## 2.8 Listing of Functional Requirements

## (Form to be Completed and Returned with Proposals)

Listing of Functional Requirements Groups: Proposals shall address the following functional and technical requirements in all four categories: Specific Departmental (Administrative & Customer Service), Group, Voicemail, and Per Extension. The proposed system must meet or exceed each criterion. Respondents must complete Attachment, “Ability to provide Functional Requirements” checklist document.

**Respondents will place a check in a Yes, No, or Alternative box. All proposed Alternatives must be explained with an attached brief description of the Alternative solution, including a reference to the specific feature number (i.e., A1, A2, etc.). If an alternative box is checked for a functional requirement, and no description of the alternative is included, it will be deemed non-responsive and considered a “no” response to the associated functional requirement.**

## LRTA is requesting the following features for the following departments.

## Administrative

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **YES** | **NO** | **ALTERNATIVE**  **(attach brief description)** |
| **A1** | Standard Phone with Wired Headset with up to 3 Lines |  |  |  |
| **A2** | Volume Control |  |  |  |
| **A3** | Speed Dial |  |  |  |
| **A4** | Digital Directory with a Minimum Storage Capacity of 20 Contacts |  |  |  |
| **A5** | Caller ID |  |  |  |
| **A6** | LCD Readout |  |  |  |
| **A7** | Speaker Phone |  |  |  |
| **A8** | Flash Button |  |  |  |
| **A9** | International Call Capacity |  |  |  |
| **A10** | Programmable Ring |  |  |  |
| **A11** | Call Forwarding Internal and External |  |  |  |
| **A12** | Follow Me |  |  |  |

**Customer Service**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **YES** | **NO** | **ALTERNATIVE**  **(attach brief description)** |
| **C1** | Standard Phone with up to 3 Lines |  |  |  |
| **C2** | Blue Tooth Headsets |  |  |  |
| **C3** | Call Monitoring |  |  |  |
| **C4** | Queueing with the Ability to Track Calls in the Queue |  |  |  |
| **C5** | Volume Control |  |  |  |
| **C6** | Speed Dial |  |  |  |
| **C7** | Digital Directory with a Minimum Storage Capacity of 20 Contacts |  |  |  |
| **C8** | Caller ID |  |  |  |
| **C9** | LCD Readout |  |  |  |
| **C10** | Speaker Phone |  |  |  |
| **C11** | Flash Button |  |  |  |
| **C12** | Programmable Ring |  |  |  |
| **C13** | Internal System Call Forwarding |  |  |  |
| **C14** | External System Call Forwarding w/Speed Dial Feature |  |  |  |

**LRTA is requesting that the system have the following features. Groups**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **YES** | **NO** | **ALTERNATIVE**  **(attach brief description)** |
| **G1** | Integrated Staff Directory |  |  |  |
| **G2** | End-user interface for configuring devices |  |  |  |
| **G3** | Programmable auto-attendants |  |  |  |
| **G4** | IVR capabilities with auto-attendant |  |  |  |
| **G5** | Programmable Call Queue |  |  |  |
| **G6** | Conforms to FCC requirements for Enhanced 911 (explain process how you will meet these  expectations) |  |  |  |
| **G7** | Four-digit extension dialing |  |  |  |
| **G8** | Hunt Groups |  |  |  |
| **G9** | Ability to tag an extension for reporting/billing purposes |  |  |  |
| **G10** | Failover for extensions |  |  |  |
| **G11** | Announcement line |  |  |  |
| **G12** | 9-1-1 notification |  |  |  |
| **G13** | Ability to answer any extension within hunt group from one phone without all phones within hunt group ringing |  |  |  |
| **G14** | Reporting for call queues including; Number of incoming/outgoing Time to answer  Disposition of call (answered or forwarded) Extension handling call  Lost/abandoned calls  Hold times by extension |  |  |  |
| **G15** | Configurable day/night mode Hunt Groups |  |  |  |
| **G16** | Programmable call flow |  |  |  |
| **G17** | Always-on and On-demand call recording |  |  |  |
| **G18** | Ability to have electronic bill presentment broken down by extension and/or department,  billable charges by extension, hunt group or DID |  |  |  |
| **G19** | Capability to replace an extension with spare phone (explain process) |  |  |  |
| **G20** | Provide a wide range of phone types including but not limited to; Basic phone  Soft phone Multiline phones  Expansion ports for different locations (dispatch FT/PT, Shop, Customer Service, etc.) Wireless Phones  Blue Tooth capable phones (dispatch FT/PT, Shop, Customer Service, etc.) Conference phones |  |  |  |
| **G21** | Programmable hold music/message by (dispatch FT/PT, Shop, Customer Service, etc.), Hunt  Group, or extension |  |  |  |
| **G22** | Ability to block certain calls (e.g. 800’s, nuisance callers, etc.) |  |  |  |
| **G23** | Ability to page a hunt group or all extensions |  |  |  |
| **G24** | Incoming fax to email |  |  |  |
| **G25** | D2A device for modems and/or faxes |  |  |  |
| **G26** | Dedicated Hunt Group of 4 phones and lines for EOC/Emergency Call Center Functions to also include an 8-Port 10/100 Switch with 4-port PoE |  |  |  |

**LRTA is requesting that the voicemail system have the following features. Voice Mail**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **YES** | **NO** | **ALTERNATIVE**  **(attach brief description)** |
| **V1** | Time and Date of the call |  |  |  |
| **V2** | Extension or number of caller |  |  |  |
| **V3** | Message |  |  |  |
| **V4** | Save Message |  |  |  |
| **V5** | Delete Message |  |  |  |
| **V6** | Forward/Copy message to an extension |  |  |  |
| **V7** | Forward/Copy of message with annotation to extension |  |  |  |
| **V8** | Forward/Copy message to multiple extensions |  |  |  |
| **V9** | Email notification to recipient |  |  |  |
| **V10** | Voicemail forward/copy to email |  |  |  |
| **V11** | Remote voicemail retrieval (explain process) |  |  |  |

**LRTA is requesting that phone extensions have the following:**

**Features**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **YES** | **NO** | **ALTERNATIVE**  **(attach brief description)** |
| **F1** | Call Hold |  |  |  |
| **F2** | Do Not Disturb |  |  |  |
| **F3** | Call Pickup from Extension |  |  |  |
| **F4** | Call Pick up from Hunt Group |  |  |  |
| **F5** | Call Waiting |  |  |  |
| **F6** | Call Transfer |  |  |  |
| **F7** | Call Forward All |  |  |  |
| **F8** | Call Forward Busy |  |  |  |
| **F9** | Call Forward no answer |  |  |  |
| **F10** | Voicemail |  |  |  |
| **F11** | Distinctive Ring |  |  |  |
| **F12** | Unique four-digit extension |  |  |  |
| **F13** | Enhanced 911 address |  |  |  |
| **F14** | DID number and/or Hunt Group Number |  |  |  |
| **F15** | Extension monitoring by light/display |  |  |  |
| **F16** | Incoming message/voicemail display |  |  |  |
| **F17** | Autodial |  |  |  |
| **F18** | Caller ID |  |  |  |
| **F19** | Three Way calling |  |  |  |
| **F20** | Conference Calling (include maximum number of participants) |  |  |  |
| **F21** | Follow me |  |  |  |
| **F22** | Speed Dial |  |  |  |
| **F23** | Memory Buttons |  |  |  |
| **F24** | Redial |  |  |  |
| **F25** | Outlook Integration |  |  |  |
| **F26** | Password or other restriction for billable long distance (explain process) |  |  |  |
| **F27** | Forward call to extension, voicemail, etc. |  |  |  |
| **F28** | Different messages for no answer or busy/DID |  |  |  |