

Center for Transportation Excellence

REQUEST FOR PROPOSAL FOR TELEPHONY SOLUTION

September 2010

Center for Transportation Excellence

RFP for Telephony Solution

1. OVERVIEW

The Center for Transportation Excellence (CTE) manages non-emergency medical transportation for county governments, managed care organizations and health and human service agencies that serve older adults, persons with disabilities and other individuals lacking adequate transportation. This is accomplished through CTE's 24 hour – 7 day a week call center where reservations are taken by telephone, scheduled and then sent via the internet to individual transportation companies to bring the clients to their destination. Additional information about CTE and their programs can be found at www.cteny.com.

The purpose of this RFP is to solicit a provider to implement a fully integrated telephone system at CTE's headquarters located at 401 East Amherst Street, Buffalo, NY 14215. The goal is to implement the telephone system before the end of 2010. This RFP includes all the equipment and network services required for the project. Vendors may bid on either the equipment or the network services or both.

The key reason for this RFP is to improve the operation of the Call Center. The Call Center is the key component of CTE's business model and CTE wants to improve it now and have the functionality in place for future growth and changes.

Bidders can propose either a system with VoIP telephones, a system with digital telephones or a system with both VoIP and digital phones. If a VoIP system is proposed all data network equipment and services should be included in the proposal including PoE switches. It is also acceptable to upgrade the existing CTE Telecom infrastructure to meet the required needs.

2. RFP ADMINISTRATIVE PROCESS

2.1 INSTRUCTIONS TO BIDDING VENDORS

2.1.1 HPA Consulting Group has been contracted to assist in the administration of this RFP. Electronic copies of this RFP document will be available for all interested parties.

2.1.2 All vendors that want to receive answers to questions should notify Tom Phelps (Tom.Phelps@hpagroup.com) of their intention to respond to this RFP.

2.1.3 Questions relating to RFP contact:

Tom Phelps
HPA Consulting Group, Inc.
160 Allens Creek Road
Rochester, NY 14618
Telephone: (585) 461-2560 x122
E-Mail: Tom.Phelps@hpagroup.com

2.1.4 All questions should be submitted via e-mail to Tom Phelps. Questions that are general and not proprietary will be answered via e-mail to all Vendors that expressed their intent to respond to this RFP. Replies proprietary to a specific vendor will be sent only to the requesting Vendor.

2.1.5 Vendors who intend to respond with a proposal are requested to review and submit questions they may have no later than September 17, 2010. No questions submitted after September 17, 2010 will be answered.

2.1.6 There will be a pre-bid meeting at the Center for Transportation Excellence (401 East Amherst Street, Buffalo, NY 14215) on September 9, 2010 at 10:00am. If you plan to attend this meeting, please notify Tom Phelps at Tom.Phelps@hpagroup.com by September 7, 2010.

2.1.7 One Original and Three Copies of your proposal along with an electronic copy of the proposal must be delivered by 3:00 PM on September 27, 2010 to:

Tom Phelps
HPA Consulting Group, Inc.
160 Allens Creek Road
Rochester, NY 14618

- 2.1.8 CTE reserves the right to reject any or all proposals submitted. All proposals and accompanying documentation will become the property of CTE and will not be returned. Proposals received after the date and time above and those not in compliance with the above process will not be considered.

2.2 EXCEPTIONS

- 2.2.1 By bidding, a Vendor is accepting all specification requirements and conditions.
- 2.2.2 If a Vendor is not in compliance or has an exception to the specifications they must state specific paragraph terms and conditions to which they take exception. The Vendor shall state the exact requirement to which exception is taken, why the Vendor cannot meet the requirement and any alternatives or options that the Vendor can provide.

2.3 SUBMISSIONS

- 2.3.1 All proposal submissions must, at a minimum, provide the following:
- 2.3.1.1 Confirmation on any of the RFP Requirements that the Vendor's proposed solution will not meet. The preferred way of indicating this is to Concur or note an Exception within the RFP document.
 - 2.3.1.2 Five References per Section 3.1.1
 - 2.3.1.3 Detailed Pricing for all Equipment included in the proposed solution.
 - 2.3.1.4 Pre and Post Cut Pricing for commonly used and added equipment.
 - 2.3.1.5 Pricing, if applicable, for Network services
 - 2.3.1.6 Project Schedule
 - 2.3.1.7 Any Service Level Agreements
 - 2.3.1.8 Proposed Contract

- 2.3.2 During the evaluation process, CTE reserves the right to request additional information or clarification from Vendors. At the discretion of CTE, Vendors submitting proposals may be requested to make oral presentations as part of the evaluation process.

2.4 EVALUATION CRITERIA

- 2.4.1 The winning proposal will not necessarily be awarded based on the lowest price. Bids will also be evaluated based on the following criteria:
 - 2.4.2 Solution Functionality Fit – All proposals will be evaluated based on how well the proposed solution meets the needs of CTE.
 - 2.4.3 Distributor/Manufacturer – Each vendor and the product they offered will be evaluated for their overall reliability in areas of product market share and distributor viability, implementation plan and support plan. As part of this evaluation, references will be considered as well as information provided in the RFP responses.
 - 2.4.4 Total Cost – Costs that will be evaluated include initial cost, ongoing costs and add-on costs.
 - 2.4.5 Additional criteria will be added as deemed appropriate by CTE and HPA.

2.5 PERFORMANCE REQUIREMENTS

- 2.5.1 The successful Vendor shall furnish all labor, materials and equipment necessary to perform and complete the work called for in the specifications.
- 2.5.2 All equipment shall be new equipment. Vendors may propose refurbished equipment, but all refurbished equipment must be identified in the proposal.
- 2.5.3 All work shall be done in a workmanlike manner by workmen skilled in their respective trades, and all materials furnished shall be new and the best of their respective kinds, unless otherwise specified.

2.5.4 The work shall be completed within the mutually agreed time frame as negotiated at the award of a contract. The successful Vendor will comply with CTE's performance schedule unless CTE formally declares and approves an amended time interval for work completion and system acceptance.

2.5.5 The successful Vendor shall repair or replace, at their expense, any equipment or materials found to be defective within one (1) year from the date of system cutover and acceptance.

2.6 DISCLAIMER

2.6.1 This RFP does not commit CTE to any specific course of action. The issuance of this RFP does not bind CTE to accept any proposal, in whole or in part, whether or not it includes the bid that is most economically advantageous to CTE. CTE reserves the right to negotiate with any number of vendors, or cancel this RFP at any time without any obligation to any responders. Lastly, potential vendors undertake responding to this RFP at their own expense with no obligation, risk, or liability on the part of CTE.

3. VENDOR ELIGIBILITY

3.1 Eligibility Requirements - To be eligible for contract award, a Vendor must meet the following qualifications:

3.1.1 Provide equipment from manufacturers for which they maintain a contract, distributorship, are an agent, or other formal arrangement for which documentation can be produced showing authority to sell and service the equipment in this territory. Please provide a copy of your Manufacturer Certification, if any.

3.1.2 Maintain a service organization to provide both normal and emergency service. Emergency service must be available 24 hours per day; 365 days per year and staff must be adequate to respond within 2 hours of an emergency call.

3.1.3 Employ a minimum of three (3) service technicians who are trained and certified by the manufacturer and live within 50 miles of CTE's main office. Vendor must have a service organization and parts depot within 30 miles of CTE's main offices where they shall have

and maintain a spare parts inventory as recommended by the manufacturers they represent.

- 3.1.4 Own and demonstrate proficiency in the use of the required test equipment, tools, etc. for the proper installation, set-up, testing and maintenance of the system. If requested, must provide a listing of tools and/or equipment and where appropriate, certifications in the proper training and use of the tools and/or equipment.
- 3.1.5 Maintain a Network Operations Center that is remotely monitoring and responding to alarms for the equipment proposed to CTE.
- 3.1.6 Vendor shall have supplied and installed a minimum of five (5) IP Telecom systems of the type or similar equipment they intend to provide CTE. These installed systems will be identified in the bid along with the name, address, telephone number and email address of a contact person who has technical knowledge of the installed systems. The contact person must be a system user, not a Vendor or supplier. HPA and CTE must be able to contact these individuals without additional assistance from the Vendor.

4. CURRENT TELECOM SYSTEMS

4.1 Summary of the current CTE telephone infrastructure

- 4.1.1 PBX – Nortel Norstar MICS Software Version 7.1
- 4.1.2 Phones
 - 4.1.2.1 12 T7316E Nortel Phones
 - 4.1.2.2 44 T7208 Nortel Phones
 - 4.1.2.3 6 Analog Devices (Fax, Conference Room Phones, etc.)
- 4.1.3 Trunks
 - 4.1.3.1 3 PRIs and 5 analog lines
- 4.1.4 DID Number Blocks
- 4.1.5 Voicemail – Nortel Call Pilot 150 (4 ports) Release 3
- 4.1.6 Cintech Cinphony Call Center Release 3.60.0027
 - 4.1.6.1 30 Physical Positions
 - 4.1.6.2 30 Logins

4.1.6.3 Capacity for 80 Logins

4.1.7 Data Network

4.1.7.1 Switches:

4.1.7.1.1 Dell PowerConnect 3348 (1x)

4.1.7.1.2 Netgear FS750T2 (2x)

4.1.7.1.3 HP ProCurve 1400-24G (2x)

4.1.7.2 Firewall

4.1.7.2.1 Cisco ASA 5510 IOS v7.2(4)

5. PROPOSED NEW TELECOM SYSTEM

5.1 The purpose of the RFP is to solicit a provider to implement a fully integrated telephone system for CTE. CTE's telephony needs for their office areas are fairly basic. The key is to enhance the Call Center to improve current service and to provide a platform that will allow CTE to grow in the future and provide enhanced service to their clients.

6. BASIC REQUIREMENTS

6.1 Below are the key features required by CTE for their office areas.

6.1.1 Call Handling

6.1.1.1 4 digit internal dialing

6.1.1.2 Direct Inward Dialing

6.1.1.3 Least Cost Routing to allow the routing of outbound calls to the lowest cost service

6.1.1.4 Inbound Caller ID on all phones

6.1.1.5 Telephones with larger display with the capability for electronic button labeling

6.1.1.6 Ability for a computer application which shows the status of all telephones

6.1.1.7 Reporting on Inbound and Outbound Traffic

6.1.1.8 Auto Attendant Capability

6.1.1.9 Music/Message on Hold

6.1.1.10 Visual and stutter dial tone voicemail message indication

6.1.1.11 Ability to transfer directly into voicemail

6.1.1.12 Call Return – the ability to return a previously received call by pressing one button.

6.1.1.13 Call Park - Put a call on hold so that it can be picked up from any internal telephone

6.1.1.14A Minimum of 3-party Conference Calling but Up to 6-party Conference Calling is preferred

6.1.2 Voicemail System

6.1.2.1 One Integrated Voice Mail System shall serve all users connected to the System.

6.1.2.2 The voice mail system shall be online 24 hours a day, for access from either internal or external locations. Messages left in voice mail must be available for users to retrieve within thirty (30) seconds.

6.1.2.3 System must provide “soft key” access to voicemail features from all new telephones.

6.1.2.4 Standard Business Voicemail Features

6.1.2.4.1 Ability to forward voicemail messages to any other mailbox on the system

6.1.2.4.2 Ability to send a voicemail message to all users, a group of users, or a predefined distribution list

6.1.2.4.3 Ability to provide voicemail service to individuals that do not have a physical telephone

6.1.2.4.4 The ability to allow a caller to dial “0” during the greeting and to be transferred to a receptionist. System should allow this feature to be activated by user.

6.1.2.4.5 Ability to retrieve messages and manage voicemail from an outside telephone

6.1.2.4.6 Ability to limit the number of messages and the length of the message by user.

6.1.2.5 Unified Messaging

6.1.2.5.1 The ability to receive voicemail messages in e-mail

6.1.2.5.2 Unified messaging system shall be integrated with Microsoft Exchange

6.1.2.5.3 Unified Messaging – send all voicemails to the users e-mail address in addition to storing it in the voicemail system.

6.1.2.5.4 Any voicemail messages sent to the email system should include the Caller ID information in the message header.

6.1.2.5.5 Synchronization of voice mail and email messages is a requirement. With unified messaging when a caller leaves a message for a user in voice mail an E-Mail is automatically

sent to the users with the audio message attached. The system should be configurable to support the following cases globally with a local override setting based on user preference.

Case	If the message is deleted in:	The corresponding action in the other service is:
1	Voice Mail	Message is deleted in E-Mail
2	Voice Mail	Message is not deleted in E-Mail
3	E-Mail	Message is deleted in Voice Mail
4	E-Mail	Message is not deleted in Voice Mail

- 6.1.3 9-1-1 - The system will send all 9-1-1 calls to the public 9-1-1 service
 - 6.1.3.1 The system must, as a minimum, be able to send information to the 9-1-1 center that indicates the physical building where the 9-1-1 was initiated from.
 - 6.1.3.2 The system should also be able to notify designated CTE personnel that a 9-1-1 call has been placed and what extension placed the call
- 6.1.4 System Administration
 - 6.1.4.1 Easy to use admin functionality with browser for Moves, Adds and Changes and other system maintenance
 - 6.1.4.2 The new telephone system must provide for system wide administration and management from a central location. Admin should also be accessible from a remote location via the web.
 - 6.1.4.3 Ability to easily move people / phone numbers from one functional group to another as needed.
 - 6.1.4.4 The system must be capable of enabling the telephone user or system administrator to move a telephone to another location without the need to schedule a technician as well as the ability to change station user features and line appearances.
 - 6.1.4.5 The administrative system will, at a minimum, provide for the following:
 - 6.1.4.5.1 Simple, easy to learn and use, menu driven instruction with "help" access
 - 6.1.4.5.2 Changing telephone numbers

- 6.1.4.5.3 Changing classes of service
- 6.1.4.5.4 Changing feature arrangements
- 6.1.4.5.5 Printing traffic studies/reports
- 6.1.4.5.6 Telephone relocation
- 6.1.4.5.7 Automatic printing or emailing of alarms

6.2 Telephone Equipment Requirements

6.2.1 Telephone Equipment Types

6.2.1.1 The New Single-Line Telephones must at a minimum have the following features:

- 6.2.1.1.1 Six (6) programmable line/feature keys with LCD indicators to include access to features and outside lines (prefer that keys are electronically labeled)
- 6.2.1.1.2 Hold, Transfer and Conference Button
- 6.2.1.1.3 Visual Message Waiting Indicator
- 6.2.1.1.4 Volume control for Handset, Ringer and On-Hook Dialing
- 6.2.1.1.5 Option for a Full-Duplex bi-directional hands free speakerphone
- 6.2.1.1.6 Minimum 2 lines of display which shall be sufficient to display caller ID, time, date, status of called extensions, etc.
- 6.2.1.1.7 Ability to handle two calls at once
- 6.2.1.1.8 Option to use a headset
- 6.2.1.1.9 For IP Telephones – One 10/100base-T switch with RJ45 port

6.2.1.2 The New Multi-Line Telephones must at a minimum have the following features:

- 6.2.1.2.1 Sixteen (16) programmable line/feature keys with LCD indicators to include access to features and outside lines (prefer that keys are electronically labeled)
- 6.2.1.2.2 Hold, Transfer and Conference Button
- 6.2.1.2.3 Visual Message Waiting Indicator
- 6.2.1.2.4 Volume control for Handset, Ringer and On-Hook Dialing
- 6.2.1.2.5 Full-Duplex bi-directional hands free speakerphone

- 6.2.1.2.6 Minimum 2 lines of display which shall be sufficient to display caller ID, time, date, status of called extensions, etc.
- 6.2.1.2.7 Ability to handle multiple calls at once
- 6.2.1.2.8 Option to use a headset
- 6.2.1.2.9 For IP Telephones – One 10/100base-T switch with RJ45 port

6.2.2 Vendors should provide pre and post cutover pricing for the phone models above. Pricing for the requirements of the single line phone described in 6.8.1.1 above should be with and without a speakerphone. Vendors should also provide pre and post cutover pricing for other phone models that they carry that the Vendor believes would be of interest to CTE.

6.2.3 System Pricing should include the following telephone quantities:

<i>Types</i>	<i>Number Required</i>
Single Line	30
Single Line with Speakerphone	20
Multi-Line with Speakerphone	10

6.3 Video Conferencing

6.3.1 As video conferencing becomes used more especially in the medical community, CTE anticipates implementing this service for communication with their customers. Please state the current video conferencing capabilities of your solution.

6.4 Cabling

6.4.1 Vendors should assume the reuse of all existing cabling. In the pricing section Vendors will be asked to estimate the cost for new cable runs.

6.5 UPS

6.5.1 CTE will provide all UPS capability

6.6 Options – As an option, CTE wants to consider implementing a fax server for the company's fax needs. There would be approximately 30 numbers into the fax system and then the faxes would be delivered via email.

7. CALL CENTER REQUIREMENTS

- 7.1 Skills Based Routing – The ability to route calls to an agent based on the skills assigned to the agent. Must also be able to assign priorities to the skills so that calls are first routed to the skills based on the highest priority.
- 7.2 Agent Monitoring
 - 7.2.1 Live Monitoring – Ability for a supervisor to silent monitor a call. Must be able to monitor the entire call including hold time. Supervisor must have the ability to barge in to take over the call if needed
 - 7.2.2 Call Recording – Ability to record calls for training purposes. Must be able to record all calls to a particular agent or a sample of calls. Option to be able to record the Agent's screen in addition to the call (CTE currently runs a Terminal Server Environment)
- 7.3 Real Time View of the Status of the Call Center
 - 7.3.1 Supervisor Screen
 - 7.3.2 Agent Screen
 - 7.3.3 Wallboard
 - 7.3.4 Must have the ability for thresholds that change the real time view and also initiate calls or pages.
- 7.4 Historical Reporting of the Call Center – Please provide a list of all standard reports with your solution response
 - 7.4.1 Historical Reports must be available On-Demand and include current day activities
 - 7.4.2 All Reporting should be possible in 15 minute increments
 - 7.4.3 Wide range of reports
 - 7.4.4 Ability to export data to at least excel or csv
 - 7.4.5 Ability to schedule reports to be printed or emailed
 - 7.4.6 Reporting by Customer
 - 7.4.7 Agent Access to their Stats
- 7.5 A minimum of the following Agent State Codes. Agent State Codes should be able to be assigned by Agent.
 - 7.5.1 Available
 - 7.5.2 On Call
 - 7.5.3 After Call Work
 - 7.5.4 Break
 - 7.5.5 Lunch
 - 7.5.6 Special Projects

- 7.5.7 Logged Off
- 7.6 Queue Customer Experience Enhancements
 - 7.6.1 Music and Messages during Wait
 - 7.6.2 Ability to Provide Caller with an Estimated Wait Time
 - 7.6.3 Ability to Provide Caller with the option to Leave a Voicemail message.
- 7.7 Supervisor Barge-In
- 7.8 Agent Request Help from a Supervisor or Lead Person. System should allow for multiple Supervisors to be logged in at the same time.
- 7.9 Agent Notification of the Caller ID of the Customer that is Calling. In addition, the Agent should be notified of the Number the Customer called and/or the CTE organization that number represents.
- 7.10 Easy to use administration functionality for Call Center changes and setup. System should be browser based and allow a Call Center Supervisor to make changes.
- 7.11 Auto Attendant Capability
- 7.12 Messages On Hold Capability – Messages must be able to be customized based on the number the customer called.
- 7.13 Interface to current Infocus Wallboard system (Version 1.3) or include equipment which eliminates the Infocus system and interfaces to existing wall monitors
- 7.14 Computer Telephony Integration
 - 7.14.1 Interface Agent Login and Logoff to the existing Payroll system that is SQL based. This is a very important application for CTE. Please state the requirements of CTE to implement this application. Please also state if you have any customers that have implemented this application or a similar one.
- 7.15 Automated outbound Appointment Reminder Calls
 - 7.15.1 CTE wants a system that can be used to automatically call a customer and remind the customer of the time of their scheduled transportation

7.15.2 System should be capable of allowing the customer to confirm or cancel the transportation by dialing a digit on a touchtone telephone.

7.15.3 The system can be a premise based system that resides at CTE's offices or it can be a hosted service based system.

7.16 Options - CTE anticipates the need for certain additional features listed below. These options could be purchased with the initial implementation or in the future. For each of these features, please indicate if this functionality is available with your proposed solution and the cost to do so. Please break out the costs for each of these optional features.

7.16.1 Screen Pop

7.16.1.1 Screen pop based on Caller ID or caller input of some account number

7.16.2 Ability to Add Remote Call Centers and Remote Agents

7.16.3 Automated outbound Call that the transportation is almost there or Automated Call that we will be x minutes late.

7.16.4 IVR for customers to automatically schedule appointments and to check the status of existing appointments

8. SYSTEM CONFIGURATION

8.1 A System Configuration Requirements Charts is presented in 8.3 below. The terms are defined as follows

8.1.1 Equipped – All Circuit cards, modules, licenses, software, etc. shall be provided for these stated quantities.

8.1.2 Wired – System shall be able to grow to these levels by only adding cards, licenses or telephones.

8.1.3 Capacity – Systems must be expandable to concurrently meet all capacities outlined by the addition of shelves, software, licenses and cards but without a CPU change out or software upgrade.

8.2 Vendors should provide a similar chart which includes the equipped, wired and capacity quantities included in their bid.

8.3 System Configuration Requirements

	Equipped	Wired	Capacity
PRIs	3	4	8
Copper Trunks	8	16	16
IP/ Digital Phones	64	80	160
Call Center			
Agent Positions	24	32	64
Agent Logins	40	64	128
Supervisor	6	8	16
Analog Ports	8	16	32
Voicemail			
Ports	8	8	16
Mailboxes	64	64	128
Unified Messaging	64	64	128

9. NETWORK SERVICES

9.1 Vendors have the option to bid on CTE's Network services. The Network Services required are as follows:

9.1.1 3 PRIs

9.1.2 100 DID Numbers

9.1.3 6 Analog Lines

9.1.4 Local and Long Distance Calling

9.1.5 Toll Free Calling

9.1.6 5 Mbps Internet Access with an option to increase to 10Mbps

9.2 Quantities are included in Attachment A. Vendors should use Attachment A to bid all Network Services. Include any Installation Charges.

9.3 Long Distance services must allow for a caller inputted account code.

9.4 Two and Three Year Contract Terms are requested. Vendors may provide additional options.

9.5 All Taxes and Surcharges must be provided.

10. IMPLEMENTATION

10.1 Project Schedule

- 10.1.1 CTE anticipates awarding this business during the month of October 2010. CTE wants all work to be completed by the end of 2010. As part of the response to this RFP, vendors must provide a project schedule on how they will accomplish the work in this timeframe.
- 10.1.2 The successful Vendor must comply with their project schedule unless CTE formally declares and approves an amended time interval for work completion and system acceptance.
- 10.1.3 All system cutovers must be after normal business hours at a time designated by CTE. Care must also be taken that critical services are prioritized and downtime, if any, is minimized.

10.2 Training

- 10.2.1 The vendor's training representative shall perform professional, organized and controlled training sessions on CTE's premises. These training sessions shall be coordinated and scheduled with CTE's representative at mutually agreeable times and communicated to participating parties.
- 10.2.2 The trainer shall provide an adequate supply of customized user guides; one (1) for each user, plus fifteen (15) spares per style of telephone. An electronic version should also be provided so that CTE could make updates as needed or to post on an internal web site to assist users.
- 10.2.3 The training sessions shall allow the users to operate the system and ask questions. The system shall be functional during on-site training. The training sessions shall not exceed fifteen users per session, and shall be a minimum of one (1) hour in length. User training should include, but not limited to, features and functions of station apparatus and training on voicemail including setting up mailboxes, leaving and retrieving messages, etc., if applicable. All telephone types that will be implemented must be available so users can use and experience the telephone they will be receiving.

10.2.4 Vendor should provide Administration Training to a group of CTE personnel. This should include advance administrative training for CTE staff on programming and maintenance of all systems including Call Center functionality. This training will be provided to a minimum of five CTE employees at a mutually agreeable time before system cutover at CTE's offices.

10.3 Space and Electrical Conditions

10.3.1 Vendors should indicate any and all environmental conditions that CTE will be required to provide for all equipment proposed.

10.3.2 Vendors should provide the electric outlet types and voltage and current specifications for all equipment included in their proposal.

10.4 Surveys, Design and Programming

10.4.1 Vendor is responsible for all site surveys, design and programming. Vendor must designate one individual that will be the Vendor's point person for coordinating and implementing all CTE surveys.

10.5 Cutover

10.5.1 Precautions shall be taken to insure that the existing network remains in operation, unhampered until the cutover of any new services.

10.5.2 Cutover will include coordination with the Telephone Company concerning operation or provisioning of central office facilities. This coordination will include the resolution of problems involving the local Telephone Company central office facilities and shall be a part of the Vendor's responsibilities as CTE's agent.

10.5.3 A Vendor representative shall be present at cutover to provide personal assistance to all users. All issues and/or trouble with the station apparatus and/or system shall be documented and reported in writing with resolution to CTE.

10.6 After Cutover Follow-up

10.6.1 A Vendor representative shall be on-site for a minimum of two days after cutover unless approved by CTE to leave. In addition, Vendor

should have a help desk available for CTE personnel to call with issues.

10.7 Project Final Acceptance

10.7.1 The project shall be considered complete and ready to be turned over to CTE after the completion of the following items:

10.7.1.1 Successful cutover of all services.

10.7.1.2 Submission and approval of the certified test report.

10.7.1.3 Certification of the completion of training of all employees available during the training period.

10.7.1.4 Submission of all written warranties.

11. WARRANTY AND MAINTENANCE

11.1 WARRANTY

11.1.1 The entire system shall be guaranteed for a period of one (1) year from date of acceptance by CTE.

11.1.2 Bidders must agree to warrant that the delivered material is free of defects. The warranty contained in this part does not replace or diminish any warranties contained in the selected Vendor or manufacturer's warranty.

11.1.3 CTE requires a one (1) year full parts and labor warranty for all items supplied, whether an item is directly manufactured by the primary vendor or is a drop-ship item. All equipment delivered and services performed shall be free of defects in design, workmanship, and materials, and in such cases where it is determined such defects are present, they shall be corrected by the Vendor at no cost to CTE.

11.1.4 During the Warranty period, service and maintenance must comply will all Maintenance requirements in Section 9.2.

11.2 MAINTENANCE

11.2.1 Provide a price for maintenance of the entire system for the second year. The same level of service shall be provided as in the first year (i.e., all labor and materials, etc.). The maintenance contract

shall be renewable each year for four (4) additional years. The price each year after the first year shall be adjusted based on the most recent twelve month change in the Consumer Price Index for all Urban Consumers. If the size of the telephone system increases or decreases by more than 10% (ports in use) the maintenance pricing may be renegotiated.

11.2.2 Maintenance is to be provided on a complete service basis. The initial maintenance contract will be for a one-year period starting at the conclusion of the warranty service period.

11.2.3 Maintenance will include coordination with the Telephone Company concerning operation or provisioning of central office facilities. This coordination will include the resolution of problems involving the local Telephone Company central office facilities and shall be a part of the Vendor's warranty service and maintenance contract responsibilities as CTE's agent.

11.2.4 Emergency maintenance response time shall be within two (2) hours, including travel time, after receipt of an emergency maintenance call from CTE's designated representative. CTE will determine if a trouble is defined as Emergency when calling the Vendor. In general, Emergency maintenance will be designated for the following conditions:

11.2.4.1 System Failure

11.2.4.2 Failure of any Server

11.2.4.3 Failure of any one PRI

11.2.4.4 Failure of 4 or More Trunk Circuits

11.2.4.5 Failure of a Power Supply

11.2.4.6 Failure of 8 or More Stations

11.2.4.7 Failure of an attendant Console or centralized answering point

11.2.4.8 Failure affecting 5% or more of the system's capabilities

11.2.5 Maintenance should include the remote monitoring of alarms at the Vendor's Network Operations Center.

11.2.6 Routine maintenance response time shall be within 8 business hours after receipt of a routine maintenance call from CTE's designated representative. Routine maintenance is defined as any occurrence that does not meet the criteria of an emergency or major maintenance condition.

- 11.2.7 Preventative maintenance shall be performed per manufacturer's recommendation during the warranty and maintenance period. In addition, preventive maintenance will include the implementation of all software patches.
- 11.2.8 A maintenance log shall be maintained on site where a record of all service calls, repairs and preventative maintenance visits will be logged.
- 11.2.9 CTE desires the ability to access an on-line system to enter trouble tickets and to determine the status of trouble tickets.
- 11.2.10 Vendors must have in place an Escalation Process and must provide an Escalation List to CTE.
- 11.2.11 Vendor should indicate any Service Level Agreements and Guarantees.
- 11.2.12 Vendor should indicate reporting that is available to monitor usage and performance.

12. PRICING

- 12.1 Please provide detailed pricing for all equipment and associated installation in the proposed solution. Vendor should provide pricing for all equipment, licenses and services necessary for all the systems to be functional.
- 12.2 Vendor should provide a bill of materials of all equipment and licenses being provided.
- 12.3 Pricing for any and all data switches and routers and any associated installation must be broken out from the telecom systems and it is understood that CTE may procure these items themselves.
- 12.4 Year 2 Maintenance Pricing must be provided.
- 12.5 Pre and Post Cut pricing should be provided for all common items. CTE desires guaranteed post-cut pricing for one year. Please indicate your acceptance of these terms or indicate the period of time that you will

honor the post-cut prices. At a minimum, pre and post cut pricing must be provided for:

- 12.5.1 All Proposed Telephone Models
- 12.5.2 All Proposed Station Ports and/or Licenses
- 12.5.3 PRI Cards and Licenses
- 12.5.4 Analog CO Cards and Licenses
- 12.5.5 Voicemail Ports and Mailbox Licenses

12.6 Vendors are asked to provide cable run estimates as part of their proposed pre and post cut pricing. Vendors should provide assumptions regarding their cable run pricing.

12.7 Please indicate your acceptance of these proposed payment terms or suggest others. Preference will be given to vendors willing to accept these terms. Proposed Payment Terms are as follows:

- 12.7.1 10% at Contract Execution
- 12.7.2 15% at Delivery of Equipment to the CTE site
- 12.7.3 35% at Cutover
- 12.7.4 40% at 30 Days after System Acceptance

Network Services RFP

			Two Year Contract				Three Year Contract		
	Quantity		Installation	Unit Price	Monthly Cost		Installation	Unit Price	Monthly Cost
401 East Amherst Street, Buffalo, NY 14215									
Voice PRIs	3				\$0.00				\$0.00
DID Numbers	100				\$0.00				\$0.00
Analog Business Lines	6				\$0.00				\$0.00
Long Distance with Account Codes									
IntraLATA Monthly Minutes	50				\$0.00				\$0.00
IntraState Monthly Minutes	1500				\$0.00				\$0.00
InterState Monthly Minutes	250				\$0.00				\$0.00
Toll Free Calling									
Toll Free Numbers	4				\$0.00				\$0.00
Monthly Minutes	5300				\$0.00				\$0.00
Internet Access									
5Mbps	1				\$0.00				\$0.00
10Mbps					\$0.00				\$0.00
Sub-Total			\$0.00		\$0.00		\$0.00		\$0.00
Surcharges and Taxes									
Total Surcharges and Taxes					\$0.00				\$0.00
TOTAL INSTALLATION COSTS			\$0.00				\$0.00		
TOTAL MONTHLY COSTS					\$0.00				\$0.00
TOTAL ANNUAL COSTS					\$0.00				\$0.00