Request for Proposal (RFP) for a
Voice Over IP (VoIP) Telephone System

City of Edgewood
385 Dudley Road
Edgewood, KY 41017
(859)331-5910

CONFIDENTIALITY STATEMENT

The information contained in this RFP (or obtained through other written or verbal communication) is confidential and the proprietary property of City of Edgewood. It is for proposal purposes only and is not to be disclosed or used for any other purpose. Information received in response to this RFP will be held in strict confidence and will not be disclosed to any party, other than our company or its agents, without written consent.

Bidder acknowledges that Bidder may be exposed to or acquire communication or data of City of Edgewood that is confidential, privileged communication not intended to be disclosed to third parties. By accepting this document, Bidder agrees that Bidder will: (1) treat this information as confidential; (2) not allow any other person or entity to see it or use it; and (3) not use it in any way other than to prepare the requested responses.

INTRODUCTION

SITE VISIT – if a vendor wishes to do a site visit, please contact Jeanette Kemper 859-331-5910 for an appointment.

CURRENT ENVIRONMENT

PSTN: (5) Pots Lines – (23) Channel PRI **Hardware:** (45) Handsets (1) Conference Room Phone

RFP OBJECTIVES

City of Edgewood   is issuing this request for proposal (RFP) for a Voice Over IP (VoIP) Telephone System to elicit responses for solutions that address CITY OF EDGEWOOD's telecommunications requirements as described in the *System Configuration* section.   CITY OF EDGEWOOD intends to contract with a vendor/partner for the purpose of acquiring, installing, and making fully operational a new VoIP Telephone System as identified and required in this RFP. The Bidder's solution shall include all products, components, activities, services, and any other aspect necessary to properly design, manufacture, ship, deliver, install, and cutover the entire system being proposed, i.e. a "turnkey" implementation.

EVALUATION OF PROPOSALS

Proposals shall be evaluated based upon the Bidder's ability to meet the requirements set forth in this RFP.

 CITY OF EDGEWOOD will conduct a comprehensive evaluation based on all response elements, including but not limited to the following:

- Response's level of compliance with CITY OF EDGEWOOD's requirements, completeness, clarity, and logic.
- Bidder's ability to perform.
- Bidder's experience and quality of available services.
- Solutions' flexibility and features.
- Costs

If necessary, CITY OF EDGEWOOD will ask proposal-specific clarification questions to the appropriate Bidders.

 CITY OF EDGEWOOD is under no obligation to reveal how a response was assessed or to provide information relative to the decision-making process.

PROPOSAL SUBMISSION GUIDELINES

EXECUTIVE SUMMARY

The Bidder's response shall contain an Executive Summary, not to exceed three pages, that summarizes the proposed solution, primary components, its distinctive features, and how it will fulfill CITY OF EDGEWOOD's requirements as stated in this RFP.

FORMAT

Be sure to provide all requested information in response to each specific question or any other request for information as stipulated in this RFP. Response should be concise yet complete. Do not give partial answers, and do not leave questions blank.

Paragraphs that pose questions or require a description or an explanation should be followed by a brief explanation. Those paragraphs that do not require an explanation or description shall be responded to by a statement that either the Bidder has read and understands the requirement or the Bidder shall comply with, take exception with, or deviate from the requirement (with explanation).

Preparation and submission of a bid/proposal in response to this RFP, as well as, any subsequent addenda signifies the Bidder's knowledge, understanding and acceptance of, and willingness to abide by, all terms, conditions, specifications, and other requirements contained and set forth in this solicitation, without exception, including any addenda duly issued.

FALSE OR MISLEADING STATEMENTS

Bidder understands that if, in the opinion of CITY OF EDGEWOOD, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, CITY OF EDGEWOOD reserves the right, in its sole discretion, to reject the proposal. Bidder also understands that if the information provided does not support a function, attribute, capability, or condition as proposed by the Bidder, CITY OF EDGEWOOD may reject the proposal.

Bidder understands that any modifications to the questions in this RFP by the Bidder may result in immediate rejection of that proposal.

ACCEPTANCE

 CITY OF EDGEWOOD reserves the right to accept or reject any or all proposals received as a result of this RFP. CITY OF EDGEWOOD shall not be responsible for any errors or omissions of the Bidder(s). The contents of the RFP response and all pricing, terms and statements contained therein will be binding.

DUE DATES

Bidders are to review activities and due dates below and adhere to the project milestones. Bidders must deliver an electronic copy of the proposal to CITY OF EDGEWOOD as follows:

Brian Dehner - *bdehner@edgewoodky.gov*

In order to be considered for this project, Bidders should submit their proposals in sufficient time for receipt no later than 4 P.M. August 21, 2015.

NO OBLIGATION TO BIDDERS

This RFP creates no obligation on the part of CITY OF EDGEWOOD to award a contract to or reimburse a Bidder for any cost incurred in the preparation of the bid/proposal or for the cost of samples which were submitted as a bid/proposal requirement.   CITY OF EDGEWOOD may cancel this RFP, in whole or in part, at any time before entering into a legally binding contract.

BIDDER INFORMATION

Company Name:	
Address:	
Sales Representative Name:	
Telephone Number:	
E-mail address:	

1. Provide a brief description of the firm including organizational structure and years in business in NKY.

   Response:

2. Who manufactures the proposed system?

   Response:

3. Does the Bidder install the product or use business partners?

   Response:

4. Please include description of bidders support resources (quantity, experience, etc)

   Response:

5. Does the Bidder maintain the product or use business partners?

   Response:

6. Does the Bidder maintain a support call-in center for problems?

   Response:

7. Does the Bidder provide on-site assistance if it is required?

   Response:

8. The Bidder must submit three (3) customer references. Reference information must include company name, contact, telephone number, e-mail address, and approximate size of system.

Company Name	Contact	Phone Number & E-mail Address	System Size

SYSTEM REQUIREMENTS

SYSTEM CONFIGURATION

CITY OF EDGEWOOD requires a Voice Over IP (VoIP) telephone system. Power over Ethernet (PoE) will be deployed along with CAT5E or better cabling infrastructure where phones will be placed.

PSTN Connection	1 PRI – 5 Pots Lines
Telephone Handsets	45 Standard Business Phones 1 Conference Phone
Softphones	0
Analog Ports	2
Voice Mail Users with Microsoft Outlook Integration	40
Desktop Call Management Software – Operator	1 User
Desktop Call Management Software – Standard	40 Users
Salesforce Integration	0 Users

SYSTEM & VOICE MAIL SPECIFICATIONS

1. Provide a brief description of the proposed system.

    Response:

2. Provide the model names and version numbers of all system components of the proposed system, including hardware and software.

    Response:

3. Provide a brief description and discussion of your system architecture.

    Response:

4. Describe requirements of the data network to support the system including necessary infrastructure features and capabilities.

    Response:

5. What capabilities (i.e. QoS (DSCP/802.1p), Rate Shaping, VLANS etc.) are required inside the LAN?

    Response:

6. Is the telephone system being proposed agnostic to the networking equipment?

Response:

7. Describe the IP call processing hardware platform in detail. Is it based on industry standard hardware, or is it proprietary?

   Response:

8. Describe the operating system used for the proposed system providing "call control". Does it require any hard drives?

   Response:

9. What is the maximum user capacity of the proposed IP communications system? Provide a description of how scalability is achieved.

   Response:

10. What is the maximum number of simultaneous conversations supported by the proposed system? Is the system non-blocking for voice calls?

    Response:

11. How many users are supported by the proposed voice mail system?

    Response:

12. How many voice mail ports are proposed? If additional ports are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.

    Response:

13. Describe the impact on the existing e-mail infrastructure to provide voice mail to e-mail functionality.

    Response:

14. Does the voice mail system support multiple greetings? If yes, describe all available greetings.

    Response:

15. Does the voice mail system support automatic remote notification and delivery of voice mail messages to users?

    Response:

16. Can the voice mail system identify callers that leave voice mail messages and display their name based on caller id information that matches contact information in the user's desktop management software?

    Response:

17. Describe how voice mail is accessed by users from their extension, remotely, mobile devices and their desktop computer.

    Response:

STATION SPECIFICATIONS

1. Describe the per-user configuration required for each IP phone deployed in the system.

   Response:

2. Describe each type of IP telephone proposed with the system.

   Response:

3. Please specify the power requirements for each IP telephone and if they require local or closet power.

   Response:

4. Explain how you can provide easy addressing of the IP phones without having to change the addressing scheme of the existing IP data network.

   Response:

5. Explain how IP phones that are installed on the IP network are identified and added to the system.

   Response:

6. Can IP phones share existing Ethernet ports with data devices, or do the IP phones require additional Ethernet ports be added by the customer to support voice?

   Response:

7. Describe the proposed softphone integration.

   Response:

DESKTOP CALL MANAGEMENT SOFTWARE

1. Describe the system's desktop call management software and the call control features supported from the user's desktop computer.

   Response:

2. Does the proposed system provide any remote functions to allow end users to take and place calls from other endpoints, such as a mobile or home phone, while still appearing on the system? If so, please describe this feature and its functionality. Is this included in the price of the system? If not, please state any additional costs associated with this feature.

   Response:

3. Does the desktop call manager provide caller history or call log to archive the user's telephone use?

   Response:

4. Does the desktop call manager provide call routing information for delivered calls and identify how the caller reached the user though the proposed system?

   Response:

5. Does the desktop call manager provide searching and dialing of the user's configured contacts from standard desktop personal information managers, such as Microsoft Outlook?

   Response:

6. Does the desktop call manager provide name match and display when received caller ID information matches information in the user's personal information manager? Are the matched names also displayed on the user's telephone?

   Response:

7. Does the desktop call manager provide speed dialing of the user's configured frequently called numbers? Are the configured speed dial entries also available on the user's telephone?

   Response:

8. Describe how Operators are supported. Is any special hardware that is required? Does it require a special handset?

   Response:

REPORTING

Describe the standard reporting included with the proposed system and how it is accessed.

Response:

SYSTEM ADMINISTRATION

1. Describe the maintenance and administration of the system. Please include the call controller along with desktop applications, voicemail, etc.

   Response:

2. What remote service capabilities are supported by the system and how are they used to provide technical support by the Bidder? Of the components being proposed can they be 100% managed from a single interface?

   Response:

3. Is the system administration application accessible from any workstation on the LAN/WAN?

   Response:

4. Is the system administration application accessed through a standard web browser?

   Response:

5. Can moves and changes be "batched"? That is, can block copy changes can be made to a number of subscribers or class of service simultaneously?

   Response:

6. How is security provided to prevent unauthorized access to the administration application? Can some administrative users be defined with "view-only" permissions?

   Response:

7. Is there a limit to the number of administrators that can be logged on to the system at one time?

   Response:

8. Does the administrative application have on-line help? If yes, describe. **Response**:

IMPLEMENTATION & SUPPORT

INSTALLATION PROCESS

1. Project Plan - Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

   Response:

2. Transparency - It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service.

   Response:

3. Responsibility - The selected vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

   Response:

4. Describe the installation process.

   Response:

TRAINING

1. Describe the required or recommended training for system administrators, as well as, end users for the system including time and costs.

   Response:

SERVICE AND RESPONSE TIMES

1. Identify the address of the Bidder's local service center(s) and the number of service personnel trained on the proposed system.

   Response:

2. Repair Commitment - The Bidder must include a description of the Bidder's repair commitment from time of trouble discovery through the time the trouble is cleared.

   Response:

3. Bidder must guarantee a response time of no more than 4 hours for all major system problems and a maximum of 24 hours response to minor system problems.

   Response:

   a. Define major and minor problems.

      Response:

SYSTEM MAINTENANCE AND UPGRADES

1. Explain the back-up procedures for the system configuration and information and how the administrator would reload the data if needed to restore a previous configuration?

   Response:

2. How are customers provided future software releases? How are software upgrades performed?

   Response:

3. When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?

   Response:

4. During a system upgrade, explain how each component of the system is upgraded including estimate total time for upgrade for the proposed system and the estimated time each service or component is off-line.

   Response:

WARRANTY/MAINTENANCE

1. A complete maintenance and warranty agreement must be included as part of the Bidder's proposal to support the CITY OF EDGEWOOD Monday through Friday between 8:00 a.m. and 5:00 p.m. at a minimum. 24/7 coverage is preferred. Please indicate whether or not 24/7 is included, and if not, provide the additional cost required for 24/7 coverage.

   Response:

2. The telephone system and all associated equipment in the Bidder's proposal must be warranted by the Bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

   Response:

3. All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization and at no additional cost to CITY OF EDGEWOOD other than those charges stipulated to maintain the warranty.

   Response:

4. Provide a sample maintenance agreement with pricing specific to CITY OF EDGEWOOD's proposed configuration. This should reflect the maintenance offering CITY OF EDGEWOOD would receive at the end of the initial warranty period.

   Response:

SYSTEM COST

Bidder must itemize all charges for individually identifiable components of the proposed IP Communication system, including all associated installation, programming, and cabling. Bidder must include charges for all components required to connect all applications, all design charges, Telco interface charges, and training charges.

Response:

APPENDIX

Bidder needs provide product specification sheets for proposed products, as well as, a sample sales contract.

PRODUCT SPECIFICATION SHEETS

SAMPLE CONTRACT

THE CITY RESERVES THE RIGHT TO ACCEPT OR REJECT ANY AND ALL BIDS. EOE