

City of Marshalltown

Telephone System

Request for Proposal

February 9, 2017

City of Marshalltown
REQUEST FOR PROPOSAL

FOR: Telephone System

Scope and Specifications of the Proposal

SCOPE: The City is seeking proposals from highly experienced and professional firms to provide, install and service a new premise or hosted City-wide telephone system (system). The City expects that the system and services will be installed beginning in April, 2017.

City of Marshalltown reserves the right to modify the Scope and Specifications as circumstances require, including but not limited to adding, changing, or deleting proposed locations.

PROPOSAL SUBMITTED BY:

(Company Name)

(Address)

(State/Zip Code)

(Typed Name of Person Submitting the Proposal)

(Phone #)

(Fax #)

(Date of Proposal Submission)

IMPORTANT DATES:

Registration	E&A will send out email notifications when addendums are posted to the City Website to all vendors who notify us of their intent to bid. Please send an email to Pat Daniels at pat.daniels@elert.com . Provide name of organization and the contact information of the person who is to be notified. Contact information must include an email address and primary phone number. Also, please inform us of your intent to participate in site visit.
Pre-Proposal WebEx Conference:	February 15, 2017 9:00 AM Local Time Dial in Number: 408-792-6300 Access Code: 627 692 646 Meeting password: phone1 Link: https://elert.webex.com/elert/j.php?MTID=mec2888b10d21cbc63ccee99b48c249c6
Site Visit and Walk Through	Send email to pat.daniels@elert.com by 12:00 PM February 15, 2017 to let us know if you intend to participate in the site visit and walk through. Also, please let us know how many people will be attending.
Date and Time of Walk Through	February 17, 2017 9:00 AM Local Time
Starting Location	City Hall 24 N Center Street Marshalltown, IA 50158
Last Day for Questions	February 21, 2017 12:00 PM Local Time
Last Addendum Issued:	February 23, 2017 12:00 PM Local Time
Proposal Due Date	February March 2, 2017 10:00 AM Local Time
Project Completion:	June, 2017

SEALED SUBMITTAL REQUIREMENTS: One original and three (3) paper copies, and one (1) electronic copy in PDF format on a CD or jump drive for a total of five (5) complete sets of the Proposal for a Telephone System shall be **SEALED** and submitted on or before 10:00 AM local time February 24th, 2017. Send proposals to the following address:

Deliver proposals to the following address:

<p>One original for time/date stamp, three (3) paper copies, and one electronic copy with original.</p>
<p>City Clerk's Office/VoIP 24 North Center Street Marshalltown, IA 50158</p>

Proposal is to be signed only by persons authorized to enter into a contract with City of Marshalltown.

RESPONDENT'S SIGNATURE

COMPANY NAME

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1 SUBMITTAL REQUIREMENTS AND PROPOSAL FORMAT

- 1.01 **Proposal Clarification Questions:** After reviewing all proposals received in response to this RFP, the City may develop a list of clarification questions to be addressed by the Respondent. The City or its agent shall send these questions to the Respondent for clarification. The Respondent shall provide a response within three (3) working days following the inquiry.
- 1.02 **Submittal Requirements:** Proposals shall be submitted by tab number as instructed below. The Respondent agrees and shall comply with all provisions and specifications as stated in this RFP unless otherwise stated in the Exceptions section of this RFP. Any additional cost or factors to meet a specification or requirement must be noted in the Exceptions section. Failure to respond to these requirements may result in the proposal being considered non-responsive.
1. Tab 1 – Minimum Criteria
 1. Cover letter – with overall price, any special conditions, and signature
 2. A brief profile of the firm, including the following:
 - a. A brief history of the business
 - b. Organizational structure of business
 3. The overall qualifications of the business to provide the services requested
 2. Tab 2 – Required Documents
 1. Proof of required insurance
 2. Certifications and/or letter from manufacturer(s) that the firm is an authorized installer and maintenance provider
 3. Five-year maintenance support guarantee from manufacturer and Respondent
 4. Addenda – Any addenda issued subsequent to the release of this solicitation must be signed and returned with the firm’s proposal. Failure to return signed addenda may be cause for the proposal to be considered non-responsive.
 3. Tab 3 – Executive Summary/Overview
 1. Written summary of the understanding of the scope of work to be performed
 2. Technical summary of the system proposed, including details about any “improvements” over and above the base request (for

example, resiliency/redundancy, system management, database consolidation, or larger number of ports)

4. Tab 4 – Main Body of Response (Sections 1-7) **(With original only)**
 5. Tab 5 – Network Drawings and Equipment Specifications
 6. Tab 6 – Unified Messaging Overview
 7. Tab 7 – Installation Methodology and Acceptance Testing
 8. Tab 8 – City Responsibilities
 9. Tab 9 – Respondent and Subcontractor Qualifications, Support Capabilities, and References
 10. Tab 10 – Project Team and Maintenance Team Resumes/Certifications
 11. Tab 11 – Exceptions and Clarifications
 12. Tab 12 – Proposal Cost and Bill of Materials
 13. Tab 13 – Sales Documents and Brochures
- B. **Exceptions to the RFP:** Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified in the Exceptions section, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the City, and a description of the advantage to be gained or disadvantages to be incurred by the City as a result of these exceptions.
- C. **Alternate Proposals:** Respondents who wish to submit an alternate premise-based proposal may do so. If more than one proposal is submitted, all must be complete and comply with the instructions set forth in this RFP.
- D. Respondent Contact/Questions about the RFP:
1. This RFP was a joint effort between Elert & Associates and City of Marshalltown. Respondent communications shall be limited to contacts defined herein. Failure to comply with this provision may result in disqualification or evaluation penalty.
 2. It shall be the Respondent's responsibility to learn all aspects of the RFP requirements. Should any details necessary for a clear and comprehensive understanding be omitted or any error appear in the RFP documents, or should the Respondent note facts or conditions that in any way conflict with the letter or spirit of the RFP documents, it shall be the responsibility of the Respondent to obtain clarifications before submitting a proposal.

3. Questions may be submitted up until the date and time shown under the important dates section of this RFP to: Pat Daniels at pat.daniels@elert.com.
- E. **Addenda:** It is incumbent upon each Respondent to carefully examine all specifications, terms, and conditions contained herein. Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information shall be made in writing, through the recipient named above. The City shall not be responsible for any oral representation(s) given by any employee, representative, or others. The issuance of a written addendum is the only official method by which interpretation, clarification, or additional information can be given. No addenda shall be issued later than five (5) business days prior to the date for receipt of proposals, except an addendum postponing or withdrawing the request for proposals. Respondents must acknowledge receipt of addenda in their proposals.
- F. **Request for Proposal:** It is the sole responsibility of the Respondent to ensure that they have received the entire Request for Proposal.
- G. **Performance Bond:** The successful Respondent shall furnish within ten (10) days of notification of award a Performance Bond in the amount of 100% of the proposed price, payable to City of Marshalltown as security for the faithful performance of the Contract. The bond shall be issued by an agency authorized to do business in the State of Iowa with a rating of "A" or higher, as listed in the A.M. Best & Company latest published rating. An attorney in fact who signs a Performance Bond must file with the bond a certified copy of his/her power of attorney to assign said bond.
- H. **Descriptive Material:** The City is not responsible for locating or securing any information that is not identified in the Respondent's proposal and reasonably available to the City. To ensure that sufficient information is available, Respondent must furnish as a part of the proposal all descriptive material necessary for the City to (1) determine whether the product offered meets the requirements of the RFP and (2) establish exactly what the Respondent proposes to furnish in terms of supplies, materials, and services.
- I. **Network Diagram:** Voice and Data Network diagrams shall be submitted with the RFP. The diagrams shall include the proposed system network, connections to the PSTN, location of equipment, migration path, etc.
- J. **Subcontractors:** If Respondent's organization will use subcontractors, they must be identified under the References tab of your response.
- K. **Request for Additional Information:** Prior to the final selection, Respondents may be required to submit additional information regarding the Respondent's qualifications and experience that the City may deem necessary to further evaluate the proposal's qualifications.

- L. **Proposal Award:** The RFP consists of a base proposal configuration that shall be accepted or rejected in its entirety and proposal options that the City may accept or reject individually without regard to the listing order of the option, but only as the City determines is in its best interest.
- M. **Right to Accept/Reject:** The City reserves the right to reject any or all proposals and waive any irregularities. The City also reserves the right to choose the proposal that is deemed in the best interest of the City based on any or all criteria, etc. In addition, the City reserves the right to negotiate any or all items and terms of proposal.
- N. **After Hours Cost:** The cutover shall take place after hours (at a time to be determined), and work shall occur over a weekend. These costs shall be included in the total price presented in the RFP response.
- O. **Denial of Reimbursement:** The City shall not reimburse Respondents for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.
- P. **Gratuity Prohibition:** Respondents shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of City of Marshalltown for the purpose of influencing consideration of this proposal.
- Q. **Right of Withdrawal:** A proposal may not be withdrawn before the expiration of one hundred and eighty (180) days from the proposal due date.
- R. **Rights to Submitted Material:**
 - 1. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by Respondents shall become the property of City of Marshalltown when received.
 - 2. The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected unless Respondent indicates information is proprietary or confidential. Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this Request for Proposal.
- S. **Selection Criteria:** Proposals shall be evaluated based on, but not limited to, the following criteria:

1. Cost	40%
2. Technology	25%
3. Respondent/Manufacturer	20%
4. Support	15%

- T. **Selection Committee:** Proposals may be evaluated by a Selection Committee. The Selection Committee may, at its option, request any or all Respondents to provide on-site demonstrations of the proposed system.
- U. **Submittal of Qualifications:** Respondents should submit experience and qualifications as described in the RFP. Additional information may be submitted as appropriate to further describe vendor and provide product capabilities.

2 TERMS AND CONDITIONS

- 2.01 **Contract:** Any award of a contract resulting from this RFP will be made only by written authorization from City of Marshalltown upon approval by the City of Marshalltown City Council. The contract between City of Marshalltown and the Contractor shall consist of (1) the Request for Proposal (RFP) and any amendments thereto and (2) the proposal submitted by the Contractor in response to the RFP. In the event of a conflict in language between these two documents, the provisions and requirements set forth and/or referenced in the RFP shall govern. The City also reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.
- 2.02 **Termination/Cancellation of Contract:** City of Marshalltown may cancel the contract at any time for breach of contractual obligation, convenience, or non-appropriation of funds by providing the Contractor with a written notice of such cancellation. Should the City exercise its right to cancel the contract for such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the Contractor.
- 2.03 **Compliance with Laws:** In connection with the furnishing of supplies or performance of work under the contract, the Contractor agrees to comply with the Fair Labor Standard Act, Equal Opportunity Employment Act, and all other applicable Federal and State laws, regulations, and executive orders to the extent that the same may be applicable, and further agrees to insert the foregoing provision in all subcontracts awarded hereunder.
- 2.04 **Incurred Expenses:** This RFP does not commit the City to award a contract, nor shall the City be responsible for any cost or expense that may be incurred by the Respondent in preparing and submitting the proposal called for in this RFP, or any cost or expense incurred by the Respondent prior to the execution of a contract agreement.
- 2.05 **Indemnification:** The Contractor agrees it shall defend, indemnify, and hold harmless the City, its officers, and its employees against any and all liability, loss, costs, damages, and expenses, including attorneys fees that the City, its officers, or its employees may hereafter sustain, incur, or be required to pay arising out of the negligent or intentional acts or omissions of the Contractor's officers or employees
- 2.06 Insurance
- A. The Contractor agrees, in order to protect itself and the City under the indemnity provision set forth above, to at all times during the term of this Contract have and keep in force insurance policies that meet the following limits:

1. A commercial general liability insurance policy in the amount of not less than \$500,000.00 for property damage sustained by any one person, \$500,000.00 for injury and/or damage to any one person, and \$1,500,000.00 for total injuries and/or damages arising from any one accident. The Contractor agrees to name the City as an additional insured on said policy.
 2. An automobile liability insurance policy, including non-owned and hired autos, in the minimum amount of \$500,000.00 for injury and/or damages to any one person, \$500,000.00 for property damage, and \$1,500,000.00 for total injuries and/or damages arising from any one accident. The Contractor agrees to name the City as an additional insured on said policy.
 3. Workers Compensation insurance in the statutory amounts.
 4. Certificates of insurance showing the coverage listed above shall be provided to the City prior to the effective date of this contract, and the City shall be named as an additional insured under the liability policy required above.
- 2.07 **Safety:** Respondent shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Respondent shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning OSHA and all applicable state labor laws, regulations, and standards. The Respondent shall indemnify and hold harmless the City from and against all liabilities, suits, damages, costs, and expenses (including attorney's fees and court costs) that may be imposed on the City because of the Respondent's, Subcontractor's, or supplier's failure to comply with the regulations.
- 2.08 **Ownership of Work Product(s):** Any work product, including but not limited to software programs, documentation, memoranda, correspondence, and/or files generated by the Contractor in the course of this work for the City is the sole property of the City. All work products must be surrendered to the City at the completion of the Contract. The Contractor shall prepare and maintain all records required by the City to substantiate the amount and types of services rendered and for other purposes. The City shall inform the Contractor of the need for and nature of all such records.
- 2.09 **Warranty of Integrated Telephone System:** In a contract resulting from this RFP, Contractor shall warrant that during the warranty period, all hardware, equipment, and licensed software (including third-party software installed or recommended by Contractor or its subcontractors) of the integrated telephone system solution shall perform at a minimum in all material aspects within the specifications and functional requirements defined by the Scope of Service/Work of the RFP. The foregoing representations and warranties shall

be in force as to each version or release of software, system, components, networks, and equipment.

- 2.10 **Independent Contractor:** Nothing contained in this agreement is intended or should be construed as creating the relationship of co-partners or joint ventures within the City. The Contractor shall remain an independent contractor, and all employees of the Contractor or its subcontractors shall remain the employees of the Contractor or subcontractor and shall not become the employees of the City. No tenure or any rights or benefits, including worker's compensation, unemployment insurance, medical care, sick leave, vacation leave, severance pay, or other benefits available to City employees shall accrue to the Contractor or employees of the Contractor performing services under this agreement.
- 2.11 **Nondiscrimination:** All Contractors agree that during the life of the contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status, disability, sexual orientation, age, religion, or status with regard to public assistance, and shall intend a similar provision in all subcontracts entered into for the performance thereof. All proposals shall be accompanied by a signed statement of this fact, with failure to sign reason for proposal rejection.
- 2.12 **Default and Cancellation:**
- A. If the Contractor fails to perform any of the provisions of this Request for Proposal or so fails to administer the work as to endanger the performance of the contract, this shall constitute default. Unless the Contractor's default is excused, the City may, upon written notice, immediately cancel this agreement in its entirety.
 - B. Back orders, failure to meet delivery requirements, or failures to meet specifications in the contract authorizes the ordering entity to cancel the contract, or any portion of it, purchase elsewhere, and charge the full increase in cost and administrative handling to the defaulting Contractor. In the event of default, the City reserves the right to pursue any other remedy available by law. A Contractor may be removed from the Contractors list, suspended, or debarred from receiving a contract for failure to comply with terms and conditions of the contract or for failure to pay the City for the cost incurred on the defaulted contract.
- 2.13 **Severability:** Every section, provision, or part of this agreement is declared severable from every other section, provision, or part thereof, to the extent that if any section, provision, or part of this agreement shall be held invalid by a court of competent jurisdiction, it shall not invalidate any other section, provision, or part thereof.
- 2.14 **Third-Party Products:** Contractor agrees to assign or pass through to the City or otherwise make available for the benefit of City, any manufacturer's or

supplier's warranties applicable to any third-party software, hardware, or equipment provided by Contractor or its subcontractors under a contract resulting from this RFP.

- 2.15 **Title to Software:** By submitting a proposal, the Respondent represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract shall violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.
- 2.16 **New Material:** Unless otherwise provided for in this specification, the Respondent represents and warrants that the goods, materials, supplies, or components offered to the City under this RFP solicitation are new, not used or reconditioned. It represents that they are not of such age or so deteriorated as to impair their usefulness or safety and that the goods, materials, supplies, or components offered are current production models of the respective manufacturer.
- 2.17 **Ownership of Intellectual Property:** All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of the City. Upon request, the Contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the City to evidence the City's sole ownership of specifically identified intellectual property created or developed in the performance of the contract. This excludes ownership of proprietary software belonging to the vendor, except software developed specifically for the City for which the City pays.
- 2.18 **Term of Software License:** Unless otherwise stated in the solicitation, the software license(s) identified in the pricing schedule shall be purchased on a perpetual basis and shall continue in perpetuity. The City reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as intent to terminate the license. All acquired license(s) shall be for use at City facilities, on any equipment, by any number of users, and for any purposes for which it is procured. The City further reserves the right to transfer all rights under the license to another government agency to which some or all of its functions are transferred.
- 2.19 **Return of Assets:** Except as otherwise provided in the Contract, or upon termination of the Contract, the Contractor shall return all City-owned assets, including but not limited to stored data and information.
- 2.20 **Excessive Downtime:** Equipment or software furnished under the contract shall be capable of continuous operation. Should any part of the equipment or software become inoperable for a period of more than four (4) hours, the

Contractor agrees to pro-rate maintenance charges to account for each full hour of inoperability beyond four (4) hours. The period of inoperability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than three (3) consecutive calendar days, the Contractor shall promptly replace the equipment or software at no charge upon request of the City. Such replacement shall be with new products during the warranty period and with new, or refurbished product(s) of comparable quality while under maintenance, and must be installed and operational within three (3) consecutive calendar days following the request for replacement.

2.21 **Proposal Acceptance/Rejection:** The City reserves the right to accept or reject any or all proposals received as a result of this RFP, or to negotiate separately with competing respondents, and to waive any informalities, defects, or irregularities in any proposal, or to accept the proposal or proposals that, in the judgment of the proper officials, are in the best interest of the City.

2.22 **Firearms:** No provider of services pursuant to this Contract, including but not limited to employees, agents, or subcontractors of the Contractor, shall carry or possess a firearm on City premises or while acting on behalf of City of Marshalltown pursuant to the terms of this agreement. Violation of this provision shall be considered a substantial breach of the Agreement and is grounds for immediate suspension or termination of this contract.

2.23 **Other Contract Terms:**

- A. Compliance with Laws/Standards
- B. General: The Contractor shall abide by all Federal, State, and local laws, statutes, ordinances, rules, and regulations now in effect or hereinafter adopted pertaining to this Contract or to the facilities, programs, and staff for which the Contractor is responsible.
- C. Licenses and Permits: The Contractor shall procure all licenses, permits, or other rights necessary for the fulfillment of its obligation under this Contract. The Contractor indemnifies, saves, and holds harmless the City and any agents, commissioners, officers, employees, or volunteer workers thereof from any and all claims, demands, actions, or causes of action of whatsoever nature or character arising out of, allegedly arising from, or related to the execution or performance of the services of the successful Respondent provided for herein.
- D. Force Majeure: Neither party shall be held responsible for delay or failure to perform when such delay or failure is due to any of the following, unless the act or occurrence could have been foreseen and reasonable action could have been taken to prevent the delay or failure: fire, flood, epidemic, strikes, wars, acts of God, unusually severe weather, acts of public authorities, or

delays or defaults caused by public carriers, provided the defaulting party gives notice as soon as possible to the other party of the inability to perform.

- E. Inability to Perform: Contractor shall make every reasonable effort to maintain staff, facilities, and equipment to deliver the services to be purchased by the City. The Contractor shall immediately notify the City in writing whenever it is unable to provide the agreed upon quality and quantity of services or reasonably believes it is going to be unable to provide this level of service. Upon such notification, the City shall determine whether such inability requires a modification or cancellation of this Contract.
- 2.24 In the event the City terminates the Contract for cause in whole or in part as provided above, the City may procure, upon such terms and in such manner as the City may deem appropriate, services similar to those so terminated, and the Contractor shall be liable to the City for any excess costs for such similar goods or services. The Contractor shall continue the performance of the Contract to the extent not terminated under the provisions for this section.
- 2.25 The rights and remedies of the City provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.
- 2.26 Payment Terms: Payment terms shall be event based and negotiated with the successful vendor prior to contract signing. The City shall issue no payment until they have verified the invoice. The City shall retain at least 10% of all authorized payments until acceptance of the work is authorized.
- 2.27 Software Licensing Agreements: Within the RFP response, Contractor agrees to provide copies of software licensing agreements for all proposed software applications and operating systems.

3 PROJECT SCOPE

- 3.01 The City is seeking proposals from highly experienced and professional firms to provide, install and service a new premise or hosted City-wide telephone system (system). The City expects that the system and services will be installed beginning in April 2017.

Upon completion of this project, the City shall have a system/service provider capable of providing the following.

- A. Equipment & Systems: All equipment and systems shall be new and currently manufactured
- B. Voice Platform: All locations shall be served by a single IP-based telephone system platform capable of providing feature transparency for all described City locations.
- C. Fault Tolerance: The system shall be redundant/resilient and shall be designed to ensure that internal and external traffic can be rerouted or reconnected in the event of a system or major component failure.
- D. Survivability: All IP telephones at the locations designated as survivable in the configuration section shall register with the local survivable gateway during an outage of the primary controller/server or if the WAN connection is lost, and shall have continued access to locally equipped trunks.
- E. System Management: The management systems shall provide a single point of access to the system for day-to-day administration, reporting, and telephone system maintenance
- F. Unified Messaging (UM): The UM system shall be centralized and provide service for all City locations. Proposal shall include a detailed explanation in section 9 on UM integration capabilities with the City's Zimbra email platform.
- G. Paging Through Telephone Speakers: The system shall support group paging through the speakers on the telephones. Page groups shall support a minimum of 20 telephones in a single group.
- H. Applications: The system shall optionally support a wide variety of applications, including presence, instant messaging, mobility, audio conference bridge, collaboration, PC desktop call control and video conferencing.
- I. Headsets: Telephones shall support Electronic Hook Switch Control compliant headsets or similar device to eliminate the need for handset lifters.
- J. Contractor: The solution shall be provided by an experienced Contractor who has extensive IP telephony, data networking, and unified communications

experience. The Contractor shall provide a turnkey system including but not limited to all hardware, software, installation, training, and support.

- K. Serviceability: All systems shall be easy to configure and maintain.
- 3.02 Existing Infrastructure
- A. Telephone System
 - 1. Panasonic
 - B. LAN/WAN
 - 1. LAN:
 - a. The City is in the process of replacing all LAN equipment with Managed Ubiquiti Switches
 - 2. WAN See Network Diagram provided in Appendix A
 - a. Mix of Fiber, Wireless and Microwave
 - C. Cable – Minimum CAT 5 at all City locations
 - D. E-mail Platform: Zimbra
 - E. Desktop Software
 - 1. Microsoft Windows 7
 - 2. Office 2007
 - F. Cell Phones/Smart Phones mix of iPhone and android
- 3.03 Any applications provided that require Windows server shall support server 2012-R2

4 CONTRACTOR, INSTALLATION, AND MAINTENANCE

4.01 Contractor

- A. For any items/systems/alternates accepted by the City and made part of the contract, the contractor shall provide a turnkey solution including but not limited to delivery, installation, configuration, database collection, database entry, testing, training, cutover, and post cutover support.
- B. Contractor and/or its subcontractors are fully authorized/certified to supply, upgrade, install, configure, provide warranty service, and troubleshoot/support the proposed equipment.
- C. The Contractor shall provide manufacturer trained and certified personnel who specialize in deployment of all items/systems/alternates accepted by the City.
- D. The personnel listed in the Respondent's proposal shall be the personnel assigned to this project. If changes are required, the Contractor shall gain written approval from the City's project manager prior to assignment of substitutes.

4.02 Project Manager

- A. The Contractor shall appoint a project manager who shall be the main point of contact regarding the project for the City. The project manager is responsible for the following:
 - 1. Developing a project schedule that identifies in detail the exact tasks and timelines that the City, Contractor, and PSTN providers must perform and/or be responsible for in order to accomplish the delivery, installation, and cutover of the system.
 - 2. Guaranteeing the work and performance of all employees and subcontractors who have been hired by the Contractor.
 - 3. Verifying closet locations with the City's project manager prior to installation.
 - 4. Completing and submitting all required documentation.
 - 5. Attending all project coordination and/or construction meetings as required by the City, plus chairing a weekly project status meeting throughout the duration of the project.
 - 6. Maintaining the project status meeting minutes and distributing them to all participants within two days following the meeting.

7. Informing the City of all unexpected conditions and problems that may result in delay or expense. The Contractor must report issues immediately upon discovery and must provide the City with the option(s) for resolving them.
 8. Scheduling and coordination of all cutovers and porting of telephone numbers with all PSTN service providers.
 9. Arranging for provided training and coordination of scheduling for all training classes.
- B. If the Contractor seeks to change the project manager during the course of the project, such change is subject to prior written approval from the City.
- C. The City reserves the right to request a new project manager during the course of the project if the project manager does not perform to the City's satisfaction.

4.03 Permission to Proceed

- A. Prior to ordering, furnishing, or installing any equipment, the Contractor shall obtain the City's written approval of equipment, locations, layout, and installation.
- B. The Contractor shall coordinate location of all equipment placements for each location prior to commencement of work.
- C. Contractor must obtain the City's permission before proceeding with any work necessitating cutting into or through any part of a building structure.
- D. Existing floors, walls, ceilings, or any structural piece shall not be drilled or cut without prior approval of the City.

4.04 Damage and Cleanup

- A. The Contractor shall be held responsible for and make payment on any damage caused from the delivery and/or installation of its work.
- B. The Contractor shall keep the premises clean from debris and rubbish. After each workday, the Contractor shall remove any rubbish or waste from the working area. If the City is required to clean up, the cost shall be charged back to the Contractor.

4.05 Ordering and Delivery

- A. The Contractor shall take responsibility for proper ordering, shipping charges, storage and delivery of all component parts. This includes any components to be ordered from any third-party companies. The Contractor shall be responsible for proper storage of delivered equipment.

- B. The Contractor shall inventory and unpack equipment from shipping material and organize equipment for deployment. This includes checking to ensure that all equipment is complete and fully functional. Contractor shall remove and dispose of all empty boxes and packaging.

4.06 Data Network

- A. The Contractor shall have as a part of its implementation team a data network resource capable of analyzing and implementing proper VLAN and Quality of Service configurations necessary to support advance real time voice and video applications across the City's data network. This person shall work with the City to develop a mutually agreeable design/scheme to ensure that all network devices are configured to support these applications.
- B. Currently, the City uses a mixture of static addressing and DHCP. The City shall work with the vendor to enable DHCP addressing for all telephony devices.
- C. The Contractor shall be responsible for the following:
 - 1. Work with City to understand its IP addressing scheme and to implement this scheme in the furnished devices, and ensure network visibility of those devices.
 - 2. Work with City to understand its VLAN scheme and to implement this scheme in the furnished system.
 - 3. Work with the City to develop SNMP configurations, community strings, and passwords for all devices and to implement these in the furnished system.
 - 4. Work with the City to implement security features as required by the Owner.
 - 5. Work with the City to ensure the proper QoS configurations are implemented to support all applications provided under this RFP.
 - 6. Learn and understand the City's device naming convention, and implement appropriate device names on all new devices.
 - 7. Label all equipment and cables as required by the Owner.
- D. Work shall be performed during normal hours of operation for the building where the work is taking place. Any deviations must be discussed with and approved by the City's Project Manager prior to work occurring.

4.07 Data Network Assessment

- A. The Contractor must provide a complete VoIP network assessment and make recommendations on any configuration changes needed to support the proposed system including the following:
 - 1. Traffic Emulation: The Contractor must deploy software at each of the City locations to be serviced by the VoIP telephone system that generates VoIP traffic. The test must be run for a minimum of 48 hours during the normal business week.
 - a. WAN: Emulate up to 30% of all remote telephone users traversing the WAN.
 - b. LAN: Emulate up to 30% of a building's telephone users traversing the building LAN.
 - 2. Report: Provide a written report that identifies any errors, including any latency and jitter issues, and provide recommended resolutions.

4.08 Equipment Installation

- A. Standards
 - 1. These standards shall govern the work
 - a. IEEE 802.3 (all letter suffixes)
 - b. ISO/IEC-11801 (all updates)
 - c. TIA/EIA 568A & 568B
 - d. TIA/EIA 569
 - e. ANSI TP-PMD
- B. The Contractor shall install hardware in a secure manner. Screws shall be tightened to a torque just sufficient to secure equipment without deforming washers beyond their original diameter.
- C. If there is insufficient space in any rack for installation of devices, Contractor must notify the City's Project Manager immediately and wait for a decision before proceeding with installation at that location.
- D. All rack-mount equipment shall be secured as recommended by the manufacturer with consideration to airflow, power, and patch cable connections.
- E. Contractor shall provide all hardware required to rack mount equipment including rails as required.

- F. Contractor shall neatly dress all power cables and secure with Velcro tie wraps between devices and PDUs, UPS systems, or wall power plugs.
- G. The Contractor shall use the City's cable management system where equipped to provide a neat and efficient means for routing and protecting fiber and copper cables and patch cords on telecommunication racks and enclosures.
- H. Provide additional system components typically and reasonably required to make the system operational even though not specifically indicated in appendices, or specifications, including but not limited to patch cables, connectors, connecting accessories, power supplies, power cords, rack mounting adapters and shelves, cover plates and related connector and termination hardware required by but not supplied with the equipment.
- I. Velcro straps shall be installed snugly without deforming cable insulation. Straps shall be spaced at uneven intervals not to exceed four feet.
- J. All cutovers shall take place outside of City's normal business hours of M-F 8-9 and weekends 8-5 to avoid any disruption of service.

4.09 Grounding

- A. Install Products in accordance with manufacturer's instructions. Mechanical connections shall be accessible for inspection and checking. No insulation shall be installed over mechanical ground connections. Ground connection surfaces shall be cleaned and all connections shall be made so that it is impossible to move them.

4.10 Patch Cords & Cables

- A. Provide and install all patch cables with appropriate connectors to interconnect all systems provided under this contract. This is inclusive of any required crossover cables or special stacking cables, both copper and fiber.
- B. The finished installations must be tidy and the cabling well supported. No plastic tie wraps may be used. Hook and loop type material (e.g., Velcro) ties may be used to bundle cables. Patch cables may not be twisted, bent or otherwise deformed beyond standard allowable bend radius.
- C. The Contractor shall use the City's cable management system where equipped to provide a neat and efficient means for routing and protecting fiber and copper cables and patch cords on telecommunication racks and enclosures.

4.11 Labeling

- A. The Contractor shall be responsible to label all cables and equipment components installed as part of this project. In doing so, make the labeling of each component:
 - 1. Unique, to prevent it from being confused with other similar components; and
 - 2. Legible and permanent enough to last the life of the component. Handwritten labels are not permitted.

4.12 Removal of Existing Systems

- A. The Contractor shall be responsible for the collection, removal and disposal of all existing voice, equipment not incorporated into the new system, including but not limited to items listed below.
 - 1. All existing telephone and voice mail components except hard drives and other hardware that may contain proprietary data/information.
 - 2. Unused MDF and IDF cross-connects
 - 3. Telephones
 - 4. Old Patch cables
- B. The Contractor shall remove all hard drives from all voice and voice mail equipment prior to disposal and deliver them to the City's project manager.

4.13 System Design Reviews & Database Collection

- A. Client quantities included in this RFP are estimates. The Contractor shall be required to perform station surveys to verify quantities. Any increases in components prior to acceptance shall be at pre-cutover costs, and deletions shall not be charged restocking fees.
- B. As these specifications are put together with no specific equipment or respondent in mind, the Contractor shall include in the installation cost one informational presentation to the City's management. The purpose of the meeting is to provide the City with an overview of the system capabilities and establish standards for how the system is to be installed.
- C. The Contractor's project manager shall inform the City Project Manager of decisions that they need to make regarding the items/systems/alternates being installed. The City's project manager shall set standards and determine which decisions are available for the departments to make. Any decisions or requests at the department level that either increase cost or are outside of the City standards shall need the written approval of the City's project manager.

- D. The Contractor's Customer Service personnel shall hold departmental meetings with each department across all City locations to determine telephone type and physical location, features and applications assignments, auto attendants, call routing, restrictions, etc., on a per department and user basis. The City shall assist with scheduling, but the Contractor is responsible for collecting any and all information required to install and cutover all systems.

4.14 Security

When deploying any product, software, or application associated with this RFP, the Contractor shall harden the resulting system(s). Hardening includes the following actions:

- A. Determining the purpose of the system and minimum software and hardware requirements
- B. Documenting the minimum hardware, software, and services to be included on the system
- C. Installing the minimum hardware, software, and services necessary to meet the requirements using a documented installation procedure
- D. Installing necessary patches
- E. Installing the most secure and up-to-date versions of applications
- F. Configuring privilege and access controls by first denying all, then granting back the minimum necessary to each user
- G. Configuring security settings as appropriate, enabling allowed activity and disallowing other activity
- H. Enabling logging sufficient for the City IT staff to determine equipment faults or configuration problems in the telephony equipment
- I. Archiving the configuration and checksums in secure storage prior to system deployment
- J. Testing the system to ensure a secure configuration
- K. Using secure replication procedures for additional, identically configured systems, making configuration changes on a case-by-case basis
- L. Changing all default passwords
- M. Test the resulting systems to include but not limited to penetration test on all external facing systems and IP addresses.
- N. Document all test results and provide to City.

4.15 Database Entry

- A. The Contractor shall provide all system programming and database entry, including but not limited to stations and station features, voice mail boxes, auto attendants, trunks, least cost routing, networking, and integrated connections to the voice mail system, system management, contact center, and data network to provide a fully operational turnkey system.

4.16 Telephone, FXS, & Trunk Placement and Connections

- A. The Contractor shall provide and complete all required cross-connects or patch cord connections between the telephone system equipment and the telephones at the telco dmarc, main equipment room (MER), and all telecommunication room (TR) locations, including all required connections between the data switch and VoIP telephones.
- B. Contractor shall tone, test, and identify all cable and make all required cross-connects needed to extend PRI and analog trunks, fax, modem, or telephone services between the telephone system and the dmarc or end device.
- C. The Contractor is responsible for placing, testing, and labeling all phones. Every phone, fax, and fxs line shall be tested to ensure it can make and receive calls at the assigned number and the assigned features and PSTN connections function properly when placed.

4.17 PC Desktop & Mobile Client Software Distribution

- A. The Contractor shall install the first five clients for all application software purchased as a result of this RFP on the City's standard and virtual PC's, and Mobile devices.
- B. The Contractor provide training and a procedures manual with the step by step procedures for the installation of all client software to the City IT department.

4.18 Interconnection and Coordination with Local Telephone Utility

- A. The local exchange carrier and/or alternate carrier shall provide PRI, analog, and SIP trunks. The Contractor shall provide complete coordination with the local telephone utility regarding connection of trunks and SIP services to the telephone system.

4.19 Documentation

- A. When installation is complete, the Contractor shall furnish the City a complete set of project documentation in electronic format as follows.

1. All naming standards/schema to be used in documentation must comply with existing City standards and be pre-approved by the City's Project Manager
2. Acceptable documentation formats include Microsoft Word, Microsoft Excel, and Microsoft Visio
3. Logical diagrams for the voice and data products provided, installed, and connected to the network
4. Static IP numbers assigned to all voice and data equipment, noted both on diagrams and on a separate table/spreadsheet
5. Additional Voice Documentation
 - a. Standard templates for all telephones provided
 - b. Numbering plan design for each location
 - c. Least cost call routing schemes
 - d. Class of restriction tables
 - e. Class of service tables
 - f. Route and trunk configuration tables
 - g. Contact center call flow diagram
 - h. Dial Number Identification Service (DNIS) assignment
 - i. Diagram of all auto attendants/self-service trees/menu services
6. Additional Data Network Documentation
 - a. The uplink and Gigabit ports within the switch configurations must be labeled (in the switch IOS) and this information must be printed out.
 - b. SNMP configurations, community strings, and passwords for all devices.
 - c. Complete configuration files for all switch types shall be provided on hard copy and electronic copy.
 - d. VLAN documentation must be included, showing configuration as completed, including VLAN names, ports included, and descriptions of the VLANs' function, usage, and interoperability across the LAN and MAN.
 - e. Uptime results (as noted in Testing sub-section) for the first 30 days.
 - f. Description of warranty and servicing procedures for all components.
 - g. Technical data sheets/cut sheets for all equipment provided.

- B. The Contractor shall supply one complete set of hardware and software documentation/manuals in electronic format for all systems and applications provided.

4.20 Training Requirements

- A. All costs for training shall be included in the proposals.
- B. Telephone and Voice Mail End User: The Contractor shall conduct on-site, hands-on user training sessions for all users, limited to a maximum of 12 people in any one session. Training shall be provided at multiple City locations which are yet to be defined.
- C. Optional Applications End User: The Contractor shall conduct webinar training sessions and record them for future access on the utilization of all optional application purchased by the City as a result of this RFP. The minimum number of sessions for each application are as follows:
 - 1. UC desktop (2) one half hour sessions
 - 2. UC Mobility (2) one half hour sessions
 - 3. Conference collaboration (2) one half hour sessions
 - 4. Hoteling include with telephone and voicemail training
- D. Telephone System Management: The Contractor shall provide a minimum of sixteen (16) hours of training for at least (4) four system administrators on the use of the management tools for the telephone system plus four additional hours for each option purchased. The training shall include the following:
 - 1. Familiarization with features of all components and systems
 - 2. Client installation
 - 3. Database management
 - 4. Add, move, or change
 - 5. Add or change user templates
 - 6. Add or change class of service and trunk group restriction
 - 7. Add or change auto attendants
 - 8. Configuration details of purchased applications, and how to configure new users, groups, and reports
 - 9. Generate reports

10. Find unused numbers
11. Use IP troubleshooting tools
12. Overview of system documentation and use of all system manuals
13. Process for obtaining technical support
14. Review daily, weekly, monthly, and annual maintenance and backup tasks

4.21 Cutover and Post Cutover Requirements

- A. Cutover Time: To prevent business interruption, all cutovers shall take place outside the City's normal business hours.
- B. Cutover Support: Contractor is required to provide a project team for all cutovers including on-site technical and training support for all systems and options purchased and remote helpdesk support.
- C. First Day of Service: At a minimum, the Contractor shall provide an on-site project team to include technical and training resources that are fully capable of supporting all systems and options purchased for the first business day following all cutovers for a minimum of 8 hours.
- D. Technical Issues: Contractor will provide on-site resources for as many days as are required following the first day of service to resolve any outstanding technical issues.
- E. Adds, Moves, or Changes: The Contractor is required to complete any outstanding adds, moves, or changes within the first 30 days following the cutover of each location.

4.22 Project Closeout and Acceptance

- A. Punch List: Work or materials found to be incomplete, of unsatisfactory quality, failing to meet the specifications in the RFP package and resulting contract, and/or unacceptable to the City shall be documented in a punch list by the City and provided to the Contractor to rectify.
- B. Punch List Approval: The punch list shall be considered complete only after having been signed by the City.
- C. Acceptance: Acceptance shall occur after all of the following conditions have been met:
 1. All items/systems have been delivered, installed, configured, tested, and transitioned into service.

2. All of the work has been completed in accordance with the contract and RFP specifications (including testing procedures as outlined in the accepted response).
3. Public Switched Telephone Network connections with desired local and long distance call routing options requested by the City (least cost, next best route, etc.) are all functioning correctly.
4. The system operates in conformance with manufacturer's published specifications.
5. The system, including all ancillary devices, applications, and options made part of the contract, has had 30 consecutive days with 100 percent availability.
6. Training as specified is complete.
7. All of the documentation requirements have been met.
8. All outstanding punch list items have been completed.
9. The system post-cutover requirements have been completed.
10. The Contractor has certified in writing to the City that the system is installed and operational in accordance with these specifications.

At this time, upon the City's written acceptance, operational control becomes the responsibility of the City. This constitutes Date of Acceptance. The warranty for components and service begins as of this date.

4.23 Warranty Period and Maintenance

- A. Warranty: Warranty will begin at acceptance.
- B. The Contractor, by entering into a contract with the City, warrants and represents that all materials, equipment, and services delivered to the City pursuant to the contract conforms to all of the specifications contained or referred herein. The Contractor further guarantees to replace all materials, equipment, software, or services that may be rejected by the City due to defective materials or workmanship for a minimum of one year following final acceptance of all systems. Failure or neglect of the City to require compliance with any term or condition of the contract specifications shall not be deemed a waiver of such term or condition.

4.24 Maintenance Guarantee

- A. Provide letters from both the Respondent and all manufacturers guaranteeing maintenance support of the proposed system(s) for a minimum of five (5) years.

- B. Should the manufacturer discontinue this product or cease to do business, the Respondent guarantees to stock an adequate supply of components to maintain the system for a minimum of five (5) years. Further, should the Respondent cease to do business, the manufacturer guarantees to provide components and services for this installation for a minimum of five (5) years.

4.25 Server and Software Maintenance

- A. The Contractor shall provide software and server maintenance on a turnkey basis during the first year warranty period and any subsequent maintenance term. The Contractor shall be responsible for operating system and database tuning, patches, hardware and software diagnosis, recovery, and version upgrades as needed. Contractor shall manage backups of data, application, operating system, and database management system as required to provide for full recovery in the event of a disaster or hardware failure. The Contractor shall coordinate and work with the server hardware maintenance provider in the diagnosis and repair of the server hardware. The Contractor shall perform restores and recovery without the City's assistance.

4.26 Voice Systems Service and Support

- A. The following must be included in the warranty period and under maintenance contract:
 - 1. Monday-Friday, 8:00 a.m. to 5:00 p.m. call-out on minor alarms
 - 2. Seven day per week 24-hour call-out coverage shall be provided for the items listed below:
 - a. Critical alarms and or system outages including 10% or more of telephones or trunks at any City location or department shall have:
 - i. One-hour remote access response time
 - ii. three-hour on-site response time
 - b. After-hours call out to be billed hourly at the rate provided in the Cost Worksheet.
 - c. Software upgrades for all systems provided
 - d. Patches
 - e. Corrective maintenance
 - 3. All labor except for upgrades to major software releases
 - 4. All Parts and Materials
 - 5. Four-hour replacement of critical components for all locations

6. Next business day for non-critical components
7. 24-hour x 7 days Telephone support to assist City IT or City contracted IT personnel with technical and system management issues and questions
8. 24-hour x 7 days a week service center
9. 24-hour x 7 days a week alarm monitoring and remote trouble resolution
 - a. Respondent must include all hardware and software required to support this application in base telephone system cost.
 - b. Alarm notifications system shall also provide notification to City personnel via email and external dialing.
- B. Contractor shall provide semi-annual review and audit of all applications and performance and make recommendations on any required changes.

5 TELEPHONE SYSTEM

5.01 Architecture

- A. The premise telephone system (system) shall have a single database to administer, offer feature transparency across all locations, and utilize the City's WAN/LAN to provide service between the locations specified in this RFP.
- B. The telephone platform shall be designed and configured with sufficient capacity to ensure all IP telephones and PRI gateways have a secondary call control appliance/server that they can re-register with should their primary call control appliance/server fail or be unavailable due to a WAN outage.
- C. The design architecture shall provide redundant/resilient call control appliances/servers to be deployed at City Hall.

D. The telephone platform shall be sized and equipped based on the specifications provide in the following table:

1. Base Telephone System Configuration Table.

Location	Core/Survivable	FSX Ports	Standard Phone	Admin Phones	VM Mailbox Only	FXO Ports	PRI
City Hall/Police	Core	3	2	13			1
Carnegie		3	21	2			
Coliseum		2					
Fire (Optional)	Survivable	1	7	1		2	1
Library (Optional)	Survivable	1	5	20		2	
Pool		2					
Public Works	Survivable	2	11			2	
Public Works Compost			1				
Public Works Morton			4				
WPCP	Survivable	9	4	1		2	

2. Optional Locations System Configuration Table.

Location	Core/Survivable	FSX Ports	Standard Phone	Admin Phones	VM Mailbox Only	FXO Ports	PRI
Fire		1	7	1		2	1
Library	Survivable	1	5	20		2	
Police	*Survivable	10	22	10	40	2	

**Polices and Fire will be moving to a new building due to be completed in December 2018. The Police survivable gateway shall be sized to support both Police and Fire. It will be installed at City Hall initially and will be relocated when they move to the new building. Fire will not need a survivable gateway during the interim.*

- E. All trunks, including digital and analog, shall be accessible from any location on the network.
- F. All locations designated as survivable in the Telephone System Configuration Table above shall be designed to ensure that the IP telephones shall continue to function and that internal and external traffic, including voice mail terminations, shall be rerouted to the PSTN network over locally equipped trunks if the WAN connection is unavailable.

5.02 System Features

- A. ACCOUNT CODE: An adjunct to Station Message Detail Recording, which allows a station user to enter a cost accounting or client billing code into the system after dialing a long distance number.
- B. AREA/OFFICE CODE RESTRICTION: The ability of the switching system to selectively identify six-digit area and office codes and either allow or deny passage of long distance calls to those specific six-digit codes. This type of restriction is usually provided on a trunk group basis and on an “allowed” rather than “denied” basis.
- C. AUTOMATIC RINGBACK ON HELD CALL: When a station user or attendant places a given line circuit on hold and goes on-hook, the held line shall automatically revert to an incoming call condition after a prescribed period of time.
- D. CALL FORWARDING: Allows a station user to program at any time any internal station number (or the attendant), and when activated by the station user, all incoming calls to this station shall be automatically re-routed to that preprogrammed number.
- E. CALL FORWARDING – BUSY LINE: Automatically reroutes incoming Direct Inward Dialing (DID) calls, attendant processed calls, incoming CCSA calls, or direct terminating tie line calls directly to attendant or predetermined secondary station when the called station is busy.
- F. CALL FORWARDING – DON’T ANSWER: Similar in function to the “busy line” version of Call Forwarding, automatic re-routing of an incoming call to the attendant or a preprogrammed secondary station occurs when a given station doesn’t answer within a prescribed time interval.
- G. CALL FORWARDING – DON’T ANSWER/BUSYLINE ON A PREVIOUSLY FORWARDED CALL: In essence, the ability to forward a previously forwarded call.
- H. CALL FORWARDING EXTERNAL: The ability to forward a call to a telephone number external to the system (local or long distance).
- I. CALL FORWARDING – SOURCE DEPENDENT: Allows the system to be pre-programmed by extension to route calls when an extension is busy, not answered, or in a Do Not Disturb mode to different destinations based on a source being internal or external.
- J. CALL PARK: Once a call is placed in the “park” condition, any station within the system may retrieve it by either dialing the appropriate access code or by pressing a special feature button on a station instrument.

- K. CALL SPLITTING: The ability to speak privately with one of the parties engaged in a three-party conference call and alternate between the two.
- L. CALL WAITING: The ability to hear or produce a beep tone to a busy phone, alerting the user that another call is ringing in. The user then has the choice to alternate between calls, hang up on the original call and take the new call, or ignore that beep tone.
- M. CALLING PARTY NUMBER: The ability to display the digits of the number from which an external call originated.
- N. CENTRAL OFFICE COMPATIBILITY: System supports ISDN connectivity with the following central office manufacturers.
 - 1. AT&T 4ESS
 - 2. AT&T 5ESS
 - 3. Northern DMS 100
- O. CONFERENCE CALLS: The ability to connect, at minimum, six but preferably more internal or external parties into one phone conversation.
- P. DIRECTED CALL PICK-UP: A station user is able to answer calls ringing on any other station within the system by dialing a unique answer code of that particular station to be answered.
- Q. DISTINCTIVE RINGING: Provides a unique pattern of station ringing to permit the user to distinguish internal from external calls.
- R. ELECTRONIC HOOKSWITCH CONTROL: The telephone feature allows a EHS compliant wireless handset/headset to control the on/off hook condition of the telephone electronically and eliminates the need for handset lifter.
- S. TIME OF DAY/DAY OF WEEK NIGHT SERVICE: Allows incoming central office calls, normally answered at the attendant position or central answering point, to be rerouted to pre-selected stations within the system based on the time of day or day of week
- T. FLEXIBLE NIGHT SERVICE: Permits the attendant to set up night connections in accordance with day-to-day requirements, with full flexibility in the assignment of incoming trunks to various stations. Such night service assignments must be established by the attendant on each occasion they are activated.
- U. HOT-LINE STATIONS: Instruments are specially programmed to dial a specific internal station number or "0" for the attendant when the station user goes off-hook.

- V. INCOMING DIGIT MANIPULATION: Ability to add, strip, or completely change the digits of any incoming DNIS, DID, or Tie Line number in order to reroute the call to the appropriate location.
- W. INTERCEPT TREATMENT – RECORDED ANNOUNCEMENT: For calls that cannot be completed by the switching system, automatic routing occurs to a recorded announcement that provides the caller with a message to that effect.
- X. LAST NUMBER REDIAL: Memory contained either within the system common equipment or within the station instrument; enables the station user to dial a special access digit and activate a speed calling treatment of the last 10 numbers that were dialed or received from/at that station instrument.
- Y. LEAST COST ROUTING WITH 6-DIGIT SCREENING: The ability to screen the first six digits of the dialed number, normally the NPA and NXX, to determine the least expensive trunk group(s) on which to route the call.
- Z. MESSAGE WAITING: The ability to activate a message waiting lamp on the user's telephone from the attendant console, telephones with appropriate class of service, and voice mail systems.
- AA. MULTIPLE TRUNK GROUPS: An indication that the switching system is capable of being equipped (and accessed accordingly by station dialing) for more than one group of outgoing trunk circuits.
- BB. MUSIC ON HOLD ACCESS – SYSTEM: Ability to connect customer provided audio source output to the system to provide music or information to all external callers while on hold or waiting for and ACD agent to answer.
- CC. 911 DIAL PLAN: Users must be able to dial either 9-911 or 911 for access to emergency services. If a caller dials 911, the system should automatically insert the trunk access code (usually a 9).
- DD. PAGING: Allows attendants and station users to page all users or a group of users through the telephone speakers or over customer provided loudspeaker paging equipment.
- EE. PROGRAMMABLE OUTGOING NUMBER DISPLAY: Allows the outgoing calling line identification for each telephone to be changed to any 10-digit number.
- FF. TOUCH-TONE: Dual Tone Multi-Frequency signaling shall be transmitted by all instruments, attendant consoles, and softphones to establish a call or once the call has been connected.
- GG. TRUNK ANSWER FROM ANY STATION: A night service facility activated by the attendant, whereby incoming calls normally directed to the attendant activate a common alerting system (bells, gong, etc.) on the customer's

premises. These incoming calls from non-restricted stations thereby “meet” the incoming call.

HH. TRUNK-TO-TRUNK CONNECTIONS – STATION: A system may provide this feature in either or both of two versions. (1) A station already in connection with either an incoming or outgoing trunk circuit is able to use the Add-on Conference circuitry to affect a conference with another trunk circuit. (2) Once a three-way conference is so established, the system shall maintain control and supervision of the two trunk circuits in connection.

II. UNIFORM CALL DISTRIBUTION: Similar to Automatic Call Distribution Services, the facility permits incoming Central Office calls to be terminated directly from the Central Office to the idlest of a prearranged group of stations without attendant assistance or intervention.

JJ. WHISPER: Feature key which allows a user interrupt conversations and speak with colleagues without being heard by the other party on the line.

5.03 Maintenance Alarm

- A. The system should define an alarm as an event that takes place when an anomaly is detected and corrective action is required.
- B. An alarm condition is cleared when the fault is resolved.

5.04 Security

- A. The system offers comprehensive Toll Control as an integral part of the Call Control. It allows restriction of user access to trunk routes and/or specific external directory numbers. It also allows Class of Restriction (COR) and Class of Service (COS) features that can substantially reduce the risk of toll fraud.
- B. Authorized access to the system tools provides protection for various administration commands from unauthorized users. The web-based system tools are as follows:
 - 1. System Administration
 - 2. Group Administration
 - 3. Personal Desktop User

5.05 Telephone Desktop Sets

- A. The phones shall be manufactured in accordance with FCC hearing aid compatibility technical standards codified at 47 C.F.R. § [68.316](#) and the Telecommunications Act of 1996.

	Analog	Standard	Admin	Add-On	Conference
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	FXS	Phone	Phone	Module	Phone
IP Telephone		X	X	X	X
Message Waiting		X	X		
Hold Button		X	X		X
Volume Control		X	X		X
Transfer		X	X		X
Conference		X	X		X
Display (#characters X #lines)		20X6	20X6		20X3
Line Appearances	1	5	12	20	1
Feature Buttons		4	4		
Full Duplex Speakerphone		X	X		X
Multi Point Microphone					X
Self-Labeling Phones		X	X	X	X
Support Addition of (1) or (2) Add-On Modules			X		
Headset Jack		X	X		
Wireless Headset Hook Switch Control (EHS)		X	X		
Unified Messaging VM Box		X	X		
T.38	X				
802.1P/Q		X	X		X
802.3af		X	X		X
(2) 10/100/1000 Switch Port		X	X		X

5.06 Networking

- A. The telephone system supports four digit dialing to all locations without dialing a leading digit.
- B. The telephone system allows users to transfer calls across the internal network. There shall be no limit on the number of times a call can be transferred between locations, and the system shall utilize trunk optimization to ensure that redundant paths are released when both the transferred and terminating station/trunk are within the same network location.

- C. If a call is transferred across the internal network, it recalls the original phone on a busy or no answer condition.
- D. Users with display phones or UC application shall have caller ID name and number appear on display before answering when a call originates over the internal network.
- E. The following features should be available from one site to another over an internal transparent network:
 - 1. Callback busy/no answer
 - 2. Call forwarding
 - 3. Call hold
 - 4. Called line identity
 - 5. Calling line identity
 - 6. Camp on
 - 7. Conferencing
 - 8. Distinctive ringing
 - 9. Do not disturb
 - 10. Centralized SMDR
 - 11. Centralized voice mail
 - 12. Centralized trunks
- F. PRI, SIP and analog trunks shall terminate at specified City locations and shall be accessible by all locations on the network.
- G. Proposed system(s) shall support centralized voice messaging over the IP network. User interaction with the voice messaging system shall be the same no matter where the user is located on the internal network. This includes, but is not limited to, multi-hop forwarding, message waiting lights, call forwarding to personal greetings, and message retrieval.
- H. Proposed system(s) must allow for a common numbering plan.

5.07 E-911

- A. All 911 calls originating from a City location shall provide an emergency line identification (ELID) number that could be used by the public safety automatic line identification (PSALI) database to identify the location of the

calling party. The ELID number shall be a DID number that is assignable to a single telephone or group of telephones that are in the same area.

- B. The system must have the ability for on-site notification that a 911 call has been made. The call shall generate an audible alarm and display the calling party line information to a telephone or a PC.

5.08 System Management

- A. The system must offer a complete telecommunications management tool that enables the following:
 - 1. Provide multiple levels of system administrative access based on login credentials.
 - 2. Manage multiple systems (locations).
 - 3. Provide user data administration across multiple systems, including the ability to schedule updates (e.g., integrate network telephone directory with network directory service database, schedule MACs, add and delete users, audit status of managed devices).
 - 4. Provide templates for all telephone models and configurations.
 - 5. Alarm monitoring and management with remote notification including email.
 - 6. Provide scheduling of maintenance functions such as data upgrades, backup, and restore.
 - 7. Provide remote software distribution and installation.
 - 8. Locate unused directory numbers and unused circuits.
 - 9. Provide tools that allow maintenance personnel to troubleshoot IP-related issues down to the telephone level, including but not limited to congestion, packet loss, jitter, and CMOS scores.

5.09 Unified Messaging

- A. The unified messaging system shall be sized based on the details below:
 - 1. Total equipped ports: 16 with a capacity of 32
 - 2. 200 voice mail boxes; minimum capacity of 300
 - 3. 20 auto attendants
 - 4. 200 hours of storage; minimum capacity of 300
- B. Subscriber mailboxes must provide the following:

1. E-mail Delivery: The system shall deliver voice and fax messages to a user's e-mail inbox with unique identifiers for each.
2. Message Management
 - a. New messages will be delivered to users' voice mailbox and e-mail inbox regardless of the status of the email client.
 - b. Users must be able to reply to an internal voice mail message with voice or e-mail response.
 - c. System must allow users to save a voice message as a .WAV/MPEG file so that it can be attached to an e-mail and sent to any e-mail address.
 - d. Deleted voice mail messages will be removed from the e-mail inbox and voice mailbox regardless of the interface used to delete them.
 - e. Message waiting will be turned off no matter what interface is used to listen to a new message.
 - f. The voice mail message status will be changed from "New" to "Listened to" no matter what interface is used to listen to a message.
3. PC Playback Options
 - a. Does not require any secondary login to voice mail or PC playback control client or playback browser in order to play message.
 - b. Allows user to control playback of message through any user-defined multimedia device or telephone.
 - c. PC playback control will allow user to respond via e-mail, voice mail, or direct dial, delete message, forward message, or save message.
- C. Emergency Call Recording: Allow user to record calls in progress directly to their mailbox by pressing a button on their telephone.
- D. Password Protection: Access to a subscriber's mailbox will be password protected.
- E. Answer Greeting: Individual personalized greetings of up to three minutes for each mailbox are required. At a minimum, the system will provide standard and extended absence greetings.
- F. Message Waiting Light: Provide a message-waiting light on the telephone, along with the option to allow a user to set up external notification to pager, cell phone, or another telecommunications device when a new message has arrived.

- G. Find Me Follow Me: Allows callers to reach a user at an alternate number based on rules the user defines, such as time of day, day of week, and calling line ID.
- H. User Mailbox Administration: Allows users to manipulate their personal voice mailbox features such as attendants, schedules, and greetings.
- I. Outcall Notification: Ability to notify users of new voicemail messages via phone call, text message, or DTMF.
- J. Auto Attendant: Provide multiple auto attendants or trees with the ability to do the following:
 - 1. Play different multi-level greetings depending on the time of day, day of week, or day of year.
 - 2. Provide a company directory that allows dial-by-number or dial-by-name.
 - 3. Provide separate auto attendant or trees for departmental use as required. Can be configured/revised by user-department staff.
 - 4. Allow single-digit option extension.
 - 5. Provide zero-out option to predefined extension number or secondary tree.
- K. Call Answer: Calls will be answered on the first ring and be time and date stamped.
- L. Disconnect Detection: Detect that a caller has hung up and immediately disconnect and restore the line to service.
- M. DTMF Signaling: Must be able to receive and generate standard DTMF tone signaling.
- N. Escape: A caller shall have escape options before, during, or after leaving a message by dialing 0 to reach an operator or up to five digits to an extension.
- O. Integration: Must fully integrate with the proposed unified communication and contact center systems.
- P. PSTN Connection Blocking: It shall not be possible for a caller connected to the PSTN to be reconnected to the PSTN.
- Q. Security: A caller shall not be able to pass through any auto attendant to reach an outside line.
- R. System Backup: Provide a means to back up all system configurations, including mailboxes, greetings, auto attendants, and messages. This is

normally provided via connection to a separate storage device through the LAN/WAN.

6 OPTIONAL APPLICATIONS AND SERVICES REQUIREMENTS

- 6.01 Optional applications and service are additional items of work that may be awarded as part of the contract.
- 6.02 Option 1A: Add Police: Add telephones as shown in the configuration table for Police.
- 6.03 Option 1B: Add Fire: Add telephones as shown in the configuration table for Fire.
- 6.04 Option 1C: Add Library: Add telephones as shown in the configuration table for Library.
- 6.05 Option 2: Unified Communication (60 Licenses)
 - A. PC Desktop Call Control
 - 1. Directory/Contacts Dialing: Provide a drop-down box for name entry and dialing from internal directory or Outlook contacts.
 - 2. Call Control: Provide call control, including dialing, disconnect, transfer, and conference.
 - 3. Key Label: Allow user to change the label associated with feature or line appearance key.
 - 4. Speed Call List: Allow user to program numbers into a personal speed call list.
 - 5. Call History: Allow user to view and redial a minimum of the last 100 calls placed or received at their telephone extension. The history must include the following:
 - a. Date
 - b. Start and end time
 - c. Telephone number
 - d. Name from system directory and Outlook contacts database
 - 6. Status Change: Allow user to select a status that approximates their current state from a group of predefined definitions.
 - B. PC Desktop Presence Application

1. Presence: The ability to dynamically display a person or group of peoples' availability or status for various communication systems, including desktop and mobile telephone, IM, PC activity, and MS Outlook/Exchange calendar information.
2. Work Groups/Buddy List: Each user must be allowed to define work groups or a buddy list and assign other users as required, provided their restriction class allows.
3. Restriction Class: Provide a means to restrict which users an individual can view in their buddy list or workgroup.
4. Collaboration: Provide the means to allow real time file and screen sharing, and white boarding.
5. Docking: Allow user to dock the application on the top, side, or bottom of monitor or minimize to system tray if desired.

6.06 Option 3: Unified Communications Mobility (10 Licenses)

- A. Single Number Reach for Mobile User: Allow user to define when and how calls that are presented to a user's PBX telephone are distributed to their mobile or stationary device, including the following:
 1. Time of day and day of week
 2. Call ringing location
 3. Desk phone
 4. Cell phone
 5. Other location
 6. Simultaneous ring at desk phone and designated alternate
 7. Number of rings before forwarding
- B. Call Hand-off: Allow user to hand off active call from desk phone too mobile or from mobile to desk phone without interrupting the call.
- C. Call Control: Allow user to access PBX features, including the ability to transfer, conference, and place outgoing calls utilizing simple feature/access codes.
- D. Unified Communications Application on Smart Phones
 1. Enterprise wide Presence
 2. Internal or external calls placed from Smart Phone using UC application will present users office telephone number.

3. Provide visual voice mail review and access
4. Mobile device users' availability shall be updated based on the current state of the telephone.
5. Shall be available utilizing public and private networks. Contactor to include any hardware or software required to allow access between the public network and the City. System will support a minimum of 10 simultaneous public connections to the City's network.

6.07 Option 4: Hoteling (All Telephones)

- A. Allows any user to log into a telephone to change their profile including telephone number, feature keys and message waiting lamps.

6.08 Option 5: Music On Hold Source

- A. Provide music on hold device equipped to support connection to proposed telephone system.
- B. Solution must offer a wide variety of licensed royalty free music for the City to select from.
- C. Allow City to insert City or professionally recorded announcements and have them played intermittently with the music.

6.09 Option 6: Twenty-Four Hour by Seven Maintenance Labor.

- A. Provide cost as percentage to include 24 X 7 after-hours remote and onsite labor to the proposed maintenance.

7 NETWORK DIAGRAM & EQUIPMENT SPECIFICATIONS

7.01 Provide a detailed network diagram depicting all equipment including call control/servers, applications servers and gateways, network switches and UPS systems.

7.02 Provide the quantity of network connections by location that shall be required to connect the core telephone system, remotes, and all peripheral equipment (excluding telephones) to the data network.

7.03 The following minimal system specifications are required for all proposed equipment including call control/servers, application servers and gateways, network switches and UPS systems.

- A. Equipment dimensions & equivalent rack units
- B. Detailed electrical requirements, including voltage, electrical connector and outlet type (physical configuration), amperage, grounding, etc.

- C. Heat dissipation
- D. Temperature ranges
- E. EMI and UL specifications and certifications
- F. FCC Part 68 certification

8 UNIFIED MESSAGING WITH ZIMBRA

- 8.01 Please provide an overview of the unified messaging features that are available with the proposed system and the City's Zimbra email platform.
- A. What form of integration if any is supported?
 - B. How are messages delivered to email?
 - C. Message status:
 - 1. Is the message status updated no matter which device the user accesses the message from?
 - a. New
 - b. Listened
 - c. Deleted
 - d. Is message waiting updated after a message has been listen to in email?

9 INSTALLATION METHODOLOGY & ACCEPTANCE TESTING

- 9.01 Installation Methodology
- A. Provide a detailed description of how the proposed system shall implemented. Include the following:
 - 1. Time line beginning with contract signing
 - 2. Logical description of your organizations approach to implementation including:
 - a. Database collection for all voice systems and applications
 - b. Equipment configuration and deployment
 - c. Application deployment
 - d. Training
 - e. Cutover

9.02 Acceptance

- A. Provide manufacturers recommended installation test plan for all proposed products and applications.
- B. The installation test plan shall be used during the acceptance period to verify that the system has been installed and tested per the Manufacturer recommendation.

10 CITY RESPONSIBILITIES

10.01 Provide a complete list of any equipment that the City will need to provide, such as hardware, software, and servers required to support the proposed telephone system, voice mail, and all optional equipment/applications. The list shall include detailed specifications and be organized to allow the City to determine which alternate or option the equipment shall support.

- A. The Contractor must provide all equipment, including but not limited to hardware, software, servers, and labor required to support and install the proposed telephone system, voice mail, and all alternates equipment/applications proposed, unless it has been identified in this section.

10.02 Provide a list of any other items/resources that the City will be responsible for providing for all aspects of the project including:

- A. Implementation
- B. Warranty
- C. Maintenance

10.03 Provide details of any other assumptions taken in preparing your response to the RFP.

11 RESPONDENT AND SUBCONTRACTOR QUALIFICATIONS, SUPPORT CAPABILITIES, AND REFERENCES

11.01 Information about the Respondent

- A. Company name
- B. Legal name (if different)
- C. Years in business _____
- D. Number of years selling systems similar to this Proposal _____
- E. Contact Names
 - 1. Primary

2. Secondary

F. Contact Phone Numbers

1. Primary

2. Secondary

G. Contact email addresses

1. Primary

2. Secondary

H. Full mailing address

I. Name and phone number of bonding company

J. Number of full-time employees _____

K. Number of technical/installation personnel who will be dedicated to the project _____

L. Names and titles of personnel who would be providing the training for the equipment in this project (attach listing of experience with similar projects)

M. Name of person who would be project manager for this project (attach listing of experience with similar projects)

N. Dunn and Bradstreet Number

1. Respondent: _____

2. Voice Manufacturer: _____

3. Other Manufacturer: _____

11.02 Qualification and Requirements

A. If more than one (1) company is involved in the installation, training, and/or support after installation, there must be a Prime Contractor. This Prime Contractor assumes responsibility for all other entities involved.

List Prime Contractor here: _____

- B. The response shall include a statement from all involved Respondents agreeing that the configuration shall work as specified and that all Respondents shall work under the Prime Contractor to resolve any configuration or interoperability problems during the installation process at no additional cost to the City. Write statement below.

11.03 Experience and Existing Customers

How many similar systems has the Respondent sold/installed?

- A. In the area: _____
- B. Statewide: _____
- C. Nationwide: _____
- D. Government Clients _____

11.04 References

All prospective Respondents must provide a minimum of three installation and three maintenance references using the reference format provided below. The references must be similar in scope and size to the City's project and must demonstrate the following:

- A. At minimum, one of the three references must have at least 250 telephones deployed in a multi-building campus or municipal environment.
- B. References must demonstrate that the Respondent has extensive knowledge of all equipment proposed and has at least one (1) year of experience with the same system(s) in the same environment.
- C. **References will be contacted – please verify information before submitting.** Use the format below for all references. All references will be called. Please inform your contacts that a 10- to 15-minute call may be anticipated.

Reference 1:

Organization Name _____

Address _____

Type of Business _____

Contact Person _____

Telephone Number _____

Email Address _____

Dates of Installation _____

Description of System _____

Number of Lines/Ports/Jacks _____

Number of Networked Locations _____

Reference 2:

Organization Name _____

Address _____

Type of Business _____

Contact Person _____

Telephone Number _____

Email Address _____

Dates of Installation _____

Description of System _____

Number of Lines/Ports/Jacks _____

Number of Networked Locations _____

Reference 3:

Organization Name _____

Address _____

Type of Business _____

Contact Person _____

Telephone Number _____

Email address _____

Dates of Installation _____

Description of System _____

Number of Lines/Ports/Jacks _____

Number of Networked Locations _____

D. Subcontractors/Partners

1. The applicable terms and provisions of the contract documents shall bind every subcontractor. Further information about subcontractors may be requested prior to award.
2. Identify all subcontractors or partners used for any purposes. Failure to disclose subcontractors/partners may lead to disqualification. Include separate sheet(s) labeled "Subcontractors/Partners," if necessary.

Business Name	Years Exp.	Function
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

E. References for Subcontractors/Partners

Include below three (3) references for EACH subcontractor. (Duplicate this page if needed for multiple subcontractors.) Again, preference shall be given to Respondents with references for implementations at organizations most similar to the City.

Subcontractor References will be contacted – please verify information before submitting. Utilize the format below for all subcontractor references. All references will be called. Please inform your contacts that a 10- to 15-minute call may be anticipated.

Subcontractor Reference Format

Organization Name _____

Address _____

Type of Business _____

Contact Person _____

Telephone Number _____

Email Address _____

Dates of Installation _____

Description of System _____

Number of Lines/Ports/Jacks _____

Number of Networked Locations _____

11.05 Telephones Service after Installation

A. How many service personnel trained in maintaining the proposed systems does Respondent employ in the City's area? Please indicate location closest to the City.

1. Trained Service Personnel: _____

2. Location: _____

3. Ratio of Installed Lines to Certified Techs: _____

B. Provide the address of Respondent's service center(s) closest to the City:

1. Company _____

2. Address _____

3. Telephone Number _____

C. Who shall maintain parts inventory? At what location?

1. Company _____

2. Address _____

3. Telephone Number _____

4. What critical component parts are kept in stock at this location?

D. What is your guaranteed remote response time for an emergency?

E. What is your guaranteed on-site response time for an emergency?

- F. Who shall maintain parts inventory? At what location?
- G. Telephone System Alarm Monitoring
 - 1. What hardware is provided?
 - 2. What if any access to the City's data network is required?
 - 3. What is monitored?
 - 4. How are alarms monitored:
 - a. During normal business hours?
 - b. After hours and holidays?
 - 5. What happens when an alarm is reported?
 - a. During normal business hours?
 - b. After hours and holidays?

11.06 Receipt of Addenda

Below, please acknowledge receipt of any addenda with the number and date on the addendum document:

11.07 Financial Statements

Upon request, financial statements from the Respondent, Manufacturer, and subcontractor(s) inclusive of cash flow sheet, income sheet, balance sheet, and asset liability statement for the last three (3) years shall be provided.

12 PROJECT AND MAINTENANCE TEAM

- A. Provide names, titles, resumes, and training certificates of installation project team members.
- B. Provide names, job titles, and training certificates of service personnel who shall be assigned to the City after installation.

13 EXCEPTIONS AND CLARIFICATIONS SECTION

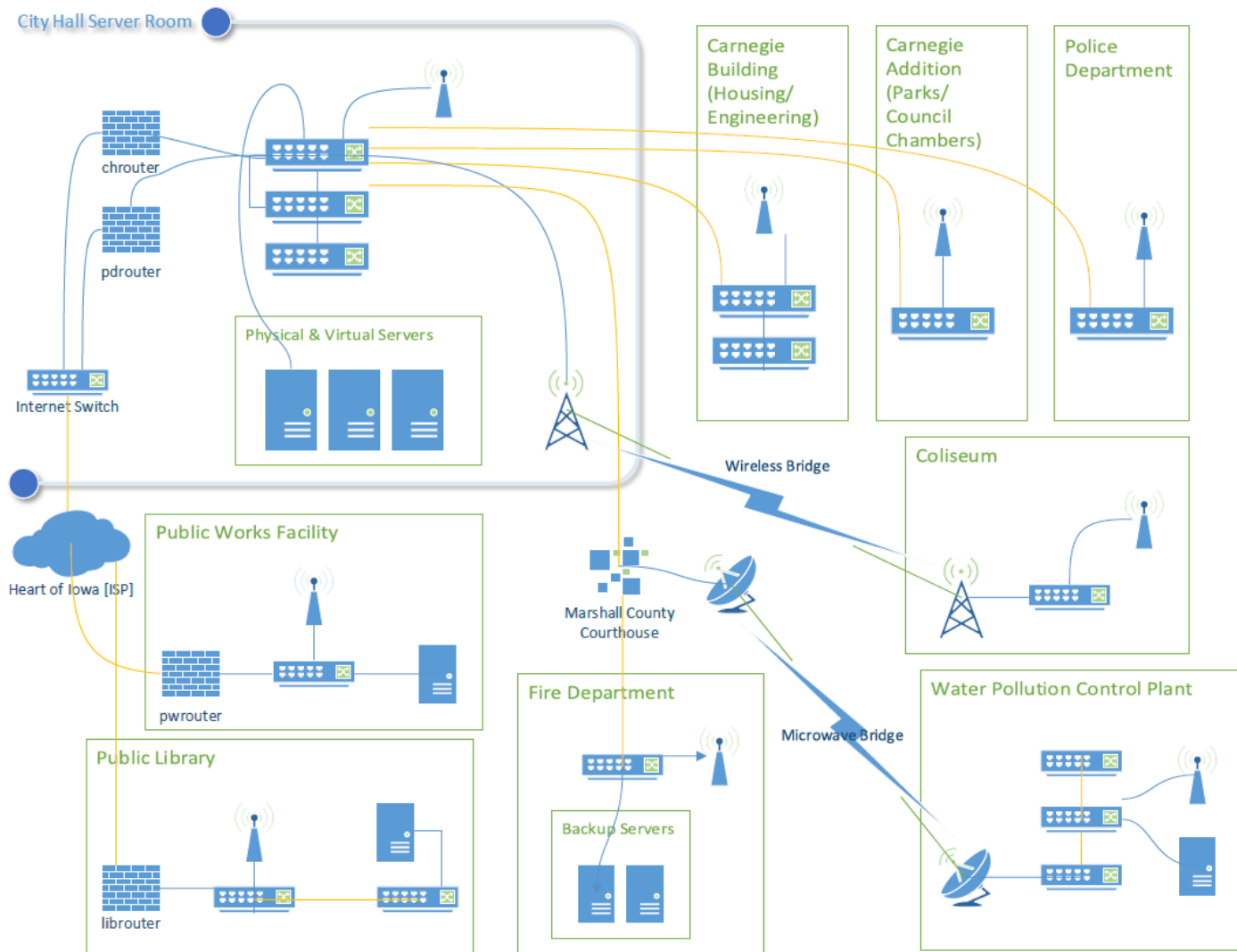
13.01 All exceptions to the RFP shall be provided in this section of your response.

- A. Provide the paragraph number(s) for all items that you take exception with and provide an explanation/reason for the exception.

14 PROPOSAL COST AND BILL OF MATERIALS

- 14.01 Provide all costs requested on the attached Cost Worksheets and insert a hard copy of the completed worksheet in this section of the response. Provide a soft copy in MS Excel format with the original copy of the response.
- 14.02 Insert Bill of Materials showing part numbers, quantities, unit cost, extended cost and total cost for all proposed hardware, software and labor.
- 14.03 Hosted Services Insert early termination and cancelation policy.

15 APPENDIX A NETWORK DIAGRAM



City of Marshalltown: Cost Work Sheet Telephone System and Options

Company Name:

For all items requested in this section, the Respondent shall include, the cost to provide all hardware, software, equipment, shipping and labor to provide, install, configure, and cutover or make operational a fully functioning turnkey system. The pricing will be based on the requirements provided in the RFP and this table.

* System Management Tools with access from any location

* Traffic reporting software

* Long handset cords (minimum 12 ft.) on all new phones

*Remote alarm and maintenance access devise for all locations

Telephone system and Unified Messaging	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1A: Add Police	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1B: Add Fire	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1C: Add Library	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 2: Unified Communications	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 3: Unified Communications Mobility	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 4: Hoteling	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 5: Music On Hold Source	Purchase Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 6: Add 24X7 Labor Coverage to Warranty and Maintenance	Purchase Cost
Warranty Period	\$0.00
Maintenance: Year 2	\$0.00
Year 3	\$0.00
Year 4	\$0.00
Year 5	\$0.00

Provide hourly rate to provide after hours remote maintenance and onsite technical support.	Hourly Rate
Warranty Period	\$0.00
Maintenance: Year 2	\$0.00
Year 3	\$0.00
Year 4	\$0.00
Year 5	\$0.00

Maintenance pricing will be used for evaluation purposes. The City reserves the right to accept or not accept the maintenance pricing.

Part Number & Description	Pre-sale	Pre-Cut	Post-Cut
(1) Standard Phone with License	\$0.00	\$0.00	\$0.00
(1) Admin Phone with License	\$0.00	\$0.00	\$0.00
(1) Conference Room Telephone with License	\$0.00	\$0.00	\$0.00
(1) Add On Module with License	\$0.00	\$0.00	\$0.00
(1) UC Client Call Control	\$0.00	\$0.00	\$0.00
(1) UC Mobility	\$0.00	\$0.00	\$0.00
(1) Cordless Headsets	\$0.00	\$0.00	\$0.00
PRI Trunk Card	\$0.00	\$0.00	\$0.00
(24) SIP Ports Trunk Ports	\$0.00	\$0.00	\$0.00
(1) Four port Analog/FXS/FX0 Gateway	\$0.00	\$0.00	\$0.00

City of Marshalltown: Cost Work Sheet Telephone System and Options

Company Name:

For all items requested in this section, the Respondent shall include, the cost to provide all hardware, software, equipment, shipping and labor to provide, install, configure, and cutover or make operational a fully functioning turnkey system. The pricing will be based on the requirements provided in the RFP and this table.

* System Management Tools with access from any location

* Traffic reporting software

* Long handset cords (minimum 12 ft.) on all new phones

*Remote alarm and maintenance access devise for all locations

Telephone system and Unified Messaging	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1A: Add Police	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1B: Add Fire	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 1C: Add Library	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 2: Unified Communications	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 3: Unified Communications Mobility	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 4: Hoteling	Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 5: Music On Hold Source	Purchase Cost
Hardware & Software	\$0.00
Professional Services Labor	\$0.00
1st Year Warranty Following Final Acceptance	\$0.00
Total	\$0.00
Maintenance cost to be paid annually based on four-year contract beginning in the second year	\$0.00
Provide the maximum percentage that maintenance will increase annually for years 6-10	0%

Option 6: Add 24X7 Labor Coverage to Warranty and Maintenance	Purchase Cost
Warranty Period	\$0.00
Maintenance: Year 2	\$0.00
Year 3	\$0.00
Year 4	\$0.00
Year 5	\$0.00

Provide hourly rate to provide after hours remote maintenance and onsite technical support.	Hourly Rate
Warranty Period	\$0.00
Maintenance: Year 2	\$0.00
Year 3	\$0.00
Year 4	\$0.00
Year 5	\$0.00

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Part Number & Description	Pre-sale	Pre-Cut	Post-Cut
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(1) Admin Phone with License	\$0.00	\$0.00	\$0.00
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(1) Add On Module with License	\$0.00	\$0.00	\$0.00
(1) UC Client Call Control	\$0.00	\$0.00	\$0.00
(1) UC Mobility	\$0.00	\$0.00	\$0.00
(1) Cordless Headsets	\$0.00	\$0.00	\$0.00
PRI Trunk Card	\$0.00	\$0.00	\$0.00
(24) SIP Ports Trunk Ports	\$0.00	\$0.00	\$0.00
(1) Four port Analog/FXS/FX0 Gateway	\$0.00	\$0.00	\$0.00