



***City-Wide
Telecommunications System
Request For Proposal***

Request for Proposals

July 3, 2014

July 3, 2014

Re: REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

The City of Downey is currently accepting proposals for a new Telecommunications System. The City may award the contract to a single contractor for the entire system. Specifications and RFP documents are available at The City Hall.

City of Downey
11111 Brookshire Ave.
Downey CA 90241

Proposal instructions are contained in **Sections 3-4** of the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is a pre-proposal vendor conference scheduled for **10:00 a.m. PST, July 9, 2014, at City Hall 11111 Brookshire Ave, Downey, CA 90241**. Vendors should RSVP to Thomas Weiman at tweiman@clientfirstcg.com . **Vendors are limited to three (3) attendees.**
- **Questions:** All questions must be received by **5:00 p.m. PST, July 11, 2014**. Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, Three (3) printed copies, and one (1) electronic copy on CD/Memory Stick of your Proposal must be received no later than **5:00 p.m. PST, July 31, 2014**

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

Alvin Lam
Information Systems Manager
The City of Downey

TABLE OF CONTENTS

SECTION	PAGE
1 OBJECTIVES AND PROCESS SCHEDULE	4
Purpose	4
Objective	4
General Process and Schedule.....	5
Project Background	6
City Profile	6
2 EVALUATION CRITERIA	7
Evaluation Criteria	7
3 PROPOSAL INSTRUCTIONS	8
General Proposal Instructions & Due Dates	8
Proposal Format.....	8
4 TELECOM SYSTEM SPECIFICATIONS	10
Telecommunications System RFP Specifications and Proposal Requirements.....	10
General Instructions	10
6 DISCLOSURES & CONTRACTUAL REQUIREMENTS.....	53

1

OBJECTIVES AND PROCESS SCHEDULE

Purpose

This information was developed in a format to facilitate the preparation of responses to this *Request for Proposals (RFP)* and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of system that The City desires, it is the City's intent to meet their future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets The City's needs.

Objective

The objective of the City of Downey is to acquire a new telecommunications system to serve the citizens and administrative operations of The City. The City is seeking a state-of-the-art telecommunications system to serve their facilities.

The City would like proposals for VoIP telephone systems. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The existing telecommunications system currently installed is obsolete. Timing is important and the City's budget is limited.
- The some of the existing data network infrastructure will not support a VoIP to the desktop environment, as a result, we have listed the data network switching equipment needed.
- The existing cable plant appears to be able to provide the needed connectivity with the exception of the Police Department. The City is in the process of replacing the cable plant in the PD now. Vendors are encouraged to review the existing cable infrastructure to determine if their proposed products will operate using the existing cable.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for The City's operations, please quote them as options and include supporting justification and cost detail. The City reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of The City,
- To reject the low price Proposal,
- To accept any item of any Proposal,
- To reject any and all Proposals,
- To waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

General Process and Schedule

During the selection process, The City will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, The City will then pick a final preferred vendor. The City will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by The City and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the <i>Request for Proposals</i> (RFP)	July 3, 2014
Pre-Proposal Vendor Conference	July 9, 2014
Final Date for Vendors to Submit Questions	July 11, 2014
Date for Publishing Answers to Vendors' Questions	July 15, 2014
Proposals Due	July 31, 2014
Vendor Demonstration Meetings	August 2014
Final Vendor Selection	September 2014
Estimated Approval	September 2014
Implementation Start	October, 2014

Table 1 – Estimated Selection Schedule

Project Background

The City currently has 11 buildings/locations, All of which the City desires to be survivable sites. The largest sites are connected with City Owned Fiber Optic Cable. The balance of the sites are connected using point to point T1s. Today, the City locations utilize a ComDial PBX and voicemail system. The system is currently installed at City Hall. It is The City's intent to obtain a new telecommunications system the will continue to allow direct connectivity and enhanced communications.

The City would like a new telecommunications system that uses VoIP technology.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system.

City Profile

We are home to where the Apollo Space Program began its journey to the stars. Downey is where you can find the world's oldest McDonald's restaurant and the site of the first Taco Bell eatery. This is the city where the pop recording artist "The Carpenters" were inspired with many hit records. Today, our city is admired for its strong retail base with quality housing.

Downey is a unique community in the heart of Southern California that combines the best of both large and small. We are an active city of 111,772 with a small town atmosphere. This is a place of pride, history, involvement, and community. We are highly recognized for our centralized location, top medical facilities, quality residential neighborhoods and schools, excellent golf courses, and an unmatched family lifestyle. In fact, Downey has been rated in the top 25% of "100 Best Cities To Do Business in California" by California Business Magazine. Downey's winning formula can be the key to your business success or family lifestyle. Come discover Downey, the place where America began its journey to the stars.

For more information about The City, go to <http://www.downeyca.org>

2

EVALUATION CRITERIA

Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

Criteria
Technical Functionality
System Cost
References & Experience
Service and Support
Additional Criteria to be determined

Table 2 – Evaluation Criteria

The evaluation process will consist of review and evaluation of proposals received by a team consisting of City personnel and consultants.

Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over five years.

3

PROPOSAL INSTRUCTIONS

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Tom Weiman, using e-mail to tweiman@clientfirstcg.com no later than **5:00 p.m. PST, July 11, 2014**. Questions received after this deadline will not be accepted.
- **Answers to submitted questions** will be posted on the City's website and a link published via email on July 15, 2014 will be provided to all vendors that have confirmed their intent to propose.
- **Printed Proposals Due: One (1) original, three (3) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format** must be received no later than **5:00 p.m. PST, July 31, 2014** addressed to:

Alvin Lam
City of Downey
11111 Brookshire, Avenue
Downey CA 90241

Requests for extension of the submission date will not be granted unless deemed in the best interests of The City. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

Proposal Format

Proposals should follow the *Request for Proposals* format provided in Section 4.

Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

Please provide the following sections, as a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices
- All Proposals must be signed by a duly authorized official representing the vendor

Only written communication from The City may be considered binding. The City reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of The City.

The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's Proposal to The City, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of 90 calendar days from the Proposal due date.

Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

The City of Downey will require the vendor selected to agree to include the contents of this *Request for Proposals* and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.

The City may award to a contract to a single vendor.

4

TELECOM SYSTEM SPECIFICATIONS

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding The City's Telecommunications system requirements.

General Instructions

Written proposals are required by The City for a state-of-the-art telecommunications system as described in the sections below.

1. The proposal, estimated to be awarded in September 2014, will be confirmed by a purchase order issued to the successful vendor.
2. The proposal will be awarded based on the overall proposal and in the best interests of The City. Prices should be shown for each line item. The City reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of The City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.
3. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, The City of Downey, 11111 Brookshire Ave., Downey CA 90241
4. Freight should be included in the unit price. Inside delivery to The City. **Pallets must be broken down and boxes disposed of by the selected vendor.**
5. The City must comply with the California Freedom of Information Act. The City cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If The City receives a request for any document submitted in response to the RFP, The City's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.
6. The proposal shall constitute a binding offer to sell the above-noted product(s) to The City and may not be withdrawn once The City has awarded the contract to the successful vendor.

1. Instructions to Proposer

- 1.1. General – The City of Downey** (The City) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide The City with superior service at a reasonable cost.

Any proposal for a new telecommunications system must use survivable remote technology for all locations from the primary City telecommunications system.

- 1.2. System Proposals** - Under this procurement, The City will accept proposals for replacement equipment for the locations mentioned in this document.

- 1.3. Please list each location separately in your proposal showing proposed equipment and costs.**

- 1.4.** Vendors may propose Voice over Internet Protocol (VoIP) systems. The system is to provide the following high level features and applications:

- 1.4.1. Capable of supporting ISDN PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.
- 1.4.2. Capable of supporting analog PSTN services.
- 1.4.3. Capable of providing a single centralized voice mail system accessible to serve all users.
- 1.4.4. Capable of providing survivable systems to connect the 4 major locations. The systems must function as if they were one.
- 1.4.5. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by The City.
- 1.4.6. The City's IT Operations are currently partially virtualized using Hyper V. The City is open to both virtualized and non virtualized solutions. Please provide detailed information regarding the proposed system regarding current or future plans to operate in a virtual environment using Hyper V.
- 1.4.7. Vendors should assume that The City will be upgrading the data network as part of this procurement. Vendors should assume The City will be upgrading the cable in the PD.
 - 1.4.7.1. Vendors should plan to review the existing cable infrastructure in the City sites as part of this RFP process to determine if the cable can be used with the proposed telephone system.
- 1.4.8. Capable of providing unified messaging services.
- 1.4.9. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.
- 1.4.10. Capable of providing auto-attendant and dial-directory functionality for all locations.
- 1.4.11. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The City is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, The City wishes to manage the day-to-day adds, moves, and changes internally. The City may wish to manage the system remotely, please describe how this application would work and how you would address security.

1.5. Configuration

- 1.5.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed in Section 6. However, all proposers should note the following:
- 1.5.1.1. The component quantities detailed in Sections 2 and 3 are not necessarily the final quantities The City will purchase. Exact quantities may increase or decrease subsequent to the release of this document.
 - 1.5.1.2. While the pricing information provided in response to Section 6 will be used to evaluate the various proposals received, The City will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.
 - 1.5.1.3. After the contract is awarded by The City to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:
 - 1.5.1.3.1. The type and quantity of all telephone stations, by City location, to be installed for City users during the implementation process.
 - 1.5.1.3.2. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.
 - 1.5.1.3.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in The City's environment.
 - 1.5.1.3.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.
 - 1.5.1.4. The information developed through the station review process will be provided to The City both electronically and in hard copy. The selected vendor will detail the design to The City and gain The City's acceptance before proceeding. Phased implementation will follow.
 - 1.5.1.5. The City will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

1.6. Hosted Solution Proposals

- 1.6.1. If you are proposing a hosted solution your proposal must include:
- 1.6.1.1. The phone types listed in the RFP
 - 1.6.1.2. Trunking and line design as requested in the RFP
 - 1.6.1.3. Detailed description of the design, connectivity to/from each site
 - 1.6.1.4. If you are using the City's data network to distribute your proposed hosted design, your proposal must include all components necessary to deploy the design. (i.e. network switches)

- 1.6.1.5. The proposal must include all features requested in the RFP for users throughout the system.
- 1.6.1.6. If the use of any of these features is measured and priced by the number of times the City uses the feature, your proposal must include the incremental cost of the use.
- 1.6.1.7. The hosted solution must include the survivability for each site as requested in the RFP. This means that if the internet or WAN connection for an individual site is lost, the equipment installed locally is configured to use a local POTS line as it's back up.
 - 1.6.1.7.1. Routing of specific telephone numbers to cell phones is not acceptable for recovery.
- 1.6.1.8. Pricing quotes should include any one-time costs and monthly costs for the proposed service for each location.

1.7. Intent of Request-for-Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of The City. The specifications provided herein are intended to facilitate the communications of the requirements of The City and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

1.8. Format of Response

- 1.8.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as "**read and understood and included**" or the pertinent information requested.
- 1.8.2. The proposer should address each point listed in the document directly below the numbered point. In this way, The City will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

1.9. Vendor Company Information

- 1.9.1. Please provide a description of your company background to include the following:
 - 1.9.1.1. Company financial statements
 - 1.9.1.2. Age of company
 - 1.9.1.3. Length of time in the telecom industry
 - 1.9.1.4. Company ownership
 - 1.9.1.5. Relationship with the proposed system's manufacturer
 - 1.9.1.6. Number of employees
 - 1.9.1.7. Number of office locations
 - 1.9.1.8. Address of the nearest location to The City
 - 1.9.1.9. Address of your local office responding to the RFP
 - 1.9.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
 - 1.9.1.11. Has your company experienced a workforce reduction in the past 5 years?

The City currently uses Windows 2003/2008R2 and Windows 7 for desktops tops, the remaining are traditional desktops. The proposed system should be able to operate and provide the needed functionality in this environment.

The successful vendor will be responsible for configuration of all existing and replacement data networking equipment to industry standards for VoIP and the complete integration of all switches and routers into The City's network.

The City has included a table for you to use to list the proposed data network equipment and their costs. Completing this table is required for the required bill of materials.

Proposed equipment should meet the following standards and requirements:

2.3. References

- 2.3.1. NEC "National Electric Code, "2005" or revision followed by the authority having jurisdiction at the project location
- 2.3.2. Local Electrical Codes enforced and followed by the authority having jurisdiction at the project location
- 2.3.3. NJATC "Configuring and Installing Local Area Networks" Latest Edition
- 2.3.4. TIA/EIA-568-B.1 "Commercial Building Telecommunications Cabling Standard Part 1: General Requirements", including all current addenda
- 2.3.5. TIA/EIA-568-B.2 "Commercial Building Telecommunications Cabling Standard Part 2: Balanced Twisted-Pair Cabling Components", including all current addenda
- 2.3.6. TIA/EIA-568-B.3 "Optical Fiber Cabling Components Standard", including all current addenda
- 2.3.7. ANSI/TIA/EIA-569-A "Commercial Building Standards for Telecommunications Pathways and Spaces"
- 2.3.8. ANSI/TIA/EIA-606 "The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings"
- 2.3.9. ANSI/TIA/EIA-607 "Commercial Building Grounding and Bonding Requirements for Telecommunications"
- 2.3.10. IEEE Standard 1100-1992 – Recommended Practice for Power and Grounding Sensitive Electronic Equipment in Industrial and Commercial Power Systems (The IEEE Emerald Book)
- 2.3.11. IEEE 802 Committees including:
 - 2.3.11.1. IEEE 802.1 – Higher Layer LAN Protocols
 - 2.3.11.2. IEEE 802.3 – Carrier Sense Multiple Access with Collision Detection (Ethernet)
 - 2.3.11.3. IEEE 802.8 – Fiber Optic Technology
- 2.3.12. BICSI TDMM "Telecommunications Distribution Methods Manual" 9th Edition
- 2.3.13. BICSI "LAN Design Manual" 3rd Edition
- 2.3.14. Cisco's Installation Manuals pertaining to each piece of equipment being installed
- 2.3.15. Federal, state, and local codes, rules, regulations, and ordinances governing the work, are as fully parts of the specifications as if herein

repeated or hereto attached. If the contractor should note items in the drawings or the specifications, construction of which would be code violations, promptly call them to the attention of the owner's representative in writing. Where the requirements of other sections of the specifications are more stringent than applicable codes, rules, regulations, and ordinances, the specifications shall apply.

2.4. Network Equipment - Switches

This Request for Proposals is open to Cisco, HP, Juniper, or Brocade switch suppliers, provided that each supplier and the proposed equipment meet the qualifications outlined in this proposal. All equipment should be 19" rack mountable and hardware for rack mounting should be included in the proposal where required. The proposed switches must meet the following general requirements:

- 2.4.1. Separate stacking cables in heights not to exceed one meter.
 - 2.3.1.1 Resilient stacking technology preferred but not required.
- 2.4.2. A non-blocking architecture for the specified configuration.
- 2.4.3. Policy-based QoS with bandwidth management and traffic prioritization.
- 2.4.4. TELNET and SSH support for remote switch access and management.
- 2.4.5. Multicast support.
- 2.4.6. 802.1x edge authentication.
- 2.4.7. Boot P/DHCP IP address support.
- 2.4.8. The ability to perform access control policies for network control and security at wire speed.
- 2.4.9. Link aggregation capabilities and port trunking for Gigabit and 10/100/1000Mb ports.
- 2.4.10. IEEE 802.3af compliant to 15.4 Watts on all switch ports

2.5. Power Requirements

- 2.5.1. 110VAC Power Supplies
- 2.5.2. 110VAC, 60 Hz power supplies with standard electrical cord/plug with NEMA 5-15P or 5-20P specifications, not to exceed 20-amp rating.

2.6. Safety and Emissions Requirements

The proposed equipment must meet the following safety standards and certifications:

- 2.6.1. UL1950 3rd Edition, electrical safety certification
- 2.6.2. EN60950/IEC 950 - ITE Safety
- 2.6.3. CSA 950 - ITE Safety
- 2.6.4. Compliant with FCC Class A EMI emission standards

2.7. Interfaces

- 2.7.1. Auto-negotiable 1 ports in the quantity shown in the table below.
- 2.7.2. 802.3x flow control on all interfaces.

2.7.3. Support for 10Base-T / 100Base -TX interface modules. 1000Base-TX can also be specified, but is not required.

2.7.4. Support for 1000Base-X Gigabit interface modules with “pluggable” SFPs in the quantity shown in the table 6.3.2

2.8. Other Features - Layer 2 Features

2.8.1. Spanning Tree

2.8.2. Support for IEEE 802.1d Spanning Tree Protocol (STP).

2.8.3. Support for IEEE 802.1s Multiple Spanning Tree, or Per-VLAN Spanning Tree (PVST), when it is standardized.

2.9. VLAN Support

2.9.1. Support for a minimum of 256 IEEE 802.1q VLANs.

2.9.2. Support for port, protocol, and MAC-based VLANs.

2.10. Link Aggregation - Support for 802.3ad link aggregation to scale bandwidth and protect against link failure.

2.11. Port Mirroring/Spanning - Support for monitoring and troubleshooting of switch ports via port mirroring.

2.12. MAC Addresses - Support for a minimum of 1,000 MAC Addresses.

2.13. Quality of Service (QoS)

The proposed equipment must be capable of supporting delay-sensitive applications such as Voice over IP (VoIP) and streaming media applications. The proposed system must support the following features:

2.13.1. At least four hardware based priority queues per port.

2.13.2. Policy-based traffic classification and prioritization based on:

2.13.2.1. IEEE 802.1p – Class of Service

2.13.2.2. IP Precedence (TOS)

2.13.2.3. DiffServ – IP Type of Service

2.13.2.4. IP source/destination address or subnet

2.13.2.5. TCP/UDP port or socket number

2.13.2.6. MAC address

2.13.2.7. VLAN membership

2.13.2.8. The ability to override the incoming Layer 2 (802.1p) and Layer 3 (IP Precedence/DiffServ) values.

2.14. Security - The proposed equipment must have the ability to:

2.14.1. Support for Secure Shell (SSH) for secure access to the management interface.

2.14.2. Support for RADIUS and TACACS to provide authentication security.

2.15. Device Management - Each device shall capable of being managed by standards based management tools over the WAN, including:

2.15.1. SNMP support

2.15.2. RMON support

2.15.3. Port mirroring.

2.16. Standards Compliance - Please provide a comprehensive listing of the standards with which the proposed hardware and software complies.

2.17. Network Assumptions - Responders to this RFP must provide specific specifications, but can assume The City will provide:

2.17.1. Sufficient power and power outlets for all replacement equipment.

2.17.2. HVAC for all replacement equipment.

2.17.2.1. The successful vendor should plan on a two (2) hour routing, QoS and VLAN and QoS design and configuration review session with The City and its consultants.

2.17.2.2. The successful vendor will be responsible for all VoIP related VLAN and QoS configurations on existing and replacement equipment.

2.17.2.3. The City will provide the successful vendor with a configuration guideline for installation of new switches.

2.17.2.4. The selected vendor will be responsible for the successful integration of all new and existing (reused) network equipment.

3. Voice Requirements

3.1. System Locations – Overview - The City is replacing its existing telephone systems at the locations detailed in Table 3.1. To address The City’s needs.

3.2. Under this procurement The City will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

Table – 3.1 – The City Locations

Location	Street Address	WAN	Survivable
City Hall	11111 Brookshire Ave	Fiber	X
Police Department	10911 Brookshire, Ave	Fiber	X
Library	11121 Brookshire Ave	Fiber	X
Parks & Recreation	7810 Quill Drive	(Fiber to BJR)	X
Senior Center (BJR)	7810 Quill Drive	5Mbps WAN (Fiber on Parks Campus)	
ASPIRE	7810 Quill Drive	Fiber to BJR	Connected to Parks
Gym	12540 Rives Avenue	T1	X
Maintenance Services	12324 Bellflower	Fiber	X
Water/Utilities Department	9252 Stewart & Gray Road	Fiber	X
Transit Depot	8150 Nance Street	T1	X
Theatre	8435 Firestone Blvd	T1	X
Fire Department HQ	12222 Paramount Blvd.	5Mbps WAN	X
Fire Department Station 2	9556 Imperial Hwy	T1 connected to the Fire Dept HQ	X
Fire Department Station 3	9900 Paramount Blvd.	T1 Connected to the Fire Dept HQ	X
Fire Department Station 4	9349 Florence Ave.	T1 Connected to the Fire Dept HQ	X
Fire EOC Department	12222 Paramount Blvd.	Fire HQ	X
Space Center	12400 Columbia Way	VPN (4.5MB)	X

3.3. System Configuration – Current - Voice communications services today for the facilities are primarily provided through analog and PRI service.

3.4. Redundant Operation – Please design the proposed system to provide the ability to terminate PRIs in both the City Hall and Police Department locations. The system should be designed to provide the City with redundant operations allowing these locations to be fail-over sites for each other.

3.5. System Configuration – Quantities for Purposes of the RFP

3.5.1. The proposed system must be configured to provide the quantities detailed in Table 3.3.1 below.

The City’s Telecommunications Requirements

	Station - Type 1	Station - Type 2	Station - Type 3	Station - Type 4	Station - Type 5	Station - Type 6	Paging Access	ACD Seats	PRI	Analog Trunks
City Hall	7	90	9			5	1	5	2	10
Police Department	7	100	12			4	1	7	1	10
Library	1	27	3	2		1	1			
Parks & Recreation	4	30	3	1						2
Senior Center										
ASPIRE										
Gym										
Public Works	1	10	2							
Maintenance Services							1			
Water/Utilities Department							1			
Transit Depot		1								
Theatre	1	7								1
Fire 1 Department HQ - Admin	4	23	2		1	1	1			1
Fire Department Station 2	2	5			1		1			1
Fire Department Station 3	2	5			1		1			1
Fire Department Station 4	2	5			1		1			1
Fire EOC	2	10				1	1			1
Space Center	1	6				1				1
Total	34	319	31	3	4	13	10	12	3	29

Table 3.3.1

3.6. Telephone station requirements

3.6.1. **Type 1** – A single-line analog station ports or instruments. 25 Ports will terminate in existing Modems and Fax Machine

3.6.2. **Type 2** – A minimum of 5-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

- 3.6.3. **Type 3** – A single line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.
- 3.6.4. **Type 4** – Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality.
- 3.6.5. **Type 5** – External Phone – this is a single station mounted on the outside of the Fire Stations. The functional intent is that when the button is pushed or receiver is lifted, the phone rings at the Fire Dispatch. Please provide a cut-sheet of the proposed device. Ideally, The City would like this phone to be mounted on the wall to provide the ability to provide the ability for delivery personnel to push one button and ring a specific station in the facility.
- 3.6.6. **Type 6** – Conference Room Station. High quality wireless IP speaker phone designed to provide communication services in conference rooms of various sizes throughout The City locations. Wireless application is preferred.
- 3.6.7. Telephone sets must be provided with a minimum of a 10/100 switch port.
- 3.6.8. State if 10/100/1000 switch port is available and the cost of these sets.
- 3.6.9. Section 6 will require pricing on all models of currently available station equipment.
- 3.6.10. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.
- 3.6.11. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in The City. Please describe the headset’s functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself.
- 3.6.12. Wireless Handset – The City is interested in the potential use of telephones that can provide wireless handset mobility. Please describe the capability and whether the proposed system can provide this capability.

3.7. PSTN Trunking Requirements

- 3.7.1. The proposed system must allow both T-1 and ISDN PRI circuits to terminate directly into proposed equipment. The intent is to utilize PRI as the primary inbound / outbound local service facility. The quantities and locations of PRI terminations are detailed in Table 3.3.1.
- 3.7.2. The systems must be configured to provide analog trunking, as detailed by location in Table 3.3.1. The analog trunks will provide back-up connectivity in the event of a PRI or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the PRI services such that the analog facilities are part of the normal inbound/outbound traffic pattern.
- 3.7.3. Each location as indicated in Table 3.3.1 will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The City is only interested in systems that can provide survivability using these lines.
- 3.7.4. All DSU/CSU hardware must be included under the itemized costs detailed in Section 6 of this proposal.
 - 3.7.4.1. What impact would this have on the network connection through the telephone set to a PC?
 - 3.7.4.2. If the telephone set loses power, would there be an impact on an attached PC, given the City’s current PC environment?

- 3.7.4.3. After a telephone set failure, please describe the restart process of telephone set.

3.8. Required Features – The City requires the proposed system to provide the following required features. **For each feature listed, indicate if the feature is “standard” or “optional”.** In a table, please provide a separate, detailed itemization of any feature listed as “optional” and the price to provide the feature. **Also, include any feature indicated as “optional” in the itemized pricing in Section 6, Table 6.1.5.** The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

- 3.8.1. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.
- 3.8.2. Account Codes
- 3.8.3. Alarm Indication on Attendant Console
- 3.8.4. Attendant Camp-on
- 3.8.5. Attendant Console Silent button
- 3.8.6. Attendant Console Join key
- 3.8.7. Automatic Attendant Recall – Describe the options available to The City.
- 3.8.8. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?
- 3.8.9. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.
- 3.8.10. Automatic Route Selection (ARS)
- 3.8.11. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the Optional Equipment table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:
 - 3.8.11.1. Describe the specific relationship with the manufacturer.
 - 3.8.11.2. Include the cost of the recommended product in Section 6 of the detailed pricing.
 - 3.8.11.3. Reports for the proposed call accounting system should provide the ability for The City to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling. etc. Please describe the functions of both the proposed system(s).
 - 3.8.11.4. The proposed telecommunications system and Call Accounting System should provide the ability for The City to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

- 3.8.11.5. The City would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.
- 3.8.11.6. Please define if the proposed system is hosted and if so the specific operation, location and method of connectivity.
 - 3.8.11.6.1. Your description should also include any monthly costs. Please provide details.
- 3.8.12. Call Coverage – Various departments have a unique operation for answering calls. Many have multiple stations with the same lines appearing that are located together and all ring at the same time when calls arrive. Please describe any limitations of the system to provide this feature.
- 3.8.13. Call Coverage – The Fire Department stations has a single extension and DID number that may ring all of their phones simultaneously.
 - 3.8.13.1. Please define the number of times a specific extension can appear on phones throughout the system.
- 3.8.14. Call Forward-Busy
- 3.8.15. Call Forward-No Answer
- 3.8.16. Call Forward-Variable
- 3.8.17. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?
- 3.8.18. Call Forward-All Calls
- 3.8.19. Call Hold
- 3.8.20. Outbound Caller ID – Please describe the proposed system's capabilities to allow the City to define the telephone number provided when individuals place calls outside the system.
- 3.8.21. Incoming Caller ID – Please define the proposed system's capabilities to provide incoming caller ID.
- 3.8.22. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of time the number remains on the screen, how the parked call recalls if unanswered, etc.
- 3.8.23. Call Pickup (Directed and Group) Please describe any limitations regarding the number of telephones that can be included in a single pick up group. Please describe any limitations on the number of pick up groups the system can provide.
- 3.8.24. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing

- sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?
- 3.8.24.1. Can routing to voicemail greetings be different for internal and external calls?
- 3.8.25. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.
- 3.8.26. Call Waiting Indication (Visual and Audible)
- 3.8.27. Camp-On (from Other Extensions)
- 3.8.28. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.
- 3.8.29. Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?
- 3.8.30. Conference Bridge Solution (Meet Me) – Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a conference bridge to allow 8 to 10 conference participants.
- 3.8.30.1. The proposed solution should interact with outlook and allow the City to schedule conference calls using outlook.
- 3.8.30.2. Please itemize the cost of the system in the Optional Equipment table later in the RFP.
- 3.8.31. DNIS Compatibility
- 3.8.32. Distinctive Ringing – Is there a different ring tone for internal vs. external call?
- 3.8.33. Directory - Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?
- 3.8.34. Do Not Disturb
- 3.8.35. Executive Busy Override
- 3.8.36. Incoming Line Identification
- 3.8.37. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.
- 3.8.38. PRI SIP Capabilities (BRI & PRI).
- 3.8.39. Paging and Intercom Operation – The system should provide the ability for the City to define specific stations to be included in an intercom. This system should also provide the ability for the City to perform pages throughout the system. The page groups would be defined for each location. Please explain this operation and proposed system capabilities.
- 3.8.40. Last Number Redial

- 3.8.41. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.
- 3.8.42. Music on Hold - Can Music-on-hold be applied on a station selective basis?
- 3.8.43. Mute key
- 3.8.44. Night Answer Mode
- 3.8.45. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.
- 3.8.46. Paging Access
- 3.8.47. Priority Queuing
- 3.8.48. Remote Call Forwarding – Ability to invoke or change call forward target from a remote location. That location may be either another phone on the system or at a location not on the system.
- 3.8.49. Remote Diagnostics/Remote Maintenance
- 3.8.50. Save/Repeat Dialing
- 3.8.51. Speed Dialing (System, Group, and Station – specify quantities)
- 3.8.52. Station – to – Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.
- 3.8.53. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system’s ability to provide paging functionality through the speakers on the proposed phones.
- 3.8.54. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.
- 3.8.55. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.
- 3.8.56. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports covering:
 - 3.8.56.1. CCS/hour per trunk
 - 3.8.56.2. Blockage per trunk
 - 3.8.56.3. CCS/hour per trunk group
 - 3.8.56.4. Blockage per trunk group
 - 3.8.56.5. Specific hunt group information
 - 3.8.56.6. Feature utilization
 - 3.8.56.7. Internal station to station calling

For the traffic measurement information listed above, please answer the following questions:

- How is this information made available?
- Can the customer develop customized reports? How long can the system store the information before customer retrieval?
- If data storage is limited can the data be moved to another media type and archived?
- Please describe the recommended solution to address this need.
- What database or software tool format is used for this data?

3.8.57. Transfer Call back to Attendant

3.8.58. Twinning – Please include the ability for the system to provide twinning to interact with The City’s cell phones and iPhones. The operation should allow City system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.

3.8.58.1. Please quote the cost for 15 **optional** twinning licenses. These will be used within various City locations.

3.8.59. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.

3.8.60. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones?

3.8.61. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.

3.8.62. Ad Hoc Call Recording – The City would like to be able to assign a feature to specific phones throughout the system. This feature would enable the user to begin recording when the feature button is depressed and would record the balance of the call forward. The recorded call would then be placed as a voicemail in the user or users supervisors voicemail box.

3.8.63. Variable Call Recording – Ideally, The City would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allows easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

3.8.63.1. Please include the **OPTIONAL** costs for variable recording.

3.8.63.2. Please describe how the proposed system stores the recording, how they are indexed and how The City would retrieve various call recordings.

3.8.63.3. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

3.8 **Required ACD Features** – the City requires the proposed telephone system to be equipped with the following required ACD features. It is anticipated that this

- feature will initially be used in the City Hall and to provide for the Emergency Operations Center Operation (EOC).
- 3.8.1 The City would like to potentially either build one person ACD queues or be able to deploy a group of telephones in the City Hall and/or the EOC location.
 - 3.8.2 Please define what the proposed system will do when the agent in a single person ACD group is logged out. Will the system use an Automated Attendant to answer, will it forward or overflow? Please provide a review of the options for the City.
 - 3.8.3 The City would like the proposed system to allow for the ACD to operate seamlessly in both locations either in one or both the City Hall and EOC locations at the same time.
 - 3.8.4 The City staff deployed in an emergency will be answering calls from both the PRI's terminated within the City Hall.
 - 3.8.5 Agents/Staff logged on in either the City Hall or Corp Yard should be part of the same ACD Split allowing statistics to be combined.
 - 3.8.6 These are required features. Please include all. However, for each feature listed, indicate if the feature is "standard" or "optional". Include any feature indicated as "optional" in the itemized pricing in Section 6. Due to the wide variety of system features, it is possible that the proposed system might not have all the features listed below. If this is the case, please provide an explanation on any alternatives available in the proposed system to provide similar functionality.
 - 3.8.6 ACD Reporting - Include complete feature documentation including the following:
 - 3.8.6.1 LAN compatibility information
 - 3.8.6.2 ACD Queue Projected Hold Time Announcements
 - 3.8.6.3 ACD Queue Caller in Queue Count
 - 3.8.6.4 ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.
 - 3.8.6.4.1 Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.
 - 3.8.6.5 Archiving capability
 - 3.8.6.6 Average Speed of Answer
 - 3.8.6.7 Report generation capability for a system to support 10 agents in City Hall or EOC Operation.
 - 3.8.6.8 Real time agent status
 - 3.8.6.9 "Wrap up" / "Reason" codes
 - 3.8.6.10 Real time abandoned call report
 - 3.8.6.11 Hold time for abandon calls (including short call abandon report)
 - 3.8.6.12 Easy access to historical information

- 3.8.6.13 Customizable reports (i.e. Crystal Reports, etc)
 - 3.8.6.13.1 Automatic calculation of customized reports. (i.e. agent talk time + total available time added together or any combination (ACW, AUX, Ext call time, on hold time, etc.))
 - 3.8.6.14 Real time group objective reports
 - 3.8.6.15 Tracking of overflow calls
 - 3.8.6.16 Report Graphing
 - 3.8.6.17 Describe the proposed systems' ability to provide information regarding the number of calls each agent gets by split
 - 3.8.6.18 Ability to track times when calls were in queue and how many there were and how long they were in queue
 - 3.8.6.19 Status of each agent during times when calls were in queue
 - 3.8.6.20 How many calls each agent receives from each queue type
 - 3.8.6.21 Ability to provide reporting in 15, 30, and 60 minute intervals so the City can review and trend call data during specific times of day
 - 3.8.6.22 Ability to provide reporting over a period of time, not less than 30 days so that the City can review and trend call data during specific days of the month
 - 3.8.6.23 Ability to schedule reports that will run automatically at predefined times, such as daily, weekly, or monthly
 - 3.8.6.24 Call transfer reporting – the ability to report on the number and destination of calls transferred outside of the call center group
 - 3.8.6.25 Ability to provide reporting on inbound and outbound non-DID calls taken or made by ACD agent while logged in
 - 3.8.6.26 Ability to prioritize call handling by a call center group based on criteria such as transferring party or DNIS
 - 3.8.6.27 Remote Agents – The City may in the future require the ability to have remote telecom users log in and take calls just as if they were in City Hall on one system. These users may have DSL or broadband connectivity to the City network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.
 - 3.8.6.28 Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in City Hall or any City locations or a remote agent. Please describe in detail any differences that apply for the three types of agents
 - 3.8.6.29 Length of "hold time" for abandoned calls and Short Call Reports
- 3.8.7 ACD Alerts
- 3.8.7.1 Agent Alerts – The City is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of various conditions that exceed certain City definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.

- 3.8.7.2 Supervisors Alerts – The City is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain City definable thresholds.
- 3.8.8 Agent Licenses – The proposed system should include licenses necessary to provide for agents, groups and supervisors as identified in Table 3.3.1.
- 3.8.9 ACD agents answer calls directed to personal DID while logged in as an agent. A call directed to an agent’s personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent’s display while on a call.
- 3.8.10 Dynamic Agent Assignment – Please describe the proposed systems’ ability to allow the City to dynamically control agent assignment to various splits.
- 3.8.11 Agents in Multiple Groups
 - 3.8.11.1 Does the proposed system allow agents to be logged in, actively taking calls, in more than one split? If so, does this require multiple log-ins? Multiple lines?
 - 3.8.11.2 Is the agent provided notification prior to answer of which split the call is coming from? If an agent is logged into two splits, does that count as two agents in determining system capacities?
 - 3.8.11.3 The City is interested in having report statistics captured and stored at the agent level providing the capability to identify the agents’ call volume by group and skill. Please describe how the proposed system provides this capability.
- 3.8.12 Announcements
 - 3.8.12.1 A single ACD split must be able to answer for multiple caller and multiple applications. The City is interested in supplying customized caller announcements in queue, based on the called number.
 - 3.8.12.2 Each ACD group must be provided with at least two (2) recorded individualized recorded announcements.

3.9 Disaster Recovery Issues

- 3.9.1 System Outages
 - 3.9.1.1 When software maintenance is performed on the system, is a restart required?
 - 3.9.1.2 Typically, what will the duration of a system restart be for a system of this size?
 - 3.9.1.3 What, if any manual intervention is required for a restart?
 - 3.9.1.4 In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.
- 3.9.2 Disaster Back-up Service
 - Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.
- 3.9.3 Software Back-up & Restoration
 - Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the

back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

3.10 **911 Compatibility**

3.10.1 Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility – required to accomplish this notification in Section 6. It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

3.10.2 Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of California. How can the proposed system provide for 911-location notification by station number? As an option in Section 6, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

3.11 E911 Operations Integration / Police Voice Recorder Integration

3.11.1 Interaction with 911 PBX

Our current system interacts with our Police Department and Fire Department's Vesta 911 PBX as follows. We hand off 4 analog lines from our Nortel PBX to the Vesta. We call these the "Dispatch Business Lines." The Vesta vendor has programmed these as button appearances on their 911 phone sets.

The 911 Dispatchers answer calls on these lines throughout the day, and after business hours, our Police front office staff forwards our main Police Department number to the Dispatch Business Lines. This way, anyone calling the Police Department on the main line will get a person to answer, day or night. The Dispatchers use flexible feature codes to park calls (*55) and transfer calls (flash) on the Dispatch Business Lines.

The 911 phone sets are recorded on a Verint voice recorder. All calls on the sets are recorded, whether on a 911 line or on one of the Dispatch Business Lines for both the Police and Fire Department.

3.12 **System Management** - The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.

3.12.1 Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

3.12.2 Printing Faceplates – If the proposed telephone sets necessitate faceplate changes to identified programmed changes, the system must provide the necessary software to allow the system to print the faceplate or button designation strips associated with all types of proposed telephone sets.

3.12.3 Inventory Information - The system must provide inventory information on the number and type of telephone stations.

3.12.4 Trunking Information – the system must provide access to the information required in Table 3.3.1.

- 3.12.5 Alarm Notification – System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.
- 3.12.6 Recent & Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

3.13 Handset and Base Cords, and Wall Mount Kits

- 3.13.1 The City may require the use of 25' handset, 25' base cords, and wall mount kits for some of the telephone sets.
- 3.13.2 Please indicate the pricing for these longer cords and wall mount kits in your proposal as an **OPTION**.

3.14 Training

- 3.14.1 Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.
- 3.14.2 The system pricing detailed in Section 6 must include:
 - 3.14.2.1 Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at The City.
 - 3.14.2.2 System programming, reporting, management, and configuration training, led by vendor provided instructors, for 4 management personnel.
 - 3.14.2.3 Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if The City's staff completes various levels.

- 3.15 **Acceptance** - The City requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

- 3.16 **Financial Information** - Detailed pricing information is needed on the system.

Provide the following financial data:

- 3.16.1 **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include **all activities necessary for a complete, turn-key system**, including, but not limited to:
 - 3.16.1.1 Complete installation of all system components and software
 - 3.16.1.2 Complete programming of all system components and software
 - 3.16.1.3 Complete testing of all system components and software prior to system cutover, including QOS testing
 - 3.16.1.4 PSTN coordination including:

- 3.16.1.4.1 Coordination of PRI and analog trunk installation with the PSTN service provider selected by The City
- 3.16.1.4.2 Coordination of calling plan to allow for 4-digit dialing between stations
- 3.16.1.5 On-site station reviews and determination of user requirements
- 3.16.1.6 Full system configuration documentation provided to The City to include all station features and function, complete trunking configuration information, and complete call flow information by station
- 3.16.2 Cost detail for any non-standard features and optional items as detailed in the system specifications.
- 3.16.3 Any additional charges which apply for shipping and handling. Please specify dollar amounts.
- 3.16.4 A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
- 3.16.5 Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included in Section 6. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.
- 3.16.6 Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately.
 - 3.16.6.1 Please include software updates, software upgrades and software assurance in the maintenance costs
 - 3.16.6.2 Please include maintenance on the phones as well as the telephone system and voicemail. Please itemize the cost of the phone maintenance.
 - 3.16.6.3 Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.
- 3.16.7 Equipment Leasing Options – Provide the interest rate and monthly lease rate factor for 3, 5, and 7-year lease options in Section 6.
- 3.17 **Estimated Implementation Plan** – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded September 2014.
- 3.18 **References**
 - 3.18.1 Provide at least 3 references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 150 telephone stations, and a centralized voice mail system.

3.18.2 While you are free to provide any references, ideally, the City would like to talk with other local government references.

3.18.3 The City may wish to conduct site visits with one or more of the references provided below.

3.18.4 Be advised, references are a major element of the customer’s selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #3	
Customer Name	
Contact Name	

Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

4. Voice Mail System

The City requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

The proposed system should allow The City to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow The City to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

4.1. System Configuration

4.1.1. The City estimates a requirement for 400 initial users of the voice system.

4.1.2. 180 additional voicemail boxes will be used for police officers who will need voicemail boxes only.

4.1.3. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured. The number of users is greater than the proposed telephone station counts because there are a number of The City employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

4.1.4. The City provides Voicemail Boxes for many users throughout the City operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

4.1.5. The City requires no less than 24 simultaneous calls.

4.2. Specify the maximum capacity the proposed system provides.

4.3. Features - Specifically, the proposed system must have the following features:

4.3.1. Announcement Boxes

4.3.2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken. This message waiting indication must be noticeable.

4.3.3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

4.3.4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or any additional codes.

4.3.5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these "escape" calls. Does the proposed system have any limitation on the number of targets per system? Can the target be a telephone number outside the proposed system?

- 4.3.6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.
- 4.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.
- 4.3.8. Check Receipt of Delivered Messages
- 4.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?
- 4.3.10. Changeable Passwords
 - 4.3.10.1. Can the user change passwords?
 - 4.3.10.2. Can the user be forced to change passwords?
 - 4.3.10.3. If so, can the administrator establish the frequency of the change?
 - 4.3.10.4. If so, by system or by station?
 - 4.3.10.5. What is the minimum password length? Maximum?
 - 4.3.10.6. Will the system provide a "lock-out" after input of invalid passwords?
 - 4.3.10.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?
 - 4.3.10.8. Can the voice mail password be the same as the user's network password?
- 4.3.11. Forward & Backward while Listening to a Message - Does the proposed system provide the capability to allow a user, when listening to a message, to skip ahead to a later part of the message, or backward to a past part of the message? Please be specific.
- 4.3.12. Guest Mailboxes
- 4.3.13. Group Mailboxes
- 4.3.14. Message Save
- 4.3.15. Message Delete
- 4.3.16. Message Pause
- 4.3.17. Message Privacy
- 4.3.18. Message Replay – explain the options available
- 4.3.19. Message Redirect and Comment
- 4.3.20. Message Respond
- 4.3.21. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?
- 4.3.22. Message Rewind
- 4.3.23. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?
- 4.3.24. Message Undelete

- 4.3.25. Mirrored Mailbox - Does the system provide the capability to store the same message in more than one mailbox?
- 4.3.26. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.
- 4.3.27. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.
- 4.3.28. Priority Queuing of Messages
- 4.3.29. Recent and Past Change History - Describe the capabilities of the proposed system to provide documentation on both recent changes to an element of the system (mailbox, port, etc.) and all past changes to an element of the system.
- 4.3.30. Skip Forward Through Messages
- 4.3.31. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.
 - 4.3.31.1. Specifically, the City uses Temporary Absence Greetings throughout the operation. Please describe the proposed system’s capabilities regarding this specific feature.
- 4.3.32. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user’s greeting? For instance, “If your call is about A, press 1. If your call is personal matter, press 2.” If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.
- 4.3.33. Scheduled Delivery of Message
- 4.3.34. Speech Recognition - Can the proposed system provide command access through user speech? If so, clearly describe the functionality, features, limitations, and as an option provide pricing for all required system hardware and software components to implement this feature.
- 4.3.35. Message Distribution Lists - Please provide a detailed explanation of the procedure for creating and broadcasting a voice mail message to voice mail users in a distribution list. Clearly define any limitations on the number of distribution lists per user and the number of users per distribution list. Can distribution list be “chained” to effectively increase the number of users per list? Is there a system-wide broadcast capability? If so, how is it controlled and managed for sending and receiving?
- 4.3.36. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.
- 4.3.37. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

The City requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.

Please indicate whether the proposed voicemail system will provide City with the ability to review voicemail box activity and when each box was accessed. This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

4.3.38. Variable Settings for Maximum Message Length

4.3.39. Time-of-Day Stamp

4.4. Training

4.4.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.

4.4.2. The system pricing detailed in Section 6 must include:

4.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users.

4.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for 4 management personnel.

4.4.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if The City's staff completes various levels.

4.5. Automated Attendant Function – The City will use various Automated Attendant functions for departments throughout The City to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

4.5.1. After Hours Announcement and options.

4.5.2. Preprogrammed Alternative for Holidays.

4.5.3. Custom greetings for special events.

4.5.3.1. The City's personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

4.5.4. Provide various exits from the Automated Attendant.

4.5.5. The system must allow the caller to dial his or her choice at any time during the message.

4.5.6. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

4.6. Message Integration

- 4.6.1. Describe the proposed system's capability to provide for "unified messaging". The City utilizes Microsoft Exchange 2010 messaging system. Pricing for unified messaging for all voice mail users must be included in Section 6.
- 4.6.2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.
- 4.6.3. Does the proposed unified messaging software integrate directly with Microsoft Outlook 2010? If so, please describe how the products integrate and what mail protocol options are available.
- 4.6.4. Which electronic mail protocol(s) does the Unified Messaging system support?
 - 4.6.4.1. IMAP, POP3, SMTP, others?
 - 4.6.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server & Outlook clients.
- 4.6.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Exchange in addition to header information? If not, what will the user see in Outlook when they have received a voice message?
- 4.6.6. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?
- 4.6.7. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server.
- 4.6.8. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?
- 4.6.9. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.
- 4.6.10. VMware View Compatibility – The proposed desktop client should be compatible with VMware View.

4.7. Financial Information - Please provide the following financial data:

- 4.7.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include:
 - 4.7.1.1. Complete installation of all system components and software
 - 4.7.1.2. Complete programming of all system components and software
 - 4.7.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing
 - 4.7.1.4. On-site station reviews and determination of user requirements
 - 4.7.1.5. Full system configuration documentation provided to The City to include all user features and function and complete call flow information by station
- 4.7.2. Any additional charges which apply for shipping and handling. Please specify dollar amount.

- 4.7.3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
- 4.7.4. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.
- 4.7.5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

5. Maintenance and Warranty

- 5.1. Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.
- 5.2. Factory-Trained Personnel** - Indicate the number of service personnel in the Downey area factory-trained to maintain the proposed system, including the street address of the service location.
- 5.3. Qualified Personnel** - Indicate the number of service personnel in the Downey area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.
- 5.4. Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.
 - 5.4.1. The City may wish to conduct a site visit to the contractors' Service Center.
- 5.5. Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.
- 5.6. Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The City is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.
- 5.7. Hourly Service Rates** - Indicate the hourly rate The City can expect for service not covered by warranty or service contract for each of the proposed systems.
- 5.8. Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.
- 5.9. Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.
- 5.10. Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.
- 5.11. Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.
- 5.12. Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.
- 5.13. Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The City will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

5.14. Remote Maintenance

- 5.14.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.
- 5.14.2. How does the system notify the RMC of a trouble?
- 5.14.3. What diagnostic capabilities does the RMC have?
- 5.14.4. Can the customer communicate directly with RMC personnel?
- 5.14.5. How frequent is the proposed system polled by the RMC for routine maintenance?

6. Pricing

6.1. Pricing - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.1.1. Telecommunications system as defined in Section 2, 3, & 4. Include all required components.

Table 6.1.1

Component - Name	Qty	Price	Install	Total
City Hall				
Police Department				
Library				
Parks & Recreation				
Senior Center				
ASPIRE				
Gym				
Maintenance Services				
Water Department				
Transit Depot				
Theatre				
Fire 1 Department HQ - Admin				
Fire Department Station 2				
Fire Department Station 3				
Fire Department Station 4				
Fire EOC				
Space Center				
Required Telephone Stations				
Voicemail System				
Unified Messaging				
Call Accounting System				
Trade In of Existing Nortel System/Equipment				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

6.1.2. Telephone Stations – Provide individual unit and installation costs for all telephone sets available for the proposed system, consoles and soft consoles currently available, if not included in Section 6.1.1.

Table 6.1.2

Model Number	Price	Install	Total

6.1.3. E-911 Station Locator Capability (OPTIONAL COSTS)

Table 6.1.3

Component - Name	Qty	Price	Install	Total
(List all component parts of the system)				
Sub-total - Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

6.1.4. Maintenance Pricing – Using the following table, please provide a detailed description of the following:

- 6.1.4.1. Telephones included in Maintenance Quote
- 6.1.4.2. Single Point of Contact – Vendors will be required to provide single point of contact support as it relates to service calls for the telephone system as well as any carrier related issues.
- 6.1.4.3. Upgrade Costs
- 6.1.4.4. Update Costs
- 6.1.4.5. Software Assurance Support

Table 6.1.4

Component - Name	Qty	First Year Maintenance Costs	Total Annual Second Year Maintenance Cost
(List all component parts of the system)			
Total Maintenance Price			

6.1.5. Optional Equipment

Table 6.1.5

Facility	Qty	Price	Install	Total
(List all component parts of the system)				
Call Accounting System	1			
Conference Bridge	1			
Recording Device/System	1			
Twinning Licenses	15			

6.2. Lease Rates – Complete the following table for a \$1 buy-out municipal lease to finance the hardware/software costs of the proposed system.

Table 6.2 – Lease Rates

Term	Monthly Rate Factor	Effective Interest Rate
36-month term		
60-month term		
84-month term		

6.3 Data Network Pricing – Expand the following tables in 6.3.1 and 6.3.2 as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for The City. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.3.1 WAN Equipment – Total Install should include the cost of configuring devices, validating connectivity and completing test plans. The City will be responsible for rack mounting and connecting cables for new switches and routers. The City will be responsible for providing UPS power for all network equipment.

Table 6.3.1

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
Routers including CSU/DSU-					
Router including CSU/DSU	1				
(List all component parts of the system)					
Sub-total – Hardware / Software					
Shipping					
General Install & Training					
Taxes –					
Total Purchase Price					

6.3.2 LAN Equipment – Total Install should include the cost of configuring devices, validating connectivity, and completing test plans. The City will be responsible for rack mounting and connecting cables for new switches and routers. The UPS equipment should be equipped to provide 2 hour support + 30% excess capacity.

Table 6.3.2

Component – Name	Qty	Discounted Unit Price	Total Price
Transit Depot – Voice Closet			
Layer 3 – 24 Port POE	1		
UPS – 2 Hour Support	1		
Gym Facility			
Layer 3 – 48 Port POE	1		
10 Gig SFP	1		
UPS – 2 Hour Support	1		
Downey Fire HQ – Station 1 - MDF			
Layer 3 – 48 Port POE	1		
Layer 3 – 24 Port POE	1		
Downey Fire HQ – Station 2 – Voice/Data Closet			
Layer 3 – 24 Port POE	1		
UPS – 2 Hour Support	1		
Downey Fire HQ – Station 3 – Voice/Data Closet			
Layer 3 – 24 Port POE	1		
UPS – 2 Hour Support	1		
Downey Fire HQ – Station 4 – Voice/Data Closet			
Layer 3 – 24 Port POE	1		
UPS – 2 Hour Support	1		
Downey Theatre - Data Closet			
Layer 3 – 24 Port POE	1		
UPS – 2 Hour Support	1		
Space Center – Data/Voice Closet			
Layer 3 – 24 Port POE	1		
Maintenance Yard – Data/Voice Closet			
Layer 2 – 24 Port POE	1		
10 Gig SFP	1		
Water Yard – Data/Voice Closet			
Layer 2 – 24 Port POE	1		
10 Gig SFP	1		
ASPIRE Data Closet			
Layer 2 – 24 Port POE	1		
10 Gig SFP	1		
Parks Admin – Data Closet			
Layer 2 – 24 Port POE	1		

City Hall Data Closet Computer Room Layer 3 - 24 Port POE	2		
City Hall 3rd Floor - North Tower Layer 2 - 24 Port POE 10 Gig SFP	1 1		
Police Dept Data/Voice Closet Layer 2 - 48 Port POE 10 Gig SFP	3 3		
Downey Library - Data/Voice Closet Layer 2 - 48 Port POE 10 Gig SFP UPS - 2 Hours Support	2 1 1		
(List all component parts of the system)			
Sub-total - Hardware / Software			
Shipping			
General Install & Training			
Taxes -			
Total Purchase Price			

6.3.3 Equipment Configuration – Equipment configuration includes all required configuration of VoIP related services for all sites.

Table 6.3.3

Component - Name	Hours	Configuration Unit Price	Total Configuration
Initial configuration and design meeting	4		
VLAN configuration and testing (all sites)			
WAN QoS configuration and testing			
(List all component parts of the system)			
Sub-total - Hardware / Software			
Shipping			
General Install & Training			
Taxes -			
Total Purchase Price			

6.3.4 Equipment Installation – Equipment installation includes mounting, basic configuration, testing and conversion to the replacement switches. NOTE: Patch cables to be supplied by The City.

Table 6.3.4

Component - Name	Hours	Configuration Unit Price	Total Configuration
Configuration and testing			
Conversion from existing switches to new switches			
Post conversion support (minimum 4 hours)	4		
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

7. Delivery and Installation

The City anticipates cutover of all locations to be completed in October 2014 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that The City and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

- 7.1. Implementation Plan** - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of The City during the implementation process.
- 7.2. Risk of Loss** - Please state when the customer assumes risk of loss or damage.
- 7.3. System Physical Requirements** - Please indicate the requirements for each location, for:
 - 7.3.1. Floor Spacing
 - 7.3.2. Floor Loading
 - 7.3.3. Wall Space
 - 7.3.4. Environmental factors such as air condition and ventilation
 - 7.3.5. Minimum size door opening required for equipment movement
 - 7.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.
- 7.4. Equipment Reduction** - Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.
- 7.5. Equipment Delivery** - The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.
- 7.6. Manuals and Brochures** - Please provide hard copies and electronic versions the following as part of the proposal:
 - 7.6.1. Station user's manual
 - 7.6.2. Voice mail user's manual
 - 7.6.3. Any other pertinent reference information
 - 7.6.4. The City expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to The City's system design and selected feature group.
- 7.7. Manufacturer Relationship** - Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.). Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor

arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

- 7.8. Manufacturer's Commitment** - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. **If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.**
- 7.9. Warranty** - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to The City and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of The City and at no additional cost.
- 7.10. Software Assurance** – Maintenance and support quotes should include software assurance protection for The City. Please itemize this cost.
- 7.11. Software Updates** – Please describe the following regarding available software upgrades:
- 7.11.1. How is The City notified of new software upgrades and tools available for **ALL** the systems proposed?
 - 7.11.2. Does your company require software updates at these intervals or are they included/or optional?
 - 7.11.3. Are software updates included in the maintenance contract?
 - 7.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?
 - 7.11.5. Please provide typical frequency of software updates on an annual basis.
- 7.12. Test Plan** - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:
- 7.12.1. Testing of all connectivity between switches.
 - 7.12.2. Random testing of port connectivity.
 - 7.12.3. Verification of each VLAN.
 - 7.12.4. Verification of Internet access.
 - 7.12.5. Printed copies of all equipment configurations for The City's project manager review.
 - 7.12.6. Conducting a final walk through inspection of the installation with The City's project manager and the preparation of a punch list of items that need attention prior to final acceptance.
 - 7.12.7. Completion of the punch list items and the request for a final acceptance walk through with The City's project manager.
 - 7.12.8. Final acceptance of the installation.

6

DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Bulletins and Addenda

Any bulletins or addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, The City of Downey may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

The City of Downey reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of The City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

Taxes

The prices quoted herein shall agree with all California and Federal Tax Laws and regulations.

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of its titles, the California Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Indemnification

Vendor shall defend (with counsel acceptable to City), indemnify and hold the City, its officials, officers, employees, volunteers and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury, in law or equity, to property or persons, including wrongful death, in any manner arising out of or incident to any alleged negligent acts, errors, omissions or willful misconduct of Consultant, its officials, officers, employees, agents, consultants and contractors arising out of or in connection with the performance of the Services, the Project or the Agreement, including without limitation the payment of all consequential damages and attorneys' fees and other related costs and expenses. Vendor shall defend, at Vendor's own cost, expense and risk, any and all such aforesaid suits, actions or other legal proceedings of every kind that may be brought or instituted against City, its directors, officials, officers, employees, agents or volunteers. Vendor shall pay and satisfy any judgment, award or decree that may be rendered against City or its directors, officials, officers, employees, agents or volunteers, in any such suit, action or other legal proceeding. Vendor shall reimburse City and its directors, officials, officers, employees, agents and/or volunteers, for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided. Vendor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by the City, its directors, officials officers, employees, and agents or volunteers. Vendor shall not be obligated to defend, indemnify or hold the City harmless in any manner whatsoever for any claims or liability arising solely out of the City's own negligent acts, errors or omissions or willful misconduct.

Insurance

If the Proposal is accepted, vendors shall acquire and maintain Workers' Compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, and professional liability insurance coverage relating to Vendor's services to be performed hereunder covering City's risks in a form approved by the City Attorney and/or City's Risk Manager. The minimum amounts of coverage corresponding to the aforesaid categories of insurance per insurable event, shall be as follows:

Insurance Category and Minimum Limits

Workers' Compensation: Pursuant to State Law, Vendor will certify that they are aware of the provisions of the Labor Code of the State of California which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and Vendor certifies that they will comply with such provisions before commencing the performance of the work.

Employer's Liability: \$2,000,000 per accident for bodily injury or disease

Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury and property damage

Automobile Liability: \$2,000,000 per accident for bodily injury and property damage (coverage required to the extent applicable to Vendor's vehicle usage in performing services hereunder)

Professional Liability: \$2,000,000 per claim and aggregate

Additional Insurance Provisions

Endorsements. For Commercial General Liability Insurance and Automobile Liability Insurance, Vendor will ensure that the policies are endorsed to name The City of Downey and Estero Municipal Improvement District, its Council, officers, boards, commissions, employees, and agents, as additional insureds.

Cancellation. Insurance will be in force during the life of any final contract and any extensions of it and will not be canceled without thirty (30) days prior written notice sent to The City pursuant to the notice provisions of the final contract.

Failure to Maintain Coverage. If Vendor fails to maintain any of these insurance coverages, then the City will have the option to declare Vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverages. Vendor is responsible for any payments made by the City to obtain or maintain insurance and the City may collect these payments from Vendor or deduct the amount paid from any sums due Vendor under the final contract.

Submission of Insurance Policies. The City reserves the right to require, at any time, complete and certified copies of any or all required insurance policies and endorsements.

Primary Coverage. For any claims related to the final contract, the Vendor's insurance coverage shall be primary insurance with respect to City of Downey and Estero Municipal Improvement District, its Council, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by City for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of Vendor's insurance and not contributory with it.

Reduction in Coverage/Material Changes. Vendor will notify the City in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of the City.

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All Proposals, Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of The City of Downey when received. The City reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

Select vendors will be requested, at no cost to The City of Downey, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.