

Item #	Featureset Question	Response
1.0	<u>Basic Phone/End-User Functionality</u>	
1.A	Can the system offer a combination of softphones and phone consoles?	
1.B	Does the system offer both a softphone and console option for system attendants/receptionists?	
1.C	Do phones have the option for user-configured customizable feature buttons?	
1.D	Can all phones reach the receptionist by pressing "0"?	
1.E	Do all phone consoles and softphones have speed-dial capabilities?	
1.F	Do all phones have the ability to perform alternate routing/redirect?	
1.G	Do phones have the ability to provide automatic call back?	
1.H	Do phones have a button that can send calls to voicemail directly?	
1.I	Do phones offer a call forward capability to external numbers?	
1.J	Do all phones provide an easy way to visually or audibly tell which calls are internal or external?	
1.K	Can users set custom ring tones for chosen callers/numbers/groups?	
1.L	Do phones have a call park feature?	
1.M	Do phones have a visual way to express Call Waiting?	
1.N	Does call waiting show caller ID info?	
1.O	Do all phones have true duplex audio speakerphone without any audio loss for either side?	
1.P	Do phones have the ability to program Custom Call Routing (CCR)?	
1.Q	Does each user have a voicemail box with remote access and the ability to fast forward/interval skip message playback?	
1.R	Do users have the ability to change the number of rings before the call moves to its next route (voicemail, transfer, etc)?	
1.S	Can all phones perform extension dialing between remote locations on the network?	
1.T	Do all phones provide the Find Me/Follow Me feature?	
1.U	Do phones allow for group call pickup?	
1.V	Do most phones allow for multiple lines?	
1.W	Can users access their extension from any phone in the building or remote locations on the network?	
1.X	Can the system utilize and port all existing phone numbers?	
1.Y	Can users block calls from undesired numbers/callers?	
1.Z	Do you support PoE for phones?	
1.Aa	Can mobile softphone applications work without being tied to an IP address?	
1.Bb	Softphone client on laptop shall not require a registration tied to a specific client IP address	
1.Cc	Is each office and remote phone on the network reachable by a Three-digit extension?	
1.Dd	Do phone users have the ability to call camp?	
1.Ee	Can standard users and attendants choose to utilize headsets for hands free operation?	
1.Ff	Do phones offer a visual way to notice when a dialed extension is unavailable (due the person being on the phone)?	
1.Gg	Can internal callers choose to dial direct to another user's mailbox (no ring at ext)?	
1.Hh	Do phones have the ability for the user to browse recent call history?	
1.Ii	Do phones offer a button for last number redial?	
1.Jj	Do phones have mute, volume control, and hold features?	
1.Kk	Can users perform "hot desking" at any phone on the network?	

2.0	<u>Logging/Reporting</u>	
2.A	Does the system come standard with a SMDR (Station Message Detailed Report)	
2.B	Does the system have a way to perform call recording?	
2.C	Can the system report on activity by queue or extension?	
2.D	Does the system come standard with a way to log call source and destination plus time/date/duration	
2.E	Does the system log and have the ability to report on individual agent availability (when part of a ring or call group) per day, week, month, custom	
2.F	Does the system have a way to track all incoming and outgoing calls along any transfer paths or re-directs throughout the duration of the call?	
2.G	Are all reports exportable to .CSV or Excel format?	
2.H	Is call logging/reporting a standard feature?	
2.I	Is there any additional hardware or software needed for call logging/reporting?	
2.J	Does the system have a way of tracking missed or dropped calls to queues? (Ex: Caller hung up due to excessive wait times)	
2.K	Does the system come with basic monitoring and reporting?	
2.L	Does the system allow for company tailored/ad-hoc monitoring and reporting queries as a standard feature?	
2.M	Does the system have basic alarms and notifications for configurable events?	
2.N	What is the maximum retention time for stored logs and reports?	
2.O	Does the system provide system-wide traffic reports with summaries of all activity on a daily/weekly/monthly/annual/custom timeframe basis?	
2.P	Does the system have a "phone-home" feature that alerts vendor support team of critical or imminently critical failures?	
2.Q	Does the system provide real-time traffic monitoring by administrators?	
3.0	<u>VoiceMail</u>	
3.A	Does Voice Mail come standard with the system?	
3.B	When a caller hits voicemail, can the system provide an option to jump to a directory listing by name or department?	
3.C	Can users change voicemail settings from an external line?	
3.D	Can callers always jump to an Operator/Attendant by pressing "0" at any time?	
3.E	Does the system have "Message-Only" mailboxes (Virtual mailboxes) that are not tied to any specific phone line?	
3.F	Can administrators set up deleted message retrieval and set retention limits by # of messages, length of time passed, and data sizes?	
3.G	Does the system allow for voicemail forwarding?	
3.H	Does the voicemail system automatically record caller-id info, including number, any recognized name, time, date, and duration?	
3.I	Does the system allow for conversion of voicemails to text/email and vice versa?	
3.J	Are users required to enter a password to access voicemail boxes?	
3.K	Does the system provide administrators and users any warning messages that limits are close to being reached?	
3.L	Does the system allow a user to transfer a call directly to another extension's voicemail box?	
3.M	How many greetings does each standard user get per extension?	
3.N	Does the system allow users to get help instructions through an in-phone display?	
3.O	Can users save voicemails as .wav files (or similar audio) to be easily saved or emailed to external sources?	
3.P	Do users have the ability to mark messages as "Important", "Urgent" or other labels?	
3.Q	Can users transfer voicemails to other extensions with a verbal preface by the user?	
3.R	Does the system allow for users to set up text/email alerts on cell phones when a voicemail is received?	
3.S	Does the system provide the ability to configure voicemail message notification groups?	
3.T	Does the phone console and softphone screen have a "Message Waiting" lamp?	

4.0	<u>Conferencing</u>	
4.A	Is conference calling a standard feature?	
4.B	Can the system perform conference bridging for internal and external callers?	
4.C	What is the maximum amount of callers able to be part of a conference call?	
4.D	What is the maximum simultaneous amount of conference calls that comes standard with the system?	
4.E	Do you offer the ability for PMLP employees to self-schedule a conference bridge and set a PIN in advance of conference call.	
4.F	Do conference bridges offer the option of toll-free or long distance numbers for participants?	
4.G	Does the system allow for hopping onto a local conference via extensions vs. full phone number?	
4.H	Does the system allow for web conferencing and bridging to share PC screens with audio through either PC or phone?	
4.I	Does the system allow for conference calls to be recorded?	
4.J	Does the system provide the ability to perform video conferencing without any proprietary equipment needed by outside participants?	
4.K	Do all conference room phones have true duplex audio without any audio loss for either side?	
5.0	<u>Attendant</u>	
5.A	Does your system allow for an Auto Attendant/Night/ After Hours Service?	
5.B	Does your system offer a user-friendly physical attendant console for servicing incoming calls to the company?	
5.C	Does your system offer a user-friendly soft-phone attendant console for servicing incoming calls to the company?	
5.D	Does your system allow for paging through the phone system, specifically through the phone speakers?	
5.E	Does your system display call presence information for all GUI based user phone consoles?	
5.F	Does your system offer a set of programmable buttons which are customizable on a per extension basis?	
5.G	Does your system offer a set of programmable buttons which are customizable on a global basis by the system administrator?	
5.H	Does your system have the ability for multiple "night" modes to handle after-hours calls?	
5.I	Does your system have the ability to record and save calls as .wav (or similar audio) files?	
5.J	Does your system have an option to dial by name or to lookup an employee's extension?	
5.K	Does your system have the ability to provide nested message options and play different types of announcements?	
5.L	Does the system allow for pre-programmed recordings to play at designated times of day, or days per week?	
5.M	Can administrators override the daily message(s) in the event of an emergency/disaster to make announcements with critical information?	
6.0	<u>Scalability</u>	
6.A	Do you have the ability to upgrade any hardware point (server, router, switch, etc.) without needing downtime?	
6.B	Do you provide Internet traffic encryption as a standard feature?	
6.C	Does your system have the ability to integrate with BYOD concepts for iPhones and Android Phones?	
6.D	Does your system have the ability to have extensions at "home" offices using the Internet as the path between?	
6.E	Does your system have the ability to add additional lines/users without need for downtime?	
6.F	Does your system have the ability to perform routine maintenance and updates without downtime?	
6.G	Does your system have the ability to perform major maintenance, repairs, or firmware updates without downtime?	
6.H	Should PMLP decided at a future date to have a hosted version of this on-premises solution, do you offer that sort of DR service?	
6.I	Can the system support future upgrade to include an integrated IVR?	

7.0	<u>Back Office</u>	
7.A	Is Caller-ID functionality included or an add-on?	
7.B	Does your system allow unified communication as a standard feature or an add-on?	
7.C	Does the system have the ability to Integrate with leading smart phones & tablets?	
7.D	Can smart phones use an included app that allows calls made from cell phone to appear as a calls from desk phone?	
7.E	Is there an available extension look-up/directory for internal staff, accessible by any caller (internal or external)?	
7.F	Does the system provide integration to Microsoft Active Directory and Outlook?	
7.G	Are users able to login/logout via both the physical phone set and GUI/softphone?	
7.H	Do you provide the capability to call either 911 or 9+911 to reach emergency services?	
7.I	Does the system have the ability to provide music or prerecorded messages through the VOIP system?	
7.J	Does the system have the ability to interject pre-recorded messages into music streams at specified time intervals?	
7.K	Does the system provide the ability to park a call to an extension and then to connect back to the parked call extension?	
7.L	Does the system allow users to set "do not disturb" and route calls to voicemail?	
7.M	Does the system allow the ability to manually direct an incoming call to voicemail on an as-desired basis?	
7.N	Does the system provide the ability to forward current calls to another extension and/or to an external number?	
7.O	Does the system provide the ability to place current calls on hold, connect to another extension, and then forward the on-hold call?	
7.P	Does the system allow users to set their own "out-of-office" voicemail greeting along with specified start/end date for each greeting?	
7.Q	Does the system allow users to program a different greeting for internal and external callers?	
7.R	Does the system allow for use of the Single-Sign-On (SSO) passwords for accessing all user-based devices, consoles and portals?	
7.S	Does the system provide the ability for self password resets by users?	
7.T	Does the system allow for a live attendant during business hours, then an automated attendant during off-hours/holidays/other occasions?	
7.U	Does the system provide multiple incoming call options including: Round-robin, Ring Groups, Call Centers, and emergency groups?	
7.V	When a customer dials into a call center, does the system provide a message to giving the caller an estimated wait time?	
7.W	Does the system have the ability to support E911 to identify the location of 911 callers from any/all locations (local or remote) on the network?	
7.X	Does the system have the ability to notify designated PMLP staff any time 911 is dialed?	
7.Y	Do you provide periodic testing of E911 services to ensure proper functionality?	
7.Z	Can administrators set up automatic call distribution (ACD) Groups?	
7.Aa	Does the system allow various levels of calling privileges and classes of service (Ex: Local calls, long distance, international calls, etc)?	
7.Bb	Does the system come standard with customizable hunt groups?	
7.Cc	Can the system be modified by administrators to perform time-of-day scheduling and restrictions?	
7.Dd	Does the system offer call coaching?	
7.Ee	Does the system provide the ability for a website "click-to-call" applet which will dial our main line?	
8.0	<u>Admin/System</u>	
8.A	Is there a GUI management interface for system administrators?	
8.B	Can the System Administrator manage all sites, local and remote, from one central interface?	
8.C	Are there different levels of administator access? If so, how many levels?	
8.D	Can the system administration interface be accessed by the administrator over the LAN?	
8.E	Does the proposed solution provide an easy way to backup system configuration data?	
8.F	Can Administrators adjust voicemail storage sizes and lengths of time? On a system-wide basis? On a per user basis?	

9.0	<u>Networking</u>	
9.A	Is Direct Inward Dial (DID) supported for up to 100 lines?	
9.B	Is the system SIP Client Capable	
9.C	Is the system PRI Client Capable	
9.D	Ability to use a combination of SIP and PRI circuits/trunks as failover	
9.E	Can the system support connectivity to remote sites via PMLP owned private fiber?	
9.F	Can the system support connectivity to remote sites via MPLS or equivalent phone vendor lines?	
9.G	Can the system support connectivity to remote sites via both PMLP owned private fiber and other MPLS (or equivalent) phone vendor lines?	
9.H	Will the proposed system give the appearance of one large system (vs. many separate systems) to the internal and external callers?	
9.I	Will the system provide the ability to access and utilize voicemail features among all users independent of the user's location?	
9.J	Will the system provide the ability to transfer calls transparently to any location on or outside PMLP's network?	
9.K	Does the system require any additional equipment (not in your proposal) in order to function fully? If so, please provide a full summary.	
9.L	Does your architecture support redundancy (Zero single points of failure) throughout entire system up to building demarc/PSTN ?	
9.M	Does your system employ fault tolerance, including disaster recovery/disaster avoidance should a trunk or PRI service stop functioning?	
9.N	Does the system provide for a voice over VPN connection?	
10.0	<u>Reliability/Availability</u>	
10.A	What percent uptime does your system tout?	
10.B	Is your system fully redundant? No single points of failure?	
10.C	Does your system have a provision to keep basic telephone services should the network fail?	
10.D	Do you support dialing 911 without the need to dial a 9 first (or similar number to gain an outside line)	
10.E	Do you support full E911 capabilities for geographic locations not at the main site?	
10.F	Unless an emergency situation occurs, can all maintenance and system upgrades be performed during non-working hours?	
10.G	Should PMLP wish to build out an off-site DR cabinet, would replication to that site require additional licensing and support? If so, describe.	
11.0	<u>Legacy Support</u>	
11.A	Fax/eFax Management/Fax to email	
11.B	Ability to utilize Credit Card transaction machines on the VoIP system securely and with full PCI compliance	
11.C	Ability to choose to integrate, keep separate, or choose a combination of both for Faxing and CC Transactions	
11.D	Integrate fully with existing physical building paging system/speakers	
11.E	Ability to incorporate existing building "doorbell" with 2-way audio	
11.F	Ability to transfer or forward existing calls, or even incoming calls to legacy POTS line phones	
11.G	Ability to map system directory to include automated request to ring at legacy POTS lines	
11.H	Ability to tie into existing PRI circuit for daily use as one-half of redundancy, where a SIP trunk is the other half.	

12.0	<u>Install/Training</u>	
12.A	Provide hands-on training to end user groups/roles including switchboard operator	
12.B	Provide hands-on training to end PMLP system administration team	
12.C	Review and adjust training with PMLP project manager prior to delivering training	
12.D	Will you provide a Statement of Work and master project schedule including responsibilities matrix for vendor and PMLP support staff?	
12.E	Will conversion/implementation require service down-time?	
12.F	If down-time is required for implementation, would vendor be able to perform the work off-hours? (Bus Hours = M-F 8:30AM - 4:30PM)	
12.G	If conversion/implementation can not be performed during off-hours, how long should we expect services to be down during conversion?	
12.H	Will you provide a network and systems diagram of all integrated components?	
12.I	Will you provide documentation on all back-office components as well as all end points?	
12.J	Will you include or attach a picture of each type of proposed phone along with a user's guide.	
12.K	How many days (total) lead time do you need to gather information, provision equipment, and schedule professional services for cutover?	
12.L	Will you offer training prior to install, as well as user training post-install?	
12.M	Do you have a separate "implementation support" team to help out post-install (vs. normal technical support team)	
12.N	Will your Project Manager play an active role in working with PSTN vendors to ensure proper integration?	
12.O	In areas where there is only one network drop, will in-phone switches be installed to inter-connect the phone and PC?	
12.P	Will you provide Acceptance Testing baselines to ensure PMLP sign-off prior to ending the Install/Configuration process?	
13.0	<u>Support/Licensing</u>	
13.A	Will you have a single Project Manager to work with PMLP throughout configuration/implementation/training/post-implementation support?	
13.B	Will you include a complete maintenance/warranty agreement, including all options available for coverage and full pricing details?	
13.C	During warranty period and subsequent maintenance agreements, are any/all malfunctioning components repaired/replaced at no cost to PMLP?	
13.D	Will system maintenance during the warranty period and under any maintenance agreements be performed at no additional cost to PMLP?	
13.E	Will all first level of response be immediate phone support with PMLP?	
13.F	Provide the availability of and typical support-life of spare parts for critical hardware and software.	
13.G	Will you provide subsequent annual, three-year, and 5-year support services contract costs and details in this proposal?	
13.H	Does your company have a 24x7x365 help desk?	
13.I	Describe software licensing model for all components and modules of VOIP solution.	
13.J	Do you have 24x7x2 SLA available?	
13.K	Do you have 24x7x4 SLA available?	
13.L	Do you have 8x5x2 SLA available?	
13.M	Do you have 8x5x4 SLA available?	
13.N	Do you have 8x5xNDB SLA available?	
13.O	What is the process for increasing or decreasing licensing count? Are there any restrictions or limitations?	
13.P	Describe remote monitoring and services that can be performed by service provider.	

14.0	<u>Other/Miscellaneous</u>
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14.A	Do phones and system have the ability to incorporate multiple languages for interface/commands? If so, which?
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