

**ADVERTISEMENT  
REQUEST FOR PROPOSALS  
FOR  
VOICE COMMUNICATIONS SYSTEM  
CITY OF GRAND ISLAND**

Sealed proposals will be received by the **City Clerk's Office**, 100 E. First Street, Grand Island, NE 68801 or P.O. Box 1968, Grand Island, NE 68802 until **4:00P.M. (local time) on August 9, 2012 for a Voice Communications System in City Hall for the City of Grand Island, NE**. Proposals received after the specified time will be returned unopened to sender. Proposals must be based on the City's Request for Proposals. Contact Robyn Splattstoesser, Information Technology Manager, at (308) 385-5444, extension 188 for further information.

Proposals will be evaluated based upon compliance with all the requirements in the RFP. Proposals shall remain firm for a period of ninety (90) days after due date. The City of Grand Island reserves the right to refuse any or all proposals and to waive technicalities in order to accept proposals that may be in the best interest of the City of Grand Island, at its sole discretion.

RaNae Edwards, City Clerk

# **City of Grand Island City Hall**

**Grand Island, Nebraska**

Request for Proposal

Voice Communications System

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# **1 INTRODUCTION & RULES GOVERNING PROPOSALS**

## **1.1 PURPOSE & INVITATION**

City of Grand Island (COGI) invites responsive vendors to submit proposals for the replacement of the voice communications system (PBX or other) serving the City of Grand Island City Hall. The purpose of this Request for Proposal (RFP) is to provide a standard from which to evaluate responding vendor's products and services as they compare to other equipment providers and as they pertain to the needs of COGI as defined in this document. The RFP is not a rigid specification and COGI invites respondents to offer alternatives where appropriate.

## **1.2 CLARIFICATION AND INTERPRETATION OF RFP**

The words "MUST" or "WILL" or "SHALL" in this Request for Proposal indicate mandatory requirements. Taking exception to any mandatory requirement may result in rejection of the proposal. There are other requirements that COGI considers critical but not mandatory. Therefore, it is important that Vendors respond in a brief but concise manner to each section of the document.

## **1.3 THE ORGANIZATION**

City of Grand Island City Hall is located at 100 E. 1<sup>st</sup>. Street in Grand Island, Nebraska. The City Hall building serves both as administrative offices for various city departments and also hosts public meetings and events.

## **1.4 DESIRED SYSTEM**

The desired telephony system will include a central master control unit (single database) and MUST provide a tightly integrated set of telephony services including Private Branch Exchange (PBX), Voice Mail with optional email integration, Call Accounting with reporting, System Administration, and display phone desk sets. The system MUST be capable of supporting future network connectivity.

The desired system MUST include PBX functionality and incorporate Internet Protocol (IP) Telephony. The system MUST provide flexible line access capability (i.e. capable of accessing OPX, DID, Loop Start, Ground Start, T1, ISDN BRI and PRI CO facilities).

All switching equipment and digital phone desk sets MUST be manufacturer new. All digital instruments MUST utilize single-pair wiring and be capable of being connected to a standard modular jack, so that sets may be inter-changed throughout the system. Ability to integrate IP telephone sets MUST also be an option.

### **1.5 COMMENT ON IN BUILDING 911 SERVICE:**

The city has a 911 telephone dispatch center in the basement of the building. The new phone system will not be linked to the 911 center or have any special link to the 911 system other than the same emergency dialing that would be available at any other place not hosting a 911 center. Specifically, any calls to 911 are routed to the phone carrier and back into the 911 center like any other emergency call. Digital handsets from the new PBX will be in the 911 dispatch center, however they will not be used for emergency communications.

### **1.6 COMMENT ON VOICE OVER INTERNET PROTOCOL (VOIP):**

We encourage bidders to propose alternative VoIP or VoIP-enabled solutions; however, this document and specifications are framed around traditional TDM switching technologies.

The city desires an IP-enabled circuit-switched system (TDM/IP) with capability to move to an all IP-based system in the future. Should a vendor propose complete VoIP including VoIP station delivery, the upgrades necessary to transmit voice over existing LAN(s) or a secondary LAN MUST be included. The wired voice network at COGI is primarily Category 3 copper wiring.

### **1.7 COMMENT ON SOFTWARE LICENSE**

Vendor MUST state and fully explain the terms and conditions of its software licensing and any limitations on the use and ownership of software. It is the desire of COGI that they own software purchased with the system and are not subject to forced upgrades in order to make additional purchases or receive future maintenance and support. If software is provided as a "right-to-use" product, vendor MUST fully explain policy, conditions, how measured, and provide a five year history of required upgrades.

### **1.8 VENDOR QUESTIONS**

Vendors are encouraged to ask questions about this RFP and the needs of COGI. All written questions must be directed to Robyn Splattstoesser, IT Manager via email at [robyns@grand-island.com](mailto:robyns@grand-island.com). All questions will be answered if received 5 days prior to the bid due date.

### 1.9 CALENDAR OF EVENTS

The following reflects the project schedule. Delays in achieving one date may not delay later requirement dates. It is anticipated that the system will be installed in summer 2012.

<b>Activity</b>	<b>Date</b>
<b>RFP released to vendors</b>	7/11/2012
<b>Site Visit/Pre-Proposal Meeting</b>	7/20/2012
<b>Final questions deadline</b>	8/1/2012
<b>Proposal delivery and opening</b>	8/9/2012 4:00 pm
<b>Evaluation start</b>	8/10/2012
<b>Notification of selection, Vendor Meetings</b>	8/22/2012
<b>Contract negotiations completed</b>	8/24/2012
<b>Final contract signed</b>	8/29/2012
<b>System installation and testing (estimated start)</b>	9/30/2012
<b>System cutover (required completion)</b>	10/15/2012

### 1.10 EVALUATION CRITERIA AND INTENT OF THE CITY

It is the intent of COGI to award a contract to the Vendor who provides the most favorable and timely solution. When determining the most favorable solution, cost will be a major, but not the overriding, factor. The lowest cost proposal may not necessarily be awarded the contract if it is determined that the solution being proposed is not a viable one and/or the proposing Vendor(s) is/are unable to deliver and maintain a high quality solution on time. The proposals will be evaluated based on the following criteria:

Proposals will be examined for compliance with all the requirements in this RFP. Proposals that do not comply may be subject to disqualification without further consideration.

Proposals will be objectively evaluated as to technical compliance by a qualified team comprised of COGI employees and according to COGI Purchasing Policy.

Oral presentations, written questions for further clarifications, and/or site visits to similar installations may be required of some or all Vendors.

Final scoring will be based on a predefined method, and the proposal with the highest score will be



selected for award, pending final contract negotiations.

• **Weighted Evaluation Criteria:**

Service, Maintenance, and Training	30
System Performance (including ease of use)	25
Implementation Plan (including completion date)	10
Future Flexibility	10
Price (Purchase & Maintenance)	25
Total	100%

**1.11 EQUAL OPPORTUNITY IN PROCUREMENT AND CONTRACTS**

City of Grand Island does not discriminate on the basis of race, gender, religion, national or ethnic origin, military veteran status, political affiliation, marital status, age, or disability. It is the intent of COGI to comply with both the letter and the spirit of the law in making certain discrimination does not exist in its policies, regulations and operations.

**1.12 CONTRACT TERMS AND CONDITIONS**

Vendors are requested to include a copy of their standard contract terms and conditions, including their maintenance terms and conditions, as well as a blank copy of any licensing agreements which pertain to the proposed system or software within its proposal. ATTACHMENT A.

Each Vendor should also respond to the terms described in Appendix A in its *Response*.

Vendor's acceptance of the contract terms and conditions reproduced throughout this RFP, including those set forth in Appendix A, "Required Contract Terms and Conditions", is an essential requirement to the awarding of a contract to Vendor. The final contract terms should not deviate materially from those included in this RFP.

Any contract resulting from this solicitation will contain specific system tests and acceptance provisions. System Acceptance plans WILL be prepared by the selected Vendor from criteria specified with COGI and will be incorporated into the final contract. The system acceptance period begins on the date the initial installation is complete, and will be considered finished when all of the acceptance criteria have been met.

### 1.13 GENERAL BIDDING PARAMETERS

- ***Contingencies***

Vendor bidders, before submitting their bid, should make a careful examination of the scope of the work to be done and of the difficulties involved in its proper execution and include in their bid all costs they deem proper and sufficient to cover all contingencies essential to the installation of the proposed system notwithstanding that every item or contingency is not specifically mentioned herein.

- ***Installation Maintenance Program***

The Vendor SHALL adopt and pursue a maintenance program to include periodic tests, inspections, and preventive maintenance according to the recommended practices furnished by the original equipment manufacturer aimed at achieving efficient operation of the system and provide safe and adequate service at all times during the installation period prior to Acceptance.

- ***Manufacturer Support***

Vendor SHALL state that all equipment quoted is new, is in current production, and is currently available for Manufacturer's warranty and maintenance coverage. Vendor SHALL indicate that such equipment will have a guaranteed future availability of a minimum of ten (10) years from the date of delivery.

Vendor SHALL specify in detail the warranty and maintenance, which is available from the equipment Manufacturer and which is available from the Vendor.

- ***Price***

The price quoted WILL include the complete installation, training, and acceptance testing of the entire system. The price quoted MUST include all services necessary to accomplish a turn-key installation.

- ***Duration of Offer***

Proposals MUST be valid for a minimum 90 days following the opening date of this RFP.

- ***Review Rights***

Proposals submitted may be reviewed and evaluated by any person(s) considered necessary to the decision-making process at the discretion of COGI.

- ***Vendor's Proposal Preparation Costs***

Vendors WILL be responsible for all the costs associated with preparing their Proposals.

- ***Alternate/Multiple Proposals***

Vendors may submit alternate and/or multiple proposals. However, all such proposals MUST be in direct compliance with the format of this RFP. In all cases, to be considered responsive, proposals MUST clearly

meet the intent of the mandatory requirements and the overall objectives of the RFP. In the interest of economy, identical information, literature, etc., need not be provided when additional proposals are submitted.

- ***Public Release of Information***

News releases, articles, brochures, advertisements, prepared speeches, and other information releases concerning this RFP, or any subsequent contract or activity related thereto, may not be made without the prior written approval of COGI.

- ***Vendor Exceptions***

Each responding Vendor is advised to read this RFP carefully. Any and all exceptions to an item in this specification MUST be duly noted and explained in the response. Failure to make exception to any item SHALL be considered as both the ability and the intention to fully comply with that item at the quoted price.

- ***Liability and Reserved Rights***

COGI reserves the right not to award a Contract to any of the Vendors solicited in this RFP. COGI also reserves the right to make partial awards and to award to more than one Vendor. This RFP may be withdrawn at any time without liability or responsibility for any damages or expenses incurred by Vendors.

## **2 RESPONSE/PROPOSAL INSTRUCTIONS**

### **1.14 PREPARATION OF PROPOSAL**

The complete proposal MUST include the proposal document with a point-by-point response to the RFP and all other materials requested. Vendors may include any additional materials they feel could assist in the evaluation of the proposed system. However, each question MUST be responded to completely.

**Please do not respond to the RFP by asking COGI to refer to attached or electronic manufacturer technical documentation. References to other documents will not be accepted.**

All equipment, accessories, database information, training, software, hardware, labor, and materials MUST be furnished for the complete installation of the telephony system specified. Any additional material or equipment necessary for the installation and operation of the system not specified or described in this RFP will be deemed to be required as a part of these specifications.

### **1.15 FORMAT AND NUMBER OF COPIES**

Vendors SHALL provide five (5) copies of the Proposal document, including one loosely bound copy that may be readily copied if needed. One copy MUST be a signed original copy that may be maintained as the official version of the Proposal and will be included in the contract.

### **1.16 ELECTRONIC PREPARATION**

This RFP has been prepared to be electronically answered using MS Word 2002 or higher if desired. We suggest that when responding electronically, please "save as" using a new convention to preserve the original document. When complete, print and bind the document with your attachments as instructed. Do not email or otherwise send a completed electronic copy as your response.

Any changes to the prepared RFP by the responding vendor will not be binding in any resulting contract.

### **1.17 ATTACHMENTS**

In several areas throughout the RFP the COGI is requesting attachments to the response. These requests are found in boxed, highlighted format.

### **1.18 VENDOR ANSWERS, INFORMATION, COMPLIANCE**

The COGI has made every effort to make the process of responding to this RFP as efficient as possible. Most, if not all answer points are intuitive. If you are uncertain in the type of answer or information we are seeking, you may use this area as general guidance. Section 13 contains specific instructions for System Configuration.

- “Acknowledge.” – The vendor has read and understood the information provided; however, no action is required of the vendor.
- “Comply.” – Vendor WILL meet the specifications.
- “Partially Comply.” – Vendor WILL meet the specification; however, the manner in which it is accomplished may be different from that specified by COGI. Always provide clarifying information.
- “Exception.” – Vendor WILL not meet the specification. Please provide an alternative when possible.
- “Standard” – The feature, component or otherwise is included/equipped within the proposed system and price.
- “Optional” – The feature, component or otherwise is not included/equipped within the proposed system and price. Please provide optional, add-on pricing where appropriate.
- “Not Available” – The feature, component or otherwise is not available with the product/system(s) proposed.

### **3 BACKGROUND/CURRENT INFRASTRUCTURE**

#### **1.19 CURRENT SYSTEM, CABLING INFRASTRUCTURE**

An Iwatsu telephone system is currently installed at City Hall. The original system was placed into service approximately 20 years ago.

#### **1.20 CABLE INFRASTRUCTURE**

City Hall was wired during its initial construction in 1992 with Category 3 cable to most places in the building. The existing telephone cabling has a minimum of 2 pair to each jack. Since the initial construction additional telephone wiring has been run. Some additional telephone wiring is Category 3 (minimum 2 pair) and some of it is Category 5e.

#### **1.21 EXTERNAL CONNECTIVITY**

Currently City Hall has around 30 analog POTS connections from Century Link terminating into the phone system. All connections are analog single lines (specifically Centrex lines). COGI WILL move to PRI and/or T-1 trunking with a new system. COGI has no leased line interconnectivity to other locations for voice services.

Trunks	Port Capacity	CO Analog Trunk		CO Analog Trunk		Analog DID Trunks		Trunk Ports Used
		Ground Start Trunks Equipped	Ground Start Trunks Used	Loop Start Trunks Equipped	Loop Start Trunks Used	Analog DID Wink Equipped	Analog DID Used	
Switch								
City Hall	40	0	0	40	29	0	0	39

### 1.22 CONNECTIVITY INTERNAL

The following tables display COGI's current voice port/device configuration.

Current Stations by Location								
Location	Cons	Digital Display	Digital No Display	Total Digital	Analog Fax/Mod	Analog Tel	Total Analog	Total Station
City Hall		47	43	90	10	4	14	104

Voice Mail/Call Accounting Ports					
Switch	Analog Ports Used	RS232 Ports Used	MOH Ports Used	Page Ports Used	Ethernet Used
Voice Mail (Multifunction Port)	12				
Call Accounting	1	1			
Printer/PC		1			
Music			1		
Overhead Paging (Auxiliary Trunk)				1	

### 1.23 DATA CONNECTIVITY

The following table displays COGI's current LAN connectivity.

Current Data Connectivity					
Location	Core Switch	Dist. Uplink	Edge Switch	Total Ports	Port Type
Wiring Closet desktop switches			4	144	10/100/1000
Wiring Closet desktop switches			1	48	10/100/1000 w/ PoE
Desktop Switches			10	48	10/100/1000
Core Switches	3			104	10/100/1000

## 4 VENDOR/MANUFACTURER INFORMATION

### 1.24 EXECUTIVE SUMMARY

The proposing vendor MUST include an Executive Summary highlighting the vendor's offer and outlining the benefits to COGI.

### 1.25 CORPORATE PROFILE

In addition to the specific information requested below, please provide a profile of your organization, including a description of your experience in providing communications systems.

Corporate Name:

Corporate Address:

Number of Years Doing Business as Above:

Previous Name: (Please fill in if less than 5 years)

Vendor qualification including:

- a. Overall experience and reputation in the industry
- b. Experience with the proposed system:
- c. Service and support resources, including training of vendor installation and maintenance personnel:
- d. Verifiable quality of service provided by vendor to area customers:

### 1.26 SALES TEAM PROFILE

Name Of Sales Person/Account Executive Assigned To The Project:

Address and Telephone Number:

### 1.27 MANUFACTURER(S)

Please fill out this section as it pertains to each of the products and/or manufacturers that are proposed in your response. If the same manufacturer is providing multiple portions of your proposal, the information does not have to be repeated. However, information on technicians' capabilities is requested for each hardware component. ("Local" in this instance is defined as those technicians who can be on customer site within 2 hours.)

- **PBX:**

Name of manufacturer of proposed PBX system:

Address of above:

FCC PBX Registration Number:

Length of time vendor has carried proposed system:

Number of local technicians certified on the proposed product:  
Total number of technicians trained on the proposed product:  
Number of systems (same line size) installed by your organization:

- **Voice Mail**

Name of manufacturer of proposed voice mail system:  
Address of above:  
Length of time your organization has carried proposed system:  
Number of local technicians certified on the proposed product:  
Total number of technicians trained on the proposed product:  
Number of systems installed by your organization:

- **Call Accounting**

Name of manufacturer of proposed call accounting system:  
Address of above:  
Length of time your organization has carried proposed system:  
Number of local technicians trained on the proposed product:  
Total number of technicians trained on the proposed product:  
Number of systems installed by your organization:

- **Systems Administration** (if not native to system)

Name of manufacturer of proposed systems administration:  
Address of above:  
Number of local technicians trained on the proposed product:  
Total number of technicians trained on the proposed product:  
Length of time your organization has carried proposed system:  
Number of systems installed by your organization:

## 1.28 REFERENCES

Please provide a list of all customers to whom you have sold similar systems and maintenance in the past two years. ATTACHMENT B.



## 5 VOICE PROCESSING ARCHITECTURE

The following specifications detail the functional capabilities and performance characteristics of the system Vendor is proposing. Vendor is required to propose Digital Switching Technology with stored program control in order to meet COGI's needs. The questions and/or information requested are given in terms of cards, shelves, cabinets and the like. If the system(s) proposed differ in nomenclature or hierarchy, please explain in your response. In these instances, answers of "not applicable" are acceptable so long as explanation is provided.

Provide a brief description of the service or feature and/or fill in the appropriate information.

### 1.29 PBX BASE SYSTEM/MODEL ARCHITECTURE:

Architecture	Yes	No	Optional	COGI Use
Does the system have a redundant processor?				
Does the system have redundant power supplies?				
Does the system have redundant switching matrix?				
Does the system have other redundant common equipment?				
Does the system support VoIP?				

- Name & Model of proposed system.
- Number of card slots per card shelf and number of shelves provided.
- Are all of these card slots available for either stations or trunks? State any limitations (e.g., DS1 cards MUST be in slot 'x').
- Do all of the card slots provide the same access to the system's switching matrix? Explain.
- Provide a diagram of the proposed system's racks specifically equipped for this application for each location. Diagram(s) MUST show all line, trunk and ancillary cards provided, as well as all spare card slot positions.

### 1.30 ENVIRONMENTAL REQUIREMENTS

Environmental	
Dimensions of cabinet(s) (LXWXH)	
Largest section as unit (LXWXH)	
Clearance space required in front	
Clearance space required at rear of cabinet/rack	
Clearance space required at end of cabinet/rack	
Weight of system cabinet fully equipped	
Total weight of system	
Type of outlets required:	
• voltage	
• amperage	
• phases	
• tolerance ranges	
Maximum power consumption at peak hour (KW hours at installed size)	
Maximum operating temperature	
Maximum humidity level	
Minimum operating temperature	
Minimum humidity level	
Optimum operating temperature	
Optimum humidity level	

#### Call Processing Resources

- State maximum Busy Hour Call Completions and the method of computation used.
- State the total busy hour load in CCS of proposed system.
- State the maximum busy hour load of the proposed configuration.

### 1.31 RELIABILITY, SURVIVABILITY, DISASTER RECOVERY

- Will more than one interface shelf group of stations or trunks be affected by a circuit equipment failure?

- Are component processor(s), switching matrix, memory, and communications buses redundant? If not, is this an option? Please explain the redundancy provided with the proposed system.
- Fault Tolerant Characteristics

Redundancy	Yes	No	Optional
Processor(s) are fault tolerant			
Power supply is fault tolerant			
Memory is fault tolerant			
System uses 16-Bit CPU processors			
System uses 32-Bit CPU processors			
System uses redundant processors			
System uses redundant switch matrix			

- Are all processors including backup components updated real time on system activity and configuration? If not, explain cycle.
- If a fault or failure is detected, will system automatically switch over to a backup component? If not, explain fault recovery and system sustainability.
- If failure occurs in one major line or station group or building location, will that have any effect on the ability of the other groups or locations to communicate?
- Describe what happens to the following types of calls when switching matrix CPU failure occurs.
  - Calling dialing in progress:
  - Station-to-station connections:
  - Station-to-trunk connections:
  - Application connections:
  - Hunting and forwarding in progress:
- Describe the time involved and the steps required to complete system re-boot after a total system failure.
- Describe how the system handles software-related failures.
- If the total system or any component needed to be replaced, describe how quickly a complete replacement could be delivered to COGI.

- If a complete system could not be provided immediately, describe how quickly a partial replacement could be delivered to COGI.
  - Switching System:
  - Voice Mail:
  - Call Accounting:
  - Digital Telephone:
  - Systems Management:

### 1.32 CAPACITY/SCALABILITY

System Capacity Base System/Model	
Max # Cabinets	
Max # ports available per cabinet	
Max # Shelves per cabinet	
Max # Trunk cards positions per cabinet	
Max # Trunk circuits per trunk card per cabinet	
Max # Line circuits per line card per cabinet	
Max # of Analog Phones	
Max # of Digital Phones	
Max # of 2/4 wire E-M Trunks	
Max # of Analog DID Trunks	
Max # of PRI ISDN Trunks	
Max # of T-1 Trunks	
Max # of Trunk Groups	
Max # of Trunks per Trunk Groups	
Max # of Direct Inward Dialing Trunk Groups	
Max # of Networked Nodes	

### 1.33 TRUNK & STATION INTERFACES

- Station Interfaces – Analog

Analog Interface	Number
Max Number of Ports/Card	
Max Number of Cards/Shelf	
Max Number of Cards/Cabinet	

- What is the maximum distance that an analog station can be placed from the PBX system?
- Is this true on all analog line cards or are there different line cards based on different distances from the PBX?
- Is any additional equipment required to support analog applications (e.g. ring generators, message waiting support, etc.)? Itemize and explain.

### **Station Interfaces – Digital**

- What digital stations applications does the proposed system support?
- What is the maximum distance that a digital station can be placed from the PBX system?
- Is this true on all digital line cards or are there different line cards based on different distances from the PBX?
- Is any additional equipment required to support distant digital devices (e.g., repeaters)? Itemize and explain.

### **IP Interfaces and Telephony**

- Describe the system capability and capacity to support IP telephony including trunking, station-side and remote station support.

## **1.34 TELEPHONE INSTRUMENTS**

**All telephone instruments MUST be compliant with the Americans with Disabilities Act.**

- ***Analog Telephone Instruments***

Single line sets will be provided by COGI.

- ***Digital Telephone Instruments***

Multi-line sets MUST be multi-button (minimum 16 programmable buttons), fully digital, two-piece, fully modular, with hot keypad, equipped with a handset connected to desk or wall unit by a coiled

cord of 6 feet minimum length, with the desk or wall unit containing the required circuitry to make or receive calls.

Vendor should attach appropriate instrument literature including pictures/photos. Attachment C.

Digital Telephones	Yes	No	Optional
Multi-line buttons MUST be capable of accepting a line appearance from other stations, including single line stations.			
Ability to delete incorrectly entered digits before number is dialed.			
Full duplex speakerphone capabilities.			
Option, through programming, of having the speakerphone de-activated.			
Ability to have the speakerphone re-activated, through programming.			
Display that shows, at minimum, digits dialed, calling party, and date/time.			

- **Digital Telephone Questions**

For each available multi-line digital telephone, respond to the following:

- List any fixed feature keys standard with the set(s).
- How many flexible feature buttons are standard with the set(s)?
- Is the set(s) equipped with a built-in speakerphone?
- Describe the display capabilities of the set(s).
- How are the set(s) and displays powered?
- What is the unit cost of each type of multi-line digital instrument available?

- **IP Telephone with Speakerphone and Extended Display**

For each available IP Telephone, respond to the following:

- Describe each IP telephone.
- List any fixed feature keys standard with this set.

- How many flexible feature buttons are standard with this set?
- Does this set allow multiple 10base T/100base T interfaces?
- Does this set allow work at home DSL, Cable modem connectivity?
- Are all digital telephone features supported?
- Does the set support DHCP? Describe static IP requirements?

- ***System Battery Backup***

The proposed system MUST be able to run for at least 30 minutes without AC power. The battery mechanism may be either internal to the phone system or an external component provided by the vendor. When the system is on battery power all phone system components including digital handsets must continue working (with the understood exception of IP handsets which rely on alternate power).

## **6 VOICE MAIL APPLICATION & FEATURES**

This section details the Voice Mail requirements of COGI as well as defining the proposed system's integration to the PBX. Bidders **MUST** propose an integrated Voice Mail system as outlined herein. The price of the system **MUST** include installation, integration with the proposed telephone system, end-user and administrative training, user guides for all users, and all services necessary to accomplish the complete activation of the Voice Mail system.

The Voice Mail system **MUST** receive forwarded calls from the specified telephone system. The system **MUST** answer such calls with a personalized user's greeting, record messages from incoming callers, and activate proposed telephone system message waiting notification lights.

### **1.35 VOICE MAIL CAPABILITIES**

State the name of the manufacturer of the proposed Voice Mail system and provide a brief overview of the Voice Mail capabilities.

### **1.36 VOICE MAIL INTERFACE**

Is the system attached as an adjunct (stand-alone) to the proposed PBX or designed for integrated installation with the PBX?

- Is the Voice Mail system's integration with the proposed PBX analog or digital as it relates to voice recordings?
- Is the Voice Mail system's integration with the proposed PBX analog or digital as it relates to instructions between the Voice Mail system and the PBX system?

### **1.37 UNIFIED MESSAGING (OPTIONAL)**

Please provide a complete description of the unified messaging application available with the voice mail system if applicable.

### **1.38 VOICE MAIL CAPACITY**

- What is the maximum port capacity of the proposed Voice Mail system in the proposed platform?
- What hardware and/or software is required to expand this capacity?



- What is the maximum storage capacity of the proposed system in the proposed platform?
- What is required to expand this capacity?
- Should the customer exceed either of the above capacities what components (e.g., software, hardware, right to use licenses, etc.) are retained by the customer for the transition to the new platform?

### 1.39 VOICE MAIL HARDWARE

Bidders MUST describe the hardware configuration used to implement the Voice Mail system including processors speed, memory, disk storage, operating system, and cabinetry.

- In what increments are additional ports provided? What is the maximum capacity?
- In what increments is additional storage capacity provided?
- Are the system's ports universal in their application? (e.g., can Voice Mail ports be used for auto attendant function?)

### 1.40 FEATURES – VOICE MAIL

For each of the features listed below the Vendor is required to state the system's level of compliance or exception and whether the feature is standard, optional or not available.

- ***ANI (Automatic Number Identification) Routing***

The ability to log the incoming call's originating number as part of the message. (This assumes that the PBX hardware is in place.) The system MUST be able to route callers to the correct Automated Attendant greeting based on the number the caller is calling from, utilizing Caller ID and ANI.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Announcement Mailboxes**

Does the system support mailboxes that are restricted in their function to only play recordings and not allow a caller to leave a message? Can these messages repeat automatically?

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Automated Attendant**

The Voice Mail system MUST have automated attendant operation. When a call is received, the caller WILL be greeted with a menu of options; direct dial to extension, single key access to department, single key access to remote site (answering service), dial by name, and operator access.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Broadcast Messages**

The ability for a user to record and deliver a system-wide message is required. Can the ability to use the broadcast message feature be restricted by class of service?

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Busy Notification**

Allows a caller to know whether the called party is on the phone before leaving a message.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Call Sender**

Allows the message recipient to automatically dial the extension number left in the header of a voice mail message.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Cascade Notification**

Allows for cascade notification of several different phone numbers when a message is received. Describe limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Class of service**

Allows the system administrator to program common user parameters and features for individual mailboxes.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Commands**

The system MUST provide and allow easy access to the following commands:

<b>Commands</b>	<b>Standard</b>	<b>Optional</b>	<b>Not Available</b>
Call Sender			
Delete			
Erase			
Help			
Next Message			
Pause			
Play			
Previous Message			
Record			
Reply			
Restore			
Save			
Send			
Skip Backward			
Skip Forward			
Stop			
Volume Adjustment			
List Other Commands			

- ***Distribution Lists – Personal***

The ability to group mailboxes by common usage for individual station access is required. Describe system limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Distribution Lists – System***

The ability to group mailboxes by common usage for system-wide access is required. Describe system limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Forwarding**

Allows a message recipient to send the received message to another mailbox. As part of this feature, the sender MUST be able to annotate the message.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Forwarding Denied**

The ability of the message creator to restrict the forwarding function by message.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Header**

The system MUST provide extension, ANI, name, time of day, etc. information as a prefix to all messages.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Help**

The system MUST have a tutorial available for first-time users as well as an ongoing help function that provides context-sensitive assistance to the users.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Languages**

List all languages supported and whether or not the system has the ability to present its prompts and "help" in multiple languages on the same system.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Lockout**

The system MUST have the ability to lock mailboxes after a pre-defined number of incorrect log-in attempts. Describe system limitations.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Message Waiting Indication**

The system in its integration with the PBX MUST provide a method to light and extinguish message waiting lights on digital telephones. Describe.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Multiple Greetings**

The system MUST provide the capability for users to record different greetings, which are either enabled automatically, based on the nature of the call (e.g., internal versus external) or on a command basis.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- **Networking - Proprietary**

Define if used in the proposed system.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Passwords**

The system MUST provide passwords as a means of protection for all mailboxes. Specify minimum and maximum length of password. State whether the system is capable of forcing users to change passwords on a pre-defined time basis.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Receipt Requested**

Provides the ability to ensure message delivery by returning a receipt message to the sender's mailbox.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Restore Deleted Messages**

Permits the user while in a mail retrieval session to restore any message deleted during that session.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Special Handling Options**

To assist in message delivery, the system allows a sender to mark their messages as "urgent", "standard" or "private" in order to prioritize them in the called party's mailbox.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **System Applied Greetings**

The system MUST automatically present callers with a greeting for any assigned mailbox that has not had a personal greeting recorded.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Timed Delivery**

Permits messages to be delivered at a pre-determined time and date. System should allow different messages based on time of day, day of week, or day of the year. Describe system limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

## 1.41 FEATURES - AUTO ATTENDANT

- **Auto Attendant**

The Voice Mail system MUST have automated attendant operation. When a call is received, the caller WILL be greeted with a menu of options; direct dial to extension, single key access to department, single key access to remote site (answering service), dial by name, and operator access.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Bypass**

Permits an experienced user to skip voice prompts.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Decision Trees**

Permits callers with touch-tone phones to sequence through multiple menus depending on their response.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Dial by Extension**

Permits callers with touch-tone phones to reach an extension without operator intervention.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Directory**

Permits callers with touch-tone phones to reach an extension without operator intervention by utilizing the letters associated with a touch-tone dial pad to spell employees' names. The system MUST be able to search on three digits and present callers with all names matching the touch-tone sequence.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Menus**

The system MUST be capable of prompting callers to reach the appropriate department through the input of a one- or two-digit code.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Time of Day**

The system MUST be capable of changing between and to different menus based on time of day schedules pre-defined by the system administrator.

STANDARD                      OPTIONAL                      NOT AVAILABLE

#### 1.42 VOICE MAIL SECURITY

Describe the Voice Mail system's capabilities for ensuring the integrity of both the Voice Mail and the Voice Mail-PBX integration. The Voice Mail system MUST allow for a user-defined password of up to 10 digits. The security description MUST include the system's capabilities for restricting out-dialing and transfer as well as providing extension look-up and any class of service/class of restriction parameters that may be used to deter illegal access to the system.

#### 1.43 VOICE MAIL ADMINISTRATION

- *All Voice Mail system parameters and user information MUST be under the control of the system Administrator. Describe the process and steps required to activate a new mailbox after initial installation.*
- *Can the Voice Mail system be administered from the same terminal/interface/software as the PBX?*
- *Can the customer administer the Voice Mail system remotely?*
- *Can the Voice mail system automatically backup all of its system programming, voice mail files, system prompts, voice mail messages, and other software configuration information to a LAN based file?*
- *Can the voice mail system prompts be recorded over? Customized?*
- *Define any hardware or software requirements for Voice Mail Administration and describe the data interface between the Voice Mail system and telephone system devices.*

List and provide examples of all Voice Mail administrative reports available in the system. ATTACHMENT D.

## 7 SYSTEMS MANAGEMENT APPLICATION

This section details COGI's requirements for administration of the proposed systems.

### 1.44 HARDWARE/SOFTWARE

- Is the management application a fully integrated package manufactured by the same supplier of the base system?
- Will the management system be used to manage the base system only or is functionality included to manage the voice mail system and call accounting applications?
- Describe the hardware/software configuration used to implement the Systems Management capability of your system including processors speed, memory, disk storage, operating system, and cabinetry.
- If terminal-based, MUST the terminal be dedicated to the administration function? Does this administration terminal provide a direct connection to the proposed PBX system, a remote connection to the proposed PBX system or both? Describe.
- Has the price of these components been included in your proposed system pricing itemization?
- Is the proposed system administration software Microsoft Windows-based? If not, please describe.



### 1.45 SWITCH/STATION ADMINISTRATION

For each of the following, please state if the feature or capability is included, not included or optional.

System Management	Yes	No	Optional
Changes to system can be made without system interruption on a maintenance terminal/Client			
System management via menu selection			
GUI Interface for system management			
1 Year Historical Data Storage			
Hourly Reporting			
Exception Reporting			
ANI Reporting			
Customized Reporting/Ad Hoc			
Trunk Reporting			
All Trunks Busy Report			
Inventory Management capability			
System alarm management			
Trouble ticket/tracking capability			

Describe, in detail, the system management features provided by the proposed system, addressing each of the following points:

- Does the proposed system require an external database for the purpose of administration? If yes, how is this external database kept synchronized with that of the system itself?
- What method is used to secure system administrative and maintenance access?
- Is the system's on-line data readily available for viewing by the System Administrator? How is data made available?
- Can stations to be administered (features, set type, class of service) without assigning the station to specific switch ports.
- Can a new station user plug their telephone into an unused jack and dial an access code to identify themselves to the switch as one of the system stations without hardware, thereby completing the database entry and establishing their own service?

**1.46 SYSTEM ADMINISTRATION DETAILED FEATURES**

For each of the requirements defined below, the vendor is to state whether the feature is standard, optional or not available.

Provide a brief description of the service or feature if necessary.

Fill in the appropriate information.

- **Global Change**

Provides the capability for the System Administrator to change all telephones within the system or within a specific group.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **On-Line Help**

Provides the System Administrator with context specific assistance.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Search**

Permits the System Administrator to locate station information based on multiple criteria (e.g. extension number, name etc.). Define search criteria available.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Telephone Set Graphics**

Provides a visual representation of the telephone sets to be administered.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Templates**

Allows the system Administrator to program multiple telephones with similar features/functions at the same time.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Administrator Commands**

COGI requires that the System Administrator have the ability to complete changes to reduce future service costs. The Administrator should be able to accomplish the following actions:

Commands	Standard	Optional	Not Available
Place entire system in day or night mode			
Set system time and date			

#### **1.47 SYSTEM ADMINISTRATION REPORTS**

- Does the proposed administration system provide for the customization of the reports?
- Describe any additional hardware and/or software required to provide this customization function.
- Does the system provide traffic analysis capabilities?  
STANDARD                      OPTIONAL                      NOT AVAILABLE

Please provide an example of all traffic reports. Attachment F.

#### **1.48 SYSTEM DIAGNOSTICS**

- Describe methods and procedures used to detect, diagnose, and report potential and actual troubles and component failures in the proposed system. How is alarm notification provided?
- Describe the diagnostic tools provided by the proposed system. Describe how the system routinely self-administers diagnostic programs. Describe how system problems are automatically logged and reported, and how the vendor monitors such problems.
- Is the system able to provide alarm notification to a remote customer location? Please describe all options available.

## 8 CALL ACCOUNTING APPLICATION (optional)

Is the Call Accounting solution included? It may be part of the Systems Management Application.

Can the application translate SMDR, CDR, etc. to usable and configurable management formats.

All hardware / software required for turnkey call accounting MUST be included with this option..

### 1.49 FEATURES

For the following, please indicate if the feature or capability is included, not included or optional:

Call Accounting	Yes	No	Optional
Call Costing by station			
Call Costing by department			
Call Costing when using multiple LD providers			
Toll Fraud Reporting			

### 1.50 REPORTS

- List and define the call accounting reports available including department/user charge-back, call tracking and toll.
- Are the reports presented in easily shared format; e.g., Microsoft Word, Excel? If not, in what format are the reports given?
- Are reports configurable?

• Please provide an example of each report. Attachment G.

- Describe any additional hardware and/or software required to provide the call accounting function.

## 9 SECURITY FEATURES

The purpose of this section is to examine the system's security features against break-in and toll fraud and to evaluate each vendor's position and policies for assisting COGI in its attempts to impede system and network theft.

### 1.51 SECURITY AVAILABILITY

Vendors should provide an overview of system Security features and capabilities. Vendors should clearly state what is included in the system proposed and what other optional features are available.

### 1.52 SECURITY FEATURES

The vendor MUST state its compliance or exception to each of the following features normally considered to be theft deterrents as well as describing each feature's functional capabilities.

Security Features	Yes	No	Option
Authorization Codes			
Call Forward External Deny			
Class of Service - Station Restrictions			
Class of Service - Trunk Restrictions			
Forced and Verified Account Codes			
Network Authorization Codes			
Station Specific Authorization Codes			
Trunk-to-Trunk Restrictions			

### 1.53 SECURITY PROGRAMS

- Describe your policies and procedures for assisting customers in dealing with system security breaches.

### 1.54 CALL ROUTING SECURITY

- Can the system restrict call transfers to an outgoing trunk?

### 1.55 REMOTE ACCESS SECURITY

- The Remote Access feature MUST be password protected to prevent unauthorized use. How many passwords will the system support? What length passwords are supported?

### **1.56 SYSTEM MANAGEMENT SECURITY**

- Access to the system for management purposes **MUST** be login-password protected. Describe, including the number of available login IDs and the ability to restrict the capabilities of the users based on the login IDs.
- Does the system automatically age passwords, thereby forcing users to change their passwords?
- Does the system support the setting of an attempts threshold (number of attempts within a specific time period) for access to system management ports? If this threshold is exceeded, the system **MUST** automatically disable the login. Describe the proposed system's capabilities.

### **1.57 SECURITY VIOLATION NOTIFICATION**

- Does the system provide notification to a designated display-equipped station or management application of possible abuse attempts on either the system Management or Remote Access ports?

# 10 SYSTEM/STATION FEATURES

For each of the requirements defined below, the Vendor is to:

State the level of compliance and whether the feature is:

- Standard – A feature that is included as a part of the proposed system and included in the base pricing.
- Optional – A feature that is available, but not included base pricing, but can be added for an additional price as quoted.
- Not Available – The feature is not available or proposed.

Provide a brief description of the service or feature only if the proposed system differs from the description provided. Vendors should answer all and specify capability and capacity questions. Fill in the requested information or answer the questions.

## 1.58 GENERAL SYSTEM AND PBX FEATURES

The following list describes the general features and functions COGI desires or requires from the system.

- ***Audible Reminder of Held Calls***

System MUST provide an audible reminder that calls are on hold on a user's station.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- ***AutoDial***

System MUST allow users to dial a number by pressing a single key.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- ***Automatic Answerback***

Allows an incoming call to be answered automatically via the hands free option on the digital telephone.

STANDARD                  OPTIONAL                  NOT AVAILABLE

- ***Automatic Line Selection***

System MUST allow the user to automatically answer a predetermined line by lifting the handset.

STANDARD                  OPTIONAL                  NOT AVAILABLE

• **Automatic Number Identification**

System MUST provide the ANI to the station user as well as providing station user information to the Central Office (CO).

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Automatic Route Selection**

System MUST allow an outgoing call to be automatically completed by the least expensive route available.

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Call Detail Recording (CDR)**

System MUST provide pertinent information regarding the system's CDR port or collection of CDR data. Information MUST include:

- Data Stream Layout
- Port Speed Options
- Type of Call –in/out/out toll/internal
- Number Of Digits Allowed Per Field

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Call Forward All Calls/No Answer/Busy**

System MUST allow a station's incoming calls to be automatically forwarded to a pre-selected destination. Vendor should state capability for both Internal and External forwarding.

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Call Forward Reminder Tone**

Provides telephone users an audible tone to remind the user that their station is in the call forward mode.

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Call Join**

Allows calls already existing on separate lines on a digital telephone to conference together.

STANDARD                      OPTIONAL                      NOT AVAILABLE

• **Caller ID**

System MUST provide the calling or called party by name/number on a digital display set.

STANDARD                      OPTIONAL                      NOT AVAILABLE



- **Call Park**

Places a call in a parked state, similar to hold, where it can be retrieved by any attendant console or by another telephone. State any system limitations.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Call Pickup**

System MUST allow a group of telephones to answer a ringing station in its group through the use of either an access code or a programmed pickup button.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Charge Account for Call Detail Recording**

Allows calls with a customer account number to be identified in the CDR's data stream.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Computer Telephony Interface (CTI)**

Allows for the transfer of call record information between a computer and the system. What standards and applications does the proposed system support? Please provide a full description.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Dial Intercom**

System allows configuration of the stations into separate Dial Intercom Groups. Describe any system limitations.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Dialed Number Identification Service (DNIS)**

System supports DNIS. Permits network services to provide digits over a trunk group for call routing inside the system. The system should support Automatic Number Identification (ANI or Caller ID), Dialed Number Identification Service (DNIS), and \*ANI/DNIS\* service from the carrier. Additionally, calls should be routed to a specific station based on this information.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Direct Inward Dialing (DID)**

System MUST be capable of receiving DID from the local carrier and defined stations may receive incoming DID calls directly without attendant intervention.

STANDARD            OPTIONAL            NOT AVAILABLE

- **Direct Outward Dialing (DOD)**

Defined Stations MUST be able to access CO lines by dialing a common one digit access code or selecting a CO line that appears on the phone.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Directed Call Pickup**

Allows a caller from one Call Pickup group to pick up a specific ringing call by dialing that station's extension number.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Distinctive Ringing**

System MUST provide a difference in the cadence of the set ringing to distinguish internal calls from outside trunk calls.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Do Not Disturb**

System MUST allow the station user or attendant to place their station in the "Do Not Disturb" mode.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **End-To-End Signaling**

System MUST support Dual Tone Multi-Frequency (DTMF) end-to-end signaling through an established outgoing connection.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Flexible Numbering Plan**

The system MUST be able to function with a variable numbering plan arrangement of up to four digits in length for station address designation.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Group Call**

Allows a user to place a call to multiple system users simultaneously through single key or dial access code activation. Describe any system limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Group Listen**

Allows users to transmit their conversation over their speaker phone, while they remain on their handset or headset.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **History Log File**

System MUST automatically keep a record of maintenance problems it uncovers during its diagnostic process.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Hold**

State what features are available outside of the standard hold feature for digital and analog sets (e.g. exclusive hold, permanent hold, etc.).

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Hot Line (Ring Down)**

System allows designated stations (in particular analog stations) to place calls to a predetermined destination simply by going off-hook.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Hunt**

Hunting MUST be provided. Define how the Hunt function is implemented. What is the maximum number of steps available in the system's hunt sequence? Does all call information stay with the call for the duration of the sequence? How many different Hunt groups can be established simultaneously?

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Incoming DID Digit Conversion**

System MUST allow digits received from the central office to be converted to unrelated extension numbers within the system.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Intercept Treatment**

Calls that cannot be completed because of call restrictions or dialing irregularities MUST be routed to either a recording, the attendant, or hear overflow or busy tone. Separate treatments are required for the following categories of originating party: telephones, attendants, tie trunks, controlled Class of Service or Direct Inward Dialing trunks. Describe capabilities.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **ISDN Primary Rate Access (PRI)**

System MUST support PRI. Describe the system's services and the standards that the proposed system supports.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Last Number Redial**

System MUST allow the last number dialed by a user to be automatically stored.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Make Set Busy**

Allows a telephone to appear busy to all incoming calls.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Message Waiting Indication**

System MUST provide for Message Waiting Indication to be activated within the system, across a private network or across the public switched network. Define any system limitations.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Music on hold**

System MUST support music on hold. System shall be able to connect to the existing music on hold audio source at City Hall or vendor shall provide alternate solid state music on hold player. MOH with custom recordings are required. Describe system capability. Are multiple music sources supported for differing groups or departments?

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Mute Key**

System MUST allow a digital device to mute the microphone with a feature key.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Night Service**

Night service is required. Permits incoming calls normally directed to the attendant to be routed to a defined destination. The system MUST provide the ability to route in the following ways – selected trunks to selected stations, all trunks to one station, or all incoming calls to one common alerting device (ringer). Additionally, different patterns MUST be allowed to be established by the administrator or attendant to satisfy different night, holiday or weekend night service answering needs automatically.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Override**

Allows a user to enter into an established connection. A warning tone is sent to the established connection.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Paging (Voice paging over external speakers)**

System MUST allow paging to an external, separate amplified speaker system. The existing system is only connected to a single external paging zone.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Phantom Extension Operation**

Gives customers the ability to configure phantom extension numbers (e.g. "roll over" numbers) without purchasing any associated hardware (line cards, shelves etc.).

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Priority Queuing**

Allows users on a class of service basis to have priority when placed in queue for busy trunk facility and feature activation.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Remote Feature Programming**

Allows users to change their forwarding or do not disturb status from outside the office.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Secretarial Coverage Forwarding**

System allows a station user to forward all calls to a second telephone. The user at the second telephone answers the forwarded calls and has the ability to transfer the call back to the forwarding telephone.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Set Relocation**

Allows the user to relocate his or her telephone to another location via feature access codes.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Speed Dial, System/Station***

Allows a station user to place calls by dialing a one, two, or three-digit code or a programmed digital set button. State the system's total capacity and individual capabilities to provide Personal, Group or Department, and system lists.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Station Specific Authorization Codes***

Allows a telephone user to override normal restrictions by using an authorization code for special access. Station Specific Authorization Codes enable the system administrator to control the level of authorization code access on a per telephone basis.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Stored Number Redial***

Allows telephones and attendant consoles to store one previously dialed number for automatic re-dialing.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Time and Date***

MUST be displayed on all display telephones and should be able to be administered from the attendant console.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Time and Date Routing***

System MUST have the ability, on a class of service basis, to automatically change the routing of calls and/or the Class of Service of a station on a time and/or date basis. Describe system capabilities.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- ***Toll Denial***

The system MUST allow for the complete restriction of toll calls on a station user basis. Additionally, the system MUST have the ability to, on a class of service basis, allow toll calling for other stations and permit the customer to predetermine each station's toll abilities. Describe system limitations and capacities.

STANDARD                      OPTIONAL                      NOT AVAILABLE

- **Alternative Attendant Answering or Overflow Positions**

At a predefined time, or on demand, unanswered calls are forwarded to an alternate answering position. State the system's parameters and capacities.

STANDARD                      OPTIONAL                      NOT AVAILABLE

### **1.59 PC BASED CONSOLE OPTION**

Please describe the system capability to support a Windows-based PC Attendant Console. The software should be compatible with Windows 7 and also provide a visual indication when incoming calls are received. Vendors **MUST** state all hardware and operating system requirements to support the software application. The PC Attendant Console **MUST** also be capable of viewing all extensions at potential remote locations in the network, including IP telephones. The PC Attendant Console should allow attendants to make basic system administration programming changes identical or superior to the Attendant Console.

## **11 CONFERENCING FEATURES**

- With the proposed configuration, what is the standard maximum number of conferees?
  - Does the system provide the ability to remove the last party, a specific party?
  - Does the system provide the ability to exclude a specific party from the conversation?
  - Does the system provide confirmation tone upon party leaving a conference?

## **12 MULTI-LOCATION NETWORKING**

### **1.60 NETWORKING**

Describe the system's ability to provide integrated features and functionality between two or more different sites equipped with the same, similar or slave systems. The system **MUST** support transparent networking for remote locations, using point-to-point T1 circuits, or an IP network (Frame Relay/VPN/etc). Support may be needed for future locations.

# 13 SYSTEM CONFIGURATION

## 1.61 SYSTEM CAPACITIES HARDWARE

The following paragraphs identify and itemize the required system configuration elements. The vendor's system MUST be provisioned with and accommodate all of the listed elements.

- ***“Required at Cutover”***

This column indicates the quantities of hardware (with appropriate software) elements and associated equipment that MUST be installed and operational at the time of system cutover.

- ***“Equipped at Cutover”***

This column identifies the quantities of system elements (hardware and software) that Vendor proposes to be available at cutover, which WILL be fully operational.

- ***“Wired at Cutover”***

This column is to be filled in by the Vendor to indicate the maximum capacities available within the provided cabinetry, which WILL be fully wired at cutover. Installation should include all shelves, back plane capacities, and other equipment such that inclusion of the additional equipment to this limit can occur solely by the addition of station sets, station wiring and jacks, and appropriate cards.

This is designed to identify the capacities that may be attained by adding only the appropriate circuit cards.

- ***“Maximum Capacity”***

This column identifies the total capacity of the proposed system. Total capacity is defined as the maximum number of ports available within the proposed system's architecture to provide the services requested before COGI MUST change a major component of the installed system (e.g. model, processor, control element, cabinet, shelf, card rack, etc.)

Proposed system

When completing this section, the Vendor MUST use the “REQUIRED at Cutover” configuration quantities as a basis for establishing the number of each of the listed components required as they relate to the Vendor's system. Vendor should then determine, along with any hardware and/or software limitations inherent in the system, the minimum number of components to be “Equipped at Cutover” and the maximum capacity of those components offered.



<b>COGI SCOPE</b>	<b>REQUIRED</b>	<b>EQUIPPED</b>	<b>WIRED</b>	<b>MAXIMUM CAPACITY</b>
<b>Station Equipment</b>				
Basic Digital Telephone	0			
Display Speakerphone	100			
Executive Display Speakerphone	0			
DSS/BLF Attendant Console (60)	0			
PC Based Attendant Console	0			
IP Display Speakerphone	10			
<b>Station Ports</b>				
Analog Port	20			
Digital Port	110			
<b>Other Ports</b>				
MOH Port	1			
Page Port	1			
RS232 Port	As Req'd			
Ethernet/WAN/LAN/Data Port	As Req'd			
<b>Trunks Ports</b>				
PRI Digital Ports	48			
Analog Ports	8			
<b>Carrier Facilities:</b>				
Local PRI w/DID Service	2			
Central Office Trunks Grnd/Loop Start	0			
<b>Applications</b>				
Voice Mail	1			
Systems Management	1			
Call Accounting	1			

### 1.62 PHYSICAL ENVIRONMENT

The proposed system WILL be installed in existing buildings on existing wiring and connection fields.

# 14 SYSTEM PRICING

The Vendor agrees to furnish and install the system as specified and defined in this RFP. The vendor's price includes all of the functionality described in this document except where exceptions to this RFP have been noted. Prices are based on the "wired for" configuration defined previously. Prices MUST include all materials, labor, engineering, coordination, programming, training, supervision, testing and any other tasks required to deliver a working telecommunications system in accordance with this RFP. Initial purchase price includes one full year of warranty on both parts and labor.

## 1.63 INITIAL PURCHASE PRICE

Total Cost:     \$

## 1.64 COST ITEMIZATION

Itemize the proposed system pricing. For Systems and Subsystems, provide the model numbers of the necessary parts. For software, loads, unlocks, right-to-use, licensing, etc. please describe and itemize pricing. For other necessary equipment, service, labor to complete a full installation, please list and itemize quantities and costs. For clarification, please add to the detail as appropriate.

Cost Itemization	Quantity	Cost	Model
COGI			
PBX System			
Voice Mail Subsystem			
Systems Management Subsystem			
Call Accounting Subsystem			
Software/Right to Use Fees			
Station Equipment			
System Racks			
Modular Patch Panels			
Network Equipment			
Manufacturer's Warranty			
Vendor's Maintenance			
Other – List			
<b>Total:</b>			

## 1.65 UNIT PRICING FOR ADDS / DELETES

COGI requests that Vendors provide unit pricing for as many system components and optional features as

possible.

- **Unit Prices**

Provide itemized pricing for each of the components listed below. **The following prices should remain in effect from contract signing until 2 years following system cutover and acceptance.**

This schedule will be used in computing the cost differential between the installed configuration and the contract configuration. All costs should include installation and one-year of maintenance service.

Unit Pricing for ADD/DELETE	Unit Cost
Basic Digital Telephone	
Digital Display Speakerphone	
Digital Executive Speakerphone	
Digital Wall Mount Kit	
IP Station	
Trunk Card/CO - Circuit Pack	
Trunk Card/Tie Line - Circuit Pack	
DS1 Card - Circuit Pack	
DS1/PRI Card - Circuit Pack	
Analog Station Card - Circuit Pack	
Digital Station Card - Circuit Pack	
6' Handset Cord	
12' Handset Cord	
20' Handset Cord	
Headset Unit	
Modular Patch Panel	
Other – Please Specify	

- **Labor Rates**

Identify labor rates for the following. If there are labor rate differentials based on technicians' skill sets, identify each. For each, please also state how long (years following cutover and acceptance) the rate WILL remain in effect before increase.

Hourly Labor Rate (Business Day)	
Hourly Labor Rate (Overtime)	
Hourly Labor Rate (Weekend/Holiday)	
Programming (On-Site)	
Programming (Remote)	

Trip Charge	
Other Charges	

Hourly Labor Rate (Business Day)	
Hourly Labor Rate (Overtime)	
Hourly Labor Rate (Weekend/Holiday)	
Programming (On-Site)	
Programming (Remote)	
Trip Charge	
Other Charges	

Hourly Labor Rate (Business Day)	
Hourly Labor Rate (Overtime)	
Hourly Labor Rate (Weekend/Holiday)	
Programming (On-Site)	
Programming (Remote)	
Trip Charge	
Other Charges	

# 15 MAINTENANCE AND WARRANTY

The Vendor is required to provide a copy of the complete maintenance and warranty agreement as part of the response. ATTACHMENT G.

Minimum requirement for the warranty agreement is a one-year warranty on all parts and associated labor of each proposed element of the system included in this response.

## 1.66 WARRANTIES

COGI prefers that the warranty be provided by the original Manufacturer of the equipment or component, supplemented as necessary by the Vendor, to meet the requirements specified. Vendors should clarify in the responses whether the warranty or maintenance is to be provided by the Manufacturer or the Vendor.

- Provide a detailed overview of all applicable Manufacturer warranties for each component of the proposed system.
- State Manufacturer's warranty term and coverage included with proposed system.
- Describe the method for determining that a component has failed or will fail and the method for securing and installing a replacement part from the Manufacturer.
- Describe any additional warranty that the Vendor will provide over the Manufacturer's warranties and the method for determining which warranty applies.
- Does either warranty include coverage for flood or lightning damage?

## 1.67 MAINTENANCE COST

It is assumed that full maintenance of the system and all subsystems by the Vendor will begin after cutover and extend for five years after Acceptance as part of the warranty, and is covered in the installation price quoted herein.

After warranty expires, the maintenance agreement would automatically begin, at the prices being quoted herein, and that those prices WILL be guaranteed for the first full year of maintenance (sixth year after cutover), provided that a maintenance agreement is signed along with the purchase agreement for the system. Following the first year of maintenance, vendor WILL agree that maintenance costs WILL not increase by more than 5% per year in years three, four, and five. These prices should be based on the configuration at time of cutover using two scenarios.

- Scenario One: The Vendor provides full maintenance support (parts and labor) for the entire

system.

- **Scenario Two:** The Vendor provides full maintenance support (parts and labor) for the central equipment and software only. COGI provides support for station instruments. In either scenario, COGI is responsible for the cable infrastructure and analog devices. We invite vendors to recommend other options as well.

MAINTENANCE (Single year maintenance costs)	UNIT COST (e.g. per port, where applicable)	EXTENDED TOTAL COST
Full Maintenance Option 1		
Central Maintenance Option 2		
Other Option		

**1.68 MAINTENANCE PROGRAM QUESTIONS**

- Define and describe the anticipated maintenance that will be required by the proposed system over the first three (3) years. Clarify which service efforts customers are typically required to perform and those the Vendor performs.
- Define and describe the options for 8am to 5pm “business day” maintenance coverage for the proposed system.
- Describe all options available for extended hours/days maintenance coverage for the proposed system.
- Define vendor’s policy regarding major outages, including definition of a major outage, response time and dispatch procedure.
- Define vendor’s policy regarding minor outages, including definition of a minor outage, response time and dispatch procedure.
- Provide an escalation procedure flowchart. This flowchart should also include standard time frames for advancing unresolved problems to the next escalation level.
- State the location of the dispatch center nearest to COGI. Vendor MUST have dispatch

center within 150 miles of the Grand Island City Hall.

- State the location of the parts depot center nearest to COGI.
- Identify the proposed system components and quantities that are maintained in inventory to support your maintenance service.
- Describe procedures for acquiring repair parts not available in vendor repair inventory.
- Describe procedures for reporting and resolving telephone company or carrier problems.

#### **1.69 SYSTEM MONITORING**

- State the capabilities of your organization to remotely monitor each of the proposed system's components.
- Describe each system component's capability for notifying your diagnostic center of problems.
- Define vendor policy towards resolving problems reported in this fashion.
- State the location of vendor's remote diagnostic facility.
- Describe the capability of the system to automatically call for help when alarm conditions occur.

#### **1.70 SOFTWARE MAINTENANCE**

- Describe vendor policy regarding software updates/upgrades to repair ongoing software problems for each system component included in the proposed system.
- Describe each system component's manufacturer's policy regarding software updates/upgrades to repair ongoing software problems.

#### **1.71 MOVES, ADDS AND CHANGES (MAC)**

- Define vendor's procedures for initiating a MAC order.
- Provide an estimate of MAC completion intervals and costs for the following programming only changes:

1-5 changes  
5-10 changes  
10-20 changes

- Provide an estimate of MAC completion intervals and costs for the following on-site moves and changes:
  - 1-5 changes
  - 5-10 changes
  - 10-20 changes



# 16 PLANNING & IMPLEMENTATION

## 1.72 IMPLEMENTATION PLANNING

- ***Planning***

Describe, in detail, how vendor manages the implementation and testing process, including the roles of key project personnel. Describe what is required of customer, what is provided by vendor in the planning and implementation management process.

- ***Final Change Date***

Specify the date (or time frame) the vendor can accept changes to the products and features for installation.

- ***Installation***

Are the following services included with vendor installation?

As part of installation vendor MUST:

- Deliver equipment to the site
- Physically position equipment
- Connect equipment to existing power connections
- Connect equipment to telephone company connections
- Install and program telephone sets at a pre-wired location
- Program equipment to provide same functionality as existing phone system
- Record greetings and prompts to emulate the existing phone tree and general mailboxes (in a similar female voice)
- Program all voicemail boxes and names
- Install and program all hardware, software, and accessories provided as part of this proposal
- Provide trainers who will be onsite to help station users on cutover day

## 1.73 PROJECT MANAGEMENT

- ***Telecommunications Carriers***

The Vendor WILL be responsible for coordinating with local and long distance carriers, or any other telecommunications companies, as necessary to ensure full operation of the PBX at cutover.

- ***Subcontractors***

The Vendor WILL be fully responsible for the actions and omissions of its subcontractors.

- **Code Compliance**

The Vendor MUST guarantee that installation of the system WILL be in full compliance with all federal, state, and local government building and fire statues, codes, regulations, and industry standards.

- **Project Team**

Do you provide a dedicated person/team focused on project managing the system implementation, whose purpose it is to assist us to meet our milestones? If so, how many people are assigned per system installation that are focused on this task?

- **Alliances/Subcontractors**

Describe any alliances/agreements your firm will use to fulfill installation of, and implementation support for, the product/system. Please list the corporation, service provided /nature of the agreement, year established, and year of expiration.

- **Acceptance Testing**

Describe what you believe to be a reasonable period of time for acceptance testing. If a problem occurs during this acceptance period, describe how you would modify the acceptance test period.

# 17 TRAINING

The following section defines the training requirements associated with the implementation of the proposed system. These training requirements are an integral part of the system proposal. All pricing associated with training is to be included in the response.

## 1.74 GENERAL TRAINING REQUIREMENTS

- All station user training **MUST** be performed at the customer's site.
- The vendor is required to provide sufficient training personnel to train all available personnel at the time of cutover. Training **WILL** be provided in group setting.
- The vendor is required to train 4 key resource people. The key resource personnel **WILL** be given in depth station user training (train the trainer) to provide on-going support and training of all other personnel.
- At a minimum, training **MUST** cover all basic and enhanced features associated with each type of instrument installed as part of this RFP, voice mail user training, and reference training related to the manuals and other reference materials.
- The vendor agrees to perform all training in a time frame set by COGI and as close to the cutover date as possible.
- The vendor agrees to provide all necessary original manufacturer-supplied training materials for all station users and 2 original manufacturer-supplied training manuals and user guides for all other equipment covered in this RFP. COGI prefers electronic (PDF) documents for ease of distribution and replacement.

## 1.75 SYSTEM ADMINISTRATION TRAINING

- The vendor **MUST** provide complete system administration training on all proposed systems for 2 (two) Administrators.
- Define the administration training course, what topics are covered, the length of time of the training and where the training is to be held.

### **1.76 CUSTOMER ASSISTANCE AT CUTOVER**

- The Vendor agrees to provide at least one customer representative during normal business hours (8:00 AM to 5:00 PM) during the first day of system operation to provide such assistance to users as may be required. The customer representative WILL be on call and immediately available for the remainder of the first week of operation at no additional cost.

## **18 PRICE PROTECTION/FUTURES**

The purpose of this section is to determine the proposed system's suitability for installation based on its price protection qualities as they relate to the product's history and future.

### **1.77 PRICE PROTECTION**

- The price stated in your response MUST be valid for 90 days from receipt of the proposal.
- State the manufacturer's policy for enhancing in-place products.
- Specify the manufacturer's standard policy regarding duration of product support for each component of the system such as PBX and Voice Mail for:
  - System Hardware
  - System Software
  - Consoles and Station Sets
  - Ancillary equipment offered in this proposal
- What is the average in-place installed life of the proposed manufacturer's system for systems installed in the last 15 years?
- What is the manufacturer's policy for making hardware product enhancements backward compatible on earlier software? Give examples.
- What is the manufacturer's policy for making software product enhancements backward compatible on earlier hardware? Give examples.

- What was the last system software upgrade that required a processor change?
- If the customer outgrows the proposed system's maximum port capacity, what components are retained if the customer chooses to grow in the proposed manufacturer's product line?

### **1.78 MIGRATION**

Explain why the proposed system's architecture is the best platform available today to provide the connectivity necessary for the following applications going forward:

# 19 APPENDIX A

## Required Contract Terms and Conditions

The evaluation committee will rank the qualifications. Robyn Splattstoesser, IT Manager, will then try to negotiate a contract with the highest ranked proposer. If a satisfactory contract cannot be negotiated with the highest ranked proposer, then an attempt will be made to negotiate a contract with the next highest ranked proposer.

### GRATUITIES AND KICKBACKS

City Code states that it is unethical for any person to offer, give or agree to give any City employee or former City employee, or for any City employee or former City employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

### INSURANCE COVERAGE

The proposer shall purchase and maintain at his expense as a minimum insurance coverage of such types and in such amounts as are specified herein to protect proposer and the interest of Owner and others from claims which may arise out of or result from proposer's operations under the Contract Documents, whether such operations be by proposer or by any Subcontractor or anyone directly or indirectly employed by any of them or for whose acts any of them may be legally liable. Failure of proposer to maintain proper insurance coverage shall not relieve him of any contractual responsibility or obligation.

### WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY

1. "Worker's Compensation and Employer's Liability." This insurance shall protect the Contractor against all claims under applicable State worker's compensation laws. This insurance shall provide coverage in every state in which work for this project might be conducted. The Contractor shall also be protected against claims for injury, disease, or death of employees which, for any reason, may not fall within the provisions of a worker's compensation law. This policy shall include an "all states" endorsement. The liability limits shall be not less than the following:

Worker's Compensation	Statutory Limits
Employer's Liability	\$100,000 each accident

\$100,000 each employee

\$500,000 policy limit

"Business Automobile Liability." This insurance shall be written in comprehensive form and shall protect the Contractor, Contractor's employees, or subcontractors from claims due to the ownership, maintenance, or use of a motor vehicle. The liability limits shall be not less than the following:

Bodily Injury & Property Damage \$500,000 Combined Single Limit

"Comprehensive General Liability." The comprehensive general liability coverage shall contain no exclusion relative to explosion, collapse, or underground property. The liability limits shall be not less than the following:

Bodily Injury & Property Damage \$500,000 each occurrence

\$1,000,000 aggregate

"Umbrella Liability Insurance." This insurance shall protect the Contractor against claims in excess of the limits provided under employer's liability, comprehensive automobile liability, and commercial general liability policies. The umbrella policy shall follow the form of the primary insurance, including the application of the primary limits. The liability limits shall not be less than the following:

Bodily Injury & Property Damage \$1,000,000 each occurrence

\$1,000,000 general aggregate

Additional Requirements. The City may require insurance covering a Contractor or Subcontractor more or less than the standard requirements set forth herein depending upon the character and extent of the work to be performed by such Contractor or Subcontractor.

Insurance as herein required shall be maintained in force until the City releases the Contractor of all obligations under the contract.

The Contractor shall provide and carry any additional insurance as may be required by special provisions of these specifications.

Certificate of Insurance. Satisfactory certificates of insurance shall be filed with the City prior to starting any work on this contract. The certificates shall show the City as an additional insured on all coverage except Workers Compensation. The certificate shall state that thirty (30) days written notice shall be given to the City before any policy is cancelled (strike the "endeavor to" wording often shown on certificate forms). If the Contractor cannot have the "endeavor to" language stricken, the Contractor may elect to provide a new certificate of insurance every thirty (30) days during the contract. The Contractor shall immediately notify the City if there is any reduction of coverage because of revised limits or claims paid which affect the aggregate of any policy.

The Contractor agrees to comply with all applicable State fair labor standards in the execution of this contract as required by Section 73-102, R.R.S. 1943. The Contractor further agrees to comply with the

provisions of Section 48-657, R.R.S. 1943, pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska. During the performance of this contract, the contractor and all subcontractors agree not to discriminate in hiring or any other employment practice on the basis of race, color, religion, sex, national origin, age or disability. The Contractor agrees to comply with all applicable Local, State and Federal rules and regulations. Every public contractor and his, her or its subcontractors who are awarded a contract by the City for the physical performance of services within the State of Nebraska shall register with and use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the state of Nebraska.

#### FISCAL YEARS

The City of Grand Island, Nebraska operates on a fiscal year beginning October 1st and ending on the following September 30th. It is understood and agreed that any portion of this agreement which will be performed in a future fiscal year is contingent upon the City Council adopting budget statements and appropriations sufficient to fund such performance.