

INVITATION TO BID

Request for Proposal:

City of Odessa

Hosted VoIP Telephone System

Bid 19-05

City of Odessa
125 South 2nd Street
Odessa, MO 64076

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I. GENERAL INFORMATION

A. Proposal Objectives:

The city would like to replace the existing phones at all its facilities with a new Hosted VOIP System. The lines will need to be ported for all locations with domestic long distance included. We will leave a fax line at each location except Wastewater. Please provide this as an option, if you are able to.

The facilities are as follows:

- City Hall located at 125 S. 2nd Street
- Police Department located at 310 S. 1st Street
- Electric Department located at 900 W. Dryden
- North Waste Water plant located at 7147 Hughes Road
- Water Plant located at 325 S. 8th Street
- Parks and Recreation Department located at 601 W. Main Street

There is an additional RFP for Broadband Internet. Please note if additional discounts are available with purchasing as a bundle.

B. Current Environment:

All Cat 5E cables have been tested and verified at each location. UniFi POE switches have been or will be installed at each location.

C. Issuing Authority:

This Request for Pricing (RFP) is issued by:

TelePlus Solutions

Bill Bray – Technical Director

11184 Antioch, Suite 145

Overland Park, Kansas 66210

Main Phone:(913) 825-2526, Bill Bray’s DID: (913) 322-8900

Fax: (913) 322-4122 E-mail: bill.bray@teleplussolutions.com

RFP Instructions (Very Important):

Please remit any questions via email by January 10, 2020. To ensure equality all questions/answers will be shared via e-mail among all bidders. Please provide your e-mail if you want a copy of questions and any updates.

D. Preparation of Proposals:

All bids must be submitted on the MASTER PROPOSAL FORM and shall be completed in ink or typewritten. The complete set of bid documents including the specifications section must be returned for the bid to be complete. The bid is to be submitted in a sealed envelope labeled as follows:

SEALED PROPOSAL FOR: City of Odessa

BID For “VOIP TELEPHONE SYSTEM”

BID Due DATE: January 17, 2020 – 10:00 AM

- *Bids must be executed in the name of the bidder and signed by an authorized representative. All names must be typed or printed below the signature.*

- *The bid shall contain an acknowledgement of receipt of all addenda, the number of which shall be filled in on the form. Return all specification sheets with bid. Bidder shall complete the questions listed on the following pages.*
- *The City reserves the right to reject all bids and waive any informalities or technicalities.*

E. Proposal Due Date:

All proposals must be received by **10:00 AM on January 17, 2020 and** will be labeled **as indicated above.**

F. Proposal Delivery:

Submit four (4) complete copies plus an electronic version of the proposal to:

Mail Method

**City of Odessa
Attn: Bid 19-05
125 South 2nd Street
PO Box 128
Odessa, MO 64076**

Delivery

**City of Odessa
Attn: Bid 19-05
125 South 2nd Street
Odessa, MO 64076**

Electronic Method:

Please provide an electronic version with the written copy at the time of delivery to Bill.Bray@teleplussolutions.com

G. Confidentiality:

Proposals submitted to the of City of Odessa for consideration will be held in confidence and not made available to other vendors for review or comparison unless such is required under the Missouri Sunshine Law. Proposals submitted, along with terms and conditions specified in each vendor’s bid response, will remain the property of the City of Odessa. If a vendor wishes to designate a part of its proposal as proprietary, it should designate the specific parts it wishes to be treated in this fashion, however, if the City of Odessa can offer no assurances that it can refuse to disclose any part of a proposal if a proper request is made for it under the Sunshine Law.

H. Standard Agreements:

The vendor must provide a copy of their standard product agreements that the City of Odessa will be asked to sign should the bid be awarded to the vendor.

I. Executive Summary:

The proposing vendor must include an Executive Summary highlighting the vendor’s offer and outlining the benefits to the City.

J. Price Guarantee:

Vendors are asked to guarantee their prices for a period not to exceed 180 days from the date of submission of the response to this Request for Pricing.

**PROPOSAL
FOR
TELEPHONE SYSTEM/EQUIPMENT**

Sealed bids will be received by The City of Odessa at 125 South 2nd Street, Odessa, Missouri 64076 until 10:00 AM on January 17, 2020.

NAME OF BIDDER:

ADDRESS OF BIDDER:

TELEPHONE NUMBER:

MASTER PROPOSAL FORM

The undersigned bidder having examined the bid requirements, bid form specification, other documents and all bid addenda thereto states they fully understand the character of the required items. In addition, bidder understands that as a governmental unit, the City of Odessa is exempt from payment of all Federal and State taxes applying on the equipment bid and the prices in this proposal form do not include this amount.

The undersigned hereby proposes to furnish the specified equipment in strict accordance with the specifications attached hereto, complete and ready for operation, including delivery to the City of Odessa for the lump sum price as follows:

COMPANY NAME:

AUTHORIZED REPRESENTATIVE:

TELEPHONE NUMBER:

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING ADDENDA:

DELIVERY/INSTALLATION DATE:

In submitting this bid, it is understood that the right is reserved by the City of Odessa to reject any or all bids and to award a vendor other than the lowest bidder if, in the discretion of the school district, the low bidder is not a responsible bidder. The City also may waive irregularities and/or informalities in bids, and in general, make the award in any manner deemed by the district, in its sole discretion, to be in the best interest of the City of Odessa.

BID EXECUTION

THE UNDERSIGNED, by execution of this bid, certifies that he/she is the _____ (Title) of the firm named as bidder in the bid. That he/she signs on behalf of the firm and that he/she is authorized to execute the same on behalf of said firm.

NAME AND ADDRESS OF BIDDER:

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

BID SUBMITTED BY:

(Signature) (Title)

(Printed)

TELEPHONE NUMBER _____ (DATE)

APPROVED BY (City of Odessa): _____ (DATE)

SIGNATURE _____

**APPENDIX A
EXCEPTIONS TO SPECIFICATIONS**

This form MUST BE COMPLETED and signed by a sales representative. Failure to do so will cause TOTAL bid to be refused. If no exceptions are to be taken, indicate by stating "NO EXCEPTIONS", and sign appropriate space.

Statement by Bidder:

We propose to take the following exceptions to the basic City of Odessa specifications. Exceptions to the specifications are:

Page	Paragraph Heading	Exception
-------------	--------------------------	------------------

(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

*** If additional pages are necessary, this form may be copied**

APPENDIX B
FEATURES TO BE PROVIDED WHICH EXCEED SPECIFICATIONS

Page	Paragraph Title	Exceeding Feature
-------------	------------------------	--------------------------

(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

*** If additional pages are necessary, this form may be copied.**

II. VENDOR QUALIFICATIONS

A. Company History

The vendor must provide a brief description of its company.

B. Incorporation

State when and where the company was incorporated.

C. CEO Staff

Provide the top management personnel names and titles.

D. Experience in Services

The vendor must provide a description of its experience in providing communications system services.

E. Areas Serviced

The vendor must identify the geographic areas it serves.

F. Sub-Contractors

Please list all subcontractors being used at each location.

III. SERVICE QUALIFICATIONS

A. Technical Support Center

The vendor must have a technical support center that provides remote maintenance.

B. Service Centers

Please list all Missouri locations.

C. Maintenance Staff

Describe the qualifications of your service technicians to maintain the systems. Please list the following:

- Number of employees who are certified technicians on the proposed system.
- Please note the length of employment with employer.
- Please list the experience of the technicians.

D. Emergency Service Plan

The vendor must have provisions to provide emergency service.

THIS IS VERY IMPORTANT

- The City of Odessa would like to know what kind of priority it would receive versus other customers.
- In the event any of the entities were completely down, how long would it take to get the phone system working at 50% and ultimately 100%.
- What survivability options are available.

E. Security Monitoring

What is your policy regarding toll fraud going through the network? What does your company offer regarding monitoring?

F. References

The vendor must submit at least three reference customers with systems and service requirements like the proposed by the City. Reference information must include company name, contact, telephone number, and the system name with model number.

G. Database Gathering

Vendor is responsible for gathering all the database information needed to program the phone system. The City of Odessa would like a Project Manager for this process which would include COS, COR, ACD Voice Mail, etc. Please describe your methods and procedures for gathering the information needed. It is also requested that details be provided regarding any requirements of the City for assisting with this process.

Please describe in detail the cutover plan for all locations (timeline for install).

Vendor must have a certified Tech onsite for all cutovers.

IV. WARRANTY, MAINTENANCE AND SUPPORT

This section asks the vendor to delineate warranty, maintenance and support offerings.

A. Warranties

1. Provide a detailed overview of all applicable warranties, including any labor, software and equipment warranties included in first year.
2. Describe the responsibilities the City will assume during the warranty or maintenance contract period.

B. Maintenance

1. Service organization

Describe your service organization.

2. Benefits of Services

Please describe how your services add value to the solutions your company provides.

3. Remote Diagnostics and Trouble Resolution

- Discuss your remote monitoring, diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles remotely.
- Describe service provided during maintenance including both hardware and software and labor list option

4. Single Point of Accountability

Please describe your company's ability to provide a single point of accountability.

5. Post Warranty Maintenance Options

Describe the maintenance options available after the warranty period. Is the City of Odessa required to purchase a maintenance agreement to obtain support from the manufacturer?

6. Response Time

Please list your response time to major and minor system failures. Indicate whether it will be done remotely or on-site.

7. Trouble Reporting

Explain your established trouble reporting procedures, including trouble reporting capabilities 24 hours a day, 7 days a week.

8. Helpline and Technical Support

Discuss your helpline and technical support capabilities.

C. Support, Terms and Conditions

1. Proactive Management

Describe your capability to proactively manage the systems and network.

2. Online Customer Support

Do you provide system support via the Internet?

3. Other Service Support

Describe other service capabilities from your company that could benefit the City of Odessa with ongoing management of the proposed systems and business continuity.

4. Terms & Conditions

The City of Odessa reserves the right to reject any or all proposals, to waive technicalities or irregularities and to accept any bid deemed as the best option. The District may choose not to make any award, to award all services to one vendor, or to combine vendors and services. The City is not obligated to accept the lowest bid or the most technologically advanced bid. The vendor is responsible for proposing their best, most competitive pricing in the initial response, as opportunity to negotiate or resubmit pricing may not be offered later. The City shall not be liable for any costs incurred by the vendor in responding to the Request for Pricing (RFP). This RFP and all proposals and documentation provided in response, shall become part of any eventual contract that may be awarded.

The agreement between the City of Odessa and the Vendor shall contain the following terms and conditions.

- Neither party will be held responsible for non-performance or delay caused by acts of God, natural disasters, vandalism, war or other similar conditions beyond its control. Vendor shall be held accountable for manufacturer's delay in providing equipment or services proposed.
- Contract may be amended. Any amendment must be in writing and signed by authorized representatives.
- Please list your authorized representatives.
- Vendor shall be responsible for complying with all applicable state and local laws and ordinances in its performance of this contract.
- The entire contract between the City of Odessa and the vendor shall override any other verbal or written agreements. The contract shall include, in order of precedence, the following; Request for Pricing including any addendum, selected Vendor response, terms and conditions negotiated before contract signing, any other contractual documents.
- All add-ons and moves must have written approval and signatures from the City of Odessa.
- The City of Odessa and the Vendor agree that the installed version is the most current available as of the installation date.

V. PRICING TERMS, CONDITIONS & INSURANCE REQUIREMENTS

A. Pricing:

Vendors are asked to guarantee their prices for a period not to exceed 180 days from the date of submission of this Request for Pricing to the date of contract award.

1. Vendors are cautioned to write all prices and descriptions in a legible manner so there will be no doubt as to the intent and scope of the proposal.
The base proposal price shall include all labor and materials required to install the items in accordance with specifications as approved by the City of Odessa.
2. Vendors shall complete the following table to include all proposed system components. Price is defined as purchase price; install is the cost of installation; maintenance is the price of maintenance per month or year for that item.
3. Please acknowledge if the phones are a lease or a purchase.
4. Vendor should list the contract cost, term and discount.

Qty	Itemized Description	Monthly Cost	Install Cost	Maintenance
1	Basic IP Phone (ring down)			
5	6 Key IP Display Phone			
9	12 key IP Display Phone			
9	24 key IP Display Phone			
2	Cordless Phone			
1	Speaker Phone Poly Sound Station Conference Phone or equivalent			
7	Cell phone App Stand alone			
14	Cell phone App with existing phone			
24	Mailboxes			
8	Record all Police Phones			
10	Record all Police Calls Cell Phone Apps			
5	Fax Lines optional			
	TOTAL			

Vendors shall complete the preceding tables to include all optional system components. Price is defined as purchase price; install is the cost of installation and any other one-time fixed costs; maintenance is the price of maintenance per year for that item.

B. Payment Terms and Conditions:

- 50% Contract Execution
- 50% Cut-Over and Acceptance

Acceptance will be based on all equipment being tested to include:

- Checking each station from the physical location.

- Testing all outside C.O. lines going through the system - local calls, long distance calls, 411, 911, toll free, and international calls.
- Peripheral equipment connected to the new system - (paging equipment, call accounting, ACD, Door Box, etc.)
- Full access Passwords will be required to be given to the City of Odessa along with the appropriate user I.D. information.

C. Insurance Requirements:

1. Commerce General Liability:
 - a. Medical Expense (any person): \$ 1,000
 - b. Personal & Adv. Injury \$1,000,000
 - c. General Aggregate: \$3,000,000
 - d. (Errors & Omissions)
2. Automobile Liability: \$1,000,000
(combined single limit)
3. Workers Comp Statutory
4. Employer Liability \$ 500,000
5. The vendor shall add The City of Odessa as an additional insured upon award of this contract.

VI. SYSTEM FEATURES

Please address each of the following:

- A. What is capacity for simultaneous calls on the proposed system configuration?
- B. Music on hold?
- C. System must be ADA compliant. If not, the vendor must send a letter stating when it will be compliant and take all responsibility if any problems arise because of noncompliance.
- D. System must be 911 compliant from all locations. If someone calls 911 from any of the remote locations, it must state their physical address and phone number.
- E. How is the power delivered and sustained to phone instruments?
- F. Flexible Numbering Plan. The system must be able to function with a variable numbering plan arrangement up to four digits in length for station address designation.
- G. Caller ID. The system should support Incoming Caller ID services from the local carrier. Please describe how this is accomplished and with what equipment.
- H. Direct Inward Dialing capability.
- I. System should have the ability to interface with G-Suites. Please provide details.
- J. List number of conferences and parties available.
- K. Account Codes: Maximum of 10 digits in length and must be validated.
- L. What features does the standard software provide? Is the software expandable by application?
- M. Do you require a software license? Please explain in detail.
- N. Reports on Calling, Incoming, Outgoing on specific lines.
- O. Call forward to external/internal destinations (including cell phones). Using a mobile App and or desktop app, allowing for transfer of calls to mobile phones but show the office phone number.
- P. Ability to intercom between buildings and to other buildings in the City.
- Q. Does the vendor develop and maintain the platform solution in house or does it resell another vendors solution?
- R. Where is the solution hosted?
- S. Is the hosted solution centrally hosted or geographically distributed please provide detail?
- T. Unlimited domestic long distance

- U. Please provide the cost for Toll free numbers and charges.
- V. The Police Department location will require all calls to phones and cellular phone application to be recorded and stored for up to a year. Please explain the options available and list all associated cost.

VII. STATION FEATURES

The following station features, at a minimum, shall be provided to all stations:

A. Direct Outward Dialing (CO Line) Access

Defined stations may access CO lines by dialing a common one-digit access code or selecting a CO line that appears on the phone.

B. Direct Inward Dialing Access (Capability)

Defined stations may receive incoming DID calls directly without attendant intervention.

C. Call Transfer

Permits a call to be transferred from one station to another station.

D. Transfer to Hold

Permits a call to be transferred and put on hold from one station to another station or to a System Park position.

E. Call Pick-Up

This feature permits one station to answer incoming calls originally directed to another station. It will also allow a station to pick up a call that is holding or ringing at another station.

F. Call Forwarding

This feature allows a call directed to a station to be routed to another destination under various conditions. The other destination can be either another station within the system or an outside phone number. The conditions required are:

- **Forward all Calls**

Forwards all calls immediately to another destination.

- **Forward if Busy**

Forwards calls when station is busy.

- **Forward if No Answer**

Forwards calls when not answered within a pre-programmed time limit.

G. System Speed Dialing

Allows station users within the system to call any of a list of pre-programmed numbers by dialing an abbreviated code of two or three digits. The administrator set should be able to edit the list.

H. Station Speed Dialing

This feature allows users of individual stations to call any of a list of pre-programmed numbers by dialing an abbreviated code of one or two digits. The list can be programmed from the station. Please state the number of personal speed dial numbers, per phone.

I. Conference Calling

This feature allows all stations to dial a conference code and establish their own conference. An attendant should be able to establish a conference call and transfer it to another user. A minimum of 8 Users and 4-6 Groups.

J. Station Queuing

This feature allows a station to request an automatic call back when a station becomes available.

K. Trunk Queuing

This feature allows a station to request an automatic callback when a trunk becomes available.

L. Station Hunting

Linear, Circular or Simultaneous Ring options.

M. Station Toll Restriction

Individual stations may be restricted to various pre-programmed dialing levels, thus prohibiting certain stations from various levels of toll access. Changes to Toll Restriction should be able to be made by the administrator set.

N. Paging

The system must allow access to page over the telephones at all locations. Existing by an access code and the ability to page over all zones. Station class of service must be able to deny paging access to preset stations, or groups of stations, thereby allowing paging access to only designated stations and paging over phones.

O. Directories

Allows display sets to search for extension numbers or system speed-dial numbers. The numbers can then be dialed, if desired.

P. Background Music

Allows for background music to be heard through station speakerphone.

Q. Change Language

Allows each user to change the assigned language for both the telephone display and voice mail prompts.

R. Do Not Disturb

Allows user the ability to halt all intercom calls, transferred calls, and system pages to the station.

S. Do Not Disturb Messages

Allows the user to customize their DND message for other display stations.

T. Mute Key

This feature turns on or off the telephone microphone during a call. If muted, the user can hear the other party, but the party cannot hear the user.

U. Record a call

Allows extension users to record a two-party call when one party is connected to a trunk. The recorded call is stored in the user's voicemail.

V. Redial

This feature will redial the last outside telephone number dialed.

W. Ring Tone Selection

Allows the user to choose from multiple ring tones. The system should provide at least three different options.

X. Remote Feature Programming

Allows users to change their forwarding or Do Not Disturb status from outside the office.

Y. Spanish Language Support

Allows users to change the display on their telephone to another language.

Z. Extension Mobility and Phone Login Feature

Allows a user to configure IP phone as their own on a temporary basis by logging into that phone. Once the user logs in the phone adopts the individual user profile.

VIII. PHONES

Multi-line IP Set with 6 Programmable Keys, Speakerphone and Display

1. All features and functionality of the multi-line speakerphone display sets must show, at a minimum, digits dialed, calling party, and date/time.
2. Phone must be at least 10/100 Ethernet switch.
3. Message waiting key.
4. Allow a second call.

A. Multi-line IP set with 12 Programmable keys, Speakerphone and Display

1. All features and functionality of the multi-line speakerphone display sets must show, at a minimum, digits dialed, calling party, and date/time

2. Phone must be at least 10/100 Ethernet Switch.
 3. Message waiting key.
 4. Allow a second call.
- B. Multi-line IP Set 24 + Programmable Keys with Large Display or Self-labeling Display.**
1. All features and functionality of the multi-line speakerphone display sets show, at a minimum, digits dialed, calling party, and date/time.
 2. Phone should have Dual embedded Gigabit Ethernet ports.
 3. Allow a second call.
 4. Message waiting key.
- C. P.C. Soft Phone –**
This needs to emulate the 6 button IP Phones with the ability to use headset for audio.
- D. Mobile Application –**
1. Should include caller ID going out listing the City number not the cell number
 2. Should be able to transfer calls to office or other locations
 3. Retrieve voicemail
 4. Please describe additional features

IX. VOICEMAIL

- A. Is the system ADA compliant and does it support TDD?
- B. What happens when the disk storage is full, and another message is recorded?
- C. Bidders must propose an integrated Voice Mail System as outlined herein. The price of the system must include installation, integration with the specified VoIP Phone, initial user training, user guides for all users, and all services necessary to accomplish the complete activation of the Voice Mail System.
- D. Bidders must identify all components necessary to integrate the specified VOIP system to the Voice Mail System.
- E. Bidders must describe hardware and software required to provide all voice mail services as specified in this section.
- F. The Voice Mail system must have automated attendant operation. When a call is received, the caller will have ability to be greeted with a menu of options; direct dial to extension, single key access to department, single key access to remote site (answering service), dial by name, and operator access.
- G. The telephone system must be able to route callers to the correct automated attendant greeting based on the number the caller is calling from, utilizing Caller ID one digit dialing automatically be routed to the correct automated attendant greeting, without having to prompt the caller for their phone number.
- H. The Voice Mail system must receive forwarded calls from the specified VOIP system.
- I. The system must answer such calls with a personalized user's greeting, record messages from incoming callers, and activate available key or VOIP system message waiting notification lights.
- J. Initial number of mailboxes will be 24. Storage requirements should exceed 100 hours.

The system must employ the following features - at a minimum: Please state whether you can comply with the following items:

1. Allow a specific mailbox for each station as needed.
2. Allow a unique, user assigned password (up to 10 digits)
3. Allow messages of up to three (3) minutes in length. Please describe if the message length can be user defined.

4. Allow messages to be saved, erased, or forwarded at the discretion of the message recipient.
5. Allow the creation of distribution lists by system users for sending a single message to a group of other users.
6. Allow users to pause, go forward, and go back during playback of a message.
7. Allow for cascade notification of several different phone numbers (at least 9) when a message is received.
8. Allow users to "un-delete" messages.
9. Allow users to cancel unheard voicemail messages they have sent to another subscriber.
10. Mailboxes must capture and provide the Caller ID or ANI information and allow users to reply to that phone number, meaning the system will dial the number captured in the voicemail message.
11. Voice Mail system should be able to route callers based on Time of Day, Day of Week or Day of Year.
12. Does your Voice Mail system utilize Record A Call, allowing users to record their telephone conversations, and have that recording saved as a voicemail message in their mailbox or a different mailbox?
13. Allow phantom mailboxes and is there a limit?

Bidder must define their system for the following:

1. Configuration of the proposed system:
2. Number of voice mail storage hours.
3. Included hardware and software features.
4. Quantity of distribution lists, voice mailboxes, and cascade notification numbers.
5. Ability to send voicemail that converts to text message/e-mail
6. System prompts – ability to be recorded over?
7. Option to change Auto Attendant greeting remotely due to inclement weather or holidays.
8. Bidders must describe the procedures for activation of mailboxes after initial system installation.
9. The Voice Mail system must have extensive Unified Messaging capabilities. This should include integration with G Suite. please provide details
10. The Voice Mail system must have the ability to backup all system programming, voice mail files, including system prompts and voice mail messages.
11. Single in-box including voicemail, e-mail and fax options.
12. Unified messaging should allow user to retrieve voicemail from e-mail inbox. Please give detailed options.

X. ADMINISTRATOR FEATURES

Administrator shall have the ability to complete simple moves, ads, and changes to reduce future service costs. The administrator set should be able to provide the following services:

1. Who will manage the system? Please describe customer Administrator Interface.
2. Are the moves and changes included in your cost?
3. Program system speed dial numbers.

4. Receive and clear displayed system alarms.
5. Program usernames.
6. Program station extensions.
7. Program Do-Not-Disturb messages.
8. Program station Toll Restriction.
9. Program trunk access and ring-in.
10. Reset Voice Mail Passwords.
11. Add or Delete Mailboxes.
12. Swap Extensions.
13. Place entire system in day or night mode
14. Set system time and date.

XI. GUARANTEED PRICING

Guaranteed Pricing	Pre-Cost	Post-Cost
Basic IP Phone		
6 programmable IP Phones with Display		
12 programmable Display Phone Key		
24 programmable Display Phone Key		
Cell phone App Stand Alone		
Cell phone App Stand with existing phone		
Speaker Phone -Poly Station		
Cost for all Software Licenses per month		
Cordless Headset		
AC Transformer for IP Phone		

XII. TRAINING

Training is very important to the City of Odessa.

A. Training Needs

1. 1 Class scheduled prior to the cut-over date.
2. Request Class to be scheduled in two groups of ten, place and time TBD.
3. 1 follow-up class for 5 trainees after the cut-over date if needed.
Please list available options.

B. Administration Training

1. List options available to train 5 people for the following:
 - a. Adds, Moves & Changes
 - b. Voice Mail
 - c. Other Options

Include a list of classes, technical training, ETC...

XIII. PORT CHARTS

Port Chart: City Hall 125 S. 2nd Street	Required	Installed	Optional	
Basic IP Phone Ring Down				
Basic IP Phones				
Display IP Phone: 6 Key				
Display Phone: 12 Key (Standard User)				
Display Phone: 24 Key (Executive/Reception)	8	8		
Cordless Phone				
Speaker Phone Poly Sound Station conference phone or equivalent	1	1		
Cell Phone App stand alone				
Cell Phone App with existing phone	4	4		
Port Number(s): 816-230-5577				
Auto ATT Greeting	1	1		
Record all calls				
Mailboxes	7	7		
Fax Line Optional	1	1		

Port Chart: Water Plant 325. S 3rd Street	Required	Installed	Optional	
Basic IP Phone Ring Down				
Basic IP Phones				
Display IP Phone: 6 Key	3	3		
Display Phone: 12 Key (Standard User)	1	1		
Display Phone: 24 Key (Executive/Reception)				
Cordless Phone	1	1		
Speaker Phone Poly Sound Station conference phone or equivalent				
Cell Phone App stand alone				
Cell Phone App with existing phone	3	3		

Port Number(s): 816-633-4662				
Auto ATT Greeting	1	1		
Record all calls				
Mailboxes	3	3		
Fax Line Optional	1	1		

Port Chart: Wastewater Plant 7147 Hughes Road	Required	Installed	Optional	
Basic IP Phone Ring Down				
Basic IP Phones				
Display IP Phone: 6 Key	1	1		
Display Phone: 12 Key (Standard User)				
Display Phone: 24 Key (Executive/Reception)				
Cordless Phone				
Speaker Phone Poly Sound Station conference phone or equivalent				
Cell Phone App stand alone	1	1		
Cell Phone App with existing phone	1	1		
Port Number(s): 816-633-4291				
Auto ATT Greeting				
Record all calls				
Mailboxes	1	1		

Port Chart: Parks and Rec 601 W. Main Street	Required	Installed	Optional	
Basic IP Phone Ring Down				
Basic IP Phones				
Display IP Phone: 6 Key				
Display Phone: 12 Key (Standard User)	1	1		
Display Phone: 24 Key (Executive/Reception)				
Cordless Phone	1	1		
Speaker Phone Poly Sound Station conference phone or equivalent				
Cell Phone App stand alone				
Cell Phone App with existing phone	2	2		

Port Number(s): 816-633-8324				
Auto ATT Greeting	1	1		
Record all calls				
Mailboxes	1	1		
Fax Line Optional	1	1		

Port Chart: Electric Dept. 900 W. Dryden	Required	Installed	Optional	
Basic IP Phone Ring Down				
Basic IP Phones				
Display IP Phone: 6 Key	1	1		
Display Phone: 12 Key (Standard User)	1	1		
Display Phone: 24 Key (Executive/Reception)				
Cordless Phone				
Speaker Phone Poly Sound Station conference phone or equivalent				
Cell Phone App stand alone				
Cell Phone App with existing phone				
Port Number(s): 816-633-8324				
Auto ATT Greeting	1	1		
Record all calls				
Mailboxes	1	1		
Fax Line Optional	1	1		

Port Chart: Police Department 310 S. 1st Street	Required	Installed	Optional	
Basic IP Phone Ring Down	1	1		
Basic IP Phones				
Display IP Phone: 6 Key				
Display Phone: 12 Key (Standard User)	6	6		
Display Phone: 24 Key (Executive/Reception)				
Cordless Phone				
Speaker Phone Poly Sound Station conference phone or equivalent				

Cell Phone App stand alone	4	4		
Cell Phone App with existing phone	6	6		
Port Number(s): 816-633-8324				
Auto ATT Greeting	1	1		
Record all police calls phones	8	8		
Record all Police calls cell App	10	10		
Mailboxes	11	11		
Fax line Optional	1	1		