Village-Wide Telecommunications System Selection

Request for Proposals

February 3, 2014

February 3, 2014

Re: REQUEST FOR PROPOSALS for a Village-Wide Telecommunications System

Dear Vendors:

The Village of Oak Park ("Village") is currently accepting proposals for a new Village-Wide Telecommunications System ("Project"). The Village may award the contract to a single vendor for the entire system or award the contract in parts to individual contractors. Written specifications and Request for Proposals ("RFP") documents are available at www.oak-park.us under Quick Links and Request for Proposals or contact Pamela Jenkins at (708) 358-5453.

Proposal instructions are contained in ***Sections 3-4*** of the RFP. 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. CST, February 10, 2014 at the Village Hall, 123 Madison St., Oak Park, IL 60302 room 201.** Vendors should RSVP to Tom Weiman at tweiman@clientfirstcg.com **Vendors are limited to two (2) attendees.**
- **Questions:** All questions must be received via email by **5:00 p.m. CST, February 12, 2014**. Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, Two (2) printed copies, and one (1) electronic copy on CD/Memory Stick of your Proposal must be received no later than **4:00 p.m. CST, March 7, 2014. Proposals should be delivered to the following address:**

Craig Lesner, Finance Director
Finance Department
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302

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

Sincerely,

Alvin Nepomuceno

Information Technology Director

The Village of Oak Park

TABLE OF CONTENTS

SECTION **PAGE**

1 OBJECTIVES AND PROCESS SCHEDULE

Purpose

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

Because there are several vendors who provide the type of system that the Village desires, the Village has determined to meet its future telecommunications needs through this competitive selection process. The requirements set forth in this RFP are designed assist in the selection of the vendor that best meets the Village's needs.

Objective

The Village's objective is to acquire a new telecommunications system to serve its citizens and the Village's administrative operations. The Village is seeking a state-of-the-art telecommunications system to serve its facilities located throughout the Village.

The Village is interested in VoIP system solutions. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The existing telecommunications and voicemail system currently installed in the Village is obsolete. Timing is important.
- The existing data network and cable infrastructure will be replaced to allow for the deployment of a new VoIP telecommunication system.
- The Village's budget for the project is limited.

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 Village's operations, please quote them as options and include supporting justification and cost detail.

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

General Process and Schedule

During the selection process, the Village will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, the Village will then choose a final preferred vendor. The Village will negotiate final pricing and terms and conditions with the selected vendor. The following is the current estimated schedule, as determined by the Village and is subject to change at the Village's discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the *Request for Proposals* (RFP)	**February 3, 2014**
Pre-Proposal Vendor Conference (Village Hall - room 201 – 10am)	**February 10, 2014**
Final Date for Vendors to Submit Questions	**February 12, 2014**
Date for Publishing Answers to Vendors' Questions	**February 18, 2014**
Proposals Due (Finance Department – Village Hall – 4pm)	**March 7, 2014 - 4pm**
Vendor Demonstrations	**March 2014**
Final Vendor Selection	**April, 2014**
Contract Negotiations Process	**April, 2014**
Estimated Village Board Approval	**May, 2014**
Implementation Start	**May, 2014**

Table 1 – Estimated Selection Schedule

Project Background

The Village currently has numerous locations within the Village. The main locations are Village Hall and Public Works building. Currently, the Village has a Nortel telecommunications platform integrating all of its locations together using dedicated T1's in a traditional voice deployment. Lines and trunking is centralized in Village Hall using PRI's and DID services. Voicemail serving all Village locations is also centralized within Village Hall.

The Village also has a data network providing data connections for each department and location. The Village's Wide Area Network (WAN) is a privately owned fiber network connecting each site. The Local Area Network will be upgraded as part of this procurement using new PoE data switches and QOS controls.

The Village intends to accomplish the following pursuant to this RFP:

- Replace the existing Voice and Data Cable Plant in Village Hall and Fire Station 1 – The Village as selected a contractor and this project is underway.
- Release a Request For Proposal (RFP) to obtain proposals for new data network equipment and VoIP telecommunications system for the Village.
- Implement the new data network equipment within the Village.
- Implement the new telecommunications system within the Village.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system. In the event of a loss of the WAN connection, the Village would like the system to allow each location to use the analog lines (installed by the Village at each location) to allow users in each location to make calls. The proposed system should be designed to allow ALL phones in ALL locations to be able to use the system in this fashion if the WAN connection is lost. The proposed system should also provide each Village location with an abbreviated list of features available.

Village Profile

Oak Park is a thriving community of about 52,000 people located immediately west of the City of Chicago and known for its architectural heritage and diverse population. Within its 4.5 square miles live one of the region's most diverse mixes of cultures, races, ethnicities, professions, lifestyles, religions, ages and incomes.

For more information about the Village, go to http://www.oak-park.us .

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 Village will review and evaluate the submitted proposals received through a team consisting of Village personnel and consultants.

Project costs will be evaluated based on initial purchase and installation prices 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 the requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Telecommunications RFP, using e-mail to telecommunicationsRFP@oak-park.us, no later than **5:00 p.m. CST, February 12, 2014**. Questions received after this deadline will not be accepted or answered.
- **Answers to submitted questions** will be published in email on **February 18, 2014** and will be provided to all vendors that have confirmed their intent to submit a proposal.
- **Printed Proposals Due: One (1) original, two (2) printed copies, and one (1) electronic version on a CD / Memory Stick in Word or PDF format** must be received no later than **4:00 p.m. CST, March 7, 2014** addressed to:

Craig Lesner, Finance Director
Finance Department
123 Madison Street
Oak Park, IL 60302

Requests for an extension to submit a proposal beyond the required submission date will not be granted unless deemed in the best interests of the Village. Vendors who submit 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 at a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices
- Signature page, which must include the signature of a duly authorized official of the vendor

Only written communication from the Village may be considered binding. The Village reserves the right to terminate the selection process at any time and to reject any or allproposals. The contract will be awarded to the vendor whose overall proposal best meets the requirements of the Village as set forth herein.

The Village 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 Village, including technical specifications for applicable hardware and software, including software maintenance fees, and shall remain valid for a minimum of ninety (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 revision and negotiation.

The Village requires the selected vendor to include the contents of this RFP and all representations, warranties, and commitments in the vendor's proposal and related correspondence as contractual obligations when developing final written contracts for services, equipment, and software.

4 TELECOM SYSTEM SPECIFICATIONS

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding the Village's telecommunications system requirements.

General Instructions

Written proposals are required by the Village for a state-of-the-art telecommunications system as described below.

1. The proposal, to be awarded in April 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 Village. Prices should be shown for each line item. The Village reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the Village, 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.

4. F.O.B. inside delivery, The Village of Oak Park, 123 Madison St, Oak Park, IL 60302. Freight should be included in the unit price. Inside delivery to the Village. **Delivery location has no loading dock and very limited parking. Pallets must be broken down and boxes disposed of by the selected vendor**.

5. The Village must comply with the Illinois Freedom of Information Act ("FOIA"). The Village cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the Village receives a request for any document submitted in response to the RFP, the Village'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 in response to this RFP and may not be withdrawn once the Village has awarded the contract to the successful vendor.

1. Instructions to Proposer

1.1. General – The Village of Oak Park (the Village) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the Village 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 Village telecommunications system.

1.2. System Proposals - Under this procurement, the Village 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 or VoIP Enabled 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 SIP Trunking.

1.4.3. Capable of supporting analog PSTN services.

1.4.4. Capable of providing a single centralized voice mail system accessible to serve all users.

1.4.5. Include call accounting to include all stations and DID on the system.

1.4.6. Capable of providing survivable systems for each location. The Village would like the systems to be designed to (at a minimum) provide the ability that in the event of the lost of the WAN connection, the local systems should automatically use the local POTS lines to allow the users to place outgoing calls.

1.4.7. The systems must function as if they were one.

1.4.8. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by the Village.

1.4.9. Capable of providing unified messaging services.

1.4.10. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.

1.4.11. Capable of providing auto-attendant and dial-directory functionality for all locations.

1.4.12. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The Village is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the Village wishes to manage the day-to-day adds, moves, and changes internally. The Village 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 Village 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 Village 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 Village 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 Village location, to be installed for Village 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 Village'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 Village both electronically and in hard copy. The selected vendor will detail the design to the Village and gain the Village's acceptance before proceeding. Phased implementation will follow.

1.5.1.5. The Village 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. 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 Village. The specifications provided herein are intended to facilitate the communications of the requirements of the Village 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.

1.7. Format of Response

1.7.1. 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.

1.7.2. **The proposer should address each point listed in the document directly below the numbered point. In this way, the Village will be able to discuss the specific information requested and review the specific response without having to conduct a matching process. This includes all sections and points in this RFP.**

1.8. Vendor Company Information

1.8.1. Please provide a description of your company background to include the following:

1.8.1.1. Company financial statements
1.8.1.2. Age of company
1.8.1.3. Length of time in the telecom industry
1.8.1.4. Company ownership
1.8.1.5. Relationship with the proposed system's manufacturer
1.8.1.6. Number of employees
1.8.1.7. Number of office locations
1.8.1.8. Address of the nearest location to the Village
1.8.1.9. Address of your local office responding to the RFP
1.8.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email

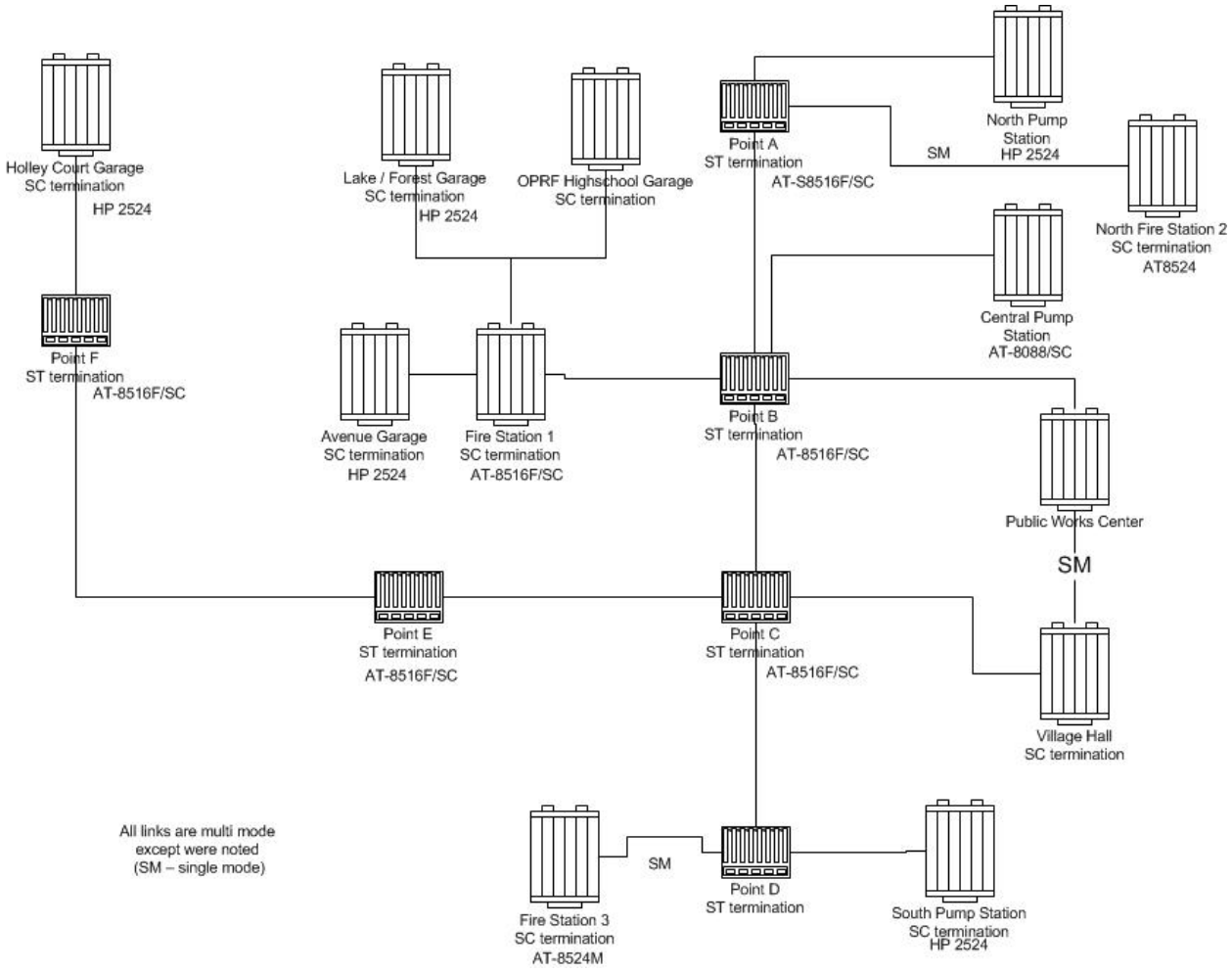
2. Data Network Requirements

2.1. Overview

The Village wishes to implement VoIP to replace the existing digital Nortel telephone system. In order to accomplish this task, the Village's exiting data network must be upgraded. This section is intended to describe the network requirements for the data network.

The existing data switches are not capable of integrating VoIP and as a result, they will be replaced. The switch requirements and quantities are part of this procurement and are described in Section 6. The Village has included a table for you to use to list the proposed date network equipment and their costs. Completing this table is required for the required bill of materials.

The Village currently has a private fiber optic network connecting its major locations. Other sites are connected to the Village Hall through the use of Point to Point T1 services.



Proposed equipment should meet the following standards and requirements:

2.2. References

2.2.1. NEC "National Electric Code, latest revision followed by the authority having jurisdiction at the project location

2.2.2. Local Electrical Codes enforced and followed by the authority having jurisdiction at the project location

2.2.3. NJATC "Configuring and Installing Local Area Networks" Latest Edition

2.2.4. TIA/EIA-568-B.1 "Commercial Building Telecommunications Cabling Standard Part 1: General Requirements", including all current addenda

2.2.5. TIA/EIA-568-B.2 "Commercial Building Telecommunications Cabling Standard Part 2: Balanced Twisted-Pair Cabling Components", including all current addenda

2.2.6. TIA/EIA-568-B.3 "Optical Fiber Cabling Components Standard", including all current addenda

2.2.7. ANSI/TIA/EIA-569-A "Commercial Building Standards for Telecommunications Pathways and Spaces"

2.2.8. ANSI/TIA/EIA-606 "The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings"

2.2.9. ANSI/TIA/EIA-607 "Commercial Building Grounding and Bonding Requirements for Telecommunications"

2.2.10. IEEE Standard 1100-1992 – Recommended Practice for Power and Grounding Sensitive Electronic Equipment in Industrial and Commercial Power Systems (The IEEE Emerald Book)

2.2.11. IEEE 802 Committees including:

2.2.11.1. IEEE 802.1 – Higher Layer LAN Protocols

2.2.11.2. IEEE 802.3 – Carrier Sense Multiple Access with Collision Detection (Ethernet)

2.2.11.3. IEEE 802.8 – Fiber Optic Technology

2.2.12. BICSI TDMM "Telecommunications Distribution Methods Manual" 9th Edition

2.2.13. BICSI "LAN Design Manual" 3rd Edition

2.2.14. Cisco's Installation Manuals pertaining to each piece of equipment being installed

2.2.15. Applicable federal, state, and local codes, rules, regulations, and ordinances governing the work, are are incorporated herein as though fully set forth. The proposer should note items in the drawings or the specifications, construction of which would be code violations, promptly call them to the attention of the Village in writing. Where the requirements of other sections of the specifications are more stringent than applicable codes, rules, regulations, and ordinances, this RFP/specifications shall apply.

2.3. Network Equipment - Switches

This RFP is open to all network equipment 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:

2.3.1. Separate stacking cables in heights not to exceed one meter.

2.3.1.1 Resilient stacking technology preferred but not required.

2.3.2. A non-blocking architecture for the specified configuration.

2.3.3. Policy-based QoS with bandwidth management and traffic prioritization.

2.3.4. TELNET and SSH support for remote switch access and management.

2.3.5. Layer 3 routing support.

2.3.6. Multicast support.

2.3.7. 802.1x edge authentication.

2.3.8. Boot P/DHCP IP address support.

2.3.9. The ability to perform access control policies for network control and security at wire speed.

2.3.10. Link aggregation capabilities and port trunking for Gigabit and 10/100/1000Mb ports.

2.3.11. IEEE 802.3af compliant on all 10/100/1000Mb TX switch ports.

2.3.11.1 All workstation switch ports to be 10/100/1000Mb autosensing.

2.4. Power Requirements

2.4.1. 110VAC Power Supplies

2.4.2. 110VAC, 60 Hz power supplies with standard electrical cord/plug with NEMA 5-15P or 5-20P specifications, not to exceed 20-amp rating.

2.5. Safety and Emissions Requirements

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

2.5.1. UL1950 3rd Edition, electrical safety certification

2.5.2. EN60950/IEC 950 - ITE Safety

2.5.3. CSA 950 - ITE Safety

2.5.4. Compliant with FCC Class A EMI emission standards

2.6. Interfaces

2.6.1. Auto-negotiable 10/100/1000 TX ports in the quantity shown in the table below.

2.6.2. 802.3x flow control on all interfaces.

2.6.3. Support for 10Base-T / 100Base -TX / 1000Base – TX interface modules.

2.6.4. Support for 1000Base-X Gigabit interface modules with “pluggable” SFPs.

2.7. Other Features - Layer 2 Features

2.7.1. Spanning Tree

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

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

2.8. VLAN Support

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

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

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

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

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

2.12. 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:

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

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

2.12.2.1. IEEE 802.1p – Class of Service

2.12.2.2. IP Precedence (TOS)

2.12.2.3. DiffServ – IP Type of Service

2.12.2.4. IP source/destination address or subnet

2.12.2.5. TCP/UDP port or socket number

2.12.2.6. MAC address

2.12.2.7. VLAN membership

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

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

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

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

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

2.14.1. SNMP support

2.14.2. RMON support

2.14.3. Port mirroring.

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

2.16. Network Assumptions - Responders to this RFP must provide specific specifications, but can assume the Village will provide:

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

2.16.2. HVAC for all replacement equipment.

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

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

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

3. Voice Requirements

3.1. System Locations – Overview - The Village is replacing its existing telephone systems at the locations detailed in Table 3.2 below.

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

Table – 3.2 – The Village Locations

Location	Street Address
Village Hall	123 Madison Street
Fire Station #1 (Main)	100 N. Euclid Avenue
Fire Station #2 (North)	212 Augusta St
Fire Station #3 (South)	900 S East Ave
Holley Court Garage	1125 Ontario Street
Avenue Garage	720 North Blvd
Public Works Center	201 South Blvd
Central Pump Station	129 Lake St
North Pump Station	1010 N Ridgeland Ave
South Pump Station	207 Garfield St
OPRF-High School Garage	137 N Scoville Ave
Austin Blvd Police Substation	618 S Austin Blvd
Chicago Ave Police Substation	4 Chicago Ave
North Blvd Police Substation	1119 North Blvd
North Ave Police Substation	6311 North Ave
Lake St Police Substation	1010 Lake St

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

3.4. System Configuration – Quantities for Purposes of the RFP

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

The Village's Telecommunications Requirements

	Station – Station Type - 1	Station Type 2	- Station – Station Type - 3	Station – Station Type - 4	Station - Station Type 5	Station – Station Type 6	ACD Seats	Paging Access	PRI	Analog Trunks
Village Hall – non-Police	26	83	68	9		6	16	1	1	8
Village Hall – Police	21	46	12	2	16	1	2	1		4
Fire Station #1 (Main)	4	1	20							3
Fire Station #2 (North)		3								1
Fire Station #3 (South)		3								1
Holley Court Garage	1	6	3							1
Avenue Garage	1	3								2
Public Works Center	10	40	14	4		1	4	1	1	3
Central Pump Station	5	3								1
North Pump Station	1	1								1
South Pump Station	1	1								1
OPRF High School Garage		1								1
North Blvd Police		1								1
TOTAL	**70**	**192**	**117**	**15**	**16**	**8**	**22**	**3**	**2**	**28**

Table 3.3.1

3.5. Telephone station requirements

3.5.1. **Type 1** – A single-line analog station ports or instruments. The break-down of their application is as follows:

- 70 Ports will terminate in existing analog devices, Modems and Fax Machines

3.5.2. **Type 2** – A minimum of 4-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.

3.5.3. **Type 3** – A minimum of 12-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.

3.5.4. **Type 4 – BLF/DSS –** The Village has specific positions who answer calls for departments and individuals within those departments. Some of the positions would like to retain the existing DSS/BLF operation. In this case, the proposed DSS/BLF should have a minimum of 24 buttons. Each button on the

BLF/DSS should provide the answering position the ability to see who is on and off the phone, see incoming call status for every person listed on the BLF/DSS and be able to press one button associated with that individual on the DSS/BLF to answer for and transfer calls to each person on the BLF/DSS.

3.5.5. **Type 5 - VoIP Intercom** – weather-rated intercom call box primarily for Police garage, lock up and corridors. Equipment must be a non-handset device, full-duplex voice, peer-to-peer capable and doubles as paging speaker.

3.5.6. **Type 6** – Conference Room Station. High quality wireless IP speaker phone designed to provide communication services in conference rooms of various sizes throughout the Village locations.

3.5.6.1. Wireless application is preferred.

3.5.7. **Two (2) attendant consoles are also required in the Public Works Center.** Attendant Console – Please provide a description and optional costs for various alternatives to provide an attendant console. The Village centralizes the answering services in the Public Works Department.

3.5.7.1. Consoles should provide presence information for all stations

3.5.7.2. The Console operation should allow incoming call queuing with an announcement/greeting to the caller while waiting in queue.

3.5.8. Telephone sets must be provided with a minimum of Gigabit switch port.

3.5.9. State if 10/100/1000 switch port is available and the cost of these sets.

3.5.10. 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.

3.5.11. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in the Village. 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. PSTN Trunking Requirements

3.6.1. 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.

3.6.2. 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. <u>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.</u>

3.6.3. 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 Village is only interested in systems that can provide survivability using these lines.

3.6.4. All DSU/CSU hardware must be included under the itemized costs detailed in Section 6 of this proposal.

3.6.5. In a VoIP environment, please describe the operational impact on the attached PC or Citrix's VDI in-a-box if any one of the proposed telephone sets would fail.

3.6.5.1. What impact would this have on the network connection through the telephone set to a PC or Citrix's VDI in-a-box?

3.6.5.2. If the telephone set loses power, would there be an impact on an attached PC or Citrix's VDI in-a-box?

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

3.7. Required Features – The Village 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 at the end of Section 3.6.49, 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 6.1.6.** 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.

3.7.1. 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.

3.7.2. Account Codes

3.7.3. Alarm Indication on Attendant Console

3.7.4. Attendant Camp-on

3.7.5. Attendant Console Silent button

3.7.6. Attendant Console Join key

3.7.7. Automatic Attendant Recall – Describe the options available to the Village.

3.7.8. 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?

3.7.9. 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.

3.7.10. Automatic Route Selection (ARS)

3.7.11. Call Accounting System and Call Detail Reporting – Please provide a proposal for a call accounting system that provides the ability to obtain call accounting information and records for **ALL phones and users** on the system. Please provide the following information regarding the proposed Call Accounting System:

3.7.11.1. Describe the specific relationship with the manufacturer.

3.7.11.2. Include the cost of the recommended product in Section 6 of the detailed pricing.

3.7.11.3. The proposed telecommunications system and Call Accounting System should provide the ability for the Village to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

3.7.11.4. The Village 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.

3.7.12. Call Forward-Busy

3.7.13. Call Forward-No Answer

3.7.14. Call Forward-Variable

3.7.15. 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?

3.7.16. Call Forward-All Calls

3.7.17. Call Hold

3.7.18. Call Park

3.7.19. 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.

3.7.20. Call Recording – The Village would like the ability to dynamically record calls on non-emergency lines for 2 positions in Police Department, 1 specific line in PD.

3.7.20.1. Please explain how the recordings are stored and if they are indexed after recording.

3.7.21. 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?

3.7.21.1. Can routing to voicemail greetings be different for internal and external calls?

3.7.22. 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.

3.7.23. Call Waiting Indication (Visual and Audible)

3.7.24. Camp-On (from Other Extensions)

3.7.25. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.

3.7.26. 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?

3.7.27. Conference Bridge – As an Option – please provide a quote for a conference bridge. Should provide the ability for the Village to have 10 to 15 participants, enable users to dial in for the conference call and provide the ability for secure authorization codes for each conference call.

3.7.28. Cradle to Grave Reporting Information – The City is interested in obtaining features or an adjunct system to provide advanced call center tools and reporting capabilities and cradle to grave call reporting. For your information – a comparable tool would be TASKE.

3.7.28.1. **Please include a quote for this system that integrates with your proposed telecommunications system.**

3.7.29. DNIS Compatibility

3.7.30. Distinctive Ringing – Is there a different ring tone for internal vs. external call?

3.7.31. 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?

3.7.32. Do Not Disturb

3.7.33. Executive Busy Override

3.7.34. Hot Desking – The Village would like to enable the police department officers who do not have assigned desks or use of a specific phone to use a group of designated stations. Enable them to log into any one of the phones in the group making that station their unique extension.

3.7.34.1. There are 30 hot desk users

3.7.34.2. There are 10 stations planned for these users

3.7.35. Incoming Line Identification

3.7.36. ISDN Capabilities (BRI & PRI)

3.7.36.1. Describe the sequence of events necessary to convert from a T-1 common equipment card to a PRI common card. Does the PRI require additional space on the common equipment shelf? Is additional hardware or software required to make the conversion? If so, please include the price of the required hardware and /or software components.

3.7.37. Last Number Redial

3.7.38. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

3.7.39. Music on Hold - Can Music-on-hold be applied on a station selective basis?

3.7.40. Mute key

3.7.41. Night Answer Mode

3.7.42. 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.

3.7.43. Paging

3.7.43.1. External Paging Access

3.7.43.2. Paging Through the Phones – please include the ability for the Village to provide paging through the speakers on the phone and wall mounted speakers. The Paging should provide paging for groups and zones.

3.7.44. Priority Queuing

3.7.45. 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.

3.7.46. Remote Diagnostics/Remote Maintenance

3.7.47. Save/Repeat Dialing

3.7.48. Speed Dialing (System, Group, and Station – specify quantities)

3.7.49. 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.

3.7.50. 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.

3.7.51. 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.

3.7.52. 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.

3.7.53. 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:

3.7.53.1. CCS/hour per trunk

3.7.53.2. Blockage per trunk

3.7.53.3. CCS/hour per trunk group

3.7.53.4. Blockage per trunk group

3.7.53.5. Specific hunt group information

3.7.53.6. Feature utilization

3.7.53.7. 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?

3.7.54. Transfer Call back to Attendant

3.7.55. Twinning – Please include the ability for the system to provide twinning to interact with the Village's mobile devices. The operation should allow Village 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.

3.7.55.1. Please include the cost for 15 twinning licenses. These will be used within the Village Hall and Public Works locations.

3.7.56. 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.

3.7.57. 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?

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

3.7.59. **Variable Call Recording – Ideally, the Village 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.**

3.7.59.1. Please describe how the proposed system stores the recording, how they are indexed and how the Village would retrieve various call recordings.

3.7.60. Interactive Voice Response Unit (IVR) – Optional - The Village would like to offer its members the ability to "self serve" many of their requests. An example of this may include registration for programs at Recreation, checking water billing balance, etc.

3.7.60.1. Please indicate if the proposed system has the IVR software included

3.8 **Required ACD Features** – the Village requires the proposed telephone system to be equipped with the following required ACD features. This feature will be used in various departments at the Village Hall and Public works. The Village currently has Queuing operational in various departments.

3.8.1 The number of required ACD seats for each location is included on the configuration table 3.3.1. The ACD Stations needed are counted in the station count for each location on the same table.

3.8.1.1 22 should be ACD Agents

3.8.1.2 3 should be Supervisors (Included in the total above)

3.8.2 Please define what the proposed system will do when the agent in a single person ACD group is logged out.

3.8.3 The System should allow the capability to send incoming calls to the ACD to remote agents or to a 3rd party contractor.

3.8.4 Will the system allow the Village to use an Automated Attendant to answer, will it forward or overflow?

3.8.4.1 Please provide a review of the options for the Village.

3.8.5 The Village would like the proposed system to allow for the ACD to operate seamlessly in all locations shown on table 3.3.1. This seamless operation includes both functional call routing and reporting information.

3.8.6 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 all ACD agents on the system.

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 Wall Boards may be needed. Please include the optional cost of a wall-board.

3.8.6.12 Hold time for abandon calls (including short call abandon report)

3.8.6.13 Easy access to historical information

3.8.6.14 Customizable reports (i.e. Crystal Reports, etc)

3.8.6.14.1 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.))

3.8.6.15 Real time group objective reports

3.8.6.16 Tracking of overflow calls

3.8.6.17 Report Graphing

3.8.6.18 Describe the proposed systems' ability to provide information regarding the number of calls each agent gets by split

3.8.6.19 Ability to track times when calls were in queue and how many there were and how long they 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 Village 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 45 days so that the Village 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 Village may in the future require the ability to have remote telecom users log in and take calls just as if they were in Village Hall on one system. These users may have DSL or broadband connectivity to the Village network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.

Please provide an optional quote for the needed software for this function.

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 Village Hall or any Village 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 Village 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 Village 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 Village 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 Village definable thresholds.

3.8.8 Agent Licenses – The proposed system should include licenses necessary to provide for agents, groups and supervisors as identified in this section.

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 Village 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 Village 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 Village 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 The Village has a number of items and plans in place to provide recovery for various outages.

3.9.2 Vendors should design the system to distribute operations between both Village Hall and Public Works. The system should be designed to provide the following functionality:

3.9.2.1 **Fail over PRI operation** – In the event a PRI is down, the DID operation should continue by re-routing all DID numbers to one or the other PRI.

3.9.2.2 **Full Operation** – In the event of a power outage or loss of a PRI, the System should continue FULL call service functionality (e.g. Inbound/outbound calls, automated attendant, voicemail and call transfers throughout and between the Village locations.

3.9.3 Existing Recovery and Backup Measures

3.9.3.1 Following is a review of the situations at each site.

3.9.3.2 Fire Department

3.9.3.2.1 All Fire Department Stations have Natural Gas Generators with auto transfer switching that provides power to the Watch office.

3.9.3.2.2 Only the Main Fire Station requires some level of telephone redundancy.

3.9.3.2.3 Each Fire Station has a stand-alone UPS in the Watch Office for IT Network Equipment.

3.9.3.3 Public Works

3.9.3.3.1 Public Works Center has natural gas generators with auto transfer switching that powers the computer room on site and the EOC.

3.9.3.3.2 There is a stand-alone UPS for IT Equipment

3.9.3.4 Village Hall

3.9.3.4.1 Village Hall has a natural gas generator with auto transfer switching that provides power to the entire building, **except air conditioning.**

3.9.3.4.2 In line UPS for computer and telephone rooms

3.9.4 System Outages

3.9.4.1 When software maintenance is performed on the system, is a restart required?

3.9.4.2 Typically, what will the duration of a system restart be for a system of this size?

3.9.4.3 What, if any manual intervention is required for a restart?

3.9.4.4 In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.

3.9.5 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.

3.9.6 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 Fax Server Capability

3.10.1 Please include the costs for a Fax Server. Please provide specific documentation on this offering.

3.10.1.1 What are the steps involved in the delivery of an incoming FAX?

3.10.1.2 With what E-mail packages does the FAX server integrate?

3.10.1.3 Does a user need a FAX number and a telephone number, or can the numbers be shared?

3.10.1.4 The Village anticipates 60 Seats of Users and 63 DID telephone numbers for use with the proposed Fax Server.

3.10.1.5 Section 6 must include optional pricing on a Fax Server

3.10.1.6 Please describe where the faxes would be stored

3.10.1.7 Please describe how the faxes would be displayed for the users and how they would be indexed.

3.11 911 Compatibility

3.11.1 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.

3.11.2 Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of Illinois. 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.

3.12 **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 Systems that require the Village to print faceplates are not acceptable

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 vendor provided 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 Village may require the use of 25' handset, 25' base cords, and wall mount kits for a significant number of 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, attendant console, 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 Village. No more than 10 to 12 Village staff in any one training class.

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 include specific training on the proposed conference room phones and conference bridge operation.

3.14.2.4 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 Village's staff completes various levels.

3.15 **Acceptance -** The Village 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 Village

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 Village 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. 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 Maintenance Contract costs should also include:

3.16.7.1 Software Assurance

3.16.7.2 Software Updates

3.16.7.3 Software Upgrade

3.16.7.4 Labor to install and test Assurance, Update and Upgrade changes.

3.16.8 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 **References**

3.17.1 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 system installations, multi-locations customers, with a minimum of 400 telephone stations, and a centralized voice mail system.

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

3.17.3 Be advised, references constitute a major element of the Village'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 Village requires voice mail functionality as part of RFP. 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 Village 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 Village to define by station how the user would like his or her telephone to be forwarded 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 would deal with this circumstance.

4.1. System Configuration

4.1.1. The Village estimates a requirement for 500 initial users of the voice system. 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 Village employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

4.1.2. The Village requires no less than 50 simultaneous calls into voicemail or the automated attendants.

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 <u>any</u> 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. Capture an optional user-directed playback of caller ID when messages are left in voicemail.

4.3.10. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?

4.3.11. Changeable Passwords

4.3.11.1. Can the user change passwords?

4.3.11.2. Can the user be forced to change passwords?

4.3.11.3. If so, can the administrator establish the frequency of the change?

4.3.11.4. If so, by system or by station?

4.3.11.5. What is the minimum password length? Maximum?

4.3.11.6. Will the system provide a “lock-out” after input of invalid passwords?

4.3.11.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?

4.3.11.8. Can the voice mail password be the same as the user’s network password?

4.3.12. 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?

4.3.13. Guest Mailboxes

4.3.14. Group Mailboxes

4.3.15. Message Save

4.3.16. Message Delete

4.3.17. Message Pause

4.3.18. Message Privacy

4.3.19. Message Replay

4.3.20. Message Redirect and Comment

4.3.21. Message Respond

4.3.22. 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?

4.3.23. Message Rewind

4.3.24. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?

4.3.25. Message Undelete

4.3.26. Mirrored Mailbox - Does the system provide the capability to store the same message in more than one mailbox?

4.3.27. Outbound Notification of Messages - This feature must include notification to Mobile device.

4.3.28. 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 mobile device.

4.3.29. Priority Queuing of Messages

4.3.30. 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.

4.3.31. Skip Forward Through Messages

4.3.32. 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.

4.3.33. 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.

4.3.34. Temporary Greeting – The system should provide the Village employees to pre-record a temporary greeting to be used when out of the office for short periods of time.

4.3.34.1. Please indicate whether the system has the ability to provide an automatic expiration of the use of the temporary greeting based on a pre-determined date or interaction with the individual system users outlook calendar.

4.3.35. Scheduled Delivery of Message

4.3.36. 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.

4.3.37. 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?

4.3.38. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.

4.3.39. 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 Village 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 the Village 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.

4.3.40. Variable Settings for Maximum Message Length

4.3.41. 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 a minimum of 500 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 Village's staff completes various levels.

4.5. Automated Attendant Function – The Village will use various automated attendant functions for departments throughout the Village 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 Village's personnel needs 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 Village utilizes Microsoft Exchange 2007 messaging system. Pricing for unified messaging for all voice mail users must be included in Section 6**.** It should also be noted that the Village is migrating to MS-Outlook 2010 and Exchange 2010. It is understood that the Village will have to standardize on

a specific version and would like input regarding the proposed solutions requirements.

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. Storage of the voicemail messages should **not** be on the Exchange server.

4.6.8. Please provide the average size of voicemail recording for file storage for the proposed system.

4.6.9. Please provide a review of the process of Backup and recovery of user messages for the proposed system.

4.6.10. Will the user be able to listen to voice messages through Outlook Web Access 2010?

4.6.11. 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?

4.7. 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 Village 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 Oak Park 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 Oak Park 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 Village 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 Village 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 Village 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 Village 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 Village will pay for the component, not a list price with a summary discount at the end. Total price equals the quantity times the discounted pricce.

Please include any trade in value that can be extended to the Village for the existing Avaya Telecom system and station hardware.

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

Table 6.1.1

Component - Name	Qty	Price	Installation	Total
(List all component parts of the system)				
Village Hall				
Fire Station #1 (Main)				
Fire Station #2 (North)				
Fire Station #3 (South)				
Holley Court Garage				
Avenue Garage				
Public Works Center				
Central Pump Station				
North Pump Station				
South Pump Station				
OPRF High School Garage				
Austin Blvd Police Sub				
Chicago Ave Police Sub				
North Blvd Police Sub				
North Ave Police Sub				
Lake St Police Sub				
Voicemail System				
Required Telephone Stations				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

6.1.2. Paging Equipment Unit Pricing Information – The Village will be evaluating the use of paging and specialty telephones. Please provide a cut sheet for each proposed item. Please provide a quote for the following:

Table 6.1.2

	Price	Installation	Total
IP Based Paging System Speaker			
IP Based Paging System Controller			
Push Button wall mounted telephone set to provide two-way communications between user and PD			
Outdoor IP based speaker/horn			

6.1.3. 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	Installation	Total

6.1.4. E-911 Station Locator Capability

Table 6.1.3

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

6.1.5. Maintenance Pricing – Including:

6.1.5.1. Software Assurance

6.1.5.2. Software Updates

6.1.5.3. Software Upgrades

6.1.5.4. Labor for installation of software and testing

Table 6.1.4

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

6.1.6. Optional Equipment

Table 6.1.5

Facility	Qty	Price	Install	Total
(List all component parts of the system)				
Call Accounting System				
TASKE system				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

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 as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for the Village. The component name should be clear and understandable, not a code or stock number. The discounted price must be the actual cost The Village 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 Village will be responsible for rack mounting and connecting cables for new switches and routers. The Village will be responsible for providing UPS power for all network equipment.

Table 6.3.1

Component - Name	Qty	Price	Install	Total
Router including CSU/DSU– Village Hall				
(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 validating connectivity, and completing test plans. The vendor will be responsible for rack mounting and connecting cables, including stacking, for new switches and routers. The Village will be responsible for designating rack space and providing UPS power for all network equipment. NOTE: Some sites may not have sufficient rack space for side-by-side mounting of network equipment.

Table 6.3.2

Location	Component – Name	Qty	Unit Price	Install	Total
Avenue Garage	24 port Gb POE switch, 2 Gb SFP ports	1			
	Multi-Mode SFP – Short Haul	1			
Holley Court Garage	48 port Gb POE switch, 2 Gb SFP ports	1			
	Multi-Mode SFP – Short Haul	1			
North Pump Station	8 port Gb POE switch, 2 Gb SFP ports	1			
	Multi-Mode SFP – Short Haul	1			
Fire Station 2	8 port Gb POE switch, 2 Gb SFP ports	1			
	Gb Single Mode SFP – Short Haul	1			
South Pump Station	8 port Gb POE switch, 2 Gb SFP ports	1			
	Multi-Mode SFP – Short Haul	1			
Fire Station 3	8 port Gb POE switch, 2 Gb SFP ports	1			
	Gb Single Mode SFP – Short Haul	1			
Central Pump Station	24 port Gb POE switch, 2 Gb SFP ports	1			
	Multi-Mode SFP – Short Haul	1			
Fire Station 1	48 port Gb POE switch, 4 Gb SFP ports	2			
	Multi-Mode SFP – Short Haul	4			
Public Works	48 port Gb POE switch, 2 Gb SFP ports, Layer 3, Stacking technology	2			
	Gb Single Mode SFP – Short Haul	2			
Village Hall – MDF – Station Rack 1	48 port Gb POE switch, 2 Gb SFP ports, Layer 2, Stacking technology	2			
	Gb Copper SFP	2			
Village Hall – MDF – Station Rack 2	48 port Gb POE switch, 2 Gb SFP ports, Layer 2, Stacking technology	4			

	Gb Copper SFP	2			
Village Hall – MDF – Station Rack 3	48 port Gb POE switch, 2 Gb SFP ports, Layer 2, Stacking technology	5			
	Gb Copper SFP	2			
Village Hall – Data Center Switches	48 port Gb POE switch, 4 1Gb SFP ports, Layer 3, Stacking technology	2			
	Gb Single Mode SFP – Short Haul	1			
	Gb Multi-Mode SFP – Short Haul	3			
Village Hall – IDF	48 port Gb POE switch, 2 Gb SFP ports	1			
	Gb Multi-Mode SFP – Short Haul	1			
	(List all component parts of the system)				
	Sub-total – Hardware / Software				
	Shipping				
	General Install & Training				
	Taxes –				
	Total Purchase Price				

6.3.3 The below alternate provides for 1Gb/10Gb connectivity at Village Hall. 10Gb connectivity will be utilized from each of the three MDF station cable racks to the core switches.

Table 6.3.3 – Village Hall Alternate

Location	Component – Name	Qty	Unit Price	Install	Total
Village Hall – MDF – Station Rack 1	48 port Gb POE switch, 2 1Gb/10Gb SFP ports, Layer 2, Stacking technology	3			
	10Gb Copper SFP	2			
Village Hall – MDF – Station Rack 2	48 port Gb POE switch, 2 1Gb/10Gb SFP ports, Layer 2, Stacking technology	4			
	10Gb Copper SFP	2			
Village Hall – MDF – Station Rack 3	48 port Gb POE switch, 2 1Gb/10Gb SFP ports, Layer 2, Stacking technology	5			

	10Gb Copper SFP	2			
Village Hall – Data Center Switches	48 port 1Gb/10Gb POE switch, 4 1Gb/10Gb SFP ports, Layer 3, Stacking technology	2			
	Gb Single Mode SFP – Short Haul	2			
	Gb Multi-Mode SFP – Short Haul	3			
Village Hall – IDF	48 port Gb POE switch, 2 Gb SFP ports	1			
	Gb Multi-Mode SFP – Short Haul	1			
	(List all component parts of the system)				
	Sub-total – Hardware / Software				
	Shipping				
	General Install & Training				
	Taxes –				
	Total Purchase Price				

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

Table 6.3.4

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			

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

Table 6.3.5

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

7. Delivery and Installation

The Village anticipates cutover of all locations to be completed in July 2014 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that the Village 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 Village 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 Village 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 Village'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 Village 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 Village and at no additional cost.

7.10. Software Assurance – Maintenance and support quotes should include software assurance protection for the Village. Please itemize this cost.

7.11. Software Updates – Please describe the following regarding available software upgrades:

7.11.1. How is the Village 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 Village's project manager review.

7.12.6. Conducting a final walk through inspection of the installation with the Village'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 Village'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 Village may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

The Village reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the Village, 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 RFP process.

Taxes

Federal excise tax does not apply to services purchased by the Village. Illinois sales tax does not apply to services purchased by the Village by virtue of law.

Prevailing Wages

Prevailing Wages: Prevailing wage rates as ascertained by the Illinois Department of Labor (hereinafter referred to as the "Department") pursuant to the Prevailing Wage Act, 820 ILCS 130/0.01 *et seq.*, and as set forth in the Village's current Prevailing Wage Ordinance shall be applicable to the Project to the extent required by existing law. If the Department revises such prevailing wage rates, the revised rates shall be applicable to the Project.

Compliance with Applicable Laws

The chosen vendor shall 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 any work pursuant to its proposal.

Indemnification

The selected vendor shall, without regard to the availability or unavailability of any insurance of the Village or the selected vendor, protect, indemnify, hold and save harmless, and defend the Village against any and all claims, costs, causes, actions, and expenses, including, but not limited to, attorney's fees and administrative expenses, arising in favor of any person, including the employees or officers or independent contractors or subcontractors of the selected vendor or the Village, on account of growing out of, incident to, or resulting directly or indirectly from the selected vendor's performance, or failure to perform, the services required for the Project, whether or not such loss, damage, injury or liability is contributed to by negligence of the Village or by premises themselves or any equipment, or from other causes whatsoever, except that the selected vendor shall have no liability or damages or the cost incident thereto caused by the sole negligence of the Village.

Insurance

Proposers shall, at their expense, secure and maintain in effect throughout the duration of the applicable contract, insurance of the following kinds and limits set forth herein. Certificates of Insurance shall be furnished to the Village before starting work or within ten (10) days after the notice of award of the contract, which ever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed to do business in the State of Illinois and having a rating of at least B+9, according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the Village. This provision shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The selected vendor shall require any of its subcontractors to secure and maintain insurance as set forth herein. The Village reserves the right to modify the required insurance policies set forth herein. The required policies shall contain a waiver of subrogation for the benefit of the Village.

Proposers shall provide insurance coverage for not less than the following limits of liability as set forth below, or greater where required by law:

(A) **Commercial General Liability:**

i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.

ii. Limits:

General Aggregate	$ 2,000,000.00
Each Occurrence	$ 1,000,000.00
Personal Injury	$ 1,000,000.00

iii. Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor

(B) **Workers' Compensation:**

i. Shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who work on the Project, and in case work is sublet, the Contractor shall require each subcontractor similarly to provide Worker's Compensation Insurance. In case employees engaged in hazardous work under this contract at the site of the project are not protected under Worker's Compensation statute, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(C) **Comprehensive Automobile Liability:**

i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

ii. Limits:

Combined Single Limit	$1,000,000.00

(D) **Professional Errors and Omissions Liability:**

i.

Per occurrence	$1,000,000.00
General Aggregate	$2,000,000.00

ii. Cover all claims arising out of the selected vendor's operations or premises, anyone directly or indirectly employed by the selected vendor, and the selected vendor's obligations under the indemnification provisions of this Agreement to the extent same are covered.

(E) **Umbrella:**

i. Limits:

Each Occurrence/Aggregate	$2,000,000.00

(F) **The Village of Oak Park, its officers, employees, agents and volunteers shall be named as an additional insured on all insurance policies indentified herein except Worker's Compensation and Professional Errors and Omissions Liability. The selected vendor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, employees, agents, and volunteers. The selected vendor's insurance shall be primary coverage with respect to the Village, its officers, employees, agents and volunteers. Any insurance or self-insurance maintained by the Village for itself, its officers, employees, agents and volunteers shall be in excess of the selected vendor's insurance.**

Termination for Default

In the event of a breach of any of the terms of the applicable agreement between the selected vendor and the village, including the any applicable warranty, the Village may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material and/or terminate the agreement.

Standard of Care In performing its professional services - the selected vendor shall use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided.

Implementation - The selected 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 professional manner and pursuant to the applicable standard of care, of all items set forth in its 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 Village of Oak Park when received. The Village reserves the right to use the material or any ideas submitted in the RFP. The Village of Oak Park will not disclose the provided material to competing vendors without the express approval of all vendors.

Vendor Demonstrations

Vendors may be requested, at no cost to the Village, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.