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From: Pierce County Information Technology

Date: March 10, 2010

To: All Prospective Vendors

Subject: Request for Information for Voicemail Replacement

Pierce County Information Technology invites your company to submit information as to your experience and capabilities in replacing an existing legacy voicemail system with a more comprehensive system or systems. The information submitted by your company may be used by Pierce County to develop specifications for a Request for Proposal. Implementation is planned to be in 2011 .

Your company may be asked to present to a core team based on your response. All costs associated with any type of presentation, including travel, lodging and meals will be borne by the presenter(s). Please see the attached documents for more information relating to the existing Pierce County telephony and data environment and questions about your company's products and / or services. Please submit one original and one PDF of your responses to the questions to the address below. Include PDF documentation for administration and end users. Please respond with your ideas and information no later than **4:30 PM March 26, 2010**. If you chose not to respond, please communicate that as well.

Pierce County
Information Technology
930 Tacoma Ave. S Room 753
Tacoma, WA 98402

Attention: Daniel K. Tchobanoff
253-798-7492
dtchoba@co.pierce.wa.us

Thank you,

Daniel K. Tchobanoff
Pierce County Information Technology
IT Operations Voice Services

REQUEST FOR INFORMATION

PIERCE COUNTY INFORMATION TECHNOLOGY DEPARTMENT

RESPONSES MUST BE RECEIVED BY 4:30 P.M. March 26, 2010

General Information

Pierce County Government of Washington State currently uses a central Octel 350 voice messaging system to serve approximately 4000 PBX customers across 51 sites. The current system provides 92 simultaneous talk paths and approximately 500 hours of message storage. Our present voice services are provided by Avaya/Nortel Succession 1000M PBX's on Release 5.5. The Voice Services network is TDM and mostly separate from the Pierce County IP data network. Voice Services has some functioning components on the IP data network for services and management. The hub site is also SIP enabled. Pierce County staff and outside agencies that are not on the Pierce County IP network, all use the existing Octel 350 and the Avaya/Nortel voice network. Outside agencies that are not on the Pierce County IP network use independent access control and email services.

The County uses Microsoft Exchange 2007 for enterprise e-mail. Our Microsoft Exchange 2007 topology is centralized into 1 CCR Microsoft cluster.

Scope of Project

Pierce County Government of Washington State requests information to replace the legacy voice messaging system with a product or service that will exceed existing services and provide integration with County-standard Exchange/Outlook email. The replacement system is intended facilitate the transition to future voice technologies.

The project scope is subject to modification. Pierce County makes no guarantee that all or part of this project will be performed.

Pierce County needs to budget for 2011 for a Voice mail replacement system but a solution will not be chosen until a later RFP process is completed in a later phase. It would be helpful for your response to include some general pricing information that would help us budget for 2011.

Contacts

Questions about the project or RFI must be directed in e-mail form prior to the proposal deadline **to all of the following:**

Cathy Blattner Email: cblattn@co.pierce.wa.us

Dan Tchobanoff Email: dtchoba@co.pierce.wa.us

Questions for vendors with voice messaging products and / or hosted services

1. System Architecture

- 1.1 Describe the system architecture.
- 1.2 Do you offer a hosted solution?
- 1.3 What operating system does the system run on?
- 1.4 Is it certified for VMware?
- 1.5 Is the system based on open standards or is it closed / proprietary?
- 1.6 Are the servers included as part of the system; or purchased separately by the customer? If provided with the system, do you use standard servers from major manufacturers or your own hardware?
- 1.7 What storage options does the system support? Unified/single storage or separate stores for voicemail and email?
- 1.8 Does the system have native support for Avaya/Nortel Succession 1000M Release 5.5? How many total integrations are possible?
- 1.9 Can the system simultaneously integrate with the Avaya/Nortel Succession 1000M and other IP or SIP based telephony system(s)?
- 1.10 Describe how your system operates in a SIP/VOIP environment.
- 1.11 Does the system integrate with Active Directory?
- 1.12 How many ports and users can be supported per server? How does the system scale?
- 1.13 What is the licensing structure?
- 1.14 How do you backup and restore the system? Are the system and message store backed up together or separately?
- 1.15 Does the solution provide support for SAN interfaces?
- 1.16 Is the system fully redundant for high availability, including voice and data network interfaces (without administrator intervention)?
- 1.17 Can the redundancy be physically diverse (clustered with devices in geographically separate locations)?
- 1.18 How are messages handled if there is an IP network outage or the Exchange 2007 server is down or inaccessible?
- 1.19 What types of system tools are available to show alarms, port status, network traffic, busy periods, etc.?

- 1.20 What type of interfaces and protocols are supported (Existing Nortel digital TDM, Ethernet, SNMP, Contact Closure, etc)?
- 1.21 Will the system integrate with our existing Octel 350 (allowing messaging between the systems), or does it require a forklift transition?
- 1.22 Describe how the system integrates with Avaya/Nortel Contact Center 7.0 (whether dedicated or virtual) and Microsoft Exchange 2007 (and 2010).

2. Security

- 2.1 Describe the security architecture for this system, including how information which is considered sensitive or confidential is protected.
- 2.2 What measures and capabilities are in place to support legal and regulatory requirements like HIPAA, and Homeland Security?
- 2.3 What are the capabilities to ensure that all activity in the system is searchable for investigation? Describe search usage security features.
- 2.4 Describe the activity log detail of every interaction between the end-user and the system?

3. Support

- 3.1 Describe your recommended hardware and software support structure for the proposed Voicemail Replacement solution. Support for all hardware and software components must be available 24x7 to provide a highly reliable service (99.999% availability). Any redundant components or services needed for reliability should be highlighted as part of the description. If support is supplied by multiple sources, describe the recommended level of support for each source to achieve highly reliable service. Describe typical delivery and installation expectations for failed hardware components. Describe typical service notification, response, and resolution processes.
- 3.2 What would be the typical service support functions, knowledge and skills supplied by Pierce County staff?
- 3.3 If your organization would be supplying services to install or support the proposed solution, what would be the services? What experience, certifications, training does your organization have related to the services?
- 3.4 What training is recommended for administrators, end-users, support staff? Describe training sources and delivery (onsite/live, offsite/live, video conference, video only, hard-copy, electronic, other?).
- 3.5 Describe types of warranty(s) offered with the proposed Voicemail solution.

4. System Features

- 4.1 Does the system offer the Aria TUI? What alternate TUIs supported/included/extra?
- 4.2 Will mailbox profiles, greetings, and messages migrate from the existing Octel to the new system? If so, how?
- 4.3 Can the existing Octel 350 Auto Attendant applications be imported to the new system? If so, how?
- 4.4 Are all system features supported for PC clients?
- 4.5 Can different levels of system administration access be set? Please list.
- 4.6 What database management system (DBMS) is used by the system (Microsoft SQL, Sybase, Oracle, Proprietary)?
- 4.7 What type of report package is available? What reports are pre-defined? Reports such as mailbox usage, last logon/security, auto attendant statistics, uninitialized mailboxes, mailbox numbers available, class of service, attendant schedules, port utilization, port status, custom reporting.
- 4.8 Does the system support multiple languages? If yes, is it system wide, or controlled at the mailbox level?
- 4.9 Can the system translate English text content to multiple languages for voice content in auto attendant or listen-only mailboxes?
- 4.10 Are broadcast messages to all users and specific groups supported? Is message notification available for broadcast messages? What is the system impact of turning on all the message lights at the same time?
- 4.11 Are the following mailbox types (or equivalent) available: auto attendant/menu; announcement; extension (separate message mailboxes on a shared extension), transfer; forms/survey (question and answer), time of day and spell-by-name? What other types?
- 4.12 Are multiple greetings allowed? If yes, how many and what type?
- 4.13 Is there a web interface for end-users to manage mailbox features and options? If yes, what type of authentication is used?
- 4.14 Can any type of message (voice, fax, email) be retrieved from any type of device (smart-phone, desk phone, soft phone, PC, PDA, web)?
- 4.15 Does the system allow access and integration to Outlook 2007 calendars and contact lists?
- 4.16 Can the system provide a personal assistant (PA) function with speech recognition to allow verbal interaction with the Outlook 2007 calendar, for example? What other PA functions can the system provide?

- 4.17 Can the system present the voice message to an end user with speech-to-text as an email in Outlook 2007?
- 4.18 Does the system require client applications, Outlook 2007 plug-ins/extensions, or any other software to be installed individually for each user?
- 4.19 Does the system support inbound fax to an end-user's Exchange mailbox?
- 4.20 Does the system support text-to-speech? If yes, is it included or an optional feature?
- 4.21 Does the system have a find me/follow me feature?
- 4.22 Can the system offer both a voicemail reply and an immediate callback to the person who left the voice message?
- 4.23 Can the system maintain control of a call that hunts to another phone device such that every voice message would get stored in a single repository rather than a cell phone provider, for example?
- 4.24 Describe how the system would work with other agencies that are on the existing telephone network, but not on the same IP data network and may have different authentication and a different email system.
- 4.25 Can the system capture both the name and 10-digit number of calls coming in to the enterprise via PRI / SIP trunking?
- 4.26 Does the system support IVR? If so, what programming languages can be used to build it?
- 4.27 Can the system broadcast a message to all end-users **and** light their message waiting lights?
- 4.28 List and briefly explain other features that are unique to the system.

5. References

- 5.1 Please provide three references of enterprises that have a similar environment as Pierce County. If possible, list customers that have converted from an Octel 350.