COMMUNICATION STRATEGIES

Request for Proposal

2009-026

Installation of new

Telecommunications Platform

For

Bay Area Air Quality Management District

BAY AREA AIR QUALITY MANAGEMENT DISTRICT

Proposal Due Date:

December 3, 2009

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REQUEST FOR PROPOSAL

1 RFP OVERVIEW

Bay Area Air Quality Management District (BAAQMD) is seeking proposals for the installation of a new voice communications platform that will support their offices. BAAQMD has retained Communication Strategies, an independent telecommunications consulting firm, to assist in the design, selection, and project management of this new platform.

1.1 CONTACTS

Vendors may contact BAAQMD by phone or email for any questions related to this RFP. Any salient responses will be emailed to all Vendors in addition to being posted on the BAAQMD website. Telephone calls are permitted; however, verbal communications should not be relied upon until confirmed by written email. Direct communication with any other person at BAAQMD regarding this RFP is not permitted.

Contact Name: Rebekah Davies
Phone Number: (415) 749-4602
E-mail address: RDavies@baaqmd.gov
Required CC: DVazquez@baaqmd.gov, Nick@Com-Strat.com

1.2 CONFIDENTIALITY

BAAQMD considers many parts of this RFP request to contain proprietary and confidential information. For this reason, all vendors are required to sign and return a Mutual Nondisclosure Agreement prior to receiving Schedule T – Technical Information. Vendors are responsible for enforcing the terms of the MNDA to all other parties that will assist the vendor in providing their response to this RFP request.

Response:

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1.3 PROPOSAL INSTRUCTIONS AND TIME FRAMES

1.3.1 Schedule of Events

Dates	Activity
10/22/09	RFP distribution
11/2/09	Intent to Bid
11/4/09	Mandatory Onsite Vendor Conference @ 3pm
12/3/09 @ 4:30PM	Responses Due
1/5 through 1/7/10	Demonstrations
1/19/10	Contract signed
3/1/10	Core Equipment Installed, Pilot Trial, User Acceptance Testing
3/22/10	Branch Office Cutover
4/1/10	Head Office Cutover

1.3.2 Proposal Delivery

Printed (double sided preferred but not required), full color, RFP responses must arrive before 4:30 p.m. on the due date. Late proposals will not be considered. A soft-copy of the RFP and response documents are required, and should be in Microsoft Office format allowing us to save a copy as an editable file for internal review. Please burn one CD or one flash drive with the soft-copy of your response documents per binder, to allow for distribution of your response internally. Vendors are solely responsible for ensuring timely receipt of their responses. Postmark date will not constitute timely delivery.

Rebekah Davies, 939 Ellis Street, San Francisco, CA, 94109 (1 signed original; 2 full color copies; soft copy)

Nicolas Olivares, 171 Westgate Street, Redwood City, CA 94062 (1 full color copy; soft copy)

1.3.3 Intent to Bid Instructions

Vendors must notify us of their intention to bid, or not to bid, by the date noted above. You should use the form below for your Intent to Bid and Bidder's Conference RSVP. Any vendor who elects not to bid is requested to destroy this RFP, as it contains proprietary intellectual property. If an intent to bid is not received by the due date, Vendor will be excluded from further consideration. We reserve the right to add Vendors at any time to ensure that we have a sufficient pool of responses from which to evaluate.

Bidding Company Name:	
# of people who will attend the Bidder's Conference	
Sales Representative Name:	
Telephone Number and email address:	
Technical Advisor:	
Telephone Number and email address:	
State the manufacturer, telephone system, and model you currently intend to bid?	

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1.4   PRICING REQUIREMENTS – COMPLIANCE REQUIRED

1.4.1   Every item in Section 1.4 is required for your response to be considered compliant. Non-compliant responses may be excluded from consideration.

1.4.2   Schedule A has been provided in Excel format for your convenience. Place costs for all software, hardware and licenses under hardware, and all non-taxable items (labor) under labor. Please fill in all shaded areas. If an area does not apply please enter, "Included", $0, or "NA" (Not Available), depending on your circumstances, in the total area with an explanation in the notes area. If an area is left unfilled, it will be assumed to be $0 (included at no additional cost).

1.4.3   Vendor must also provide an itemized Bill of Material detailing parts, quantities and models organized in a similar fashion to our Schedule A. Line item pricing is not required on this form.

1.4.4   Schedule B delineates the specifications for the system at installation. You must state whether your offer complies with each requirement and desired capacity.

1.4.5   Bidder must include charges for all hardware and labor required to connect all components, all design charges, Telco interface hardware, Cat 3 cross-connects and wiring harnesses to support analog trunks/stations, rack mounting hardware, taxes, duties, shipping, travel and training charges.

1.4.6   Maintenance charges for years two through seven should be calculated on the fully installed solution (not including optional items that are presented below the total line). Maintenance will not be prepaid but a seven year total term contract may be signed as long as there is the ability to terminate the contract with 30 days notice prior to the yearly anniversary of the contract effective date.

1.4.7   Bidders are required to provide pricing to upgrade all major components of their response (PBX, Voice Mail, ACD, Reporting, routers, switches, etc.) to a current version of software after year four. If the manufacturer has not specified this price you should provide the cost to upgrade from the software version available on your equipment four years ago, to the version available today. If your systems have not existed for four years, please use the price of the last major x.0 release on your software. The price should include the vendor's labor charge for installing and testing the upgrade to all systems.

Response:

1.5   PROPOSAL RESPONSE FORMAT

1.5.1   The RFP response document, all RFP Schedules, and your Scope of Work (if submitted), must stand without appendices or reference to other technical documents. You should assume that the appendixes will not be read in evaluating solutions – even if you refer the reader to them (except where allowed specifically in the RFP question).

1.5.2   The best RFP responses are specifically addressed to a particular customer's requirements and demonstrate a fit between those requirements and the solution's strengths. It is best to limit your responses to explanations of your architecture specific to this RFP, highlights of your strengths in areas that we feel are important, and explanations for any non-compliance.

1.5.3   Bidder should respond in the Word and Excel documents provided with inline responses. Responses should be stated in the body of the document following the specific questions and highlighted in **BLUE**. The following styles have been created for your convenience. Please note your compliance in bold and explain only as necessary on the next line.

Response: COMPLY, OPTIONAL COMPLY, PARTIAL COMPLY, or DO NOT COMPLY

Response text – You may describe your compliance here.

1.6   PAYMENT SCHEDULE

BAAQMD agrees to the following payment terms.

- 25% due upon contract execution
- 25% due upon equipment delivery
- 40% due as progress payments - invoiced by vendor according to Delivery and Acceptance of phases delineated in Schedule A
- 10% due within 30 days of Delivery and Acceptance, by phase.

Response:

1.7   LEASING

BAAQMD may be interested in leasing this purchase if acceptable financing terms can be established. Please describe any special leasing terms, programs or promotions that you have available. Also, please provide a lease rate factor per $1000 that can be used to evaluate the expected monthly cost of leasing your phone system. For each of the rates below, please provide the imputed interest rate based on $1 buyout or the expected residual (fill into the chart) that is used in your lease calculation. We understand that the FMV at end of term will not match the residual value used in your NPV calculation. If you will not disclose your expected residual, please use 20% and 10% in order to determine imputed interest rate.

Response:

	Residual	MRC per $1000	Imputed Interest Rate
5 year $1 buyout Capital Lease	$1		
7 year $1 buyout Capital Lease	$1		
5 year Fair Market Value (FMV) buyout Operating Lease	(? or 20?%)		
7 year Fair Market Value (FMV) buyout Operating Lease	(? or 10?%)		

1.8   VENDOR RFP AUTHORIZATION

To receive consideration, proposals shall be made in accordance with the following general instructions:

1.   The signature of all persons signing the proposal shall be in longhand and the primary signer shall have the authority to bind the proposer to the offer. The completed proposal shall be without interlineations, alterations or erasures.

2.   Only the signed hard-copy of your response will be considered for the award of the contract. No oral, telephonic, telegraphic, faxed or e-mailed proposals will be considered for final award.

3.   The submission of a proposal shall be an indication that the proposer has investigated and fully satisfied themselves as to the conditions that will be encountered, and the scope of the work to be performed.

4.   Your RFP response will be incorporated into of the final contract (by reference) as indicative of the required scope of work for the contract, and as a material inducement for BAAQMD to enter into contract.

5.   Proposals shall constitute firm offers. Once submitted, proposals cannot be altered without the written consent of the District, but proposals may be withdrawn.

Company:
Name:
Title:
Address:
Phone #:
E-Mail:
Contractor's License Number:
Federal I.D. # or Social Security #:

The following individual is an authorized officer of the company with the authority to commit the company to the terms and requirements of this RFP. This individual, or their agent, has had the opportunity to review this Request for Proposal and asserts compliance with the requirements therein; except where noted otherwise.

_____   _____

Signature Authorizing Vendor RFP Response   **Date**

(Required on paper copy)

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2   RFP REQUIREMENTS

2.1   COMPANY BACKGROUND

The Bay Area Air Quality Management District (Air District) was created by the California Legislature in 1955 as the first regional agency to deal with air pollution in California. The Air District jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The State Legislature originally gave the Air District the authority to regulate stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. With more recent legislation, the Air District was granted authority to enact certain transportation and mobile source measures.

The Air District is governed by a twenty-three member Board of Directors, consisting of elected officials, including county supervisors, mayors, and city council members. The chief executive officer of the Air District is the Air Pollution Control Officer (APCO), currently held by Jack Broadbent.

Strategic Goals

- Reduce and ultimately eliminate health disparities due to air pollution.
- Achieve and maintain air quality standards for all criteria pollutants, utilizing the expertise and innovation of the Air District and its partner agencies.
- Implement exemplary regulatory programs and ensure compliance with applicable Federal, State and Air District regulations.
- Through incentives and partnerships, establish the Bay Area as a leading center for emissions reductions in the areas of mobile sources, land use planning, innovative technology and energy.
- Utilize educational programs and partnerships to engage all Bay Area stakeholders in sparing the air every day.
- Serve as air quality authority in development of air policy and information.
- Apply state-of-the-art tools, techniques, and technology in Air District operations.
- Retain a top-performing and motivated workforce.
- Implement best practices in environmental stewardship in Air District operations.

2.2   OVERVIEW OF REQUIREMENTS

BAAQMD has a Fujitsu F9600 (R3) PBX and Octel Aspen Aria (R2.0.x) voicemail. Both of these platforms have reached the end of their useable life and the Fujitsu will no longer be supported through a maintenance contract past 2010. Remote office locations are currently supported through a combination of stand-alone analog lines, Centrex and small key systems. BAAQMD believes that it will achieve cost saving efficiencies and improvements in productivity by connecting all locations to a single telephone system and allowing for simplified communication between office and field employees.

Response:

2.3   KEY DECISION CRITERIA

All proposals received by the specified deadline will be reviewed by the Evaluation Committee for content, proposed service costs, and capabilities of the Vendor. After initial screening, the Evaluation Committee may select for further evaluation those Vendors deemed most qualified based on a review of the proposals. Interviews may be conducted with one or more Vendors as part of the final selection process. Vendors are advised that BAAQMD, at its option, may award a contract strictly on the basis of the initial proposals. In descending order of importance, the proposals will be evaluated on:

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2.3.1   Cost Effectiveness: BAAQMD is looking for a cost effective solution in the initial purchase, as well as the ongoing maintenance and servicing of the system. Modular, cost-effective growth over the next ten years is critical.

2.3.2   Functionality: The ability for the system to improve how BAAQMD conducts business. The efficiency and effectiveness of all staff at BAAQMD is critical to their long-term success.

2.3.3   Reliability: A system that has a proven track record of reliability as well as an architecture that is inherently fault tolerant.

2.3.4   Manufacturer Vision and Stability: Provider's commitment to excellence in telecommunications equipment, financial stability, market share, and technological vision for the future.

2.3.5   Vendor Experience: Evaluation of the Vendor's experience in the design and implementation of similar telecommunications systems and technologies, and vendor reputation. Evaluation of Vendor's ability to provide a structured, organized implementation that meets BAAQMD's requirements.

2.3.6   Warranty/Maintenance Support: Ability to provide timely support during the installation, warranty period, and ongoing maintenance.

2.3.7   Responsiveness: A complete response to the RFP that complies with BAAQMD's requirements with a minimum of exceptions. A concise response that draws exact parallels to BAAQMD's needs with a minimum use of boilerplate promotional material or overly technical language.

Response:

2.4   CRITICAL CONSIDERATIONS

RFP responses may be disqualified if they do not meet the following requirements; upon review of any workaround or alternate strategy recommended by the vendor. If it is discovered that a vendor is non-compliant (after responding as compliant) to one of the following requirements after contract signing, vendor will be considered to be in material breach of contract, and BAAQMD will have access to all remedies provided within this RFP, including termination of the contract with a full refund. **You may submit a written response to any of the following sections prior to the official due date and the evaluation committee will determine if your response will be considered materially compliant if you do meet a specific critical consideration.**

2.4.1   Solution should allow all BAAQMD locations to be part of one telephone system with a single database for system administration. We will not accept multiple databases coordinated by managing system administration software that emulates single system functionality.

Response:

2.4.2   Implementation of the new phone system will follow the Proof of Concept model for deployment. All required servers will be deployed at the Headquarter Office. BAAQMD will then fully deploy VoIP functionality to one of the smaller offices or a pilot group of users. Once the functionality desired in this RFP is proven in the field, installation will continue for Head Office and other locations. If it is discovered that the system is materially non-compliant with the requirements of this RFP, or the specified reliability and voice quality cannot be provided; BAAQMD will be allowed to cancel the contract for material breach of contract by the vendor. At that point, all remedies provided in this RFP and by rule of law will be available to BAAQMD.

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2.4.3   BAAQMD may decide to configure endpoints with static or dynamic (DHCP) addresses. If static addresses are used all computers and network equipment will be hard coded with an IP address The Ethernet switches will then assign devices to a VLAN according to their physical connection and their IP address.

- Can your phone system support static IP addresses for the phones?
- Will the phones support static IP addresses for the connected computer?
- Would your system be able to support DHCP on the voice VLAN but Static on the data VLAN?
- What considerations and constraints do you see with this type of an implementation?

Response:

2.4.4   Resiliency

2.4.4.1   No Single Point of Failure (99.999% availability) – Any element in your design that would cause the failure of a significant portion (>25%) of the system should be made redundant. If redundancy is not available for this element, then the element should be duplicated or made highly available by adding hot swappable redundant power supplies, RAID hard drives, etc. In addition, software upgrades should be able to be loaded to the system while in operation, with no, or limited, downtime to implement the software patch.

Response:

2.4.4.2   Standby Redundancy – A warm standby secondary call processor with a recent copy of the user database. Upon failure of the main call processor, phones will automatically register and start to accept call control from the second processor. Disruption of calls in progress is acceptable, but the switchover to the backup processor should take less than 5 minutes and be automatic, without human intervention.

Response:

2.4.4.3   Resilient with High Availability – All critical telephony servers that do not have a redundant hot failover server (per above) should have redundant hot-swappable power supplies, RAID hard drives, dual NIC, and be built on industrial grade servers.

Response:

2.4.4.4   Geo-redundancy – The telephone system, voicemail, and ACD system should be configured as redundant with no single points of failure that could cause the failure of more than 25% of the phone or trunks. We would prefer that the redundant servers be located in the Sacramento DR facility, and automatically take over call control for any failed component above. However, we are making Geo-Redundancy an option, while redundancy as described above is required in your base quote. If your solution can support Geo-Redundancy with the base hardware configuration to support standard redundancy, please quote it this way.

Response:

2.4.4.5   If your solution will not support automatic failover of the phone, voicemail, or ACD systems to a second synchronized hot stand-by server located in Sacramento, you should include tertiary

cold stand-by servers (virtual preferred) at the Sacramento DR facility. This would be in addition to the secondary redundant servers that you would place in San Francisco. There must be a mechanism that will easily allow the cold stand-by servers to be brought up to an equivalent software revision as the primary servers and a copy of the database and applications loaded in order to start handling calls with no difference in feature functionality to the end user.

Response:

2.4.4.6   Please describe how you will provide for the above required level of Geo-Redundancy.

Response:

2.4.4.7   Media Gateway – Redundant power supply in each gateway that terminates PRI circuits. 2 gateways that will continue to operate independently if the other gateway fails, will be accepted as an alternative if: PRI, analog ports and DSP resources are distributed among the gateways to allow for resiliency.

Response:

2.4.4.8   Branch Survivability – In the event of a failure of the WAN, or the unavailability of Headquarters Office, each location should be configured so that it will be able to continue to process calls over local PSTN trunks with no loss of functionality. This includes forwarding calls directly to a specific user's voicemail greeting, and allowing the caller to leave a message.

Response:

2.4.4.9   Non-Survivable Branches – The Air Quality Monitoring stations do not need to be made survivable as there will be no local Telco connected, and users will have access to cell phones.

Response:

2.4.5   Attendant Queue – Most BAAQMD departmental main numbers (including "Zero Out" points from the BAAQMD main Automated Attendant) ring to phones throughout the Headquarters office. Currently, all of these phones ring simultaneously, however calls are still not being answered in a timely manner. BAAQMD would like to implement a system where calls can be distributed to a group of attendants such that the call will ring the next available operator automatically. This will provide for equity in call handling as well as an understanding that each attendant is responsible for answering calls that ring their phone. Ideally, this functionality would not require the expense and complexity of implementing ACD agents. Additionally, some attendants may be provisioned with the PC based attendant console, while others will have the Executive Assistant telephone. How would you propose to provide the functionality required above?

Response:

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2.4.6   Voicemail must have an interview feature. The voicemail would ask the caller a question, then give a beep; the caller will then record their answer and then press the # key. The voicemail would then ask the next question and beep, the caller would record their next answer and press the # key, and so on. All of the callers answers are then concentrated into a single voicemail message that can be transcribed by the subscriber. Please describe how this functionality will be provided by your solution, and any limitation to the number of questions/answers that can be recorded in a single voicemail message.

Response:

2.4.7   The voicemail system must be able to receive a very large number of messages per mailbox. Some of the transcriber mailboxes above will receive up to 135 messages a day. Some mailboxes will need to be able to store up to 2700 messages. Will this create an issue in your system? Please describe any size limits your system may have.

Response:

2.4.8   Voicemail must have "transcription" features that enable a secretary to transcribe a voicemail message forwarded to them. Required features are play, pause, back 5 seconds, slower, faster, louder, softer, return to beginning. All these features should be accessible by 1 button press while listening to the message.

Response:

2.4.9   The system will need to support about 120 inspectors that are permanently in the field and do not have a phone assigned. At this time all inspectors will receive a voicemail box (listed in Schedule B under Air Monitoring Stations). In the future BAAQMD may assign a DID number that the system will use to forward calls to their cell phone and then pull back into the corporate voicemail for messaging. Please discuss the impact of the initial and future configurations on your solution.

Response:

2.4.10   BAAQMD's Exchange 2007 and OCS 2007 applications may be run on virtual servers. Please discuss any impact that this will have on your recommended solution, as well as the manufacturer's formal policy for supporting integration with these servers for Unified Messaging and Unified Communication.

Response:

2.4.11   The voicemail system must be capable of supporting multiple language packs. BAAQMD will initially create mirrored attendant trees with greetings in multiple languages. In the base RFP price of the voicemail, having all VM system prompts play in English only is acceptable. However, in the future BAAQMD would like to implement true multi-language functionality where VM system prompts are also played in different languages based on the caller's input. Please describe whether your system has this functionality, how it is deployed, and any restrictions. Please also provide optional pricing for implementing the following languages – English, Spanish, Cantonese, Mandarin, and Vietnamese.

Response:

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2.5 REQUIREMENTS

The following section, along with Schedule C summarizes BAAQMD's general requirements.

2.5.1 Technology Preference – VoIP versus TDM

2.5.1.1 BAAQMD prefers a Voice over IP telephone system. BAAQMD understands that the clear direction of telecommunications technology is towards VoIP and that TDM technology is no longer relevant for most of the desired features and futures.

2.5.1.2 BAAQMD and Communication Strategies expect that most vendors will bid a new VoIP telephone system infrastructure to support the requirements of this RFP with VoIP connectivity between branches, and VoIP telephones at the desktop. Any other architecture will require significant justification and a very large cost savings.

2.5.1.3 BAAQMD would only consider the use of traditional TDM digital telephones if they would support the same feature package as the VoIP telephones, there was a superior business case for using TDM, and the cost savings were very significant.

Response:

2.5.2 Architecture

2.5.2.1 Virtualization – BAAQMD may prefer virtualized servers in order to minimize hardware requirements, leverage capital investments, and facilitate server/application replication and failover. Which parts of your equipment stack will support server virtualization; and would you recommend or discourage use of virtualization in the system? Virtualization is NOT REQUIRED in this RFP but vendors that can support virtualization will be preferred if all other aspects are equal. Please describe your current and future virtualization roadmap.

Response:

2.5.2.2 Assistants and Executives have an "Intercom" button that has a special functionality in the current system. The executive has an 1:1 intercom button that is keyed to their assistant. The secretary has an 1:many intercom button that initiates the intercom feature, and then the secretary dials the last two digits of the Executive's extension number. In either case, intercom calls have a special ring and do not follow forwarding or coverage paths to voicemail. Is this functionality available with your system? If not, how would you provide similar functionality?

Response:

2.5.2.3 BAAQMD expects to have sub-tenants in the future. The telephony system should be able to partition resources so that each tenant can have their own lines (that cannot be accessed by others), their own reception console with zero out of voicemail, distinct hours of operation, and main company greeting in voicemail.

Response:

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2.5.2.4   Simplified system administration – to allow BAAQMD to administer their own telephone system moves, adds and changes; and an interface for doing so.

Response:

2.5.2.5   SMDR – Tracking and reporting of internal and external inbound/outbound calls from every extension including telephone numbers and length of calls.

Response:

2.5.3   Call Center

2.5.3.1   A flexible call routing solution where calls are distributed to the longest idle agent, agents can be assigned to multiple ACD groups, and calls can overflow to backup groups;

2.5.3.2   Real time agent and queue statistics pushed to the agent's telephone or PC;

2.5.3.3   ACD reporting – customizable, powerful and easy to use reports are required;

2.5.3.4   Agent Monitor – allows supervisors to listen to agent calls for training purposes;

2.5.3.5   ACD recording – to allow for automatic recording of agent calls for training purposes;

Response:

2.5.4   Voice Recognition

BAAQMD currently outsources to a service provider for voice recognition applications related to various complaint lines. BAAQMD is interested in evaluating whether it is feasible to incorporate the functionality into its new telephone system.

The voice recognition system answers calls from the public on various lines, but especially the wood smoke complaint line. During "No Burn" days callers will call in, and the system will ask the caller for their name, for the caller to spell their name, and various other questions with defined alphanumeric or defined response answers. Calls are then logged to a database to track when complaints are received and responded to. Please provide optional pricing below for a 4 port system that will handle about 400 calls per month, with an option to increase to 8 ports in the future.

Response:

2.5.5   Fax Server

BAAQMD would like to deploy personal faxmail to all users. End user requirements will be to receive a fax to a second (personal) DID number or to a departmental fax number. Fax should then be able to be viewed, handled, forwarded, printed or saved from MS Outlook. It is preferred that faxes be converted to .pdf format to minimize storage, but other graphic formats are acceptable – please describe how faxes are presented and the average size per page below. Users should also be able to send an outbound fax through a fax print driver directly from their desktop. Fax requirements are relatively basic and limited to the features above.

Response:

2.6   IT INFRASTRUCTURE

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This section is available in Schedule T.

2.7   VoIP COMPATIBLE NETWORK

This section is available in Schedule T.

2.8   VoIP READINESS

This section is available in Schedule T.

3 EXECUTIVE OVERVIEW

This section should deliver an introduction to, and summary of, your response and its specific fit for BAAQMD. It should be structured so anyone reading only this section will have a clear understanding of your response and why your solution best fits BAAQMD's specific requirements. BAAQMD requires a Visio (or equivalent) drawing that shows the internetworking of all equipment quoted, on the next page for easy reference. Please limit this response to two to four pages and directly address BAAQMD's stated needs.

Response:

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4   VENDOR INFORMATION

4.1   CONTACT INFORMATION

Bidding Company Name:	
Address:	
Sales Representative Name:	
Telephone Number and email address:	
Technical Advisor:	
Telephone Number and email address:	
State the name and model number for the manufacturer, telephone system, and model being proposed?	
What model numbers of telephones are being proposed?	
What is the voice mail manufacturer, platform, model, and number of ports?	
What is the ACD manufacturer, platform and software level being proposed?	
Will the bidder install the product or use business partners?	
Number of manufacturer certified technicians employed by the vendor within 2 hour driving distance of customer Head Office.	
Total number of manufacturer certified technicians employed by the vendor	
Will the bidder maintain the product or use business partners?	
Does the bidder maintain inventory of replacement parts or use distribution channels?	
Does the bidder maintain a web site to access technical support and documentation, as well as track outstanding trouble tickets?	

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4.2 VENDOR BACKGROUND

4.2.1 Provide a brief (two or three paragraphs) overview and history of your company. Describe the organization of your company.

Response:

4.2.2 Please state how many years your company has been installing this manufacturer's equipment, this system, and this particular model. How many customers does the Vendor have with an indetical system and version, installed within two hours of BAAQMD's headquarters office?

Response:

4.2.3 What is the address of the closest permanent physical office to BAAQMD headquarters where you maintain inventory for the repair of the system you are quoting.

Response:

4.2.4 BAAQMD prefers that the project manager and lead engineer for this project be based within a one hour drive of Headquarters Office. Please confirm your intended compliance.

Response:

4.2.5 Please summarize your Vendor certifications, sales volume, Vendor tier and any special recognition awarded by the phone system manufacturer you are proposing.

Response:

4.2.6 Please summarize your Data LAN/WAN certifications, sales volume, Vendor tier and any special recognition.

Response:

4.2.7 Please summarize your Microsoft certifications, sales volume, Vendor tier and any special recognition awarded by Microsoft.

Response:

4.2.8 Please summarize your process for training and certifying Project Managers, Lead Engineers, and Lead Technicians.

Response:

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4.2.9   Provide a brief (two or three paragraphs maximum) overview and history of the manufacturer. Other than yourself, name the two largest vendors for this manufacturer within one to two hours of BAAQMD's headquarters office.

Response:

4.3   REFERENCE ACCOUNTS

Provide contact information for a minimum of three local references, using the same make and model equipment to the proposed solution. Ideally, these references should be from the same industry, be the same size, and be located within one to two hours drive from BAAQMD.

Company name and location	
Contact name, position and phone number	
Products installed	
Size of system	
How long installed	

Company name and location	
Contact name, position and phone number	
Products installed	
Size of system	
How long installed	

Company name and location	
Contact name, position and phone number	
Products installed	
Size of system	
How long installed	

4.3.1   In addition, provide at least one reference account of a customer that has experienced negative service issues. Please describe how your organization responded to the issue(s) and possibly improved internal processes.

Company name and location	
Contact name, position and phone number	
Products installed	
Size of system	
How long installed	

Response:

5 PHONE SYSTEM

5.1 SYSTEM ARCHITECTURE

5.1.1 Provide a brief description and discussion of your system architecture. Describe connectivity and communication between its integral parts. Include a Visio or Bay Face diagram to illustrate your architecture. Also include a standard data rack elevation showing all Data Center equipment including servers, cabinets, switches and routers.

Response:

5.1.2 Briefly summarize the history of the product that has brought it to its current point of development. Summarize the future vision of the system.

Response:

5.1.3 Summarize the maximum user capacity of the proposed telecommunications system with the quoted software and hardware. What is the maximum number of simultaneous conversations with outside callers supported by the proposed system? Is the system non-blocking for voice calls?

Response:

5.1.4 The system must be able to report historic trunk utilization by trunk group or for specific lines, do you comply? Please include samples of these reports in the appendix and your softcopy.

Response:

5.1.5 We require that your proposed solution be 911 compatible. BAAQMD is satisfied with the following 911 functionality in your core RFP response:

  5.1.5.1 Route calls over appropriate local PSTN connections that are configured to identify the correct address to the Public Service Answering Point, even if that route is different from the standard LCR route for that station and location;

  5.1.5.2 Allow a 911 call to be made from any station, even if that station is restricted to extension dialing;

  5.1.5.3 For stations that do not have local PSTN connections, calls over the WAN/VoIP infrastructure should correctly send a default location for that station to the PSAP that will differ from the rest of the stations that connect over those PSTN connections.

Response:

5.2 SOFTWARE

5.2.1 What underlying operating system is used for the applications that form your platform (i.e. Windows 2000, VXWorks, Linux, Unix, etc.)? List the operating system for each server in your proposal.

Response:

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5.2.2   Please describe how the underlying OS has been "bolstered" to prevent exploitation of OS security flaws. Unneeded applications should be uninstalled, removed, or disabled from the OS. This is particularly relevant with Windows operating systems. Which Firewall ports does your application use, keep open, or listen to?

Response:

5.2.3   The manufacturer must provide software updates to address security flaws in the OS and applications at no additional cost (other than labor to implement) during the warranty and maintenance period. Software updates during the installation process should be implemented by the vendor at $0 additional cost.

Response:

5.2.4   Communication Strategies prefers to implement a new software release after it has been generally available (G.A.) for at least three months. The software can then be considered stable and there should have been an x.1 type software release to resolve any software bugs. Please make note if you are recommending the installation of any software that does not meet this criteria, and your justification for doing so. When is the next release due?

Response:

5.2.5   How does your company provide future software releases? Will the system need to reboot, or can these upgrades take place in an on-line environment? Specify for each major component quoted.

Response:

5.3   SYSTEM RELIABILITY

5.3.1   Please describe specifically which resiliency features you have included into your base price on this RFP response. How does the proposed system provide for fault tolerance? Please describe any functionality that makes your system inherently fault tolerant.

Response:

5.3.2   If a branch location loses connectivity to the central call processor and fails into local survivable mode, which specific features will be lost in local survivable mode (please summarize important features below and then provide a complete listing in the appendices)?

Response:

5.3.3   BAAQMD will provide any required battery back-up. Will you require any non-standard plugs or voltage (DC, 220v, twist-lock)?

Response:

5.4   TELEPHONE SPECIFICATIONS

5.4.1   All telephones should be GigE, meaning that they can supply a switched Ethernet port to an attached computer at Gigabit Ethernet speeds. Please also price (as an option) what cost savings could be achieved in deploying non-GigE phones.

5.4.2   The PC Attendant Console should provide receptionist/operator functionality with an on-screen busy lamp field that shows status of telephones across any networked locations. Phone system should automatically re-direct any operator calls to a back-up attendant position (described below) if the PC Console were to lock-up, fail, or require rebooting.

5.4.3   Receptionist Telephone - BAAQMD requires a non-PC "Operator" position. This telephone will provide coverage to department operators and provide full operator functionality in cases of emergency, call coverage or when console needs to be restarted. This should be a standard multi-line phone with attached Busy Lamp Field, or a hardware based (non-PC) attendant console. If your system supports TDM phones, we would prefer digital TDM phones to guard against a VoIP failure also taking down the main answering point.

5.4.4   Executive telephone requirement is for a Full Duplex speakerphone capable of supporting Busy Lamp Field appearance for four other telephones, intercom to their assistant, and one touch speed dials for four numbers. All other features of the Standard telephone need to be supported as well.

5.4.5   Manager telephone requirement is for a Full Duplex speakerphone capable of supporting Busy Lamp Field appearance for two other telephones, and one touch speed dials for two numbers. All other features of the Standard telephone need to be supported as well.

5.4.6   Executive Assistant (secretary) telephones shall include all features of the standard telephone, however be equipped with the ability to monitor at least five to seven Executives. Secretary should be able to tell if an Executive is busy on any of their extension appearances. Call Coverage Keys should ring or delay ring along with the Executive's telephone. Secretary phone should have two-way intercom button to their executive.

5.4.7   Staff (Standard) telephone requirement is for a multiline set capable of supporting at least two different extension appearances. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, message waiting indicator, ad-hoc five-party conference call, system speed dial access, personal speed dial access, and forward to voice mail. LCD display, two-way speakerphone and the ability to independently mute speakerphone and handset calls is required for this set.

5.4.8   Basic telephone requirement is for a single or multi-line phone that would be placed in very low usage areas such as intern desks, waiting areas, warehouse, lunchroom, etc. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, system speed dial access, and park pickup.

5.4.9   The ACD station terminal or PC application shall include the following key appearances, soft-keys, or interactive display: Login/Logout, Not Ready, Make Busy, Wrap Up, Activity code, number of calls waiting indication, Supervisor Assistance Request, personal DN, and all features of a staff phone. This terminal shall include at least one headset jack and preferably a second to allow training of new employees, or for a supervisor to monitor calls.

5.4.10   Supervisor station terminals shall include all features as listed for the standard ACD terminals. In addition, Monitor Agent and Call Agent keys are necessary.

Response:

5.5 TELEPHONE QUESTIONS

5.5.1   Provide a brief description **and picture** for each telephone that you are proposing below. If you are quoting VoIP telephones, specify data speeds available/quoted (10/100/1000), optional snap-in interfaces available, and power requirements (or which PoE class) for each phone. Please fill in the model number that you have quoted for each phone type on the appropriate line of Schedule B.

Response:

5.5.2   Provide a screenshot and brief description for the PC softphone.

Response:

5.5.3   Provide a screenshot and brief description for the PC based Operator's console. Will the attendant console automatically pull database updates from the Call Processor for station extensions? If not, how is this process completed?

Response:

5.5.4   Describe any WiFi capable telephones available with multi-line functionality. If this capability is 802.11 based will it work with access points from multiple vendors? How is QoS over WiFi provided by your solution?

Response:

5.5.5   Do headsets require an external amplifier to provide adequate sound quality and volume? Does your system have a "headset" mode where the handset does not need to be removed from the cradle, or is a handset lifter required? Does the phone have a separate headset jack, or does it connect inline with the handset?

Response:

5.5.6   Provide unit pricing for a monaural, noise-cancelling headset: 1) over the head, 2) over the ear, and 3) wireless headset that has been certified to work with the telephones quoted in your response.

Response:

5.6 MUSIC ON HOLD

5.6.1   In order to minimize traffic on the WAN in a VoIP implementation, your system should be able to provide music on hold, or pre-recorded announcements on hold from the PSTN gateway at each location. What music on hold interface do you recommend for remote locations?

Response:

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5.6.2   Does the system provide the ability to play standard .wav or .mp3 files as music on hold? Is it also supported on the branch office survivable gateway?

Response:

5.6.3   If you cannot provide Music on Hold locally at a branch, can you provide multicast music on hold that would stream one audio connection to each location (not one audio connection for every call on hold)? Can the system be configured to stream music on hold as G711 while the rest of the VoIP traffic between locations is G729?

Response:

5.6.4   Conference calls that are put on hold while adding parties should be able to speak with each other and not hear music on hold.

Response:

5.7   PAGING

BAAQMD currently does not have overhead paging that is connected to the telephone system. However, BAAQMD may be interested, in the future, in deploying a system where they can page through the telephones. Please provide a description of your recommended application to allow for paging through telephones and provide general budgetary figures below. This feature is not required or optionally desired in this RFP.

Response:

5.8   RECOMMENDED UPGRADES

5.8.1   In answering this type of Request for Proposal, Communication Strategies recommends that vendors provide pricing on the minimum cost alternatives that allow for full compliance with the RFP. However, we would be interested to know what options or upgrades you would recommend to your base configuration. Please name, define, describe, and price each upgrade that you would recommend in your hardware, software, or functionality.

Response:

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6 VOICE OVER IP

6.1 VoIP QUALITY AND PERFORMANCE EXPECTATIONS

6.1.1 It is expected that a Voice over IP installation will be reliable and provide high voice quality. We define the following as our minimum acceptable performance for VoIP telephone systems:

6.1.1.1 Provide 99.999% uptime of all applications during regular office hours,

6.1.1.2 Provide 99.99% total uptime including after hours system maintenance,

6.1.1.3 For LAN calls using G711, telephones should deliver an average Mean Opinion Score (MOS) of 4.5 (better than toll quality), and minimum Mean Opinion Score of 4.0 (toll quality).

6.1.1.4 For WAN or G729 calls between locations, telephones should deliver an average Mean Opinion Score of 4.0 (toll quality), and minimum Mean Opinion Score of 3.5 or better (cell phone quality).

Response:

6.2 LAN/WAN DEPLOYMENT

6.2.1 If the responding Vendor is not a Cisco Certified reseller, BAAQMD will contract with existing vendors to deploy any LAN upgrades or changes in configuration to support VoIP. In this case, Vendor will be responsible for providing Best Practice documentation, Cisco configuration scripts, consultation, and sample configurations in order to support VoIP, Quality of Service and network connectivity to the specifications required by the manufacturer.

Response:

6.2.2 In either case, VoIP Vendor is expected to work in concert with BAAQMD, outside vendors and other specialists to deliver a LAN/WAN that is 100% operational and suitable for VoIP.

Response:

6.3 VOIP READINESS ASSESSMENT

6.3.1 Once the production LAN infrastructure has been upgraded to support VoIP, we will require the VoIP vendor to conduct a VoIP Readiness Assessment of the newly installed LAN. This assessment should be performed within one week of installation of new LAN equipment to support VoIP, and configuration of QoS on all links, so that BAAQMD has sufficient time to address any shortcomings prior to full deployment.

Response:

6.3.2 The scope of the network health check will consist of the following:

6.3.2.1 Use of a standard testing tool such as Vivinet NetIQ, Viola NetAlly, Verint, or equivalent;

6.3.2.2 Testing Server shall be positioned on the core network switch expected to support the voice communications call server, with testing end-points strategically positioned in each IDF of each office;

6.3.2.3   VoIP Assessment should test mesh connectivity from every IDF to every other IDF (not just closet to core);

6.3.2.4   An initial test should be performed where call traffic is gradually "throttled up" to the limit set in Call Admission Control to ensure that the QoS bandwidth allocations are sufficient to prevent discarded packets;

6.3.2.5   Once voice capacity is established, Vendor should generate data traffic, such that the uplink from each IDF to the MDF is saturated to near 100% utilization, to ensure that QoS is properly implemented to shield the VoIP system from the data network. These tests will need to be conducted after business hours so that they do not impact business processes;

6.3.2.6   A normal testing session will then be initiated between all end points using expected voice and data traffic and should last no less than three days;

6.3.2.7   Testing shall use the G711 codec using a 64kb packet size with a 20ms jitter buffer on the LAN. If your system recommends other "Best Practices" then test should match manufacturer recommendations;

6.3.2.8   Testing shall use the G729 codec using a 20ms sampling rate and 40ms jitter buffer on the WAN. If your system recommends other "Best Practices" then test should match manufacturer recommendations;

6.3.2.9   Test results should include: throughput (bandwidth), packet loss, packet delay (latency), jitter (variable latency), and the minimum and average Mean Opinion Scores that can be expected per LAN/WAN segment;

6.3.2.10   Vendor will then interpret, and summarize the findings and provide a verbal and written recommendation for any remediation.

6.3.2.11   Vendor will retest the network with the same process as above, after remediation is complete.

Response:

6.3.3   It is expected these tests will be performed by the awarded vendor, or a sub-contractor that specializes in this type of analysis. Please comment on the diagnostic tools you will use and the type of report that we would expect to see. Please include a sample VoIP Readiness report in the CD provided with this response (paper copy not required).

Response:

6.3.4   After the final VoIP network readiness assessment, you will be required to explain and price any additional remediation that you recommend in order to achieve the goals above. Once BAAQMD has implemented your remediation, we expect the vendor and manufacturer to guarantee the installation (other than WAN carrier quality issues). If the installation fails the above requirements:

6.3.4.1   Vendor will have five calendar days to identify the problem,

6.3.4.2   Vendor will need to provide definitive proof that the problem exists in the underlying Cabling/LAN/WAN fabric if there is an assertion to that effect,

6.3.4.3   Vendor will have five additional calendar days to correct the problem if it is in the hardware they have provided.

Response:

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6.3.5   If the vendor cannot provide a voice network that supports VoIP to the expectations in Section 6.1 and this RFP (after BAAQMD's implementation of any LAN/WAN remediation recommended by Vendor), and cannot rectify the problem per the section above, it will be considered a material breach of contract on the part of the vendor. Vendor will allow the customer to return the complete system for a full refund, and remove the system once an alternate solution has been put in place by BAAQMD.

Response:

6.4   VoIP SPECIFICATIONS

6.4.1   What VoIP CODECs are supported on the platform, i.e. G.711, G.729A, G.729B, G.722, H.323, SIP, etc. (list all applicable)? What is the manufacturer's recommended best practice for CODEC choice, sampling rate, packet size, jitter buffer, etc?   What bandwidth, including overhead and QoS, will each recommended CODEC require?

Response:

6.4.2   Which CODECs are supported natively by the telephones? Will telephones auto-negotiate CODEC over the LAN/WAN when connecting between offices without the need for an intermediary translation or transcoding? If not, how is transcoding provided?

Response:

6.4.3   What network parameters are, or should be observed with the platform, i.e. 802.1p/q, Differential Services (DSCP), weighted fair queuing, Rapid Spanning Tree, VLAN pruning, device discovery, etc?   Do your phones natively tag packets with both ToS and QoS bits?   Do telephony servers and services automatically tag packets with both ToS and QoS bits?   Which DSCP or IP Precedence tags are recommended by the manufacturer for voice RTP traffic and VoIP call control traffic?

Response:

6.4.4   What is the maximum data speed that can be supported to a modem or fax machine, assuming perfect cabling and an ISDN trunk? Is Fax over IP (T.37/T.38) compatible with the solution?

Response:

6.4.5   Will the system telephones support Link Layer Discovery Protocol (LLDP)? This will allow the phones to positively identify themselves to the network switch as a telephone device and receive an automatic configuration

Response:

6.4.6   Does your system support hot-desking "Hoteling" which allows a user to move their extension to another VoIP device at any remote office with all message waiting lights and personal program features

retained? When a user relinquishes hot-desk control at a remote location, will both phones return to their default user profile? Is this same functionality available through the softphone?

Response:

6.4.7   Describe how you would integrate hardware based VoIP phones for telecommuters from outside of the company LAN/WAN over an internet connection. How would this be accomplished for small offices connected over the internet with no requirement for survivability?

Response:

6.4.8   Will the system reroute inter-office and WAN calls to PSTN when WAN links become oversubscribed? What, if any, loss of features will be experienced when calls are re-routed? For instance, will a call that is forwarding to voicemail over the PSTN arrive at the user's mailbox and personal greeting correctly?

Response:

6.4.9   Will the phone system automatically reroute calls to PSTN if QoS falls below a specified limit due to latency, packet loss, etc? Will active calls also be rerouted or just new calls?

Response:

6.4.10   Does your system support both IP hardphones and IP softphones being located behind a NAT device? Are IP-to-IP direct calls supported for NAT-translated IP hardphones and IP softphones?

Response:

6.4.11   Do your endpoints support both RSVP as well as DiffServ? This allows RSVP signaling to be performed over the router interfaces that can protect flows on links susceptible to overloading, while the DiffServ configuration can provide prioritization within the network core.

Response:

6.4.12   Do you support / plan to support the Real-time Application Quality of Service framework (RAQMON) as proposed by the IETF?

Response:

6.4.13   Does the system support SIP trunks, SIP compliant gateways, or SIP telephones from other manufacturers? Which vendors have been certified with your product?

Response:

6.5   ENCRYPTION

6.5.1   Will the telephones that you are quoting encrypt the conversation between telephones, and between telephones and PSTN gateways? Are you quoting any equipment that will not support media path encryption?

Response:

6.5.2   Will the system encrypt call setup control messages between locations and between the telephones and the Processor? Are you quoting any equipment that will not support call setup encryption?

Response:

6.5.3   What encryption techniques will be used? If the encryption method is certificate based, which server will mint certificates? How can certificates be managed by BAAQMD IT staff? How will encryption integrate with BAAQMD network security devices such as Active Directory, 802.1x and Radius servers?

Response:

6.5.4   Does your system have the ability to support Transport Layer Security (TLS) and Digest Authentication to perform validation? On which traffic or links is TLS supported? Does any of the equipment you are proposing not support TLS?

Response:

6.5.5   How much latency is added to the call in encryption/decryption? Does encryption reduce the overall system capacity of the VoIP network?

Response:

6.5.6   Does encryption restrict any system features or functionality (for example conference calls, ACD monitoring, call recording)?

Response:

6.5.7   Do you recommend implementing encryption at this time and in this installation? Why, or why not? Has the cost of implementing encryption been included in your price?

Response:

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7   CALL CENTER

BAAQMD currently has a basic call center implementation that is not meeting their needs. The call center personnel take complaint calls regarding smoke, emissions, etc. Once the call is received and logged, a field inspector is dispatch for investigation.

7.1   ACD QUESTIONS

7.1.1   Provide a general overview of how ACD call routing is achieved in your solution. Include a screen shot of a typical ACD call routing programming screen from the system administration console.

Response:

7.1.2   BAAQMD's ACD requirements are delineated in this RFP as well as in Schedule C. If you have multiple software levels to your ACD solution, please explain which level you would recommend to satisfy our required functionality, and why you chose this level. Please include a chart that shows a comparison between the levels. Please specify and price the next higher level of ACD software as an option on Schedule A.

Response:

7.1.3   Indicate the maximum number of agents and supervisors your system can support with the software and hardware quoted. Specify any system capacity limitations for ACD components, including but not limited to:

	Capacity
Agents	
Simultaneous groups/skills per agent	
Agent priority levels within a group	
Priority levels for Queues into a single group (standard, emergency, etc.)	
Number of groups/skills that a call/script can queue to simultaneously	
Routing scripts	
Groups/Skills	
Queues	
Lead Directory Numbers (used to direct traffic from DNIS to Queue)	
Built-in Reports (# of historical/# of real-time)	Historical = ? Real-time = ?
Please provide system limits for saving detailed historical data for each of the following (how many days, weeks, years of data can be kept):	
Interval/Hourly/Real Time	
Daily	
Weekly	

Monthly	
Yearly	

Response:

7.1.4   Describe and provide a screen shot of a supervisor real-time monitor PC screen that shows all agents, skills and variables that have exceeded threshold levels. Can you change color or make an audible alarm when queue statistics exceed pre-determined thresholds?

Response:

7.1.5   Describe your system's ability to have an agent "dashboard" on their PC with real-time ACD statistics? Please include screen shot. Is this functionality included in your base price?

Response:

7.1.6   Can system proactively route on Expected Wait Time? How is Expected Wait Time calculated? Can Expected Wait Time be announced to caller? Please provide optional price for EWT announcement to caller.

Response:

7.1.7   Can ACD provide a bracketed wait time based on EWT calculation? For example, if the EWT is two minutes can the system play a message that states, "The expected wait time is one to three minutes."

Response:

7.1.8   Can system perform routing decisions based on user definable variables and Boolean logic? For example, if call priority is >5 and number of agents with proficiency of >5 is <2 then present call to overflow group 1.

Response:

7.1.9   System should allow programming changes to Queues/Vectors/Scripts to occur in an online environment with changes immediately implemented in the ACD call flow without having to restart the ACD or re-log agents.

Response:

7.1.10   Will system validate ACD scripts for breaks in logic prior to implementation?

Response:

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7.1.11   Does system support ISDN Network Call Redirection (some Telcos call this Call Deflection), which provides the ability to do a Central Office transfer to another telephone number in the PSTN, thereby releasing both trunks for reuse by another call? Does this functionality require any special PRI configuration?

Response:

7.1.12   Agents should be able to login to multiple groups with different preferences or priorities in each group. Can the supervisor dynamically re-assign groups to an agent and have the changes take place immediately?

Response:

7.1.13   Can an agent enter call work codes or wrap-up codes? Can multiple codes be tagged against a single call?

Response:

7.2   ACD REPORTING

Please provide examples of available reports on the CD or flash drive that you will be including with your response.

7.2.1   Product should provide standard reports without having to use an external report writer.

7.2.2   Product should have a Windows or web based interface that provides real-time and historical data.

7.2.3   Product should track inbound, outbound, and transferred ACD calls with similar reporting functionality.

Response:

7.2.4   Does your product supply standard reports, which include:

7.2.4.1   Average call duration

7.2.4.2   Average talk time

7.2.4.3   Average time to abandon

7.2.4.4   Wait time (average and total)

7.2.4.5   Service level attainment

7.2.4.6   Detailed Call Log showing number called, hold time, who answered, who hung up, for each call from cradle to grave

7.2.4.7   Total number of received, answered and abandoned calls

7.2.4.8   Spectrum reports that show number or percentage of calls received and answered within 5 seconds, 10 seconds, 15 seconds . . .

7.2.4.9   Interval reports showing Queue and agent statistics for 15 minute periods

7.2.4.10   Delay before answering

7.2.4.11   Agent activity and productivity reports

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7.2.4.12   Group/skill activity and utilization reports

7.2.4.13   Peak time reporting (daily, weekly and monthly) with historical trend analysis

7.2.4.14   Trunk group utilization reports

Response:

7.2.5   Please discuss any limitations your system has regarding creating cradle to grave ACD reports from the moment that the call hits the phone system and is placed into queue, through automated attendant scripts, announcements, overflows, interflows, queuing to multiple groups, transferring to voicemail, being answered by an agent, being escalated to a supervisor or transferred to another agent, etc.

Response:

7.2.6   Describe the ability to create custom, user-definable reports from within the Call Reporting platform. What is the native call reporting engine for the reporting platform?

Response:

7.2.7   Can reports be scheduled to run automatically? Can they be sent to a network printer? Can reports be sent to a file? Will scheduler create a unique file name for each report and date?

Response:

7.2.8   Can reports be scheduled to automatically email various people without human intervention?

Response:

7.2.9   Can reports be exported to Microsoft Excel, Access or other formats? Can the reporting database be accessed through Crystal Reports?

Response:

7.3   ACD RECORDING

The ACD agent recording application should provide for:

7.3.1   Recording of all ACD voice interactions for later review and evaluation;

7.3.2   Recording an agent through a series of calls without Supervisor intervention;

7.3.3   Retain recordings for 30 days, indexed by agent ID, Caller ID, time and date.

Response:

7.3.4   Describe the ACD recording application including hardware, software, voice quality codec, recording file name nomenclature, agent and supervisor interface, indexing system for finding archived recordings, and recording medium.

Response:

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8   VOICE MAIL PLATFORM

8.1   VOICE MESSAGING SYSTEM DESCRIPTION

8.1.1   Describe your voice messaging product offering. Include a brief overview of the hardware, software, architecture, and components of the equipment proposed to meet RFP requirements.

Response:

8.1.2   Is the voicemail built by the manufacturer of the PBX? If not please provide information regarding the OEM company, their history, and relation with the PBX manufacturer. The vendor is required to provide, install and maintain the computer platform for the voicemail. Please provide the specifications of the platform you will be providing.

Response:

8.1.3   The vendor is required to set up two guest mailboxes on a demo system with integration to the PBX you are quoting so that we can test the user interface. **Please provide a phone number and login information below**. Please provide a copy of the voicemail quick reference guide on the following page and in the soft-copy of your proposal.

Response:

8.1.4   What physical connection will be established from the voicemail to the phone system? If additional voice ports are required in the future, how is the hardware/software added? Explain how the system scales beyond the number of proposed ports.

Response:

8.1.5   What operating system does the voice mail system use? Vendor will be responsible for installing and maintaining the voicemail Operating Software – including security fixes and updates. How will this be accomplished?

Response:

8.1.6   Are voice messages stored in an industry standard format? How many Mbytes of disk space are required for each hour of voice storage?

Response:

8.1.7   When a back-up is performed what is backed up – programming, greetings, messages? Do back-ups happen automatically, and can they be directed to a NAS hard drive?

Response:

8.1.8   What, if any, limits are there to greeting, message or announcement length? What will the voice mail do if an individual mailbox is full? What will the remote caller hear? How will the user be notified and what options will the user have?

Response:

8.1.9   Can the proposed system support multiple message-waiting lights for different extensions on a single telephone? Describe how it is accomplished.

Response:

8.2   VOICE MAIL SECURITY AND ADMINISTRATION

8.2.1   Please describe the system administration interface for the voicemail. Can the voicemail be administered through the same interface as the PBX? Does it require separate sessions? Is system administration done through a standard web-enabled GUI? If so, which browsers does the administrative application support? If not, can the application be loaded on multiple PCs?

Response:

8.2.2   Users should be required to enter a password to access their voice mailbox. What is the minimum and maximum password length? Can it be different for different classes of users?

Response:

8.2.3   Does the system track failed password entries in a single session and disconnect the caller? Does the system track failed password entries across multiple sessions and automatically lock the mailbox? Does the system create a log and alarms (SNMP, email, pager) based on failed log-on attempts?

Response:

8.2.4   Describe voicemail port, disk utilization and user status reports available. Include a sample of these reports in the appendix.

Response:

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9 UNIFIED COMMUNICATIONS & CTI

Many telephone system manufacturers are beginning to group together applications to empower onsite and remote workers through a new paradigm referred to as Unified Communications. This umbrella term may include Unified Messaging, Find Me/Follow Me, Text to Speech access to emails, Speech Recognition access to system features, Presence, Computer Telephone Integration, etc.

9.1 COMPUTER TELEPHONE INTEGRATION

9.1.1 BAAQMD would like all employees to be able to make calls by pressing the dial button within Outlook or the Global Address List (referred to as click-to-dial). Will your solution allow a user to dial a phone number from Outlook and have the call complete from their VoIP telephone? Is there any additional software or licensing required? If so, please describe which application provides this functionality and include this application in your price for all employees.

Response:

9.1.2 Will your click-to-dial application also support dialing from Microsoft "Smart Tags"; how is this functionality supported; and does it require additional licenses or hardware? Please price this application for all employees.

Response:

9.1.3 Please describe and price any other CTI applications that might improve employee efficiency at BAAQMD that is not described elsewhere in this document.

Response:

9.2 MICROSOFT INTEGRATION

9.2.1 Does your system currently integrate with Microsoft Live Communication Server, Office Communications Server, or Exchange 2007 Unified Messaging Server? If not currently available, what is the manufacturer's long-term vision regarding these integrations.

Response:

9.2.2 Bay Area Air Quality Management District may implement Microsoft Office Communications Server 2007 (OCS), and Microsoft Office Communicator desktop software (MOC) integration with the new phone system. MOC/OCS will provide a corporate Instant Messaging and Presence application that will increase the efficiency of all staff. BAAQMD is interested in the abilities of various systems to integrate with OCS.

Response:

9.2.2.1 What integration method does your phone system and voicemail use to integrate with OCS? What hardware components are utilized to achieve this integration?

Response:

       9.2.2.2   Has the vendor implemented OCS integration for another client? Please describe any best practices or constraints regarding this implementation. Whom did you install this for?

Response:

       9.2.2.3   Will the phone system send status updates to OCS for presentation in the Microsoft Office Communicator (MOC) client?

Response:

       9.2.2.4   Will the phone system receive presence updates from OCS and show them on the phone or soft-phone client?

Response:

       9.2.2.5   Will the phone system synchronize its database with OCS, or through AD, for common access to the Global Access List and personal contact lists?

Response:

       9.2.2.6   Will the system allow a user to initiate a call from the OCS right click menu or smart tag; through 3rd party call control of their desktop telephone?

Response:

       9.2.2.7   Will the system allow a user to start a call on the phone system and then add in Microsoft desktop videoconferencing, Instant Messaging, shared applications, whiteboard, etc.?

Response:

       9.2.2.8   Please include pricing for MOC/Outlook/Smart Tag integration for click to dial for all staff in your base pricing. Please include optional pricing for full presence federation between OCS and your phone system where indicated.

Response:

9.3   UNIFIED MESSAGING

9.3.1   BAAQMD would prefer a Unified Messaging system that stores voicemail on a server other than the corporate Exchange Server. Ideally, the voicemail server would insert a placeholder into the Exchange message stack that would look like an email to the end user in Outlook. When the message is played through Outlook, it would stream or download directly from the voicemail server without touching Exchange. Are you able to support this configuration? *(Vendors that cannot support this functionality WILL NOT be eliminated from consideration. However, vendors are encouraged to propose a solution*

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that comes closest to this ideal as they are able. This solution is preferred to overcome limitations of future decentralized Exchange environments, large mailboxes, latency between Exchange and your Unified Messaging platform, etc.)

Response:

9.3.2   Please provide a general description of your Unified Messaging offering, including where its messages are queued and stored, physical connectivity to the phone system and email server (Exchange), logical connectivity to the email client (Outlook), server and desktop requirements, and architecture.

Response:

9.3.3   As proposed, will your solution allow a Blackberry Enterprise Server and Mircosoft ActiveSynch to provide notification of a new message to a smart phone? Can the message be listened to on the smart phone? If the message is deleted from the smart phone, will it be deleted from the VM?

Response:

9.3.4   Does the system install an Outlook add-in to allow for message playback and management without having to open a third party media player such as Windows Media Player? Does the user have the choice to play the message through their telephone, or through their PC speakers, while still controlling the call through Outlook? Provide a screen shot of the software used to control Unified Messaging.

Response:

9.3.5   Briefly describe any advanced capabilities for text-to-speech playback of emails over a telephone interface, speech-to-text, voice control and Calendar/Task integration. Describe what upgrades are required to add these advanced features to the system you are quoting.

Response:

9.4   MOBILITY APPLICATIONS (FIND ME/FOLLOW ME) – OPTIONAL

9.4.1   Describe any functionality that your system has to ring a call to a person's cell phone and desk phone simultaneously. If the call is answered on the cell phone, how do you get the call back to the desk phone? If the call is answered on the desk phone, how do you extend the call to the cell phone? Will the user see the inbound caller's Caller ID or the PBX's Caller ID on the display of their cell phone? Provide optional pricing for a five person pilot trial of this functionality.

9.4.2

Response:

9.4.3   Calls that go to voicemail should allow the caller to press 1 (or other button) to reach the called person on their cell phone, press 0 to reach their personal assistant (different by extension or class or service), or leave a message. If the call is not answered on the cell phone, the call should be pulled back and a

message taken in the voicemail system at Head Office. Please describe how you will provide the functionality requested above and a screenshot of the user interface.

Response:

9.4.4   Other than the method above, describe any ability that your system can provide in order for an employee to manage where the phone system can expect to find him.

Response:

9.5   VIDEO CONFERENCING – OPTIONAL

9.5.1   Please provide a general overview your ability to provide video conferencing solutions and how they would be integrated with the phone system.

Response:

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10 SYSTEM ADMINISTRATION REQUIREMENTS

10.1.1   BAAQMD would like a system administration tool capable of supporting all offices within the enterprise from a single intuitive user interface. Ideally, this tool will allow management of the phone system, voicemail, ACD, etc. from a single unified interface. Please describe all functions and applications the administration tools can support and include screenshots.

Response:

10.1.2   Can moves and changes be batched. That is, can block copy changes be made to a number of subscribers or classes of service simultaneously? Can moves and changes be scheduled to run after business hours or when stations are not in use?

Response:

10.1.3   How is security provided to prevent unauthorized access to the administration application? Is there any limit to the number of administrative users that can be given access passwords? Can different administrators be given individualized permission levels? Can some administrative users be defined with "view-only" permissions? How many administrative levels can be defined?

Response:

10.1.4   Will the system maintain a change log of programming changes and which administrator made the change?

Response:

10.1.5   Briefly describe the process for installing a software update, and reverting to a previous software load if required. Can server software be updated remotely without having personnel on-site?

Response:

10.1.6   Is it possible to perform a software upgrade on a standby/redundant processor and then force a failover to minimize down time during a software upgrade? Is this functionality included in your base price? Can the second processor stay on the old software level in case you need to revert to the previous software level?

Response:

10.1.7   Describe the database which contains user programming information for both the phone system and the voicemail. Describe how this database might be integrated with BAAQMD's current Active Directory, email (Exchange), and HR databases.

Response:

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10.1.8   Does the system support full synchronization (read and write) to Active Directory? If a user is added or a name change made in Active Directory, will it download to the phone and voicemail systems? If a user change is made in the phone or voicemail system, will it upload to Active Directory? Does Active Directory synchronization happen automatically, or must it be manually run?

Response:

10.2   SYSTEM MONITORING AND DIAGNOSTICS

10.2.1   What diagnostic tools, logs and reports are available to aid in isolating faults? Can diagnostics be remotely accessed? Are the system's diagnostic tools SNMP compliant?

Response:

10.2.2   Describe the system alarms and alarm notification available from each system. Will the system call home to the maintenance company; call BAAQMD designated phone numbers; send out pages to pagers; send emails, etc.?

Response:

10.2.3   Which application does the manufacturer recommend for monitoring VoIP quality?   Does this application simply monitor for underlying network issues (latency, jitter, packet loss) through the use of some kind of probe or error logs? Or, does it monitor actual phone calls through data provided by the telephones? If data is provided by the telephones, can it be monitored in real-time, or are the statistics sent at the end of a call? Can this data be exposed in a simple network management protocol (SNMP) management information base (MIB) for easy access with traditional network management system applications? Please provide a brief description, with screen shot, and include a full brochure in the appendix.

Response:

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11   IMPLEMENTATION

11.1   INSTALLATION

Please indicate your intended compliance with each of the following once you are awarded the contract. The plans and charts do not need to be created at this time.

11.1.1   **Responsibility –** The selected vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

11.1.2   **Initial Work –** Vendor will perform needs analysis, station reviews, data base preparation, and original program initializations.

11.1.3   **Telco Coordination –** BAAQMD or Communication Strategies will coordinate the ordering of all local and long-distance communications facilities as deemed necessary.

11.1.4   **Transparency –** It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service.

11.1.5   **Project Plan –** A master project schedule must be created, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks BAAQMD is expected to perform to successfully implement the new system.

11.1.6   **Interconnection –** Vendor will be responsible for interconnection of all newly supplied equipment, including patchcords, patching, cross-connecting, plugging, telco terminations, specialty wire harnesses, amphenol tails, any required analog station patch panels or termination blocks, and any additional cables or wires required to connect the new telephone system to BAAQMD's house cable.

11.1.7   **Software Version –** Vendor will implement the most recent and stable version of all supplied software. If manufacturer releases a software update to fix flaws, bugs, or security during the installation timeframe the vendor will update BAAQMD's system at the earliest reasonable opportunity during a scheduled maintenance window. This maintenance window will be scheduled after hours for service impacting upgrades to an operational and partially deployed system at no extra cost to customer.

11.1.8   Bidders must furnish all space, power, and environmental requirements for the proposed telephone system and voice messaging equipment.

11.1.8.1   Space –   Provide the physical dimensions of all equipment that will not be rack mounted.

11.1.8.2   Power – All power requirements, including any special conditioning or grounding requirements.

11.1.8.3   Heat – Vendor must provide heat dissipation for proposed switch room and the recommended safe temperature operating range for the proposed system.

11.1.9   Vendor will provide a rack elevation showing the number of U, and recommended stacking of the equipment that you are proposing at Headquarters Office, and each location.

Response

11.2   TRAINING

11.2.1   **Requirements -** The successful bidder is required to include end-user training on BAAQMD premises, with classes grouped by phone or job classification.

11.2.1.1   Training class sizes will not exceed more than 15 station users at a time.

11.2.1.2   Each user should have access to a live telephone instrument during training.

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11.2.1.3   Classes should not exceed 60 minutes (45 minutes preferred).

11.2.1.4   All users will require training on the new telephone system and voicemail.

11.2.1.5   ACD agent and supervisors should receive additional ACD specific training.

11.2.1.6   Operators will require training on the new attendant console(s). Training should occur away from the reception area prior to cut-over. On the morning of the first day of service, Vendor should provide personnel to assist the receptionist, as required, for a minimum of two hours.

11.2.1.7   Four (4) users will require training on basic system administration for all new systems

11.2.1.8   Two to three (2-3) weeks after the initial training, Vendor should conduct two sessions at Head Office for Power Users showing how to use all advanced functionality.

11.2.2   **Training Materials -** Vendor will provide a training program and soft copy (editable) training materials for designated BAAQMD personnel for training future employees.

Response

11.3   CUTOVER COVERAGE

11.3.1   Vendor shall provide at least one onsite Project Manager for trouble ticket prioritization, desk-side training, and overall coordination for one eight-hour day beginning with the first day in service.

11.3.2   For all large locations, Vendor shall provide at least one onsite Lead Engineer for programming and trouble-shooting for at least one eight-hour day beginning with the first day in service, and continuing onsite until all punch-list items are resolved.

11.3.3   For all small locations, Vendor shall provide at least one onsite Lead Engineer for programming and trouble-shooting for at least two hours beginning with the first day in service, and continuing until all punch-list items are resolved.

11.3.4   It is required that the lead engineer will physically attend onsite, and project manager will personally coordinate remediation onsite, until all reasonable punch-list items are resolved.

11.3.5   After reasonable punchlist items are resolved, additional issues will be moved to an exception list and will be tracked by Vendor with an action plan, responsible person, and deadline for completion. Vendor will provide daily written updates on the remaining exception list items.

11.3.6   Please describe your standard procedures for cutover coverage, trouble identification/reporting, and punchlist resolution.

Response:

11.4   SYSTEM ACCEPTANCE

System acceptance will be defined as follows:

- All equipment delivered and installed.
- All training completed.
- All installation issues resolved to BAAQMD satisfaction.
- All advanced features and software installed and tested, but not necessarily deployed.
- Documentation representing the system "As Builts" is delivered and reviewed with BAAQMD.
- BAAQMD may agree to system acceptance with an acceptable exception list.

BAAQMD expects that they will move from installation support to warranty/maintenance support only upon execution of a Delivery and Acceptance agreement. Please define if you have a different requirement for the beginning of the warranty/maintenance period.

Response

12   CUSTOMER SUPPORT AND PROBLEM RESOLUTION

12.1.1   What is the manufacturer's standard warranty period on hardware, software, and other equipment without the purchase of additional maintenance or warranty?

Response:

12.1.2   Is post installation warranty/maintenance support available from the manufacturer? Please describe briefly the options available.

Response:

12.1.3   Is post installation warranty/maintenance support available from the installing vendor? Please describe briefly the options available.

Response:

12.1.4   Is hybrid maintenance available where the vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues?

Response:

12.1.5   Which of the above options are you quoting for first year Warranty and second year Maintenance support? Why?

Response:

12.2   WARRANTY REQUIREMENTS

12.2.1   **ALL** hardware, software, and installation labor provided by the vendor or manufacturer should be covered by a one year parts and labor replacement warranty or first year maintenance plan.

Response:

12.2.2   Required response time: 24 hours a day, seven days a week, four hour response (24x7x4) on all core Telephone System hardware, including:

12.2.2.1   All Call Processors and Core Telephony servers and applications

12.2.2.2   Voicemail servers and applications

12.2.2.3   Voice gateways which terminate PRIs or T1s

Response:

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12.2.3   Required response time: eight hours a day, five days a week, Next Business Day (8x5xNBD) response time on all other telephone system and data network hardware:

      12.2.3.1   Other telephony servers

      12.2.3.2   Software applications

      12.2.3.3   Voice gateways which terminate analog trunks/stations

      12.2.3.4   Remote Survivable Branch processors and equipment (as long as users at that branch are still able to make and receive calls normally with a failure in this equipment)

Response:

12.2.4   Telephones do not require a maintenance contract; BAAQMD will maintain spares and purchase replacement telephones as required. However, please provide an optional price for 8x5xNBD maintenance of the telephones where indicated on the pricing form.

Response:

12.2.5   All maintenance during the warranty period and under any maintenance agreements shall be performed by manufacturer certified personnel that are full time employees of a manufacturer certified vendor.

Response:

12.2.6   Emergency service will be defined by the warranty/maintenance contracts to include resolving problems which interfere with the normal operation of the business, and include the failure of >10% of stations, >25% of trunks, any core telephony server, an attendant console, or a substantial sub-system of the Telephony system. Emergency service shall consist of remote diagnostics within thirty minutes of the origination of the service ticket. Service Provider will provide a four-hour onsite response time for emergency services. Service Provider should update BAAQMD with a completion notification for emergency services immediately upon resolution of problem.

Response

12.2.7   Response time for minor system problems should be 24 hours. Service Provider should complete routine requests for additions, deletions, and feature changes within 48 hours of request. Service Provider will respond with a confirmation of completion for routine service requests within 48 hours of fulfilling the request.

Response

12.2.8   Maintenance cost increases should be limited by the cost of living as measured by the Consumer Price Index.

Response:

12.3   SPOC MAINTENANCE - OPTION

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12.3.1   BAAQMD is interested in exploring full maintenance where the Provider is the single point of contact (SPOC) for any trouble calls originated by BAAQMD's technical staff. Vendor would provide a holistic approach to resolving system problems that would complement a replacement parts and labor type of warranty that would be provided by the previous section. This would be in addition to warranty in the first year, and as an extended warranty/maintenance plan for other years. This service should include, but not be limited to:

12.3.1.1   All aspects of the Warranty section above, plus:

12.3.1.2   Tier 1 Technical Assistance Center that is manned 8x5

12.3.1.3   TAC technical support on-call through pager/email 24x7 with callback from a qualified technician within 20 minutes.

12.3.1.4   Escalation to Manufacturer Tier 2 and higher support that is managed and coordinated by the vendor.

12.3.1.5   Remote diagnostic connectivity into all contracted hardware.

12.3.1.6   Coordinate complete incident response with BAAQMD, manufacturer, Telco, and other vendors as required.

12.3.1.7   Comprehensive incident response even when the problem hardware is not under warranty (labor/hardware to repair out of scope hardware can be charged at pre-defined rates).

12.3.1.8   Helpdesk support for programming assistance to BAAQMD personnel that have completed Manufacturer recommended administration training.

12.3.1.9   Hardware replacement can be provided by Vendor or Manufacturer as long as it meets the criteria above.

12.3.1.10 Routine Moves Adds and Changes at a pre-defined chargeable rate.

12.3.1.11 Ability to purchase blocks of hours at advantageous rates for future requirements.

12.3.1.12 Optional - Periodic polling of all hardware to check error logs, utilization reports, system performance with hard-copy and soft-copy report provided to BAAQMD.

Response

12.3.2   Describe any additional features of your maintenance plans beyond what we are asking for above.

Response

12.3.3   Please describe your ability to provide routine system monitoring to assure the continued operation of all system components. Will the Vendor implement software or hardware that will "phone home" proactively to inform the vendor that there is an alarm in BAAQMD's infrastructure? Will the Vendor automatically notify the customer if there is a fault detected in the system? How (phone, pager, email, escalation trees), and how often during the incident response?

Response

12.3.4   Describe any portals or reports where BAAQMD can view past and current service calls, and moves/adds/changes with detailed resolution notes.

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13 CONTRACT TERMS AND CONDITIONS

13.1 ORDER OF PRECEDENCE

If there is a discrepancy in terms and conditions between any documents that will form part of the final awarded contract, the following order will prevail:

I. BAAQMD Standard Contract
II. RFP, Response to RFP, Addenda, and Schedules
III. Vendor Contract
IV. Vendor Scope of Work
V. Vendor Project Plan
VI. Written correspondence between the Vendor and BAAQMD

Response

13.2 BAAQMD STANDARD CONTRACT

BAAQMD has a standard document under which this contract will be awarded, and that the vendor will be expected to sign. Please note any exceptions below.

Standard Contract
March 2007

Response:

13.3 GENERAL CONDITIONS

The following conditions are typical for telecommunications projects. If you must take exception to any of the conditions below, please copy a blue "Response" clause to the appropriate spot, fully explain your objection, and suggest an alternative.

Response:

13.3.1 Not An Offer to Contract

Acceptance of a proposal neither commits BAAQMD to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits BAAQMD's right to negotiate in their best interest. BAAQMD reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. All costs for proposal preparation are the responsibility of the bidder. BAAQMD reserves the right to contract with a Vendor for reasons other than lowest price.

13.3.2 Complete Response

Failure to answer all questions in this RFP may be considered non-responsive.

13.3.3 Valid Period of Offer

The pricing, terms, and conditions stated in your response must remain valid for three months from the date of delivery of the response in order to finalize our decision and enter into contract. Thereafter pricing should remain fixed for the term of the contract.

13.3.4 "Optional" Pricing

BAAQMD wants to avoid any misunderstanding where it is assumed that a feature is included in your proposal and turns out to be an optional, extra cost feature. As such, any question answered "Comply" will be considered included at no additional cost. Any service that is referred to in the body of this response and exhibits (does not pertain to attachments and brochures) will be considered included in your basic offer, and pricing, unless you specifically refer to the service as optional and provide pricing.

13.3.5 Inclusive Pricing

It is our expectation that there will be no additional charges other than those specified on Schedule A. The Vendor and manufacturer are solely responsible for all Time and Materials, airfare, hotel, living expenses, mileage charges, shipping, duties, tariffs and Value Added Tax. These costs should be included in your quoted "turn-key" pricing. Any error in configuration or omission of required equipment is the responsibility of the Vendor to provide at no additional charge in order to provide a functioning system that meets the scope of the RFP.

Vendor's proposal should identify all services and equipment to be provided by BAAQMD, required to implement the Vendor's proposal. No materials (servers are an example), labor or facilities will be furnished by BAAQMD, unless specifically provided for in this RFP.

13.3.6 Addenda

Written Addenda (including emails) issued by BAAQMD, interpreting, modifying, or adding to this RFP shall be incorporated into the proposal. Any oral communication concerning this RFP is not binding on BAAQMD and shall in no way modify this RFP.

13.3.7 Joint Response

If two or more firms are involved in a joint venture or association in order to provide a response, the proposal must clearly delineate the respective areas of authority and responsibility of each party. All parties must sign section 1.8 All parties signing the agreement must be individually liable for providing the services even when the areas of responsibility under the terms of the joint venture or association are limited. This often applies when the Vendor contracts with the Manufacturer for professional services in the installation of the system.

13.3.8 Sub-Contract of Work

Vendor must disclose if they intend to sub-contract any portion of the work required under this RFP response. Sub-contractor must be chosen prior to submitting your bid and their abilities will be assessed as well as those of the Vendor. BAAQMD will contract directly with Vendor and Vendor will be completely responsible for the completion of all facets of this RFP (even if sub-contracted to others by the Vendor).

If Vendor sub-contracts work without prior disclosure or changes the designated sub-contractor, this will be considered a breach of contract and BAAQMD may, at its sole discretion, terminate the contract. Vendor will be paid only for actual work completed to that point and BAAQMD will pay no penalties for cancelling the contract.

13.3.9 Assignment

Vendor may not assign their responsibilities under this contract to any other party without the written consent of BAAQMD. Vendor contract may not be assumed by another company through a merger or acquisition without BAAQMD's written consent, which will not be unduly withheld. This is intended to prevent BAAQMD from being obligated to work with a vendor that they would not have chosen to work with, through an evaluation of the assigned company's own merits.

13.3.10 Insurance and Liability

The successful Vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by Vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and BAAQMD against damages for bodily injury, including death, which may arise from operations under this contract, whether such operations are by the vendor or by the vendor's

subcontractor, or anyone directly or indirectly employed by the vendor. BAAQMD requires $1,000,000 liability coverage. Please see the sample contract attached for additional terms.

13.3.11   Permits

The Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work which requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the Vendor. The chosen Vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to BAAQMD.

13.3.12   Seismic Requirements

All systems, equipment, and materials proposed must be designed and installed to meet Universal Building Code (UBC) requirements for seismic protection. Vendor must certify that all work performed as a part of any contract resulting from this RFP will conform to the codes and other seismic protection requirements and regulations.

13.3.13   Single Point of Contact

The vendor will act as a single point of contact for all installation/warranty/maintenance issues related to all equipment provided under this contract. Vendor will not refer customer to the manufacturer of the equipment for resolution of any service issues. Vendor will coordinate response between the suppliers of all hardware/software that the vendor has provided under this contract, so that the customer is not affected by any "finger pointing." Vendor will provide best effort in resolving issues unrelated to the equipment they provided but integrating with the equipment they have provided (for example Outlook integration with a vendor supplied Computer Telephone Integration platform).

13.3.14   General Guarantee

Neither "sign-off" of operational readiness by BAAQMD or its representatives nor partial or full payment by BAAQMD to the bidder shall relieve bidder of liability in respect to any express or implied warranties, or responsibility for faulty materials, workmanship, or code violations in labor or material supplied by the bidder.

13.3.15   On Time Performance

The successful bidder will be required to commence work within fifteen (15) calendar days of execution of contract, to prosecute the work with faithfulness and energy, and to complete the work according to the schedule set out in this RFP. The parties hereto agree that it will be impractical and extremely difficult to fix the actual damage from a breach of the obligation to complete the work within the specified period, and therefore, agree that two hundred fifty dollars ($250) per day shall be presumed to be the amount of damages sustained for any such delay.

It shall be understood by all Bidders that time is of the essence in the prompt manufacture, shipping, delivery, and installation offered by the Bidder and BAAQMD reserves the right, and may at its sole election, cancel any award or purchase order arising hereunder for untimely delivery (more than one month after date shown in final Vendor project plan).

If the contractor shall be delayed in the work by the acts or negligence of BAAQMD or its employees or by changes ordered in the work, or by strikes, lockouts, fire, unusual delay in transportation, unavoidable casualties or any causes beyond the control of the Contractor, or by delay authorized by BAAQMD, or by any cause which BAAQMD shall decide justifies the delay - the time of completion may be extended for such reasonable time as BAAQMD may decide.

13.3.16   Failure to Perform

Unless otherwise specified, if an item is not provided or installed as specified in the contract or if the Bidder provides an item which does not conform to the specifications, BAAQMD may, at its option, annul and set aside the contract, either in whole or in part, and may enter into a new contract in accordance with law for furnishing and installing such item. Any reasonable additional cost or expense incurred by BAAQMD in making of such

contract or any additional cost of purchasing or installing an item by reason of the failure of the Bidder as described in this paragraph shall be paid by the Bidder.

13.3.17   Confidentiality & Non-disclosure

The information contained in this RFP (or accumulated through other written or verbal communication) is CONFIDENTIAL. It is for proposal purposes only and is not to be disclosed or used for any other purpose. This RFP is submitted by BAAQMD for use by potential vendor's officers and select employees engaged in evaluating this request. The contents of this Request for Proposal may not be disclosed, in whole or in part, to any other party without the prior written consent of BAAQMD.

The final contract for this RFP will be a matter of public record; Vendor may not designate this RFP response as Confidential or Proprietary.

13.3.18   Intellectual Property Rights

Inasmuch as this RFP document represents the core product offering of Communication Strategies, Com-Strat LLC retains ownership of the RFP document template. This document may not be used in whole, or in part, outside of this particular RFP engagement with BAAQMD, nor disclosed or given to any other party for their use. BAAQMD and the vendor are granted unrestricted rights to use this document in procuring and responding to this RFP.

13.3.19   RFP Responses

This RFP, your response to the RFP, addenda, appendices, Schedules and your final scope of work will be attached to the final contract as indicative of the overall scope of work under which you are awarded the contract, further defining the contractual responsibilities of the Vendor. All materials submitted by the Vendor in response to this RFP become the sole property of BAAQMD upon receipt of the proposal.

Response:

14   APPENDICES

The following documents will be provided in soft copy to all vendors.

14.1   SCHEDULE A – BAAQMD PRICING WORKSHEET (MICROSOFT EXCEL)

14.2   SCHEDULE B – BAAQMD SITE SUMMARY (MS EXCEL)

14.3   SCHEDULE C – BAAQMD REQUIREMENTS SUMMARY (MS EXCEL)

14.4   SCHEDULE D – BAAQMD NETWORK TOPOLOGY (VISIO AND .PDF)

14.5   SCHEDULE T – TECHNICAL INFORMATION

Vendor should provide the following required document:

14.6   ITEMIZED EQUIPMENT LIST OR BILL OF MATERIAL WITH ITEMIZED PRICING

A sample of the following documents should be provided by the Vendor in their response. They do not need to be customized for BAAQMD at this time:

14.7   VENDOR SCOPE OF WORK

14.8   INSTALLATION PROJECT PLAN

14.9   ACCEPTANCE TEST PLAN

14.10   VENDOR CONTRACT

14.11   MANUFACTURER SOFTWARE LICENSE AGREEMENT

Response:

15 SCHEDULE T - TECHNICAL INFORMATION

Schedule T contains confidential information and requires the bidder to sign a non-disclosure agreement. .