

BOONE COUNTY

1212 Logan Avenue, Belvidere, IL 61008

**Request for Proposal
Mitel VoIP Telecommunications System**

September 3, 2019

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Boone County

1212 Logan Avenue, Belvidere, IL 61008

September 3, 2019

Dear Vendor:

Boone County is soliciting proposals for a County VoIP Telecommunications System. The purpose of this transmittal is to invite you to submit a proposal on the project and provide you with the necessary instructions, specifications and reply forms.

Questions should be submitted to Lt. Pat Molloy at patmolloy@boonecountysheriff.com no later than midnight on October 3, 2019. Questions after this date or those submitted verbally will not be answered.

Responses should address each individual section in the attached RFP, and should clearly identify the ability to meet each requirement. Responses should be detailed, yet concise, and allow for reasonable assessments regarding system capabilities.

A pre-proposal meeting will be held on **September 18, 2019, at 9:00 AM CT**, at the Boone County Public Safety Building, 615 North Main Street, Belvidere, IL.

Responses are to be submitted to County Clerk, Boone County, 1212 Logan Avenue, Suite 103, Belvidere, IL 61008 no later than 4:00 PM CST on October 10, 2019. Late responses will not be considered.

Included are the "General Conditions & Instructions to Vendors", a "Vendor Information Sheet" and Proposal Reply Sheets. Where required, each should be completed in detail, signed, and submitted with the proposal.

The County Board reserves the right to reject any or all proposals, to waive irregularities and to accept that proposal which is considered to be in the best interests of the County. This project will be completed within 120 days after County Board approval.

Sincerely,

Lt. Pat Molloy
Boone County Sheriff's Department

Attachments to the Proposals include:

- General Conditions & Instructions to Vendors
- Page 12 Request for Proposal Document
- Page 28 Price Sheet-System Acquisition
- Page 29 Credits
- Page 30 System Price Sheet-Maintenance
- Page 31 Lease Cost
- Page 32 Itemized Unit Pricing
- Page 33 References
- Page 34 Vendor Information Sheet completed
- Manufacturer System Support Letter
- Manufacturer Vendor Certification Letter
- Other supporting documentation

Request for Proposal

Mitel VoIP Telecommunications System

GENERAL CONDITIONS & INSTRUCTIONS TO VENDORS

I. GENERAL

- A. All proposals must be submitted in a sealed package and labeled, "Sealed Proposal: VoIP Telephone System." Proposals received after the deadline will not be accepted. Proposals shall be sent by commercial carrier, or hand delivered to the address below no later than 4:00 PM CST on October 10, 2019.

County Clerk
Boone County
1212 Logan Avenue
Suite 103
Belvidere, IL 61008

- B. The full name and address of the proposer will be clearly marked on the outside of the package. The package must include:
- 1 printed, signed, original proposal and signed addenda
 - 1 Flash drive containing the following:
 - General Conditions & Instructions to Vendors
 - Vendor narrative of proposed system design and scope of services
 - Page 12 Request for Proposal Document
 - Page 28 Price Sheet-System Acquisition
 - Page 29 Credits
 - Page 30 System Price Sheet-Maintenance
 - Page 31 Lease Cost
 - Page 32 Itemized Unit Pricing
 - Page 33 References
 - Page 34 Vendor Information Sheet completed
 - Manufacturer System Support Letter
 - Manufacturer Vendor Certification Letter
 - Other supporting documentation

Sealed proposals should be delivered to:

Lt. Pat Molloy
Sheriff's Office
Boone County
615 North Main Street

Belvidere, IL 61008
patmolloy@boonecountysheriff.com

- C. Oral, telephone, telegraphic or facsimile transmitted proposal will not be accepted.
- D. The proposal shall contain the full name of the vendor and be signed by an authorized company representative who is legally qualified to sign such documents.
- E. Boone County is not subject to Federal Excise Tax or Illinois Retailer Occupational Tax.
- F. Prices quoted shall include all charges for packing, transportation, delivery to the County building and assembly as designated on the proposal.
- G. All interested vendors are encouraged to attend a vendor Pre-Proposal meeting on September 18, 2019, at 9:00 AM at the Boone County Public Safety Building, 615 North Main Street, Belvidere, Illinois, to visit the site of the proposed work, to familiarize themselves with the project, and to pose questions or request additional information. Any failure by the contractor to do so will not relieve them from responsibility for successfully performing the work.
- H. Questions should be submitted via email to Lt. Pat Molloy, Sheriff's Office at patmolloy@boonecountysheriff.com no later than midnight on October 3, 2019. Questions after this date or those submitted verbally will not be answered. Answers will be provided via email.

II. ERRORS AND OMISSIONS

All proposals shall be submitted on the forms provided with each space properly completed. The special attention of vendors is directed to the policy that no claim for relief because of errors or omissions in the proposal will be considered, and vendors will be held strictly to the proposal as submitted. Should a vendor find any discrepancies in, or omissions from, any of the documents, or be in doubt as to their meanings, (s)he shall advise the County via email to Lt. Pat Molloy, Sheriff's Office at patmolloy@boonecountysheriff.com who will issue the necessary clarification to all prospective vendors by means of addendum.

III. FIRM PROPOSAL

All proposals will be considered to be firm for 120 days from the deadline date of October 10, 2019.

IV. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by letter, fax, or in person prior to the time and date established for the opening of proposals.

V. INVESTIGATION OF VENDORS

- A. Boone County Officials will make such investigation as is necessary to determine the ability of the vendor to fulfill proposal requirements. The vendor shall furnish such information as may be requested and shall be prepared to show completed installations of equipment, types of service or supplies similar to that included in this proposal.
- B. The County Board reserves the right to reject any proposal if it is determined that the vendor is not properly qualified to carry out the obligations of the Contract.

VI. SUBCONTRACTORS

- A. The use of subcontractors must be listed in the proposal. The selected vendor assumes responsibility for all services offered in the bid, whether or not supplied by a subcontractor.
- B. Those submitting bids are advised that any person, company, business, or other party to whom it is proposed to award a subcontract under this contract must be acceptable to the County.
- C. The County reserves the right to approve or deny any subcontractors for this project. Each proposing vendor must identify the name of and information (background and experience) about any subcontractors to be involved in this project. This includes a description of the work the subcontractor will perform.

VII. MODIFICATION

These documents shall constitute the entire agreement between the parties upon award of the contract. No change in, addition, or waiver of terms, conditions, and specifications shall be binding on the County unless approved in writing by the County. Any change, addition, or amendment of the terms shall be provided in an addendum to the RFP.

VII. RESERVATION OF RIGHTS BY THE COUNTY

The County Board reserves the right to reject any or all proposals, to waive irregularities and to accept that proposal which is considered to be in the best interest of the County. Any such decision shall be considered final.

IX. SIGNATURE CONSTITUTES ACCEPTANCE

The signing of these proposal forms shall be construed as acceptance of all provisions contained therein.

X. CONTRACTS

The successful vendor will be required to enter into a contract incorporating the terms and conditions of this proposal. The work shall be performed and/or materials supplied in accordance with the specifications as indicated in the Proposal Specifications.

At the completion of this project, the successful vendor must provide proof of ownership showing Boone County is the sole owner of record, and demonstrate that all warranty information is in the name of the County, and is appropriately documented with the equipment manufacturer(s).

If, through any cause, the contracted firm fails to fulfill the obligations agreed to in a timely and proper manner, the County shall have the right to terminate the contract by notifying the firm in writing and specifying a termination date not less than thirty (30) calendar days in advance. In such event, the contracted firm shall be entitled to just and equitable compensation for any satisfactory work completed.

XIII. EVALUATION & AWARD OF PROPOSAL

The County Board reserves the right to reject any and all proposals, to waive any technicalities in the bidding and to award each item to different vendors or all items to a single vendor unless otherwise noted on proposal specifications.

The County will authorize the release of purchase orders upon acceptance of proposals. In the event of pricing errors, the unit cost(s) listed will prevail and be considered accurate.

Boone County has a procedure and rubric by which proposals are reviewed; this approach allows the County to evaluate the vendors based on the type of equipment proposed, the cost of their services and/or equipment, their ability to complete the work within a required amount of time, their past record in performing similar work and their ability to work with local staff. The following factors will be evaluated for each vendor that submits a proposal:

1. Manufacturer Strength and Support

- a. Number of years in business
- b. Number of similar systems installed
- c. Market acceptance of system
- d. Financial strength/Business organization

2. Vendor Support and Strength

- a. Manufacturer support of the system proposed
- b. Number of trained certified technicians (on the proposed system)
- c. Service support structure
- d. Provisions for disaster recovery
- e. Quality of work
- f. References

3. System Configuration: The system design, including:

- a. Survivability
 - b. Underlying technology
 - c. System components
 - d. System Growth: The ability to economically accommodate potential requirements for additional telephone instruments in the future.
4. **System Features:** The system's ability to provide the following capabilities were examined and evaluated.
- a. Ability to provide a unified system across multiple locations.
 - b. Flexible Programming: The ability to select appropriate call coverage for each facility and, within the facility, each telephone instrument.
 - c. The ability to program the system to meet the requirements established in the RFP after soliciting the input of County staff.
5. **Suitability of Telephone Instruments:** Do the telephone instruments provide:
- a. Ease of use
 - b. Flexibility of button programming
 - c. Variety of instruments (speakerphone, display, additional buttons, etc.)
 - d. Reasonable cost
6. **System Administration:** The ease with which County staff can effectively manage the system
7. **Overall Cost:** The system cost components are:
- a. System Acquisition Cost: The purchase price of all system hardware, its installation and programming. This cost also includes user training and minimum of one-year system warranty.
 - b. Five Year System Cost: The cost of the system over a period of 5 years. This includes vendor and manufacture support in the event of a system failure and keeping the system's software up-to-date. It also includes the cost of Telephone Company services.

XV. INSURANCE REQUIREMENTS

Contractor agrees to provide and keep force at all times during this Agreement, the following coverages: commercial General Liability Insurance including contractual liability coverage, with minimum limits of not less than one million dollars (\$5,000,000) per occurrence, and two million dollars (\$5,000,000) annual aggregate; Property Damage Insurance, if applicable; full Worker's Compensation Insurance, if applicable, equal to the statutory amount required by law; and Employers Liability Insurance, if applicable, with limits of not less than one million dollars (\$1,000,000). All insurance carriers providing the coverage set forth herein shall have a rating of A: VII as assigned by A.M. Best & Co. and satisfactory to the County in its sole discretion. All certificates of insurance in connection herewith shall be furnished to the County no later than seven (7) days prior to the commencement date of this agreement.

All insurance coverage provided by Contractor shall be primary coverage as to the County. Any insurance or self-insurance maintained by the County shall be excess of Contractor's insurance and shall not contribute with it.

The County, its officers, agents and employees are to be covered as additional insureds under the General Liability insurance. The coverage shall contain no special limitation on the scope of protection afforded to the additional insureds. The policy and/or coverage shall also contain a "contractual liability" clause.

Boone County must be added, as an additional insured, to the policy.

Should any of the above described policies be cancelled before the expiration date thereof, Contractor shall provide immediate notice to the County. Such cancellation shall be grounds for the County to immediately cancel this Agreement.

XX. LATE PROPOSALS

Proposals received after the time specified in the Request for Proposal will not be considered. **Responses must be submitted no later than 4:00 PM on October 10, 2019.** Late responses will not be considered. **Proposals submitted by any other means (facsimile, mail or via e-mail) will not be considered.**

BOONE COUNTY
2019 MITEL VOIP TELECOMMUNICATIONS SYSTEM
REQUEST FOR PROPOSAL

1 INTRODUCTION

Boone County is interested in soliciting proposals from qualified providers for Mitel VoIP telephone systems.

The specifications of this project are an integral part of the County's formal Request for Proposal (RFP). All responders are required to review this document in detail and acknowledge their understanding of the technical aspects of this project in order to be considered a responsible Proposer.

1.1 RFP Definitions

The following definitions are used in the RFP:

- *Client or County* refers to Boone County.
- *Vendor, Proposer, or Respondent* refers to a firm, company or organization submitting a proposal in response to this RFP.
- *Mitel VoIP Telephone System, the telephone system, or system* means the solution that the successful Vendor(s) responding to this RFP will be responsible for providing.

1.2 Current System

The County's telephone system is currently comprised of a Mitel networked PBX and ISDN PRI service that are located at the Public Safety Building, the Logan Administration Campus and City of Belvidere City Hall.

Public Safety Building-Mitel Mxe Controller software version MiBV 7.1

Peripheral Nodes (2)

Mitel digital telephones (model

Mitel voice mail

Logan Administration Campus- Mitel IP telephones 5330 and 5320

City of Belvidere-Mitel CX software version

Mitel IP telephones 5330 and 5320

Mitel MiCollab voice mail

More detailed information about the current systems is provided in APPENDIX A at the end of this document.

1.3 Network Infrastructure Configuration (WAN & Internet)

- A. The County's network consists of 6 buildings/sites. All sites are connected to the primary data center via fiber. IFiber fiber connects the Public Safety Building, Logan Administration Campus, City Hall. Private fiber connects the Court House and Jail facilities to the Public Safety Building. Internet connectivity is provided via IFiber.

1.4 Data Center

- A. The Primary Data Center (server room) is located within the Public Safety Building building.
- B. There is a building generator that supports the data center.

1.5 Data Network

- A. Current network has extreme high reliability of above 99.99%.
- B. The network is primarily used for data, video, and other cloud-based web applications.
- C. Current routers – Barracuda X300
- D. Current core switching – Aruba
- E. Current access switching – Aruba
 - a. The County will ensure sufficient available switch ports in each building to accommodate all phones.
 - b. New cabling will be required to 32 telephone locations.
- F. Current Access Points – Ubiquiti

1.6 Logical Network

- A. Multiple VLANs are currently used on the network. All buildings are segmented with multiple VLANs for better traffic management.
- B. TCP/IP is used on the WAN and LAN.

1.7 Scope of Work

A. The intended primary objectives of this project are:

- a. To better serve the community in a fiscally responsible and efficient manner by combining voice, video, data, web applications on an end to end network infrastructure.
- b. To improve the speed, mobility, and communication for staff members and the community by telephone.
- c. To improve life safety functions including Enhanced 911 services and emergency alerts and announcements.
- d. To provide uninterrupted and continuous service to constituents.
- e. To provide the capability to expand the services a telephone system offers.
- f. To share equipment and services between facilities, reducing cost and duplication.
- g. To replace outdated equipment which can no longer be adequately serviced.

B. The project encompasses the following:

- a. Assistance (collaboration with County staff) with modification and configuration of the County's data network to support a VoIP telecommunications system.
- b. Gathering end-user information to be used in programming the new system.
- c. Providing, programming, installing and connecting all equipment necessary to provide a fully functioning telephone telecommunications system that meets the County's voice call processing requirements.

- d. Connecting the system and programming the system to the County's E911 dispatch system
- e. Connecting the system to the County's Jury "Call out" system
- f. Connect the system to loud bell at the Highway Department garage
- g. Connection to public network telephone services (SIP and POTS lines) and test services.
- h. Conduct end-user and system administration training.
- i. Conduct system "failover" testing.
- j. Provide on-site "post-cutover" support.
- k. Removal and disposal of the existing telephone system equipment after the new system is installed.

1.8 Proposed System Locations

Building	Address
Public Safety Building	615 North Main Street, Belvidere, IL 61008
Court House	601 North Main Street, Belvidere, IL 61008
Jail	615 North Main Street, Belvidere, IL 61008
Logan Administration Campus	1212 Logan Avenue, Belvidere, IL 61008
Recovery Site	1201 West State Street, Belvidere, IL 61008
Highway Department	9759 Illinois Route 76, Belvidere, IL 61008
Public Defenders Office	130 South State Street, Ste. 311, Belvidere, IL 61008
Animal Services	4546 Squaw Prairie Road, Belvidere, IL 61008
Belvidere City Hall	9759 IL-76, Belvidere, IL 61008
Belvidere Fire Station #1	123 South State Street, Belvidere, IL 60118
Belvidere Fire Station #2	353 East 6th Street, Belvidere, IL 60118

1.9 System Objectives

- A. Location transparency through a uniform dialing plan and seamless transfers
- B. Direct calling to each building, all departments as well as selected staff members
- C. Provide Enhanced 911 services by utilizing West Locator ID or equivalent so that emergency responders will know the location from which a 911 call was placed within each building.
- D. Provide a voice processing (voicemail, automated attendant, UC) system that is easy to use for both callers and staff
- E. Program/Information Numbers through announcement mailboxes with individual DID numbers
- F. Utilize an automated attendant to guide callers to the proper County departments
- G. Location survivability through near continuous service despite network or component failures
- H. Use of the IFiber fiber based WAN connecting all County/City facilities
- I. Centralized system management which will facilitate changes to the system configuration at each site from other locations

1.10 Implementation Time Frame

Implementation will be scheduled jointly by the successful vendor and the County. Generally, the system will be cutover one building at a time over a pre-determined time frame. Installation will be completed within 120 days of County Board approval of an agreement.

2 MANUFACTURER

2.1 Manufacturer Information

- A. The proposed system must be a Mitel MiVoice premise based PBX software version 9.0 or the most current at the time of installation
- B. The Voice Mail/Unified messaging system must be an Xmedius XM Connect premise-based system.
- C. The system components must be the latest model and software releases available at the date of installation. Should new products and/or software be announced prior to installation the vendor is required to inform the County of the new products. The County shall maintain the right to substitute the new products for those proposed. The Vendor shall make any differences in cost known prior to the County's decision on new software.

3 VENDOR

In order to ensure the County/City will have the necessary information to select an appropriate vendor/system, the vendor must address each of the following issues:

3.1 Vendor Information

- A. Mitel and XMedius must provide the County written assurance that the vendor is an authorized distributor in good standing. Confirm that the letter is included with your proposal.
- B. Provide information on any certifications/designations (i.e. Gold, Platinum Dealer) issued by the manufacturer to your firm or members of your firm.
- C. State the names of the principals in your company.
- D. Provide information concerning the number of years in business and; the number of years your company has been installing the proposed system.
- E. State how many of the proposed system your company has installed that have four (4) or more separate locations networked together.
- F. Provide three (3) references on the Reference Form provided on Page 33. Acknowledge that this form has been completed.

3.2 Maintenance Support

- A. State the address of the service and repair center that will install the system and provide maintenance for the proposed system
- B. The vendor must be able to provide full system support including
 - a. Regularly scheduled system maintenance
 - b. 24X7X365 Repair service options
 - c. Both On-site and Remote MAC (Moves, Adds and Changes) Service
 - d. System software upgrades

- C. In the event of a natural disaster, fire, or other catastrophe, indicate the interval to install a working system for the County. Has your company either on a national or state basis been involved in this type of emergency? If yes, provide Customer reference.

3.3 Financial Information

The provider, as a condition of award of the contract, must provide detailed financial information on the company and be available to meet with County personnel to provide additional information, if required.

3.4 Complaints

The vendor must disclose any formal complaints filed and/or judgments made by their clients

4 SYSTEM CONFIGURATION

The Vendor must include a narrative describing the proposed system design and the scope of services for the performance of this project.

4.1 System Architecture

- A. The Primary Call Processor will be located at the Public Safety Building. Under normal circumstances, this processor will provide call-processing services for all locations.
- B. **The** County will require a redundant Call Processor be installed on dedicated server(s) provided by vendor at the Logan Administration Campus location.
- C. The County/City will require separate, survivable call processors to be installed at the City Hall and Fire Station buildings.
- D. **Optional:** the County may wish to have separate, survivable call processor installed at the Highway Department facility. Provide the cost to provide and deploy these processors as an optional cost of the proposed system
- E. SIP service will be installed at the Public Safety Building, Logan Administration Campus and the City Hall building.
- F. Telephone Locations and System Configuration: The table below identifies each County/City facility and desired basic system configuration for each.
- G. **Optional:** the County may wish to establish a wireless LAN connections from the Public Safety Building to the following locations (Point-to-Multipoint)
 - Highway Department
 - Animal Services
 - Fire Station 2
 - County "Recovery" site

The cost of this option must be turn-key and include all installation and subsequent support including:

- Exterior Point-to-Multipoint
- Unlicensed
- Minimum throughput: 50 Mbps
- Range: Minimum 10 miles
- 100/1000 Ethernet interface
- Protocols supported: IPv4, UDP, TCP, IP, ICMP, Telnet, SNMP, HTTP, FTP
- VLAN support with 802.1p prioritization supporting QoS
- Latency <10ms
- Encryption
- Mounting the radios on the existing Public Safety communications tower and roofs of the other buildings.
- Providing and installing necessary cables from the radios to the County's network switches

	<u>Public Safety Building/Court House/Jail</u>	<u>Logan Administration Center</u>	<u>City Hall</u>	<u>Fire Station</u>	<u>Highway Dept.</u>	<u>Animal Services</u>	<u>Public Defenders Office</u>	<u>Total</u>
Call Processing	Primary	Redundant	Survivable	Survivable	Survivable (optional)	none	none	
Processor	VMWare	Mitel EX	Mitel CX	Mitel CX	Mitel CX	none	none	
<u>Telco</u>								
Premise-based	SIP 30 call paths	SIP 10 call paths	SIP 20 call paths	POTs (3)	none	none	none	
Analog trunk-Misc.	2	2	2	4	0	0	0	
alog Station for 911 Dispatch	16	0	0	0	0	0	0	
Analog station	6	4	4	4	0	0	0	
<u>Telephones</u>								
Staff	189	43	22	0	9	4	9	276
Coverage	31	6	3	7	0	0	0	47
Cordless-IP	0	0	0	0	0	2	0	2
Conference Room	1	1	1	1	0	0	0	4
Wall mount kits	4	4	4	4	2	0	2	20
Cordless headset	0	0	0	0	0	0	0	0
Softphone	0	0	0	0	0	0	0	0
PC Console	0	0	0	0	0	0	0	0
<u>Mobile Apps</u>								
Twinning	2	1	2	2	1	0	2	10
Mobile Application	2	2	2	2	1	0	1	10
"hot desk"	0	0	0	0	0	0	0	1
<u>Voice Mail</u>								
VM with telephones (above)	135	37	20	2	7	2	9	212
VM only	68	0	0	6	0	0	0	74
Automated Attendant	4	2 (day/night)	2 (day/night)	2 (day/night)	2 (day/night)	2 (day/night)	2 (day/night)	16

H. The County requires the following capabilities across the multi-site system

- Uniform dialing plan
- Centralized Voice Processing System
- Centralized System Administration
- Network (telco) services sharing between sites.

I. Where indicated, the system must include the ability of each site to survive a disruption to the link (router failure, fiber failure-WAN) between it and the other site. These sites must be fully survivable with significant calling paths and features preserved. These sites must have the ability to receive inbound calls from the PSTN and place outbound calls to the PSTN when disconnected from the overall system. The in-place telephone sets at these sites must also function within the site while the fiber is out of service. Furthermore, under these conditions, state whether the proposed system provides the capability to access voicemail and the ability to reach other County sites via 4-digit dialing (by translating the number to a 10 digit number that is automatically dialed by the system). Illustrate how the proposed system will perform this task.

J. A failure of the primary call processor will also cause a voicemail outage unless a redundant voicemail strategy is in place. Please describe any options available for such a situation.

- K. Where available, all system components must be supported by the County's Uninterruptible Power Source (UPS) and be survivable from a commercial power outage. Provide the electrical requirements of all system components. All telephones will be powered from the County's PoE data switch ports.
- L. The system must provide LDAP integration. The County prefers the system be capable of integrating with its Active Directory to provide authentication for a web-based user interface, to eliminate the need for additional usernames/passwords
- M. Proposal must state the physical requirements of the proposed system. This is to include rack space, electrical requirements, and environmental controls (i.e. air conditioning. etc.).
- N. Proposal must provide the following information for the system at each site (Premise-based solutions):
 - a. Number of telephones supported (hardware and licenses)
 - b. Number of simultaneous calls supported
 - c. Number of SIP trunks supported
 - d. Number of business lines (POTS) supported
- O. Provide a complete software and hardware inventory of the systems proposed.

4.2 Location Transparency

A primary requirement of the County's telephone system is that it provides location transparency.

- A. Uniform 4-digit dialing to any telephone at any County facility. This capability will be extended to all County locations.
- B. The ability to transfer a call directly to any County telephone at any location.
- C. The ability to forward calls (busy, no answer, all) to any other telephone in the County.
- D. The ability to program call coverage between locations
- E. The system will include the ability to permit trunks terminated at one site to be used by another site should traffic exceed the capacity at the originating site or should the service at one site be disabled.

5 SYSTEM FEATURES

The following features will be utilized with the new system.

5.1 System Features

- A. The system will provide direct dialing to all staff and specific departments.
- B. County staff will be able to distinguish calls for their department from calls to specific individuals.
- C. The system will provide automatic call routing software to permit use of multiple trunk groups for outgoing calls.
- D. The system will provide the ability to page multiple telephones.
- E. The system will be configured to require that a "9" be dialed from all phones for access to outside dial tone for calls going over the Public Switched Telephone Network (PSTN).
- F. Caller ID with Name (if provided by the carrier) will be provided on each call prior to answering the call. Caller ID will be passed with any call that is transferred; including calls processed an Automated Attendant.

- G. The caller ID for County telephones (the number people see when being called by County staff) will be flexible and programmable by station.
- H. Each telephone will be able to receive multiple calls. The telephones will permit the user to place a call on hold and place another call in order to procure information related to the initial call.
- I. The telephones will provide the means for call coverage positions and other selected telephones to observe if other staff are currently on the telephone (BLF-Busy Lamp Field).
- J. The system will provide programming to allow each telephone to have its own timer (number of rings) for the number of rings before a call will forward to voicemail or to another extension. Some positions will require more time to get to a call than others.
- K. The system will provide the means to easily take a call back should it have been transferred to a phone that does not answer.
- L. The system will include the ability to integrate a mobile telephone with a user's desk telephone (twinning). This would permit staff who are often away from their desk to receive calls from residents, contractors and/or other County staff on their mobile telephones.
- M. The system will have the capability to permit calls to be transferred to outside telephone numbers.
- N. The system will be capable of programming calls to a specific DID number to be forwarded to an outside number. The forwarding must be "immediate" such that the call does not ring the system prior to being forwarded to the outside number.
- O. The system will have the capability to program an incoming call to a specific DID number to ring all the telephones in the building (i.e. Fire Department) and appear on a dedicated key (other than the primary DN key) on all phones.
- P. The system will include an external "loud bell" in a ring group (Highway Department).
- Q. Five party conference calling initiated by a single extension
- R. Call Park will be used to permit someone to place a call on hold (in "orbit" or "call park") and allow it to be retrieved from any other telephone. The timer for parked calls to be recalled will be independent for the "on hold" recall timer.
- S. Directed Call Pick-up
- T. Group Call Pick-up
- U. The proposed systems will provide "Music on Hold" via a built-in .wav file or a .wav file provided by the County.
- V. "Day 1" modes will send calls to each building's answering position telephones or daytime automated attendant. "Day 2 mode" will send calls to each building's answering position telephones or after-hours automated attendant.
- W. Callers reaching an automated attendant greeting will be able to dial an extension, access a dial by name directory or leave a message in a department voice mailbox.
- X. The system support support calling party name display for external and internal site-to-site calls. Caller ID to be displayed for all incoming calls (including new (second or third) call when off-hook on another call).
- Y. Outgoing caller ID programming must permit the following on a station-by-station basis:
 - a. Send DID number
 - b. Send the main number or Department number
 - c. Send DID number for "911" calls.
- Z. Music-On-Hold: The system will permit the County to easily upload audio files (.wav) directly into the system for use as music/message on hold and for recorded greetings to be used with Automated Attendant call trees and informational mailboxes.

5.2 Voicemail and Unified Messaging

The County requires an integrated voicemail system capable of supporting traditional voice messaging functions and unified messaging with Microsoft Outlook. Unified messaging is understood to be the combination of voice messages and email messages accessed through a common interface. At a minimum the new system requirements are:

- A. The voice processing system must provide a minimum of 12 ports at installation, and the expandable capacity of the voice mail system should be at least 20 ports and 256 hours of message storage. The system must support the ability for calls to Queue for available Ports should call demand exceed the capacity of the system.
- B. For the proposed system must include licenses for 286 mailboxes and 16 Automated Attendants. 74 of the 286 mailboxes will be for those who do not have a telephone. Unified messaging is required for the 74 mailbox only users and for 150 of the remaining mailboxes.
- C. The voice messaging system will be fully integrated with telephone system(s) at all locations (i.e. message waiting notification by Message Waiting lamp and transfer from the voice mail system to another telephone system extension). The system will permit callers to enter "0" to access a live operator and/or another extension particular to their location or default to the operator if the caller does not make an entry
- D. Unified messaging will provide delivery of voice mail messages to the users' email. The system will provide integration such that the commands in email (listen, save, delete, etc.) will be communicated to the voice mail system to eliminate managing 2 systems for each message.
- E. The system will provide automatic programming of Holiday greetings and easy to use programming to change greetings should a special circumstance (closures due to weather) require it.
- F. A Web portal should be provided for users for access to voicemail messages.
- G. The system will provide separate message waiting notification for a "Department" voice mailbox and a "Personal" mailbox on a single telephone instrument. Describe how the proposed system would provide this.
- H. The voice processing system will be programmed with some automated attendants having multiple "V" trees where callers can access information by selecting from menu items through several levels.
- I. A separate DID number ("back-door") will be established for 24-hour access to automated attendant and voicemail without having to speak to a person.
- J. Night modes (activated by a key on a telephone(s) and by an internal system timer) will be established to direct all incoming calls to the Automated Attendant. Because the hours of operation of each facility are different, it will be required that each building will enable the night greeting according to their individual schedule.

5.3 Life Safety

- A. E 911: Boone County will use West (formerly Intrado) "Locator ID" software or an equivalent in conjunction with its SIP service. The new system will support ANI identification to the appropriate PSAP (Public Safety Access Point) serving the County.
- B. The system will provide on-site alert indicating which telephone dialed 911. The alert will include the extension number and associated name of the telephone from which the 911 call was placed.

- C. The system will provide a button to be programmed so that, being activated, it will automatically alert selected telephones that immediate attention is required in the room from which the call originated.

6 TELEPHONE INSTRUMENTS

6.1 Telephone Instrument Types

The new system will support the following telephone instruments. All will include a 1 Gbps internal data switch.

- (254) Mitel 6920
- (37) Mitel 6930
- (4) Mitel UC360
- (6) Mitel Mobile Applications for Android or Apple

The existing Mitel 5330 and 5320 telephones at City Hall and Fire Station will be reused with the new system.

Long handset and mounting cords are required to be provided. Assume approximately 20% of sets will require these.

7 SYSTEM MANAGEMENT

The County expects to be capable to perform routine telephone and voice mail system changes utilizing in-house staff. System management software must be included.

8 IMPLEMENTATION

8.1 Installation Requirements

Boone County will provide sufficient PoE data switch ports to support all the new telephone instruments.

Boone County will require new Category 6 cabling to be installed to the following locations

<u>Building</u>	<u>Location</u>	<u>Current ext.</u>
Court House	County Evidence STG	8867
Court House	State Attorney Conference Room	1494
Jail	Jail Left Control	5773
Public Safety	Arms Room	5762
Public Safety	CIRT	5743
Public Safety	Conference Room	5124
Public Safety	Crime Stoppers	8980
Public Safety	EOC	8989
Public Safety	EOC	8990
Public Safety	EOC	8991
Public Safety	EOC	8992
Public Safety	EOC	8595
Public Safety	EOC	6880
Public Safety	EOC	6750
Public Safety	EOC	6730
Public Safety	EOC	1935
Public Safety	EOC	1938
Public Safety	EOC	1943
Public Safety	EOC Ceiling Phone	6667
Public Safety	EOC Ceiling Phone	6668
Public Safety	EOC Ceiling Phone	6675
Public Safety	EOC Ceiling Phone	6677
Public Safety	EOC Ceiling Phone	6678
Public Safety	EOC Ceiling Phone	6679
Public Safety	EOC Ceiling Phone	6684
Public Safety	EOC Ceiling Phone	6658
Public Safety	Garage	8938
Public Safety	Jail Kitchen	1495
Public Safety	Main Entrance	8594
Public Safety	Morgue	6034
Public Safety	Open Lunch room	6878
Public Safety	Public Phone	8596

The vendor will be required to provide project management utilizing PMP (Project Management Professional) standards. The vendor is required to perform all the tasks necessary to implement a VoIP telephone system solution including the following steps:

- A. Ensure that all voice system components are installed and configured according to current manufacturer standards.
- B. Ensure that all routers and switches are installed and configured according to current manufacturer standards.
- C. Coordinate and test all system components' functionality.
- D. Install and test any third party applications provided by the vendor.
- E. Allow County IT staff to accompany and observe vendor staff as deemed appropriate by the County. The intent of this requirement is to familiarize County IT staff with the overall design, components, programming, operation and administration of the new system.
- F. The new telephone system must be installed to serve users on the County's data network. As part of the project the County requires that the vendor perform a technical assessment, prior to installation, to confirm that the hardware and software provided in the proposal is sufficient to support the desired applications.
- G. All installations must be performed in accordance with applicable building, safety, and FCC certification codes and regulations as well as all items mentioned in the general conditions section of this report.
- H. The County requires the vendor to provide certified technical staff that has experience with integrated VOIP and Data network design and implementation. The vendor's certified technical staff must have experience with the equipment proposed and will personally work with the County and its data consultants to ensure its data network meets the requirements for the VoIP system.
- I. Full documentation and diagrams of the new design will be required
- J. The vendor will provide certified engineer(s) to install the network hardware at the County locations. Installation includes the following:
 - a. Install hardware modules as needed (modular chassis only).
 - b. Configure necessary parameters for protocols being used as agreed to by the County. The County will supply existing IP addressing schemes and Server naming convention.
 - c. Make room on all County provided rack(s) or on appropriate surface(s) that the new equipment will be mounted in or on, e.g. POE Switches, Gateway Routers, Servers, etc.
 - d. Mount all equipment and make necessary connections to the County's networks.
 - e. Conduct all tests necessary to verify the network meets the manufacturer's standards.
 - f. Implementation by Vendor includes installation and programming of all telephone system components and UPSs.
 - g. Mount all system components in racks (existing if sufficient space is available or vendor provided).
 - h. Mount new network hardware (e.g. Gateway Routers, Servers, etc.) in appropriate rack(s)
 - i. Connect telephone system components to the network hardware.
 - j. Connect PSTN services to Gateway Routers.
 - k. Configure the new telephone system as determined and documented by your company's Project Coordinator and approved by the County.
 - l. Connect telephone instruments to network and verify functionality.
 - m. Mount phones on wall (where applicable).
 - n. Perform final testing of all telephone systems and equipment.
 - o. Verify that the manufacturer's latest software releases and patches are installed on the new system.

- K. The data required to program the new telephone system will be developed jointly between the County and the Vendor.
- L. The Vendor will provide a qualified project manager to meet with the County. The purpose of the meeting is to describe the operation of the new telephone system and the information required to program the telephone system.
- M. The County will provide information required to attach other external devices to the system such as external paging systems.
- N. The Vendor will provide a format (Excel spreadsheet) that will permit entry of information into an appropriate field.
- O. The Vendor will meet with the County at the end of the data gathering process to review the information and finalize the system programming.
- P. The Vendor will perform all the programming necessary to accommodate the County's telephone system requirements. These requirements include, but are not limited to, the following:
 - a. User Names
 - b. Extension Number
 - c. DID number
 - d. DID department number
 - e. Telephone Type
 - f. Class Restriction
 - g. Call Pick-Up Groups
 - h. Page groups
 - i. Which telephones get voicemail?
 - j. Voicemail "0" out target extensions for individual mailboxes
 - k. Line Appearances
 - l. Trunking information such as backup POTS trunks at each facility
 - m. Outgoing caller ID for 911 calls and for ordinary outgoing calling
 - n. Which main incoming numbers ring to what location?
 - o. How many incoming line appearances are needed per main incoming number?
 - p. Identify which telephones are to be designated as the Main Answering Position(s) for each facility
 - q. Any additional POTS Number Porting information
 - r. Calls answered by Automated Attendant
 - s. If Automated Attendant what are the menu choices?
 - t. MOH (Music on Hold)
- Q. The County will use SIP circuits installed at the Public Safety Building and the Logan Administration Campus. The Vendor will be responsible for extending, if necessary, and connecting the analog business lines (POTS) to the new voice gateways at the other specified sites. The vendor is required to participate in an on-site "test" of these circuits prior to the system cutover.
- R. The Vendor will install all VoIP handsets, telephones and analog devices. The Vendor will also be present and assist the County with the installation of five (5) of any desktop applications that are included as part of the proposed system (i.e. Unified Messaging).
- S. The successful vendor must not disrupt normal business operations unless agreed to by the County.
- T. The complete system must be installed, staged, and tested 1 week prior to cutover to ensure seamless implementation.
- U. Cutover of the new system is defined as the time scheduled to move the County's existing DID numbers to the SIP service to the new system. Cutover to the new system will take place during one day. Cutover will be conducted during normal business hours. The schedule will be developed at the County's direction. The Vendor must have qualified technicians on site at the designated cutovers. The installation shall disrupt the County's routine as little as possible. The installation personnel will adhere to the County's policies at all times. These policies will be communicated to the successful vendor at the time of contract signing. The installation personnel shall keep all equipment secure and will not block any essential passages. If a particular area needs to be closed, the County must be notified 48 hours in advance to allow for proper

preparation. Any major interruption of service other than an individual station being without telephone service must be coordinated 48 hours in advance with Boone County.

- V. The vendor will be responsible for removing and properly disposing all the old telephone system equipment and handsets. The cost to do so and any value associated with the equipment must be included in the proposed system price.
- W. All wall surfaces that are worked on will be properly covered, plastered or prepared for painting before the County will accept project completion.
- X. Vendor will submit the following items prior to system acceptance:
 - a. One (1) complete set of reproducible "as-installed" drawings
 - b. One (1) set of technical manuals
 - c. A current spare parts list
 - d. As built and most current database data dictionary
 - e. One (1) inventory list showing system trunk numbers, and Telco circuit number. All system components must be labeled. The County must approve the labeling system in advance.
 - f. Written documentation of all administrative "privileges" (level of administrative access and passwords) necessary for proper functionality
- Y. Installation of the system must be completed within 120 days after County Board approval. Please complete a project installation milestone chart.
- Z. Vendor will manage the project, providing the following status updates to the County after installation begins:
 - a. Weekly conference calls
 - b. Project implementation plan progress including milestones, responsible parties, and expected completion
 - c. Up-to-date decision log

8.2 Training

Attendant, station user, system, and maintenance training is an important aspect of the requirements for the proposed telephone system. County station users in the various departments will utilize different standard features. Station user training will be conducted using live telephones at sites established jointly between Boone County and the vendor. The successful vendor will establish individualized training sessions on a department basis to insure system utilization.

- A. County staff will be trained the day(s) prior to "cutover". Scheduled classes will be provided with live telephones (minimum 8 telephones) and certified trainer at the Public Safety Building (one day) and the Logan Administration Campus (1 day) and City Hall (1/2 day).
- B. The Vendor will provide onsite system administration training for three (3) County employees. Completion of the training will permit County staff to complete station programming, traffic studies, moves, adds, changes, and updates to the automated attendant. Please provide a list of the functions the training will permit County staff to complete.
- C. Administrative training will include providing the County with the ability to understand and utilize the traffic management usage and reporting systems provided by your system.
- D. Instruction materials (instruction manuals, manufacturer user guides, custom instruction guides, etc.) will be provided in sufficient quantity for all users with 20% extra for replacement and new hire purposes. If Web-based information is available, provide the address so that the County can review this information.

- E. Follow up onsite training for the County will be provided three weeks after cutover. A minimum 1 1/2 day of training will be allotted for this purpose.
- F. Indicate the material available to the County to keep them informed of new product services, and equipment that may be beneficial to their operation.

8.3 Inspection and Acceptance

Prior to acceptance of the new system, the contractor, with the assistance of the County, will conduct an acceptance test to validate that the system meets the contract specifications and that all components specified in the successful contractor's proposal have been installed. At a minimum, the following tests will be conducted.

- A. Public Network connectivity (outside dial tone and the ability to place an outside call)
- B. 911 calls to verify the PSAP receives the proper ANI and ALI information for each site
- C. DID calls to each department telephone number and selected individual stations
- D. Receipt of Caller ID and Caller ID-Name on first and subsequent calls to selected stations
- E. Calls to Automated Attendant call processors to verify proper routing of calls after each menu selection has been entered
- F. Verify proper "0" destinations from selected voice mailboxes
- G. Resiliency/Redundancy Tests including:
 - a. Disconnecting SIP circuits from the system
 - b. Disconnecting the WAN connection at each site
 - c. Disabling a single call processor if redundant or survivable processors are deployed
- H. Contractor shall, without charge, replace any material or correct any workmanship found by the County not to conform to the contract requirements. If the Vendor does not promptly replace rejected material or workmanship, the County may by contract or otherwise, replace such material or correct such workmanship and charge the cost thereof to the contractor.
- I. Any additional tests deemed necessary, and communicated in writing, by the County to demonstrate the functionality of the system

8.4 As-Built Documentation

Upon completion of system testing, the Proposer will submit one (1) complete copy of the System Documentation. System Documentation shall include a spreadsheet (Excel format and editable by County after handover) with the following station information.

- A. Room/Department
- B. Extension number
- C. Jack number
- D. Telephone model
- E. Data switch port
- F. Telephone handset key layout
- G. Summary (narrative) of call processing for each department
- H. Telephone company service connected to the system including circuit and telephone numbers
- I. The documentation shall be the property of the County.
- J. All system components must be labeled. The County must approve the labeling system in advance.

9 SERVICE AND MAINTENANCE

9.1 Remote Access

- A. The system must provide secure remote access for system administration and monitoring. Describe the means by which this access is secured. If a VPN connection will be used, the County may require two-factor authentication for access.
- B. The proposed system must be accessible remotely by your service center for diagnostic routines, minor system alarms, major system failures, and minor program changes. Dispatch and contact procedures must be established as part of the implementation process.
- C. Establishing County access of the system must be provided as part of the proposed system installation.

9.2 Service Requirements

- A. A two-hour maximum response time by the Vendor is required for a major outage or total system failure. A major outage is defined as:
 - a. System unable to process calls.
 - b. 10% or more of administrative stations or trunks out of service.
 - c. A next business day maximum on site response time for normal type maintenance calls is required.
- B. The configuration of the system must be backed up on a regular (after any MAC work and twice per year minimum) basis.
- C. Please state if the system can be included in the County's routine backup procedures (to SAN). If it cannot, the system must include a back-up system for data and disaster recovery purposes.
- D. The Vendor must be willing to take responsibility for diagnosing equipment problems and notifying the telephone company should the trouble be determined to exist in the LEC facilities. The Vendor must be responsible for any service charge billed to the County for service by the telephone company if it is determined that the trouble is in the interconnect equipment.
- E. A warranty period of one year from the date of the go live date will be provided as part of the purchase cost.
- F. The vendor or manufacturer must make a maintenance contract available for the proposed system. State the number of years that such a guarantee will be made. Maintenance must include both "break-fix" and manufacturer software patches and upgrades. The cost for maintenance **including system software upgrades and patches including installation of the same** must be provided on the Price Sheet-Maintenance provided on Page 30.
- G. Describe the process by which the proposed system is upgraded with additional software enhancements or a new software package. Indicate the following:
 - a. Associated cost (work to be completed "after hours").
 - b. The amount of time required to complete a typical software upgrade and if the system would be unavailable during the process.
 - c. List the history of hardware changes required for upgrades of same system proposed. If so, please describe what hardware had to be replaced and the cost to do so.

10 SYSTEM PRICING

10.1 Price Sheet - System Acquisition

Component	Equipment Price	Project Management, Installation, Configuration, & Training	One Year Warranty
Base Telephone System (including handsets)	\$ _____	\$ _____	\$ _____
Shipping	\$ _____		
Performance Bond	\$ _____		
Total	\$ _____	\$ _____	\$ _____
Total System Price	\$ _____		
Optional Pricing			
Wireless LAN	\$ _____	\$ _____	\$ _____
Survivable Call Processor at the Highway Department	\$ _____	\$ _____	\$ _____

10.2 CREDITS

List any credits for reuse of any existing system components (i.e. existing Mitel Controlers) that could be substituted or that would be available for use (existing licenses) with the new system. Reuse of any of the County's existing telephones will not be considered and, therefore should not be listed here.

<u>Existing System Component</u>	<u>Net Credit if Used</u>
Substitute NuPoint Voicemail for AVST	
Total	

10.3 System Price Sheet-Maintenance

Price must include full software upgrades (patch and full versions) plus installation of the same.

Post Warranty Maintenance	2nd Year	3rd Year	4th Year	5th Year
Base Telephone System	\$ _____	\$ _____	\$ _____	\$ _____
Wireless LAN	\$ _____	\$ _____	\$ _____	\$ _____
Survivable Call Processor at the Highway Department	\$ _____	\$ _____	\$ _____	\$ _____

10.4 Price Sheet – Lease Cost

60 Month Lease-Purchase (\$1 buyout)

System Price and Maintenance

\$ _____/Month

10.5 Itemized Unit Pricing - Additions and Deletions

Vendor must provide an addition and deletion price list showing installed cost of common hardware, telephone instruments, licenses, etc.

Additions to or deletions from proposed system configuration will be made in accordance with this list. If prices are different for changes made to the system prior to installation and/or cutover please list both pre- and post-installation/cutover prices.

REFERENCES

All bids must include three references. Each vendor must provide references from three (3) completed VoIP phone projects for a County(s) or other organizations for which you have provided comparable services. Local references are preferred. References should include company name, contact name, address, phone, fax and email address and contact information for the specific person who is knowledgeable about the Vendor's record and performance. References may be contacted for consultation and/or site visits at our discretion.

NAME _____
COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
PHONE/FAX _____
EMAIL _____

NAME _____
COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
PHONE/FAX _____
EMAIL _____

NAME _____
COMPANY _____
ADDRESS _____
CITY, STATE, ZIP _____
PHONE/FAX _____
EMAIL _____

VENDOR INFORMATION SHEET

Vendor: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

Print Name: _____

Title: _____

Email: _____

Submittal Checklist

Remember to submit the following items with your bid.

- Vendor narrative of proposed system design and scope of services
- Page 28 Price Sheet-System Acquisition
- Page 29 Credits
- Page 30 System Price Sheet-Maintenance
- Page 31 Lease Cost
- Page 32 Itemized Unit Pricing
- Page 33 References
- Page 34 Vendor Information Sheet completed
- Manufacturer System Support Letter
- Manufacturer Vendor Certification Letter
- Other supporting documentation

APPENDIX A

Customer : Boone County
[Change customer](#)

Description : Boone County Courthouse (0000002ba4)
[Update](#) >>

Application Type : MiVoice Business

Application Role : Production mode system

Services (incl SWA) : [Some services have expired](#)

Purchased Products :

- 1 x 3300 ICP: Gateway S/W 64 Devices.
- 56 x 3300 ICP: 1 User License
- 16 x 3300 ICP: 1 Device License
- 4 x 3300 ICP: 1 Mailbox license
- 1 x 3300 ICP: 1 Digital Link License
- 1 x 3300 ICP: Advanced Voicemail
- 1 x 3300 ICP: 1 Sip User License
- 24 x 3300 ICP: 1 IP Phone License
- 40 x 3300 ICP: 1 Hotdesk Device License
- 1 x 3300 ICP: Gateway S/W Upgrade to 200 Devices.

	Option	Value
	Enterprise System	Enabled
Options Summary :	MiVoice Business Digital Link Licenses	1 (MAX = 16)
	MiVoice Business Mailbox Licenses	4 (MAX = 750)
	MiVoice Business Users	121

Software Version :

Software	Version
3300 ICP / MCD	MiVB 7.1

Customer : Boone County
[Change customer](#)

Description : Boone County Highway (0000002ba204)
[Update](#) >>

Application Type : MiVoice Business
Application Role : Production mode system
Services (incl SWA) : [Some services have expired](#)

Purchased Products : 1 x 3300 ICP: Gateway S/W 64 Devices.
16 x 3300 ICP: 1 Mailbox license
1 x 3300 ICP: 1 IP Phone License

	Option	Value
Options Summary :	MiVoice Business IP Device Licenses	1 (MAX = 64)
	MiVoice Business IP Networking	Enabled
	MiVoice Business Mailbox Licenses	16 (MAX = 750)
	MiVoice Business Users	1

Software Version :

Software	Version
3300 ICP / MCD	3300 ICP 8.0 ▼

Customer : Boone County
[Change customer](#)

Description :
 

Application Type : Mitel NuPoint Unified Messenger

Application Role : Production mode system

Services (incl SWA) : [Some services have expired](#)

1 x NuPoint Messenger: Base Software Kit (v11.x)

9 x NP: 5 sessions of web view.

Purchased Products : 1 x NuPoint Messenger: IP Integration (max 4 connections)

1 x NuPoint Messenger: Record-A-Call

1 x NuPoint Messenger: 8 port uplift to 9-64 ports

Option	Value
[018] NuPoint Config SMDI	Enabled
[019] NuPoint Config MWI	Enabled
[022] NuPoint Reception	Enabled
[042] NuPoint Enhanced I-Band	Enabled
[047] NuPoint Unified TCP/IP	Enabled
[052] NuPoint View	Enabled
[054] NuPoint Admin GUI, Call Director	Enabled
[083] NuPoint Redundancy	Enabled
[105] NuPoint CLID	Enabled
[122] NuPoint Admin	Enabled
[123] NuPoint Admin Server	Enabled
[131] NuPoint Lan Backup	Enabled
[132] NuPoint UM-SMTP	Enabled
[133] NuPoint MWI Starter Kit	Enabled
[140] NuPoint Record a Call	Enabled
[141] NuPoint IP Integration	Enabled
[250] NuPoint FPSA	Enabled
[301] NuPoint Storage Hours	960 (MAX = 10000)
[306] NuPoint Port Enable	16
[308] NuPoint Max Hour Lock	960

	[309] NuPoint Port Lock	120
	[310] NuPoint UM Webview Sessions	50 (MAX = 50)
	[315] NuPoint Language Options	3 (MAX = 9)
Options Summary :	[320] NuPoint Call Director Personal	50
	[325] NuPoint IP Integration Tally	1 (MAX = 4)
	[501] NuPoint American English	Enabled
	[502] NuPoint Korean	Enabled
	[503] NuPoint Japanese	Enabled
	[504] NuPoint German	Enabled
	[505] NuPoint Mandarin	Enabled
	[506] NuPoint Cantonese	Enabled
	[508] NuPoint Numeric Full	Enabled
	[509] NuPoint Australian	Enabled
	[510] NuPoint Canadian French	Enabled
	[511] NuPoint Mexican Spanish	Enabled
	[512] NuPoint New Zealand	Enabled
	[513] NuPoint Brazil Portuguese	Enabled
	[514] NuPoint British English	Enabled
	[516] NuPoint Latin Spanish	Enabled
	[520] NuPoint French (EURO)	Enabled
	[601] NuPoint Numeric Overlay	Enabled
	[602] NuPoint Agent - American English	Enabled
	[603] NuPoint Agent - British English	Enabled
	[604] NuPoint Agent - Canadian French	Enabled
	[800] NuPoint Dutch	Enabled
	[801] NuPoint Italian	Enabled
	[804] NuPoint Russian	Enabled
	[805] NuPoint Romanian	Enabled

MSL version : 10.1

Software Version :

Software	Version
NuPoint Messenger	NuPoint Unified Messenger v7.0

Hardware Id : Set

City of Belvidere
 401 Whitney BLVD
 Belvidere IL

Contract 22545
 Date 1-28-2015

Equipped PRI 6 C.O. Lines / 3 -24 Button Phones / 22- 8 Button Phones /25 mailboxes

Part No.	Description	Qty
MiVoice Business - Core Hardware and Software		
50005160	T1/E1 Combo MMC II	1
50006093	3300 CX II CONTROLLER	1
50006266	3300 CX(i) II Controller SATA SSD	1
54004971	MiVoice Business Standalone S/W for 3300	1
	1 x 54000303 MiVoice Business License - Digital Link	
	1 x 54000860 (AMC)3300 ADVANCED VOICEMAIL OPTION	
	1 x 54001490 MiVoice Business Tenanting	
	1 x 54002949 MiVoice Business Remote Management	
	16 x 54004976 MiVoice Bus License - Standard User	
MiVoice Business - Solution Licenses		
54000297	MCD Mailbox license	25
Desktop Devices - IP Phones and Accessories		
50006191	5320 IP Phone	22
50006476	5330E IP PHONE	3
51016170	LIVE CONTENT SUITE (5320/30/40/60)	1
User Licenses		
54004976	MiVoice Bus License - Standard User	9
Software Assurance and Support		
54005195	Std S/W Assur MiVoice Bus Base Usersx16	1
54005197	Std S/W Assur MiVoice Business User	9
	Labor	22