaging to deliver voicemail into the respective email platforms as well as inbound and outbound fax to unified users desktops.  
Licenses – 0                      Fax Ports – 0
- l. Please describe how this functionality is delivered to the desktop.  
\_\_\_\_\_  
\_\_\_\_\_
- m. The Unified Messaging solution must integrate with Microsoft Exchange as well as Microsoft 365 Hosted Solutions

4. System Networking Requirements

Columbus Metropolitan Library will be installing a voice/data network between locations. The Telecommunications system must support both T1 WAN and Ethernet WAN connections. This network will provide both voice and data service to the various buildings. The following outlines the features which are required of the solution provided.

- a. LDAP integration: System must fully integrate with any industry standard LDAP compliant directory service including Microsoft 365 hosted for user administration etc.
- b. VoIP Routing: System may deploy VOIP (Voice Over Internet Protocol) over the current T1 network versus deploying a traditional TDM solution. Voice calls should be able to be compressed down to 8kbps or 14.4kbps versus the standard 64kbps utilized in TDM networks. System must give priority to voice routing over pure data in all instances up to the maximum number of call paths required. A voice packet must be given priority either by a card in the switch or an external router device or both. In most cases, this could require an upgrade to the existing routers to be QOS (Quality of Service) capable. QOS upgrades must be voice/data/video compatible.
- c. VoIP Talk Quality  
The following outlines known issues with VOIP deployment. It is Columbus Metropolitan Library's intent to purchase a communications system that is free of defects and provides quality communications at all times regardless of the delivery platform.

- i. Echo Spec- There shall be no echo on calls made during the acceptance period. Any echo incurred will constitute a non-working system.
  - ii. Dropped Call Spec- Excessive calls dropped ( 2 or more in a day at any one location during the acceptance period) will constitute a non-working system.
  - iii. Garbled Voice Spec- At no time should a voice conversation be garbled or unclear. Excessive reports of this type (2 or more in a day at any one location during acceptance period) will constitute a non-working system.
  - iv. Remote Systems Survivability/Monitoring- These systems must be able to monitor their connection to the main hub and take over the controls should the T1 link become less than acceptable for communications. These systems must be able to stand on their own and take inbound/outbound calls.
- d. Phone Connectivity – All telephone sets will use existing CAT5 LAN wiring. (List all exceptions to this configuration)
  - e. Uniform Dialing Plan - System(s) must be capable of accommodating a dialing plan for all locations with extension numbers for each office. The numbering plan should have the flexibility to accommodate either three, four or five digits. All locations should be able to reach any location by simply dialing the appropriate extension number.
  - f. Centralized Voice Mail - System must be able to provide voice mail service to all locations from the main hub. This voice mail should provide all features to network locations that it does to the host location. Voice mail must have capability to provide independent auto attendant for any or all locations.
  - g. Voice Message Lights - System must have the ability to light the message waiting lights of distant locations across the network connectivity provided by the T-1 service or private fiber service or Ethernet.
  - h. Call Forwarding - Every station must have the capability to forward calls to voice mail, a station within their physical building, a distant station located on the network, or off premise to a public Telco number such as a home or cellular phone etc. Forwarding should have the ability to be activated, canceled, or have the location changed remotely.
  - i. System Administration - Solution should allow system administration personnel to change all system programming for any location from the host location and from any internet connection outside the network. System should allow system administrator to pull system reports and information from systems across the network to main location.  
  
System must also provide alerts to the selected administrators via email as well as outcalls to 7 digit phone numbers. System failures, error build ups, connectivity loss such as T1 outages etc. should be included. System must also notify selected individuals when 911 calls are placed and must identify the caller's extension.
  - j. DID Termination Extended - All DID Service may terminate at the hub office and calls shall be extended to remote desktops via the host switch and its connectivity across the network.
  - k. Traffic Reports - System should provide trunk traffic reports on all trunk groups within the system including T-1 circuits used to deliver voice traffic between offices. When a call is sent across network to the user's desktop and is then forwarded to voice mail, how many MCUPS will your system require? \_\_\_\_\_

- I. Call Accounting - System must provide reports on all individual sets within the network. Incoming, outgoing, numbers dialed, long distance costs, internal calls are among the items that must be recorded. Reports should be able to categorize by individual, department, and location and should be able to automatically run at designated times and be delivered via email to selected individuals for further analysis.
    - i. System must store records dating back 6 months prior to any present run date.
    - ii. Must be able to identify and track any individual call through its progress from inception to termination.
    - iii. Must be able to be set to alert for fraudulent parameters such as a high volume or lengthy calls to foreign countries etc. Alert must be via email as well as pager/cell phone to designated and preset staff members.
    - iv. Offeror will create all initial reports and tables in conjunction with customer input. Acceptance will be considered on successful delivery of reports as a finished product.
  - m. ACD/UCD: These calls should be able to be placed in a queue and provide the caller with information as to hold status etc. There must always be an option for the caller to opt out to the attendant for further assistance.
  - n. Battery Backup – Columbus Metropolitan Library will provide battery backup. Offeror is responsible to provide power requirements for all equipment quoted and to provide necessary information required for correct specification of battery backup.
  - o. 911 Backup Phone - Each site will include at least one regular analog phone that is directly connected to an POTS line ahead of the switch for use in case of system/power failure. The system, when operable, will also connect to this Centrex line for primary 911 dialing to ensure proper locator ID.
  - p. Application Hardware - All required PC hardware to run any requested application(s) must be provided in the proposal from the offeror. In no case, will the Library provide such hardware.
  - q. Message On Hold - Each location desires to purchase devices that are capable of playing music and custom produced information recordings to the callers who are placed on hold. This source must be heard and played when any handset at any location places a call on hold.
5. ACD Features
- a. Agents
    - i. Agents must be able to reside anywhere on Columbus Metropolitan Library's network.
    - ii. Agents must be able to use their handset as well as soft-phone software that resides on their PC's for drag and drop manipulation of calls.
    - iii. Agents must be able to use standard industry headsets, including USB headsets.
    - iv. Agents must be able to have voicemail boxes on the system for internal and external users to direct their calls to in desired situations.

- v. System must be quoted to accommodate 100 agents immediately. Please quote the cost to grow to 500 agents within 24 months.
- b. Supervisors
  - i. System must accommodate call center manager functions such as call monitoring, barge in, agent training, agent control and queue alerts.
- c. Reports
  - i. System must provide real-time statistics available on desktop display of supervisor, and/or, agents to include number of calls in queue, abandoned calls, agent status, total calls handled during that day, etc.
  - ii. System must provide customized, historical reports that can be obtained from any PC on the network. This must be based on the actual system ACD real-time data. These reports must be able to be defined in advance as well as run on an immediate moment basis. Results of reports must be able to be scheduled to automatically run and be delivered via email for delivery to designated personnel or to be printed on demand.
- d. Announcements
  - i. System must be able to run customized queue announcements while callers are positioned in the queue. Wait times, opt outs to operator, etc. will be appropriate here.
  - ii. System must allow for a front end auto-attendant to provide menu selections and then route according to caller input. Menu selections must be able to take manual, DTMF input as well as voice recognition functionality.
  - iii. System must provide English and Spanish options for callers. Other language options must be available at an additional charge.
- e. Business Software Integration
  - i. System must integrate with an ODBC compliant database for screen population of caller information based on caller ID.
- f. Recording System Specifications
  - i. Recording Options
  - ii. System must include the ability to perform full time recording, system wide for 150 simultaneous conversations
  - iii. System must be able to perform recording on a part time basis, including both the option for a random selection or a pre-defined schedule.
- g. Recording Content
  - i. System must record both the audio portion of a phone conversation, as well as the video port of the agent's computer screen activity during the call.
  - ii. The audio and video must be fully synchronized.
  - iii. The video of the screen activity must be in a full motion format, not just slides of screen shots.

- iv. The recording must be able to accurately capture the video for multiple monitors in use by the agent during the call.
- v. Sessions must be stored in individual files.
- h. Monitoring
  - i. All content must be able to be viewed on a real-time or historical basis.
  - ii. System must provide a monitoring tool which allows for playback speed variation.
- i. Recording Management
  - i. All recordings must be stored on redundant servers.
  - ii. Historical recordings must be able to be accessed immediately with a simple search of the database from a GUI interface.
  - iii. The system must be able to produce recordings in a portable format that can be transferred digitally, such as sent as an email attachment. Files must either be recorded in an industry standard, portable format, or have the ability to be exported in such a format. The industry standard format must be compatible with a free media player such as Windows Media Player.
- j. Reports
  - i. The reporting function must allow the client to custom define Agent Key Performance Indicators for business flow management and reporting.
  - ii. System must have pre-defined reports for agent activity.
  - iii. System must be able to integrate with Crystal Reports in order to facilitate custom reporting.
- k. Integration
  - i. Audio and video must integrate with TDM and VoIP ports on the communications system.
  - ii. System must provide for both server side (centralized) recording as well as sporadic client side (distributed) recording.
- l. Specifications
  - i. Voice must accept analog, digital and VoIP conversations.
  - ii. Video must include all desktop activity, regardless of the software application.
  - iii. System must have the ability to record 150 simultaneous sessions
  - iv. System must have the ability to record both 100% of system traffic or a random selection of system traffic based on the client's immediate need.
- 6. Wireless PBX Functions
  - a. System should support wireless options as listed below. Exceptions must be noted.
    - i. Wireless Integrated devices manufacturers specific
    - ii. Integration to industry standard wireless carrier phones with the company Wifi network

iii. Wireless IP handsets or analog sets. Please provide list of options.

7. Optional Pricing (to be included in separate tabbed sections marked Options)

a. Please provide optional pricing on the following:

- i. Softphone Licensing, both individual and bundled pricing.
- ii. Wall Mount 19" Equipment Rack Sufficient for three of your proposed POE switches.
- iii. Wireless endpoint solutions to include Blue Tooth handsets, 802.11, and any other available.

### Technical Requirements

1. Telephone System Information

a. Name, model, release number and manufacturer of the proposed system

- i. System Name: \_\_\_\_\_
- ii. Model: \_\_\_\_\_ Release #: \_\_\_\_\_
- iii. Manufacturer: \_\_\_\_\_

b. Offeror must provide a layout of all servers and gateways proposed with all needed plugin modules included. Diagram must also include all peripheral equipment associated at each location and the connectivity to the network. A master overview diagram must be provided that displays how each integral part is connected and a brief description of how IP plays a part in the configuration.

What equipment will be taking part in the compression of the voice traffic?

\_\_\_\_\_  
\_\_\_\_\_

c. Where is the system manufactured?

\_\_\_\_\_

d. Number of systems of the type being proposed installed by the offeror in the Columbus area: (Within a 50 mile radius)

\_\_\_\_\_

e. At the proposed configuration, is the system non-blocking? \_\_\_\_\_

f. Maximum simultaneous conversations at:

- i. Equipped Configuration: \_\_\_\_\_
- ii. Wired Configuration: \_\_\_\_\_
- iii. Maximum Capacity: \_\_\_\_\_

g. Is the system matrix modular (connected by tie or inter-module links), or is it monolithic, with all terminations at one common point?

\_\_\_\_\_

- h. If modular, will the failure of one module affect any other module?  
\_\_\_\_\_
- i. System must interface with T-1 circuits and WAN ethernet provided by Local Exchange Carriers and Common Carriers. What other WAN interfaces does your proposal support?  
\_\_\_\_\_
- j. How is the database backup provided should reload be required?  
\_\_\_\_\_
- k. Is the database reload automatic after power failure? \_\_\_\_\_
- l. Please describe the growth and capacity of the system today and a scale path to the future? \_\_\_\_\_

## 2. Telephone Sets

- a. Proprietary Single-Line Telephone
  - i. Model: \_\_\_\_\_
  - ii. Manufacturer: \_\_\_\_\_
- b. Number of cable pairs required to connect single-line set? \_\_\_\_\_
- c. Digital multi-line display telephone:
  - i. Model: \_\_\_\_\_
  - ii. Manufacturer: \_\_\_\_\_
- d. Digital multi-line telephone:
  - i. Model: \_\_\_\_\_
  - ii. Manufacturer: \_\_\_\_\_
- e. VoIP multi-line display telephone:
  - i. Model: \_\_\_\_\_
  - ii. Manufacturer: \_\_\_\_\_
- f. VoIP multi-line telephone:
  - i. Model: \_\_\_\_\_
  - ii. Manufacturer: \_\_\_\_\_
- g. Number of cable pairs required to connect digital multi-line sets: \_\_\_\_\_
- h. Number of cable pairs required to connect Operator station: \_\_\_\_\_
- i. Operator station must be headset compatible.

## 3. Switchroom And Environment

- a. Temperature Range \_\_\_\_\_
- b. Humidity Range \_\_\_\_\_

- c. What are the switchroom's floor loading requirements?  
\_\_\_\_\_
- d. Provide the Electrical Consumption (KW/Hour) and heating/air condition load (BTU/Hour) for each unit. \_\_\_\_\_

### **System Training**

Columbus Metropolitan Library will require two phases of end user training as detailed below.

1. Pre-Cutover Training

The successful offeror must provide training at a location to be specified by customer. There will be separate training for standard phones and attendant positions. All equipment for each class of the training must be supplied by the offeror. This training should encompass the following:

- a. System Features
- b. Endpoint Features and Functions
- c. Soft-phone Features and Functions
- d. End User programming Options
- e. Operator Station Features and Functions
- f. Voicemail features and functions

Offeror shall allot sufficient training time to complete the following requirements:

Each entity will require one 40 minute class for station and system use to be followed by a 30 minute class on voice-mail. No set user class will include more than 15 individuals.

2. Post-Cutover Training

The successful offeror must have a training support person on-site during the first two days of system cut-over (when the system is live and operational) at main locations and the first day at branches to provide structured training classes. Trainers must also be available for on-site assistance of various users experiencing difficulty or posing general questions.

### **Help-Desk Operation**

The successful offeror shall provide a trainer or similar equivalent to work a help desk somewhere within the network to answer any user questions and/or record any discrepancies the users might encounter for an agreed upon period (3 days) following the major cuts and via checked voicemail for each cut thereafter.

### **System Administration Training**

Awarded offeror will provide complete system administration training to up to 3 staff members that will also include setting up Call Accounting Reports, Voicemail Administration, Software moves-adds- changes, as well as call routing setup. This should be conducted at the manufacturer's site with travel and lodging costs incurred by the customer while training costs are provided by the awarded offeror.

### **Follow Up Training**

Awarded offeror will provide follow up training and refresher courses on a quarterly basis for a period of one year following cutover. This will include no more than 4 classes per quarter.

*All future training costs must be detailed in the offerors' detailed cost sheet to accompany the response.*

### **Service Response**

The offeror must have the capability to provide 2 hour remote emergency response as well as 4 hour on-site emergency response. The offeror must presently provide service to systems in this geographical area. Technicians must be based within 30 miles of the Columbus Metropolitan Library main office. **Service shall have been provided in this geographical area for at least the last 24 months at minimum on the system that is proposed for Columbus Metropolitan Library.**

1. Please fill in the following blanks with your best service response parameters to be provided by the successful offeror.
  - a. Emergency maintenance/repair service will be available:  
\_\_\_\_\_ days per week      \_\_\_\_\_ hours per day
  - b. Response to a request for moves, adds, changes, or trunk additions. The move, add, or change will be accommodated within \_\_\_\_\_ (specify hours or days)
  - c. If any processor or common equipment failure cannot be repaired on-site, offeror shall have replacement equipment on-site in \_\_\_\_\_ (specify in hours or days).
  - d. In cases where the problem relating to a system outage is ambiguous as to the location of the problem, the offeror agrees to locate the problem source and coordinate correction of the problem with the LEC if necessary. \_\_\_\_\_ **Offeror representative initial here.**
  - e. Voice mail failure shall constitute system failure and the same % that applies to major and minor failures shall apply to voice mail failure.

## Appendix B: Universal Service (E-Rate) Requirements

To warrant consideration for an award of contract resulting from this Request for Proposal, offerors must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as “E-rate”) as provided for and authorized under the federal Telecommunications Act of 1996 (Reference 47 U.S.C. § 254, “Universal Service”). Offerors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund (“USF”) subsidies. To ensure compliance with all applicable USF regulations, program mandates and auditing requirements, offerors must comply with the following:

**USF Knowledge** - Offerors shall have, at a minimum, a working knowledge of the federal Universal Service Support Mechanism for Schools and Libraries (commonly known as “E-rate”).

**USF Registration** - Offerors shall submit with its proposal a valid Service Provider Identification Number (“SPIN”) and a valid Federal Communications Commission Registration Number (“FCCRN”).

**USF Participation** - Offerors shall agree to participate in the E-rate Program and to cooperate fully and in all respects with the Library, the Universal Service Administrative Company (“USAC”), and any agency or organization administering the E-rate Program to ensure that the Library receives all of the E-rate funding for which it has applied and to which it is entitled in connection with Offerors’ services and/or products.

**USF Documentation** - Offerors shall provide to Library staff and/or the Library’s E-rate consultant within a commercially reasonable period of time, all of the information and documentation that the Offerors has or that Offerors reasonably can acquire that the Library may need to prepare its E-rate applications and/or to document transactions eligible for E-rate support.

**Invoicing Procedures** - Offerors shall itemize, price, and invoice separately any materials or services that are ineligible for E-rate funding. Offerors must include the following information on all invoices to the Library for E-rate eligible equipment and/or services:

- Date of invoice
- Date(s) of service
- Funding Request Number (“FRN”)
- Offerors’ signature on invoice attesting to the accuracy and completeness of all charges
- Detailed description of services performed and materials supplied that matches Library’s contract specifications, Form 470 and Form 471 descriptions of same
- Clear, concise breakdown of amount(s) to be billed to USAC (discounted portion of eligible charges) and amount(s) to be billed to the Library (non-discounted amount of eligible charges)
- Invoice on Offerors’ letterhead or on a Offerors-generated form
- Library’s Billed Entity Number
- Library’s Federal Communications Commission Registration Number
- Proper E-rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter (“FCDL”)

### **USF Discounted Invoicing and Reimbursement Processes**

Offerors shall, at the Library’s request, either (a) invoice the Library only for the non-discounted amounts due on E-rate-approved transactions and simultaneously invoice the Universal Service Administrative

Company (“USAC”) for the balance [Discounted Invoice Process] or (b) remit to the Library within twenty days of receipt the reimbursement payments it receives from USAC or any other third-party payer for the discounted portions of E-rate-approved transactions involving the Library [Reimbursement or “BEAR” Process].

### **Discounted Invoice Process**

- Invoicing - Within fourteen (14) days from the date that Offerors delivers to the Library, E-rate approved materials or services, when delivery of such services triggers a payment obligation under Offerors’ contract with the Library, Offerors must invoice the Library for its share of the pre-discount cost of those materials or services.
- Timely Filing - Offerors shall be solely responsible for timely filing invoices with USAC. Accordingly, Offerors understands and agrees that Library will NOT be liable to Offerors and Offerors shall have no recourse against the Library for any discounted amount that Offerors submits late to USAC for payment, if USAC refuses to pay the invoice due to late filing.
- Invoice Rejection - Offerors understands and agrees that Library shall not be liable to Offerors and Offerors shall have no recourse against the Library for any discounted amount that Offerors submits to USAC for payment if Offerors is at fault for USAC’s refusal to pay; if the Library is at fault, the Library shall not be liable to Offerors and Offerors shall have no recourse against the Library for the amount at issue until both the Library and the Offerors have exhausted their administrative remedies of appeal to USAC and/or the FCC.
- Library Approval - Offerors shall submit to the Library for its review and approval before submitting it to USAC for payment a copy of every invoice that Offerors intends to submit for services that it has provided or, in appropriate circumstances, will be providing to the Library. The Library shall not unreasonably delay or withhold approval of Offerors’ USAC invoices. As Offerors is solely responsible for timely filing invoices with USAC, it understands that it must submit invoices to the Library sufficiently in advance of any USAC filing deadline to ensure that there will be adequate time remaining for it to meet the USAC filing deadline after the Library has had a reasonable opportunity to review and approve them.

### **Reimbursement Process**

- Twenty Days - Offerors understands that E-rate Program rules require it to remit a reimbursement payment to the Library within twenty (20) days of receiving it from USAC.
- Liquidated Damages - Offerors further understands that it may not withhold a reimbursement payment from or refuse to remit such a payment to the Library for any reason. Moreover, Offerors understands and agrees that its failure to make a reimbursement payment to the Library in a timely manner will adversely affect the Library’s operations, but that the resulting damages will be impossible to ascertain with any degree of certainty. Offerors therefore agrees that if it fails to remit to the Library a reimbursement payment within forty-five (45) days after receiving it from USAC, Offerors will pay to the Library as liquidated damages a total of \$500 per day for each day that passes without payment after the 45th day.

### **Delayed USF Funding Commitment**

Offerors understands that, due to circumstances beyond the Library's control, the Library may not receive an E-rate funding commitment by the beginning of the E-rate funding year, July 1, for the services it intends to purchase from Offerors during that funding year.

- Retroactive Invoicing - When E-rate funding is approved, Offerors shall invoice USAC for the discounted amount the Library is owed retroactive to July 1st of the funding year or to whenever approved service to the Library began, whichever date is later.

### **USF Audit and Document Retention Requirement**

Offerors shall maintain all proposals, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda and other data relating to Offerors' services to the Library. All such records shall be retained for five (5) years following completion of services and shall be subject to inspection and audit by the Library. Offerors shall include in all Subcontractor agreements for services, provisions requiring Subcontractors to maintain the same records and allowing the Library the same right to inspect and audit those records as set forth herein. In addition to the foregoing, Offerors will create, implement and enforce an internal E-rate audit process that ensures that Offerors complies with all E-rate program rules and regulations. This process must include the following:

- Separating ineligible project management and other professional services costs, if any, from other charges
- Where labor is involved, maintaining detailed, signed individual timesheets
- Ensuring that ineligible charges are not submitted to USAC
- Invoicing to USAC that is consistent with the contract and the Library's 470 and 471
- Ensuring that services or products are not provided to the Library without Library's express written permission or official purchase authorization
- Ensuring that Library-approved substitute services or products are prominently noted on invoices submitted to USAC and the Library
- Where applicable, non-recurring services provided prior to September 30th and recurring services provided prior to June 30th
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to the Library, was actually provided to the Library and when
- If E-rate eligible services and/or installation or equipment costs are included as part of a larger contract or service/equipment billing, support for the allocation of E-rate eligible amounts and reconciliation of that total to the total amount billed
- If E-rate eligible services or equipment are allocated to multiple sites, support for the allocation consistent with the amount and locations identified in the Form 471

- Documenting that E-rate funded services were provided within the allowable contract period and program year
- Charging proper FRN(s)
- Ensuring that invoices and USAC forms are submitted to the Library in a timely manner
- Ensuring that USAC forms are filled out completely, accurately and on time
- Ensuring that Forms 472 are signed/dated by vendor's representative in a timely manner
- Maintaining fixed asset list of E-rate-supported equipment provided to the Library with detailed information for each item (model number, serial number, product description) and made available to the Library in electronic format

**Contract Term Modification**

The Library will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate "program year" or an extended service end date for an E-rate program year pursuant to a "service delivery deadline extension," as those terms are defined by the Federal Communications Commission ("FCC") and/or the Universal Service Administrative Company ("USAC").

## Appendix C: Cost Proposal

All installation costs shall be the responsibility of the selected offeror and shall be included in the costs detailed in the following cost sheets accompanying the offerors' response.

Any and all equipment and/or labor required for completion of the project described within this RFP, which are not included in the awarded offerors' proposal, will be provided by said awarded offeror, at no expense to the Library.

### System Components

The Library requires after-market (MAC) pricing on all applicable components of the system including cards and additional cabinets.

Pricing should be guaranteed for three years; however, increases may be shown but must be tied to the consumer price index or other acceptable source.

The responding offeror acknowledges that the configurations contained in this RFP may change between proposal and actual install and agrees to waive any and all restocking charges associated with changes identified up to two weeks prior to installation.

Required Component	One-Time Cost	Year 2	Year 3	Year 4	Year 5
IP-PBX Call Control					
IP PBX Gateways					
IP Endpoints (Total)					
Software (Seat licenses etc.)					
LAN/WAN hardware upgrades					
LAN/WAN software/firmware upgrades					
On-hold player devices					
Call Accounting software/hardware					
Wireless Package					
Unified Communications					
Voicemail system					
Integration hardware/software- POE					
Power Backup Systems					
Attendant Hardware/Software					
ACD Call Control and Reporting					
Hardware Warranty – 60 Months					
Software Warranty – 60 Months					

Software Assurance (Upgrades) – 60 Months					
Old System Trade In Allowance					
<Insert additional lines as needed>					
<b>TOTAL COST OF REQUIRED COMPONENTS</b>			\$	\$	

### Implementation Services

List all required costs associated with implementation of the system, excluding training (see below).

All charges listed in this section are assumed to be required.

Implementation Services	Cost
Project Initiation, Planning, and Project Management	
LAN/WAN Assessment	
Solution Installation	
<Insert additional lines as needed>	
<b>TOTAL COST OF IMPLEMENTATION SERVICES</b>	\$

### Training Services

List all proposed training courses and the associated costs and location of training that will be required for the Library personnel.

Intended audience shall indicate the target attendees for the training (e.g. end users, system administrators, power users).

Location shall indicate the location of the training (e.g., online, onsite at the Library location(s), offsite at vendor location, offsite at other location(s), online).

Training course	Intended Audience	Cost	Max # of the Library Personnel Trained	Location
<Insert additional lines as needed>				
<b>TOTAL COST OF TRAINING</b>		\$		

### Other Costs, Including Hosted Solutions

List any other costs required in your proposal not included in the above cost sections.

Cost Item Description / Purpose	One-Time Cost	Year 2 - 5	Comments
<Insert additional lines as needed>			
<b>TOTAL OTHER REQUIRED COSTS</b>	\$	\$	

### Cost Summary

Input the totals of the previous detail sections to provide a summary of all one-time and annually recurring costs for required items in your proposal. All totals carried forward to this page should agree with the totals on the previous detail sections.

Cost Category	One-Time Cost	Years 2 - 5
TOTAL COST OF REQUIRED COMPONENTS		
TOTAL COST OF IMPLEMENTATION SERVICES		
TOTAL COST OF TRAINING		
TOTAL OTHER REQUIRED COSTS		
<b>TOTAL COST FOR ALL REQUIRED ITEMS</b>	\$	\$