

# Request for Proposal for Telephone System

For

## Kanawha County Public Library

Any questions pertaining to these specifications should be directed to:

Tim Linde  
Kanawha County Public Library  
(304) 343-4646 Ext. 260  
tim.linde@kanawhalibrary.org

Any questions pertaining to the bidding process should be directed to:

Alan Engelbert  
Director  
Kanawha County Public Library  
(304) 343-4646 Ext. 241  
alan.engelbert@kanawhalibrary.org

DEADLINE FOR SUBMITTING BIDS:

**DECEMBER 21, 2012, 3:00 P.M.**

Submitted by

Date

## **I. GENERAL INFORMATION**

### **A. Company Information**

**Name**

**Mission**

**Company Background**

**Staff**

### **B. Purpose**

The Kanawha County Public Library is currently looking to replace its existing telephone and communications systems.

The selected Vendor will be our primary source for the following:

- Business telephone system hardware, software and voice mail equipment
- Installation and configuration services for this equipment
- Training of users and administrators
- Maintenance of purchased and installed equipment and software
- Upgrades to the installed systems as necessary

### **C. Instructions on Proposal Submission**

#### **1. Written Questions and Inquiries**

All inquiries should be directed to Tim Linde via email: [tim.linde@kanawhalibrary.org](mailto:tim.linde@kanawhalibrary.org)

#### **2. Closing Submission Date**

Proposals must be submitted and received no later than **December 21, 2012 at 3:00 pm EST** in the Library Administration Office, 4<sup>th</sup> Floor, 123 Capitol Street, Charleston, WV 25301.

#### **3. Condition of Proposal**

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Vendor. During the evaluation process, the Kanawha County Public Library reserves the right to request additional information or clarification from the Vendor to allow for correction of errors and omissions. At the Library's discretion, Vendors may be required to make a presentation to the Library regarding the system proposed in response to this RFP.

#### 4. Instruction to Prospective Contractors

##### a. Proposal Instructions

Submit 2 copies of the response, including quote. Each prepared response shall be submitted in a sealed envelope. The envelope must be addressed to the following and must include the label as indicated below.

Name: Alan Engelbert  
Library Director  
Kanawha County Public Library  
123 Capitol St.  
Charleston, WV 25301

It is important that the Vendor's proposal be submitted and clearly marked in the lower left-hand corner with the following information:

<p><b>Company name</b> - Proposal</p> <p>For phone system</p> <p>Due: December 21, 2012 @ 3:00 pm EST</p>
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It is the responsibility of the Vendor to ensure that the proposal is received in the Library Administration office, 4<sup>th</sup> Floor, 123 Capitol Street, Charleston, WV 25301 by the date and time specified above. Late proposals will not be considered.

#### 5. Contract Overview

The proposal should include a contract for all proposed equipment and services. If the Vendor does not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal.

#### 6. STANDARD TERMS AND CONDITIONS(Request For Bids/Proposals/Contracts)

1.0 APPLICABILITY: The terms and conditions set forth in this document apply to Requests for Proposals (RFP), Bids and all other transactions whereby the Kanawha County Public KCPL system, hereinafter referred to as "the Library" or KCPL, acquires goods or services, or both.

1.1 ENTIRE AGREEMENT: These Standard Terms and Conditions shall apply to and become a part of any contract, including any purchase order, awarded as a result of this request. Special requirements of a resulting contract may also apply. Further, the written contract

with referenced parts and attachments shall constitute the entire agreement, and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by KCPL.

1.2. DEFINITIONS: As used herein, “vendor” includes a provider of goods or services, or both, who is responding to an RFP or a bid, and “bid” includes a response to either an RFP or a bid.

2.0 SPECIFICATIONS: The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability or performance level, or any combination thereof, desired. When alternates are proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. KCPL shall be the sole judge of equivalency. Vendors are cautioned to avoid proposing alternates to the specifications which may result in rejection of their bid.

3.0 DEVIATIONS AND EXCEPTIONS: Deviations and exceptions from terms, conditions, or specifications shall be described fully, on the vendor’s letterhead, signed, and attached to the bid. In the absence of such statement, the bid shall be accepted as in strict compliance with all terms, conditions, and specifications and the vendors shall be held liable for any such undisclosed and unaccepted deviation or exception.

4.0 QUALITY: Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by KCPL.

5.0 QUANTITIES: The quantities shown on this request are based on estimated needs. The Library reserves the right to increase or decrease quantities to meet actual needs.

6.0 DELIVERY: Deliveries shall be FOB destination freight prepaid and included unless otherwise specified. Shipments sent C.O.D. or freight collect will not be accepted.

7.0 PRICING: Unit prices shown on the bid shall be the price per unit of sale, e.g., gal., cs., doz., ea., etc., as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price; the unit price shall govern in the bid evaluation and contract administration. Prices submitted in response to this RFP shall remain in effect for a minimum of ninety (90) days from the due date for submission of proposals.

7.1: Prices established in continuing agreements and term contracts may be lowered due to market conditions, but prices shall not be subject to increase for the term specified in the award. Any increase proposed shall be submitted to the Library thirty (30) calendar days

before the proposed effective date of the price increase, and shall be limited to fully documented cost increases to the contractor which are demonstrated to be industry wide. The conditions under which price increases may be granted shall be expressed in bid documents and contracts or agreements.

7.2: Submission of a bid constitutes bidder's certification that no financial or personal relationship exists between the bidder and any KCPL official or employee except as specially set forth in writing attached to and made a part of the bid. The successful bidder shall disclose any such relationship which develops during the term of the contract.

8.0: ACCEPTANCE-REJECTION: KCPL reserves the right to accept or reject any or all bids, to waive any technicality in any bid submitted and to accept any part of a bid as deemed to be in the best interests of the Library. Submission of a proposal or a bid constitutes the making of an offer to contract and gives KCPL an option valid for 60 days after the date of bid opening by the Library.

8.1: Bids MUST be dated and time stamped by the Library Administrative Offices on or before the date and time that the bid is due. Bids deposited or time stamped in another office will be rejected. All bids must be clearly labeled. Actual receipt in the the Library Administrative Offices is necessary; timely deposit in the mail system is not sufficient.

9.0: METHOD OF AWARD: Award shall be made to the lowest responsible, responsive vendor conforming to specifications, terms, and conditions, or to the most advantageous bid submitted to the Library on a quality versus price basis. Quantities involved, time of delivery, purpose for which required, competency of vendor, the ability to render satisfactory service, and past performance, will be considered in determining responsibility.

10.0 ORDERING/ACCEPTANCE: Written notice of award to a vendor in the form of a purchase order or otherwise, mailed or delivered to the address shown on the bid will be considered sufficient notice of acceptance of bid. A formal contract containing all provisions of the contract signed by both parties shall be used when required by KCPL.

11.0 PAYMENT TERMS AND INVOICING: KCPL normally will pay properly submitted vendor invoices within thirty (30) days of receipt of goods or services, or combination of both, which have been delivered, installed (if required), and accepted as specified, unless otherwise agreed in writing. Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.

11.1: NO WAIVER OF DEFAULT: In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by the Library of any breach of the covenants of the Agreement or a waiver of any default of the successful vendor, and the making of any such payment or acceptance of

any such service or product by the Library while any such default or breach shall exist shall in no way impair or prejudice the right of the Library with respect to recovery of damages or other remedy as a result of such breach or default.

12.0 TAXES: Kanawha County Public Library system is exempt from payment of all federal tax and West Virginia state and local taxes on its purchases. The State of West Virginia Department of Revenue has issued tax exempt number **556000337006** to KCPL.

13.0 GUARANTEED DELIVERY: Failure of the contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include administrative costs.

14.0 APPLICABLE LAW: This contract shall be governed under the laws of the State of West Virginia, and venue for any legal action between the parties shall be exclusively in Kanawha County Circuit Court. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct.

15.0 ASSIGNMENT: No right or duty in whole or in part of the contractor under this contract may be assigned or delegated without the prior written consent of the Library.

16.0 NONDISCRIMINATION/AFFIRMATIVE ACTION: During the term of this agreement the contractor agrees not to discriminate against any person, whether an applicant or recipient of services, and employee or applicant for employment, on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve component of the military forces of the United States, or political beliefs. The contractor shall provide a harassment-free work environment. These provisions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, and training, including apprenticeships, rates of pay or other forms of compensation.

17.0 PATENT, COPYRIGHT AND TRADEMARK INFRINGEMENT: The contractor guarantees goods sold to KCPL were manufactured or produced in accordance with applicable federal labor laws, and that the sale or use of the articles described herein will not infringe any patent, copyright or trademark. The contractor covenants that it will at its own expense defend every suit which shall be brought against KCPL (provided that such contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent, copyright or trademark by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

18.0 SAFETY REQUIREMENTS: All materials, equipment, and supplies provided to the Library must fully comply with all safety requirements as set forth by the State of West Virginia and all applicable OSHA Standards.

18.1 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29 CFR 1910.1200, provide one (1) copy of the Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

19.0 WARRANTY: Unless specifically expressed otherwise in writing, goods and equipment purchased as a result of this request shall be warranted against defects by the vendor for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the contractor.

20.0 INSURANCE RESPONSIBILITY: The successful vendor who is providing services to Kanawha County shall:

20.1: Maintain worker's compensation insurance as required by West Virginia Statutes, for all employees engaged in the work. The successful vendor shall furnish evidence of adequate worker's compensation insurance.

20.2: Indemnify, hold harmless and defend KCPL, its boards, commissions, agencies, officers, employees and representatives against any and all liability, loss (including, but not limited to, property damage, bodily injury and loss of life), damages, costs or expenses which KCPL, its officers, employees, agencies, boards, commissions and representatives may sustain, incur or be required to pay by reason of the successful vendor furnishing the services or goods required to be provided under the contract with KCPL, provided, however, that the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by or resulting from the acts or omissions of KCPL, its agencies, boards, commissions, officers, employees or representatives. The obligations of the successful vendor under this paragraph shall survive the expiration or termination of any contract resulting from the successful vendor's bid.

20.3: At all times during the term of this Agreement, keep in full force and effect comprehensive general liability and auto liability insurance policies (as well as professional malpractice or errors and omissions coverage, if the services being provided are professional services) issued by a company or companies authorized to do business in the State of West Virginia and licensed by the Offices of the west Virginia Insurance Commissioner, with liability coverage provided for therein in the amount of at least \$1,000,000.00 CSL (Combined Single Limits), Coverage afforded shall apply as primary. KCPL shall be given ten (10) days advance notice of cancellation or non-renewal. Upon execution



of this Agreement, the successful vendor shall furnish KCPL with a certificate of insurance listing KCPL as an additional insured and, upon request, certified copies of the required insurance policies. If the successful vendor's insurance is underwritten on a Claims-Made basis, the Retroactive Date shall be prior to or coincide with the date of this agreement, the Certificate of Insurance shall state that coverage is Claims-Made and indicate the Retroactive Date, the successful vendor shall maintain coverage for the duration of this agreement and for two years following the completion of this agreement. The successful vendor shall furnish KCPL, annually on the policy renewal date, a Certificate of Insurance as evidence of coverage. It is further agreed that the successful vendor shall furnish KCPL with a 30-day notice of aggregate erosion, in advance of the Retroactive Date, cancellation, or renewal. It is also agreed that on Claims-Made policies, either the successful vendor or KCPL may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by the successful vendor. In the event any action, suit or other proceeding is brought against KCPL upon any matter herein indemnified against, KCPL shall give reasonable notice thereof to the successful vendor and shall cooperate with the successful vendor's attorneys in the defense of the action, suit or other proceeding.

20.4: KCPL reserves the right to require higher or lower limits where warranted.

20.5: In case of any sublet of work under this Agreement, the successful vendor shall furnish evidence that each and every subcontractor has in force and effect insurance policies providing coverage identical to that required of the successful vendor.

21.0 CANCELLATION: KCPL reserves the right to terminate any agreement due to non-appropriation of funds or failure of performance by the vendor. This paragraph shall not relieve KCPL of its responsibility to pay for services or goods provided or furnished to KCPL prior to the effective date of termination.

22.0 PUBLIC RECORDS ACCESS: It is the intention of the Library to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Bid openings are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract. Copies of bids may be available to the public immediately following the bid opening. Bid results and all files related to the bids may be obtained by visiting the Library administrative offices Monday - Friday, between 9:00 a.m. and 4:00 p.m. Prior appointment is advisable.

22.1: PROPRIETARY INFORMATION: If the vendor asserts any of its books and records of its business practices and other matters collectively constitute a trade secret, KCPL will not release such records to the public without first making a reasonable attempt in good faith to notify the vendor of the request for the records and affording the vendor an opportunity to challenge in a court of competent jurisdiction the requester's right to access

such records. The entire burden of maintaining and defending the trade secret designation shall be upon the vendor. The vendor acknowledges and agrees that if the vendor shall fail, in a timely manner, to initiate legal action to defend the trade secret designation or be unsuccessful in its defense of that designation, KCPL shall be obligated to and will release the records.

22.2: Data contained in a bid, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations become the property of KCPL.

22.3: Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which vendor believes qualifies as a trade secret must be identified in writing. In any event bid prices will not be held confidential after award or contract.

23.0 PROMOTIONAL ADVERTISING: Reference to or use of KCPL, any of its departments or sub-units, or any KCPL official or employee for commercial promotion is prohibited, unless otherwise agreed to in writing.

24.0 ANTITRUST ASSIGNMENT: The contractor and KCPL recognize that in actual economic practice, overcharges resulting from antitrust violation are in fact usually borne by KCPL (purchaser). Therefore, the contractor hereby assigns to the Library any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

25.0 RECORDKEEPING AND RECORD RETENTION - PUBLIC WORKS CONTACTS: The successful bidder on a public works contract shall comply with the State of West Virginia prevailing wage scale and shall establish and maintain adequate payroll records for all labor utilized as well as records for expenditures relating to all subcontracts, material men and suppliers. All records must be kept in accordance with generally accepted accounting procedures. KCPL shall have the right to audit, review, examine, copy, and transcribe any such records or documents. The contractor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

25.1: RECORDKEEPING AND RECORD RETENTION - COST REIMBURSEMENT CONTRACTS  
The successful bidder on a contract where payment to the contractor is based on the contractor's costs shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. The Library shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the contractor. The contractor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

## D. Evaluation Criteria

All responses to this RFP will be evaluated based on, but not limited to, the following factors:

- Cost
- Functionality of standard equipment and features to meet our specific needs
- Availability of additional capabilities to add as needed
- System growth and expansion
- Ability to save communications costs
- Ease of use
- Product quality, reliability, and warranty plan
- Vendor qualifications
- Overall reputation in the industry
- Experience and expertise with the product being offered
- Service and support resources, including training by vendor for the installation and maintenance
- Certified vendor relationship with product manufacturer
- References where similar systems have been installed

## E. Proposal Content

Proposals should include the following information:

- Vendor Overview
- Vendor Qualifications
- Vendor Partners for the solution proposed
- Vendor Experience in implementing similar proposed systems
- Vendor References
- Overview of Vendor IT staff, qualifications and certifications
- Software and Hardware:
  - Clearly specify each piece of hardware (server, switches, proprietary hardware) with model numbers and software with version numbers
  - Planned/warranted lifespan (based on the manufacturer or creator's intention to support) of hardware
  - All quantities of equipment (hardware, software, licenses)
  - Licenses
  - Implementation plan
  - Risk assessment
  - Failover option or plan
  - Maintenance or support contracts, etc.
  - Maintenance requirements and size of windows to perform maintenance
  - Migration path of upgrades or updates and their respective impact to operations
  - Skill sets recommended to support proposed hardware and software

- Assumed infrastructure needed based on the manufacturer or creator's recommendations

## F. System Requirements and Implementation

Kanawha County Public Library staff and the Vendor will work toward implementing a Hybrid-Digital/IP solution system under the following:

- Kanawha County Public Library will consider all Vendor hardware proposals, but purchase of equipment for future replacement of phones must not be limited to a single vendor resource.
- All equipment will include all necessary power cords and cables that may be needed.
- Kanawha County Public Library, at its own discretion, has the right to accept or reject any and all proposals that do not meet the requirements of this RFP or for any reason it may deem sufficient.

**SPECIAL INSTRUCTIONS:** The following Sections II – V constitute the “special instructions” for the purpose of the Bid Tender and Signature Affidavit attached at the end of this document.

## II. SCOPE AND SPECIFICATIONS

### A. Scope of Future Telephone System

The purpose of the RFP is to obtain the installation and maintenance of a unified communications system. This Hybrid-Digital/IP telephone system will replace our existing Meridian system at our main location. The following is a list of each location:

LOCATION	# phones	# lines
Main Library	100 phones	9 CO lines

The system must be a Hybrid-Digital/IP Telephone System, which must be able to accommodate one PRI in the future.

All phones must meet the following:

- Sets that meet Hybrid Digital/IP requirement

- Two-Way Speakerphone

- Headset Jack

- Minimum 8 row graphical display

- Permanently-labeled buttons: speaker, headset, mute, volume, voicemail message

- Minimum of 24 administrable buttons

Any wiring that needs replaced will be the responsibility of the vendor and should be included in the proposal.

All locations must be able to accept CO lines and be able to place local calls from each location (i.e. 911 calls, etc).

All systems at all locations must be capable of at least 25% expansion (does not have to be included in bid, but must be able to be expanded at later date with additional cards, licenses, etc)

The system must include a voicemail system with the ability to handle up to 100 users.

This voicemail system must have a minimum of 8 voicemail ports, and be expandable to at least 16 ports.

This system must include Voicemail to email capabilities.

This system must have the capability to do call recording at the user level as well as at the administrative level.

The voicemail system must have a minimum of five (5) auto attendants (for 5 different departments).

The system must have the ability for a call queue.

The system must include zone paging capability.

## **B. Description of Current Telephone System**

Currently have Meridian system at main location.

## **C. Description of Network**

MPLS network in place for all locations of the Library System, utilizing Cisco 3945 routers.

### **III. VENDOR BACKGROUND**

#### **A. Company Information**

1. List your company's legal name, address, and telephone number.
2. How long has your company been in business?
3. How long has your company or division been providing business telephone systems and related equipment?
4. Indicate whether your company is the manufacturer or the distributor of the proposed equipment. If you are a distributor, describe the terms of your agreement with the manufacturer, the manufacturer's level of support, and what contingencies they have in place should your company fail to continue to support the product or service for any reason.
5. If you are a distributor, are you an AUTHORIZED DISTRIBUTOR of the proposed equipment (including both the telephone equipment and the networking equipment)?
6. Do you install the product or use sub contractors?
7. Do you maintain the product or use business partners or sub contractors?
8. How many employees do you have?
9. How many technicians are certified on the proposed equipment?
10. Describe your plans for future product development and support.
11. Explain why your solution is a best fit for our company.

## B. Vendor References

Provide a minimum of three (3) references for customers that use the telephone equipment being proposed. Include contact names, telephone numbers, and addresses.

- 1.
- 2.
- 3.

# IV. BUSINESS TELEPHONE SYSTEM PRODUCT REQUIREMENTS

## A. General Requirements

1. Please provide product descriptions and brochures for the proposed business telephone system, voice mail system, telephone sets, attendant consoles, and other related items.

## B. System Requirements

1. System Capacities – The Hybrid-Digital/IP telephone system must be scalable via different versions that are applicable to different business needs. Describe the scalable capacities available on the proposed Hybrid-Digital/IP telephone system.
2. Station Configuration Flexibility – Confirm the proposed Hybrid-Digital/IP telephone system's support for all of the following types of telephones: IP, digital, analog, wireless, and SIP endpoints.
3. Trunk Flexibility – The proposed Hybrid-Digital/IP telephone system must provide support for SIP trunking.
4. Hearing Aid Compatible – All proposed station equipment must comply with rules adopted by the Federal Communications Commission that specify all telephones in workplaces of 20 employees or more must be hearing aid compatible. Describe the attributes of the proposed system and telephone sets as it relates to this.

### C. System Administration

1. Administration – Provide a detailed description of the configuration and management tools available on the proposed Hybrid-Digital/IP telephone system.
2. Remote Monitoring – The proposed Hybrid-Digital/IP telephone system must be capable of remote monitoring and for system functions to be accessed remotely by designated system administrators.
3. Centralized Licensing – The proposed Hybrid-Digital/IP telephone system should include the ability to assign certain user solutions to certain users within the network.
4. Long Distance Tracing and Reporting – The proposed Hybrid-Digital/IP telephone system must allow assigning authorization codes to individuals, projects, and customers in order to charge expenses directly to the appropriate departments and to control access to long-distance facilities beyond normal class of service restrictions. Can the proposed telephone system track long distance calls and provide reporting for individual extensions?
5. Security – How is security provided to prevent unauthorized access to the administration application? Can some administrators be defined with “view-only” permissions?

### D. Voice over Internet Protocol (VoIP) Features

1. Voice Communication Features – Provide an overview list of voice communication features available on the proposed Hybrid-Digital/IP telephone system. The list should include at a minimum PBX functionality, number of extensions supported, types of telephones supported, conferencing capacities, call routing, support for H.323 and SIP, trunk interfaces, and networking.
2. Data Communication Features – Provide an overview list of data communication features available on the proposed Hybrid-Digital/IP telephone system. The list should include at a minimum firewall capabilities, routing and addressing protocols, remote access, Ethernet ports, and LDAP support.
3. Virtual Private Network (VPN) – Is a VPN required to support remote IP telephone communication via the private IP network or the Internet? What is gained/lost by using a VPN?



4. IP Protocols Supported - Which IP protocols does the proposed system use with its IP telephones (MEGACO, MGCP, H.323, SIP, SCCP, etc.)? What are the advantages/disadvantages?
5. Softphone Capabilities – The proposed Hybrid-Digital/IP telephone system should have the ability to provide softphone extensions that reside on our employees' personal computers. These extensions should provide an equal or better level of functionality as the proposed hardware station equipment.
6. Smartphone & Tablet Capabilities – The proposed Hybrid-Digital/IP telephone system should have the ability to be used/accessed from a smartphone and/or a tablet device.

#### **E. Session Initiated Protocol**

1. Does the proposed Hybrid-Digital/IP telephone system support SIP?
2. Does the proposed Hybrid-Digital/IP telephone system require SIP gateways?
3. Does the proposed Hybrid-Digital/IP telephone system support standard SIP-enabled hardware?

#### **F. Call Handling**

1. The proposed Hybrid-Digital/IP telephone system must permit station users to forward incoming calls to another phone of their choice based on busy, no answer, and all calls conditions.
2. Any station in the proposed Hybrid-Digital/IP telephone system must be able to park a call for retrieval at another station.
3. The proposed Hybrid-Digital/IP telephone system must allow station users to answer calls intended for other stations within a common call pickup group.
4. Station users of the proposed Hybrid-Digital/IP telephone system must be able to transfer a call in progress to an internal extension or external number without attendant intervention.
5. Can queues be configured on demand while calls are in queue?
6. Can the proposed Hybrid-Digital/IP telephone system announce the estimated wait time?
7. Can the proposed Hybrid-Digital/IP telephone system announce the user's position in the queue?
8. Does the proposed Hybrid-Digital/IP telephone system allow the users to leave a message rather than wait in the queue?
9. Does the proposed Hybrid-Digital/IP telephone system support real-time monitoring?

10. Does the proposed Hybrid-Digital/IP telephone system offer real-time graphs and statistics?

## **G. Integration and Customization**

1. Does the proposed hybrid IP telephones system support integration with email?
2. Does the proposed Hybrid-Digital/IP telephone system support integration of the phone system with other business applications?
3. Does the proposed Hybrid-Digital/IP telephone system offer database options for IVR applications?
4. Does the proposed Hybrid-Digital/IP telephone system provide integration to emergency communication software?
5. The proposed Hybrid-Digital/IP telephone system must support voice paging and provide for a minimum of twelve (12) paging zones within the building via paging equipment. If management permits, station users may dial an access code for a connection to the paging equipment.

## **H. Messaging and Voice Mail Systems**

1. Does your solution provide a single-user interface for email, voicemail and fax messages? Describe the solution or unified communication capabilities of the system.
2. Describe the architecture of the proposed voicemail solution, including how voicemail is accessed by users from their extension remotely, from their mobile devices and from their desktop computer.
3. Can users have their phone calls forwarded to other numbers when they are not available?
4. How are users notified of new voicemail messages or faxes?
5. Does your solution offer a mobile access?
6. How many users are supported by the proposed voice mail system?

## **I. Reporting**

1. Does your solution provide basic call reporting for billing and accounting purposes?
2. Does your solution provide a more robust call reporting system?

## J. Station Hardware

1. Describe the supported station IP phones for your system.
2. Specify the power requirements for each station IP phone and analog phone.
3. Are headsets available?
4. Does the proposed Hybrid-Digital/IP telephone system support the use of phones other than IP (i.e., digital and/or analog)?

## K. Functionality

1. Conference – The proposed Hybrid-Digital/IP telephone system must provide the ability to initiate a conference call with a minimum of two additional parties. Please indicate the maximum number of simultaneous parties that may be included in a conference call with a minimum loss of audio call quality.
2. Stored Numbers – The proposed Hybrid-Digital/IP telephone system must have the ability to store a list of frequently called numbers and make those available on a systemwide basis to station users.
11. Call on Hold – Describe the proposed Hybrid-Digital/IP telephone system's ability to provide waiting callers music-on-hold.
3. Status/Availability Indication (presence) – Describe the proposed Hybrid-Digital/IP telephone system's status/availability feature.
4. Direct Dialing – The proposed Hybrid-Digital/IP telephone system must support direct dialing to extensions from outside callers.
5. User Mobility – Does the proposed Hybrid-Digital/IP telephone system have the ability to allow users to log in as their designated extension from any telephone?
6. Single Number Reach – Does your solution have the ability to simultaneously ring a user's IP desk phone, mobile phone, and other user-defined devices? Describe the capability.

## L. System Reliability

1. How does the system provide reliability for voice services? Explain how it avoids any single point of failure (single site as well as multi site).
2. For redundancy purposes, where are copies of the firmware and configurations stored on the proposed Hybrid-Digital/IP telephone system?

#### **M. E911 Services**

1. Is the proposed system in compliance? Does it provide E911 reporting capabilities?

### **V. INSTALLATION SERVICE AND MAINTENANCE**

#### **A. Installation Service**

1. Explain in detail the installation plan.

#### **B. Training**

1. Explain in detail the initial and ongoing training for:

- System Administrators
- End Users

#### **C. Warranty Service**

1. Maintenance and Warranty: A complete maintenance and warranty agreement, as well as quote, must be included as part of the bidder's proposal.
2. Defective Parts
3. Service Calls – What are your response times for:
  - Complete system failure. Please define system failure.
  - Major service malfunction. Please define a major failure.
  - Minor service malfunction. Please define a minor malfunction.
  - Station outages. Please define a station outage.

**BID TENDER AND SIGNATURE AFFIDAVIT**

The undersigned bidder hereby tenders this Bid in response to the Request for Proposal for Telephone System and in submitting this Bid hereby agrees with all terms, conditions, and specifications required by the Kanawha County Public Library in the Request for Bid. The undersigned declares that the attached Bid and Pricing are in full conformity therewith. This Bid constitutes a legal offer by the undersigned bidder to the Library. Bidder acknowledges receipt of the Standard Terms and Conditions of the Library, the General Information, and the Special Instructions, all of which shall be and hereby are incorporated by reference.

In signing this bid, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a bid; that this bid has been independently arrived at without collusion with any other bidder, competitor or potential competitor; that this bid has not been knowingly disclosed prior to the opening of bids to any other bidder or competitor; that the above statement is accurate under penalty of perjury.

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Name (Type or Print)

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Title

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Signature

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Firm

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Address: (Street, City , State, Zip Code)

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Telephone

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Fax

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E-Mail

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Date

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