



Green Hills Community Action Agency

Request for Proposal

IP Telephony System

Introduction

Green Hills Community Action Agency invites the bidder to submit a proposal to supply, install and maintain an IP telephony system. The project requires the design, implementation, support, and administration of a new IP telephone system, and it includes the interconnection of this system to the established multi-site corporate voice and data network. Evaluation of this proposal will be made on the basis of the proposal's ability to commit the appropriate resources to meet the implementation schedule and the resource plan, which must be submitted as part of the vendor response.

2.0 Present System

Green Hills Community Action Agency has a number of office locations. Current office locations are served by a mixture of PBX and stand-alone phones. All these will be replaced with the new system.

3.0 Instruction to Bidders

- **Timetable.** Receipt of the proposals must be verified by 5:00 p.m., **August 20, 2010**. This means that you have received notification back from a Green Hills Community Action Agency employee that your proposal has been received. A committee of Green Hills Community Action Agency users will narrow the proposals to less than three companies by **August 26, 2010**, and those vendors will be notified that they are a finalist within the next week. Finalists may be invited onsite for demonstrations and interviews. Following the demonstrations the committee will make a final decision.
- **Pricing.** Please submit itemized pricing per component and the dates that the pricing is applicable. Please also itemize special discounts. There is a possibility that we may be phasing this project and will be discussing terms with the finalists.
- **Confidentiality.** This document contains confidential information that is submitted for proposal purposes only, and that the information is not to be used other than in connection with the bid response. Responses will be treated in confidence but may be shared with the organization's advisers if there are already confidentiality agreements between the buyer and its advisers — such as consultants, analysts, lawyers and accountants.

- **Compliance.** The bidder must bid in a format consistent with specified sections, subsections, and numbered paragraphs and must respond to each one individually. Failure to address any item shall be interpreted as a noncomplying response.
- **Attachments.** Bidder is allowed to submit attachments as part of their response to specific items in the RFP. Attachments are to be in hard copy.
- **Onsite Demo.** When a bidder has been chosen as a finalist, they may be asked to provide an onsite demonstration of the system that is being proposed. The demonstration must include end user experience and basic administration tasks, including moves, adds, and changes.
- **Right of rejection.** The purchaser reserves the right to accept or reject any or all responses to the RFP.
- **Right of incorporation.** The bidder's response to the RFP constitutes a business offer, and that the purchaser may incorporate all or part of the response in any contract.
- **Contacts.** Sealed responses need to be mailed to **GHCAA P.O. Box 278, Trenton, MO 64683**. The outside of the package should say: **VOIP Sealed Bid**. Any questions or clarifications should be directed via e-mail to: johnsonv@ghcaa.org. The bid response is to be in hard copy.

4.0 System Requirements

The following requirements comprise of an overall list of each location’s needs and wants in a new phone system. Overall, Green Hills Community Action Agency is looking for a system that will tie together all of their locations (listed below) into one system that would be managed from the Main Office’s administration group.

Table 1

Location	Address	City, State, Zip	Main Phone Line	Voice Trunks	Fax Trunks	Extensions
Grundy County Trenton	1506 Oklahoma Ave	Trenton, MO 64683	660-359-6863	8	1	45
Livingston County Chillicothe	511 Elm Street	Chillicothe, MO 64601	660-646-3379	2	1	6
Linn County Brookfield	105 West John	Brookfield, MO 64628	660-258-2211	2	1	4
Davies County Gallatin	Corner of Clay & Jackson	Gallatin, MO 64640	660-663-3211	1	1	4
Harrison County Bethany	4114 Miller Street	Bethany, MO 64424	660-425-3755	2	1	6
Sullivan County Milan	101 East Second Street	Milan, MO 63556	660-265-4510	2	1	5
Putnam County Unionville	117 South 16th Street	Unionville, MO 63565	660-947-2471	2	1	5
Mercer County Princeton	606 West Main Street	Princeton, MO 64673	660-748-3565	1	1	2
Caldwell County Hamilton	101 South Frame	Hamilton, MO 64644	816-583-2022	2	1	4

- All locations should be able to dial any extension at any of the other locations directly.
- Initially the main office system should be capable of handling a minimum of 16 incoming lines, and it should be expandable in the future to handle more lines as needed without “fork-lift upgrades”.
- All phones should have speakerphone capabilities.
- Green Hills Community Action Agency has plans on using Plantronics CS55 headsets for hands free operation. Please note if your system is compatible with the CS55.
- If your solution has available a “Conference Room” quality phone, provide cost and specifications.
- For future consideration, we would like to have the capability of “soft phone” or “External Extension assignments” to be able to have an extension at a remote location or at home.
- The voicemail system should provide capacity to handle a voicemail box for each extension/user in the system. Each user must have a voice mail box.
- The system should be able to handle a minimum of 35 Auto-attendant menus, and/or recorded announcements.
- The system should allow for the end users to record calls to their extension, and allow for the automated announcement forewarning incoming callers that their calls may be recorded.
- The system should allow complete integration with the computer network, specifically with Microsoft Exchange/Outlook and Microsoft Office Communications Server, providing a “Unified Messaging” structure.
- The system should be able to provide music on hold.
- The system should be able to handle a “ringdown” extension with a phone that is configured to immediately dial another extension as soon as it is taken off hook.
- If the system has programmable buttons on the phone, they should be able to be completely customizable on a per extension basis, and not require a global “Map” like the current system does.
- The system must support Direct Inward Dialing, as well as caller-ID for incoming calls.
- The system is required to handle forced account code collection for long distance calls.
- Call presence and extension status for all extensions should be available to Attendants/Operators at each location, including custom “notes” to indicate the user’s status, such as “working in server room, please use overhead paging”. If possible this call presence and extension status should also be made available to “normal” users, but it is 100% necessary for the operators/attendants.
- Paging through the phone system will be done over the phone’s speakers, at most locations; therefore, the system should be capable of this function.

However, the Trenton location has a Bogen over head paging system currently that should be utilized with the new system.

- The system should be able to handle extension being forwarding to, and calls being transferred to external numbers such as the user’s Cell phone, home phone, etc. The end user must have the ability to configure this.
- The system must have the ability for an end user to be able to “Log In” at any phone, to provide extension portability.
- Each site should have at least one 911-capable trunk, and any 911 calls should be routed out the proper trunk for the site from which the call is placed.
- The system must be able to provide “Least Cost Routing” capabilities to all locations.

Green Hills Community Action Agency has reviewed **ShoreTel’s** solution and is requesting a price on the components and the installation of the system. The bid request is being used for budget purposes, and each line item needs to be per unit cost. This will be used for aligning the budget for each location to specific hardware and software needs. The installation will remain the same as per the number of switches, phones, and software installs. The installation will bid from the Statement of Work.

If the bidder wishes to bid another system manufacturer, then please review the requirements above (4.0) and below (5.0 to 9.0) and verify that your system can perform these functions. Include a comparison worksheet of features for the phones, client software, and switches. If that system is chosen as one of the finalist, then they will need to perform an onsite demonstration of the system being proposed.

Software	Cost
Shoretel 9 or above server OS	
Additional Site License	
Distributed Voice Services License	
Extension and Voice Mail License	
Extension Only License	
Voice Mail Only License	
Personal Call Manager	
Professional Call Manager	
Operator Call Manager	

Voice Switches/Other	Cost
ShoreGear 30	
ShoreGear 50v	
ShoreGear 90	
ShoreGear 90v	
ShoreGear T1k	
ShoreGear-220T1	
ShoreGear-220T1A	
Half Width Rack Kit	
Music On Hold	

Phones	Cost
ShorePhone IP 565g	
ShorePhone IP 560g	
ShorePhone IP 560	
ShorePhone IP 265	
ShorePhone IP 230g	
ShorePhone IP 230	
ShorePhone IP 212k	
ShorePhone IP 115	
ShorePhone BB 24	
ShorePhone IP 8000/SIP Bundle	
Plantronics CS55 Headset	
Shoretel POE adapter	

ShoreTel Enterprise Support will need to be bid after all hardware and software has been chosen for each location. The agency must be able to call ShoreTel or the winning manufacture's tech support directly without having to contact a 3rd party for support.

Enterprise Support	Cost
1 Year Option	
3 year Option	
5 year Option	

System Features: Architecture

Provide a narrative response to each item and indicate which features are standard and which are extra-cost options. Providing a system manual is not an acceptable response to this section. Also cite any system feature limitations relating to software or interaction with other features. Please provide a diagram of a similar installation with associated key components.

4.1 System Features: Reliability

- Do they provide 99.9999% availability?
- Do they have embedded real-time operating system?
- Do they have a distributed or centralized system (single point of failure)?
- Do they have moving parts in PBX like spinning media?
- Are components hot swappable?
- Is their system redundant?
- Does the solution offer N+1 redundancy?
- Is their system fully non-blocking?
- Do they have automatic IP Phone fail-over capabilities?
- Do they have PSTN fail-over capabilities?
- Can they provide 9-1-1 access in a power-outage?

4.2 System Features: Scalability

Describe the overall scalability of the IP Telephony solution.

- Does the solution allow incremental growth of as few as 8 users?
- Does the solution scale seamlessly from 0 – 10,000+ users?
- Hardware and software upgrades; how is this handled?
- Do Moves, Adds, and Changes (MAC) require a system re-boot?

4.3 System Features: Multi-site Capabilities

The IP telephony solution should act as a single system image in a multi-site environment.

- Does the solution have a single management interface?
- Is the solution distributed with remote survivable architecture?
- Does the solution provide system monitoring and service support to multiple sites?
- How does the solution leverage VoIP across multi-sites?

- Does the addition of additional sites disrupt the existing phone system or require a system shut down?

4.4 System Features: Network Requirements

Describe the network requirements for their IP Telephony solution and their overall ability to leverage the existing data network.

- Is the solution network agnostic or does it require proprietary networking hardware/software?
- How does the solution manage QoS?
- Does the solution support TOS, Diffserv, 802.1p and VLANs?
- Does the solution provide multiple uplinks to the network?
- Will the solution allow the setting of admission control bandwidth between sites?
- Does the solution allow for the unlimited access to bandwidth for VoIP calls?
- Does the solution monitor VoIP calls between sites and provide reports on this activity?
- Does the solution have a built-in monitoring and troubleshooting tools?
- Does the solution allow for remote support access and troubleshooting?

4.5 System Features: Peripheral Equipment

Identify peripheral equipment that is supported as part of their IP Telephony solution.

- Support of non proprietary handsets (IP and Analog)
- Support of non proprietary voice mail
- Voice Mail storage limits
- Voice Mail simultaneous access limits
- Does the solution have provision for survivable remote voice mail?
- Does the survivable remote voice mail act as single voice mail system?
- Does the solution have integrated ACD capabilities?
- Does the solution have integrated E911 capabilities (CESID)?
- Does the solution support standard compression rates?
- Does the solution support media encryption?
- Does the solution support SIP?
- Does the solution support QSIG?
- Does the solution support MGCP?

- Does the solution support SMDI?
- Does the solution support AMIS?
- Does the solution provide an easy way to back up system configuration?
- Does the solution provide easy disaster recovery?
- Does the solution support Music on Hold?
- Does the solution support Overhead Paging?
- Does the solution support Group Paging through phones?
- Does the solution support Silent Monitoring and Barge In capabilities?
- Does the solution provide Call Recording capabilities?
- Does the solution support Bridged Call Appearances?

4.6 System Features: Administration and Management

Describe the administration/management interface used with the IP Telephony solution and the training options available to the customer who wants to do self administration.

- Does the solution provide for the ability to do self-administration and MAC orders with nominal training?
- Does the solution have a single management interface for PBX, VM, ACD, E911, Phones, and Users?
- Does the solution have a single management interface for administration of all sites?
- Does the solution have a single management interface for all PSTN connections at all sites?
- Does the System Administration solution use a command line interface or GUI interface?
- Does the solution allow for role based system administration?

4.7 System Features: Reporting

Describe the reporting capabilities of the IP Telephony solution.

- Does the solution have a single set of CDR reports for all sites?
- Does the solution provide cradle to grave customized reporting capabilities?
- Does the solution use standard based reporting interface (Crystal, Excel, Text, etc.)?

5.0 System Perspective: Installation

Describe the installation planning and implementation process.

- Does the vendor have an installation methodology and documented process?
- Does the vendor have an on-line project management tool that customers can use during the installation process?
- Does the vendor perform a network assessment to ensure VoIP deployment will be successful?
- Does the vendor require the customer to purchase proprietary network equipment (switches & routers) in order to deploy their VoIP solution?
- With nominal training, could a customer install their own system at their initial site?
- With nominal training, could a customer install their own system at their secondary sites?
- Does the IP Telephony System have an integrated software distribution solution?
- Describe the steps involved in software upgrades.

6.0 User Perspective: Multi-site

Detail the feature transparency of the IP telephony solution across a multi-site installation.

- Does the solution provide 100% feature transparency across multiple sites?

6.1 General User: Desktop Productivity Tools

- Does the solution have Unified Messaging integration with Outlook?
- Does the solution have Unified Messaging integration with other platforms?
- Does the solution have the ability to put a pointer in E-mail, not a .wav file?
- Does the solution provide for Outlook integration without the use of an Exchange server?
- Does the solution provide for dialing integration with Outlook Contacts?
- Does the solution provide for dialing integration with other PIM/CRM packages?
- Does the solution have synchronized Message Waiting Light with Unified Messaging application?
- Does the solution have Voice Mail callback capabilities?

- Does the solution have dynamic on-line directories for internal users on a phone?
- Does the solution have dynamic on-line directories for internal users with a PC GUI?
- Does the solution have dynamic on-line directories for external users on a phone?
- Does the solution have dynamic on-line directories for external users with a PC GUI?
- Does the solution allow users call control capabilities (make a call, take a call, transfer, conferencing, pickup, & park) through a GUI?
- Does the solution allow users call control capabilities (make a call, take a call, transfer, conferencing, pickup, & park) through the phone?
- Does the solution allow user to stack multiple calls and manage multiple calls on a single extension? If so, how many calls can be stacked on a single extension?
- Does the solution allow users to configure their call control and voice mail preferences through a GUI?
- Does the solution allow users to configure their call control and voice mail preferences through the phone?
- Does the solution allow users to configure their call control and voice mail preferences through a web client?
- Does the solution POP TAPI information?
- Does the solution allow users access to the call history for their extension?
- Does the solution allow users to set multiple forwarding scenarios for their extension?
- Does the solution allow users to store multiple voice mail greetings?
- Does the solution allow users to configure a Find-Me-Follow-Me feature?
- Does the solution allow users to configure voice mail notifications to internal numbers, external numbers, pagers, and email?
- Does the solution provide the users with just-in-time presence monitoring across multiple sites?
- Does the solution support a Soft Phone?
- Does the solution allow users to assign their office extension to any phone on or off the company network?
- Does the solution allow for the monitoring of Bridged Call appearances through a GUI?

7.0 Operator: Desktop Productivity tools

- What solution(s) are available for Operators?
- Does the solution have an Operator Console and/or a Desktop PC GUI?

- Does the solution allow for a centralized Operator supporting multiple sites, and/or distributed Operators at remote locations?
- Does the solution allow Operators to see detailed user information for extensions across multiple sites?
- Does the solution allow Operators to monitor important company extensions? If so, how many extensions can be monitored?
- Does the solution allow the Operator to drag & drop calls to monitored extensions via a GUI?
- Does the solution support distributed Agents across multiple sites?
- Does the solution support queues?
- Does the solution support easily recorded customized announcements?
- Does the solution support real time monitoring?
- Does the solution support historical reporting?
- Does the solution support multiple agents in multiple queues?
- Does the solution support Silent Monitoring?
- Does the solution support Barge In?
- Does the solution support Call Recording?
- Does the solution support Real Time Agent Status?
- Can Agents login/log out via a GUI?
- Can Agents login/log out via the phone?
- Does the solution support Call Pickup from the queue?

8.0 Telephone Interface

- Does the solution support standard Analog phones?
- Does the solution support POE?
- Does the solution have a network pass-through to use the existing network cable connected to the computers?
- Does the solution support basic telephony features (make a call, take a call, transfer, conferencing, call pickup, call park, redial, and voice mail login)?
- Does the solution allow a user to “reassign” their extension to any phone on or off the company network?
- Does the solution support Intercom/Paging through the phone?
- Does the solution support Whisper Page?
- Does the solution support allow users to access a Directory through the phone?
- Does the solution support allow a user to see call history through the phone?
- Does the solution support multi-call appearance or BLF/DSS keys on the phone?
- Does the solution support headsets?
- Does the solution support programmable buttons on the phone?
- Does the solution have a 360 degree notification light?
- Does the phone support Bridged Call Appearances?

9.0 Conferencing

- Does PBX support multi-party conference calls? If so, up to how many parties on a single call?
- Does PBX support multiple conference calls simultaneously? If so, how many simultaneous calls?
- Does the solution support an integrated IP Based Conference Bridge?
- Does the solution support the incremental increase of additional conference ports? If so, what are the incremental increases, and what are the maximum ports allowed?

10.0 Training: End User and System Administrator

Onsite and hands-on training is a requirement. Other training options are helpful as well.

- Does the vendor offer on-site training sessions for System Administrators?
- Does the vendor offer on-site training sessions for Operators?
- Does the vendor offer on-site training sessions for general End Users?
- Does the vendor offer web-based training?
- Does the vendor provide System Administration and End User documentation?

11.0 Service and Support

Describe the various Services and Support Programs they offer.

- Does the vendor offer remote support services?
- Does the vendor offer a “managed service” solution?
- Does the vendor offer a “hosted” solution?
- Does the vendor offer “direct support” from the manufacturer?

Installation Statement of Work

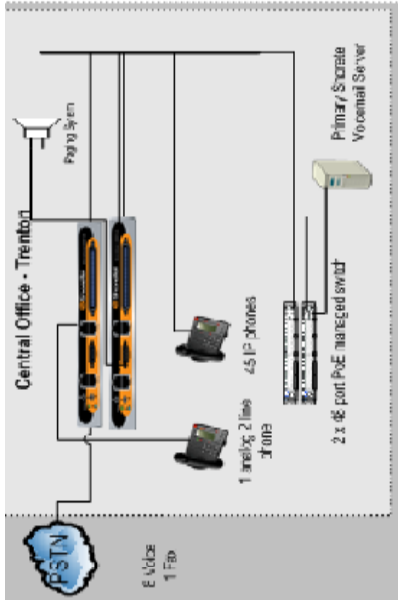
Green Hills Community Action Agency Requests that the bidder provide a turnkey implementation with their proposal. The following is a Statement of Work of the installation requirements.

ShoreTel Installation, Configuration and End User Instruction

- ❑ Communications LAN/WAN (all locations).
 - Contact MPLS providers (contracts and LOAs are signed by GHCAA) to proceed. (Six sites will have MPLS)
 - Work with MPLS providers for proper COS, Homing, and IP Routing.
 - Assist/Install MPLS provider's Managed Router Solution.
 - Contact Broadband Internet providers chosen by GHCAA for installations at VPN sites (three county offices).
 - Configure SonicWall TZ 200 appliances for VPN connectivity, DHCP and IP Telephony (three county offices).
 - Configure NSA 2400 for VPN Hub and Spoke VPN configuration.
 - Install and configure packet shaping appliance for visibility and control.
 - Install and configure HP Managed POE Switches with web access for management.
 - Install APC UPS for Communications Equipment (Router/SonicWall, ShoreTel Switch, POE Switch).
 - Assist GHCAA, as technical resource, for questions regarding WAN implementation.
- ❑ Install and configure ShoreGear voice switches as outlined in the bid documentation.
- ❑ Discuss and then configure Call Routing as per GHCAA outline.
- ❑ Configure each user as outlined by GHCAA staff (who is in which hunt group or team).
- ❑ Install and configure Personal Call Manager on selected workstations.
- ❑ Install and configure Professional Call Manager on selected workstations.
- ❑ Install and configure Operator Call Manager on selected workstations.
- ❑ Configure ShoreTel System to communicate with Outlook.
- ❑ Replace current phones with new IP phones.
- ❑ Install Analog phone for power loss backup at all locations.
- ❑ Provide Training and Instruction Syllabus.

Please note, this is a turnkey solution in regards to IP Telephony. The IT staff is responsible for the LAN portions of the installations of the managed switches.

IP Telephony Overview Call Routing



ShoreWare Director central management console accessible from any site

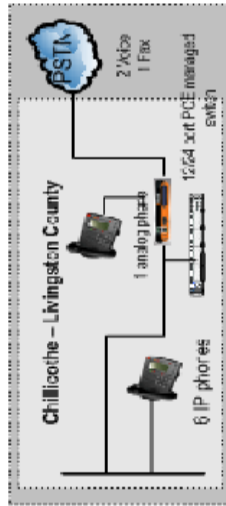


Wide Area Network Cloud (VPN/IS)

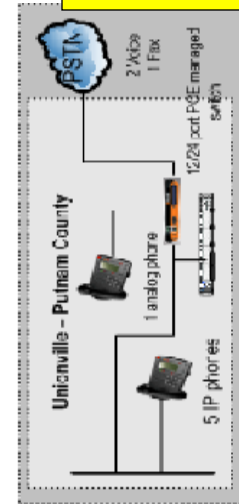
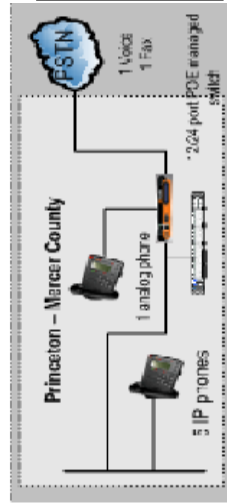
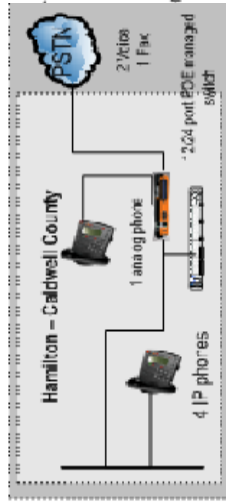
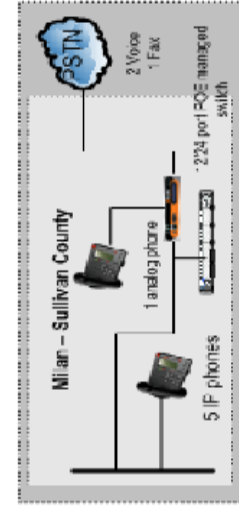
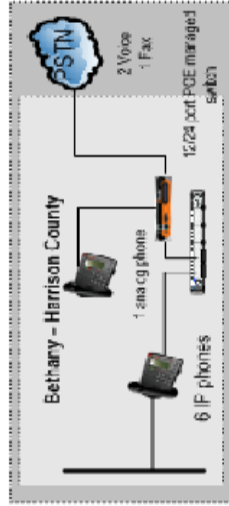
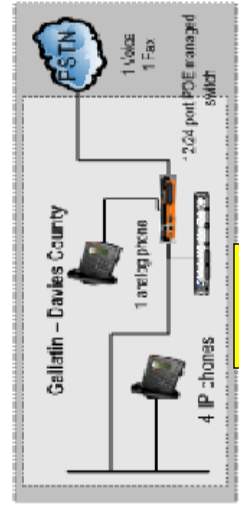
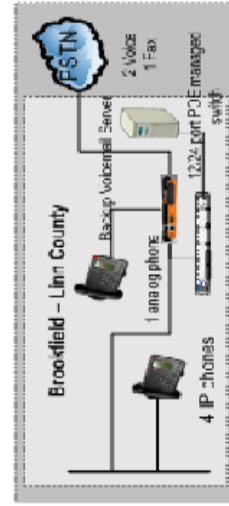
All incoming calls from the outer locations, except shelters are routed to the main location through the ShoreTel System for appropriate call processing.

Example: A client call is the Hamilton center and the call is routed through the MPLS to the Trenton location system. Then the Trenton system can process that call to whoever it needs to go through in the enterprise. Please see call routing diagram for more details.

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Backup Voicemail Server will be in Chillicothe

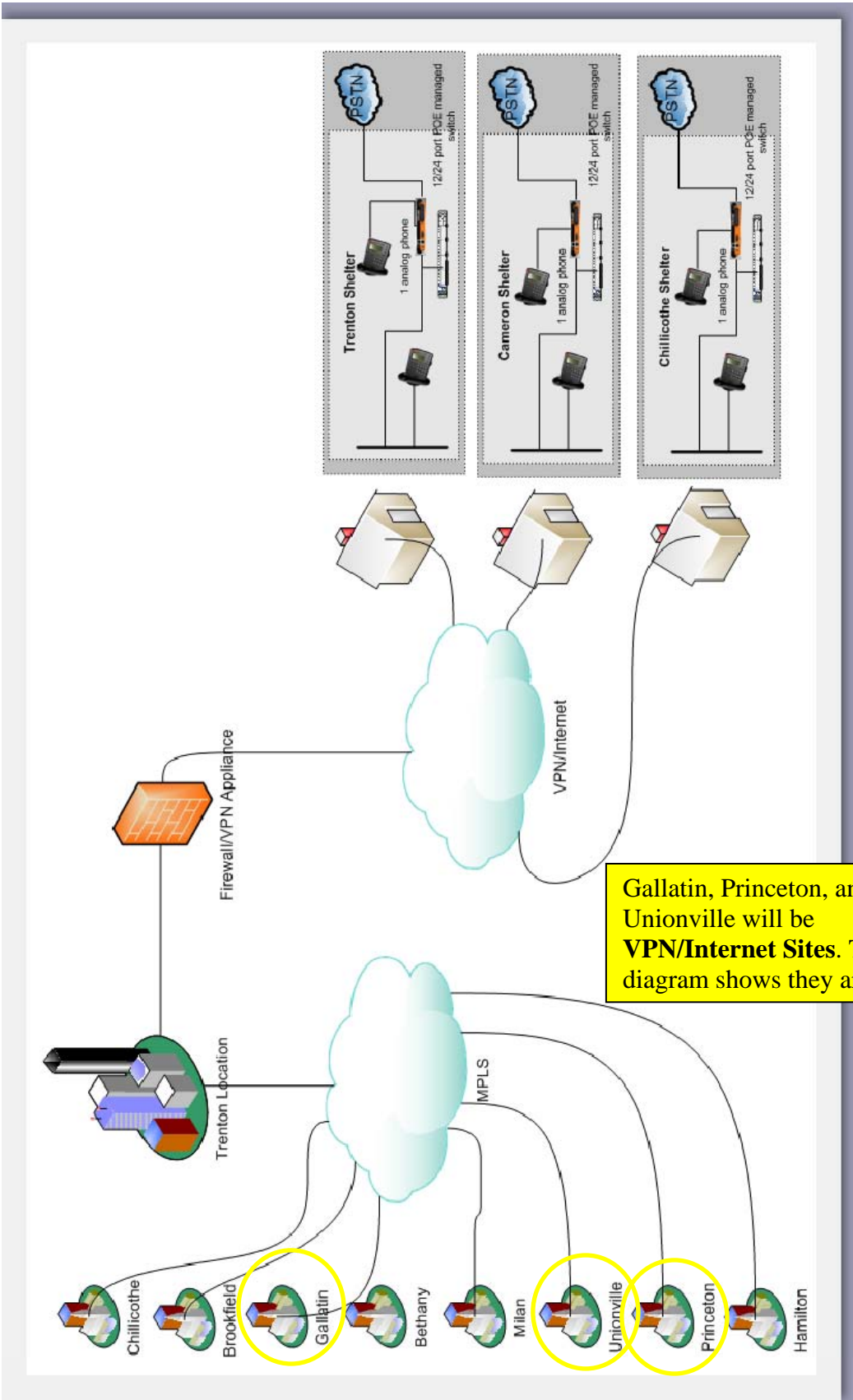


Princeton
VPN Site
(2 Phones)

Unionville
VPN Site
(3 Phones)

Gallatin
VPN Site
(3 Phones)

Future Shelter Expansion



Gallatin, Princeton, and Unionville will be **VPN/Internet Sites**. This diagram shows they are MPLS.