

Town of Colchester
127 Norwich Avenue
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Colchester, CT 06415

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Invitation to Bid
Voice Over IP
Phone System
Town of Colchester

January 5, 2011

Bids shall be addressed to Gregg Schuster, First Selectman, 127 Norwich Avenue, Suite 201, Colchester, Connecticut. 06415 on or before **2:00 P.M. February 9, 2011**. Bids shall be submitted in a sealed envelope clearly marked, "**Voice Over IP Town of Colchester**".

Bid opening shall take place at the Colchester Town Hall, Office of the First Selectman, 127 Norwich Avenue, Suite 201, Colchester, CT. 06415 at **2:00 P.M. February 9, 2011**.

Any questions concerning this bid may be answered by contacting Greg Plunkett Director of Facilities, at (860) 537-2296 or 860-303-0125.

No right shall accrue to any person submitting a bid until such bids have been accepted and contract awarded in writing by the duly authorized representative of the Colchester Board of Selectman. The Colchester Board of Selectman reserves the right to reject any and all bids and to accept the lowest responsible bidder, and to waive any informalities, omissions, excess verbiage, or technical defects in the Bidding, if, in the opinion of the Board of Selectman, it would be in their best interest to do so.

Overview of the Project

The Town of Colchester would like to solicit bids to upgrade its voice and data network to improve communication efforts and reduce monthly telecommunication expenses. The preferred solution is a Voice over IP (VOIP) system, but other solutions, such as a hybrid solution, will be taken into consideration. The primary objective of this RFP is to provide the town with an enhanced communication solution that will improve its customer relations and dramatically decrease its monthly telecommunication expenses.

WE also want to identify options and select a solution for The Town of Colchester which while upgrading our phone system also provides an updated LAN/WAN infrastructure to effectively support a VOIP solution. This opportunity consists of multiple locations all governed by the town. Locations include the Colchester Town Hall, the Colchester Police Department, The Colchester Senior Center, the Cragin Library, the Colchester Youth Center, the Colchester Fire Department Co. #1, and the Colchester Fleet Maintenance facility.

This RFP does not include the Colchester School District. The Colchester School District operates on its own accord and may decide to issue an RFP for a phone system upgrade at a later date that would operate independently from this solution.

Your proposed solution should include building the necessary LAN/WAN infrastructure required to support the phone system. Make sure all required servers or devices are clearly identified in response. Please include a firewall (network security) device for the town hall.

Site Details

Town Hall and Colchester Police Department– located at 127 Norwich Ave., Colchester, CT 06415

- Site has 76 published DID's but has a block of 100 reserved with AT&T; site currently supports roughly 80 employees
 - Requires (76) 2-line phones, and (4) attendant consoles
- There is 1 dedicated data T1 to facility (1.5Mbps)
- There are 20 unrestricted primary station lines and 8 unrestricted ground start trunks
- Current data equipment at Town Hall consists of a PIX506E firewall, (5) HP 2524 switches, an Adtran 3200, and a switch used with a firewall.
- Internal phone system – TOSHIBA Strata model CHSUE672A + PS and CHSUB672A = PS

Cragin Library – located at 8 Linwood Ave., Route 16, Colchester, CT 06415

- Site has 10 published DID's with AT&T
 - Requires (10) 2-line phones

- Site has an intercom system that would need to be integrated to system
- Site currently has high speed cable internet service and CEN DSL
- Current data equipment at Cragin Library consists of (2) 3Com switches, (1) Cisco 800 Series Router and cable router.
- Internal phone system – TOSHIBA phones with Avaya ExchangeMax

Colchester Senior Center – located at 95 Norwich Ave., Colchester, CT 06415

- Site has 3 published DIDs with AT&T
 - Requires (10) 2-line phones
- Site currently has DSL internet service
- There is currently no data equipment at center
- Internal phone system – AT&T Star System, AT&T voice mail

Colchester Fire Department Company #1 – located at 52 Old Hartford Rd., Colchester, CT 06415

- Site has published DIDs with AT&T
 - Requires () 2-line phones
- Site currently has DSL internet service
- Current data equipment
- Internal phone system Electra Lite 48

Colchester Youth Center – located at 40 Norwich Avenue, Colchester, CT 06415

- Site has published DIDs with AT&T
 - Requires () 2-line phones
- Site currently has DSL internet service
- Current data equipment
- No internal system

Colchester Fleet Maintenance – located at 300 Old Hartford Road, Colchester, CT 06415

- Site has published DIDs with AT&T
 - Requires () 2-line phones
- Site currently has DSL internet service
- Current data equipment
- No internal system

General System Requirements

The proposed solution must include the following:

- A Call processing system that will operate 7x24x365.
- A Voicemail system that can provide a personal mailbox to all subscribers on the system, along with general mailboxes that can be utilized by an entire department.
- Must be capable of providing an internal 4-digit dialing solution to main site and each of the identified remote sites.
- Must be capable of handling the 10-digit dialing pattern used in this area.
- All phones proposed should have at least 2-line appearances and speakerphone capabilities. They should also possess the basic features such as mute, hold, transfer, and conferencing.
- Identify if phones are capable of having headsets attached and what type of headsets are compatible.
- Identify if phones are capable of acting as a data port or if separate Ethernet cabling is required for phone and PC at a workstation.
- Phone system should be capable of providing music on hold.
- Phone system should be capable of handling 911 calls that will be accurately directed from each site. System should allow for direct dial of 911 and should not require any predecessor digits to reach an outside line.
- Phone system should possess the capability to ring a DID or extension on more than one phone, and should be able to perform tasks such as hunt groups, call blast groups, etc.
- Proposed solution must be capable of providing Call Detail Reporting (CDR) so a breakdown of department expenses can be done. Please identify if this functionality requires additional hardware and/or software to be installed.
- Proposed solution must provide Caller ID capabilities to all phones.
- Identify whether or not the system is capable of providing unified communications, such as voicemails being sent to email.

Technical Specifications

The proposed solution must meet the following:

- VOIP or hybrid server-based PBX solution that is running the manufacturer's latest IOS release.
- Proposed solution should provide a call processing system with auto attendant capabilities and a voicemail system. A separate auto attendant solution for each department is not required.
- Site does not possess any call centers, nor requires any call center type capabilities.
- Town Hall does have an elevator with an elevator phone, but is NOT part of this request for proposal.
- Identify system's PSTN connectivity options such as digital trunking solutions like T1, PRI, or SIP trunking capabilities.
- Identify how fax functionality will be handled with proposed solution and associated costs.
- Provide complete list of required servers and devices required to support proposed solution, such as fax servers, call processing server, voice mail server, switches, routers etc.
- Provide overview of any additional features and functionality offered by system not already identified in requirements.
- The 911 dispatch center is NOT part of this proposal.
- All sites currently have CAT 5 or greater cabling installed. Any additional cabling that may be required for vendor's proposed solution should be identified in this RFP, but should not be included in the pricing or scope of response.
- If vendor is capable of providing telco services in addition to the PBX solution, this information should be identified in the response to this RFP. Please provide a detailed description of services and associated costs. If this portion is being handled by a separate vendor, please identify vendor who will be handling the telco portion and the contract terms applicable for proposed pricing.
- As part of this RFP, please identify the various types of support contracts available for the solution proposed. Identify the different service level agreements and associated costs. Identify what services are included with each type of support contract list, services such as quarterly software upgrades, onsite part replacement, etc.
- Identify as part of the response what the expandability is for the proposed solution. How many additional phones and voicemails can be added, whether or not additional costs are incurred for licensing, and the increments in which the licenses are sold.

INSURANCE REQUIREMENTS

The Contractor, at its own expense, will provide, carry and maintain throughout the term of this contract, adequate insurance as requested by the Town that will protect the Contractor, the Town of Colchester, its officers, employees and volunteers from any and all claims for loss, damage, injury or death which may arise from the operation of this contract by the Contractor or anyone directly or indirectly employed by them. Policies shall be so written that the Town of Colchester will be notified of cancellation at least thirty (30) days prior to the effective date of such cancellation. Certificates showing that all of the Contractor's operations are covered, and stating the coverage with the Town included as an additional insured, the limits of liability, expiration dates and exclusions, if any, will be filed with the Town of Colchester before the term of the contract commences.

The Contractor's insurance carrier must be licensed to do business in Connecticut and must be rated in A.M. Best's Insurance Guide as a "secured carrier" with a rating of "A-" or better. The Insurance Certificate must state whether coverages are written on an "occurrence" basis or a "claims-made" basis. All insurance must maintain that the Town is an "additional insured" for General Liability and Umbrella policies, and any other coverages as the Town may require for specific projects. The Town of Colchester, its officers, officials, employees and volunteers are to be covered as insureds as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, occupied, or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Town, its officers, officials, employees, or volunteers.

The Contractor's insurance coverage shall be primary insurance as respects the Town, its officials, employees and volunteers. Any insurance or self insurance maintained by the Town, its officers, officials, employees or volunteers shall be in excess of the Contractor's insurance and shall not contribute with it.

SECTION A. WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY

Worker's Compensation must be provided in accordance with the Worker's Compensation Laws of Connecticut. Should a Contractor be exempt from the Worker's Compensation Laws of the State of Connecticut, or any other State or Federal requirements, evidence of such exemption must be provided to the Town and a "Hold-Harmless" agreement provided in language satisfactory to the Town holding it harmless in the event of any claim for injury or damages. The Contractor is responsible for ensuring that all of its subcontractors carry Worker's Compensation Insurance, as described above.

Employer's Liability must be provided in accordance with the following limits:
\$1,000,000 each - Bodily Injury
\$1,000,000 disease - Policy Limit - Bodily Injury
\$1,000,000 disease - Each Employee - Bodily Injury

SECTION B. GENERAL LIABILITY

B.1 OCCURRENCE POLICY GUIDELINES

General Liability - Written under commercial or comprehensive form including the following:

(Premises/Operation, Products/Completed Operations, Contractual, Independent Contractors, Broad Form Property Damage, and Personal Injury.)

- ◆ General Aggregate \$1,000,000
- ◆ Products/Completed Operations Aggregate \$1,000,000
- ◆ Personal & Adv Injury \$1,000,000
- ◆ Each Occurrence \$1,000,000
- ◆ Fire Damage (any one fire) \$1,000,000
- ◆ Medical Expense (any one person) \$ 10,000
- ◆ Also "follow form" umbrella coverage over General Liability, Employer's Liability and Auto Liability in a minimum amount of \$1,000,000.

The Town requires that these aggregate limits be maintained by the Contractor as required. It is the responsibility of the Contractor or his representative to notify the Town if ever or whenever claims reduce the General Aggregate below \$1,000,000. If the aggregate limits include defense costs the Town should be so notified. It is the responsibility of the Contractor and his insuring agent to provide the Town with current certificates throughout the contract period keeping the required limits in full force and effect. The Town of Colchester reserves the right to modify or change the requirements at any time if it is in the best interest of the Town to do so.

B.2 CLAIMS-MADE COVERAGE GUIDELINES

General Liability - Written under commercial or comprehensive form including the following: (Premises/Operations, Products/Completed Operations, Contractual, Independent Contractors, Broad Form Property Damage, and Personal Injury).

The Town requires that the Certificate of Insurance include the retroactive date of the policy. Retroactive dates must be either before or coincident with the Contract's inception.

The Town requires prompt and immediate notice of the following:

1. Erosion of any aggregate limits,
2. Advance of any retroactive dates,
3. Cancellation or non-renewal. Prior 30 day notice.

The Town requires that any extended reporting period premium be paid by the named insured. The reporting of possible claims to the Town of Colchester is necessary and the Town retains the right to require that the Contractor at his/her expense invoke the extended reporting period. The Town requires that if any excess coverage is secured to meet the requirements that the retroactive dates be concurrent with the primary policy and that the retro dates be either before or coincident with the inception of the Contract. If the retroactive date is moved, or if the policy is canceled or not renewed, the Contractor must invoke the tail coverage option, at no expense to the Town but rather at the expense of the Contractor, in order to adequately assure that the policy meets the above requirements.

Liability Limits: Same as those under Section B.1 "Occurrence Policy Guidelines"

SECTION C. AUTOMOBILE LIABILITY

C. Automobile Liability - coverage for commercial or comprehensive automobile liability (vehicular), covering any auto, all owned autos (private passenger), all owned autos (other than private passenger), hired autos and non-owned autos.

- ◆ Combined Single Limit – Bodily Injury/Property Damage \$1,000,000
- ◆ Also “follow form” umbrella coverage over General Liability, Employer’s Liability and Auto Liability in a minimum amount of \$1,000,000.

Insurance under B & C above must provide for a 30-day notice to the Town of Colchester of cancellation, non-renewal, termination, or any restrictive amendment.

SECTION D. PROFESSIONAL LIABILITY

D. The Contractor must have professional errors and omissions coverage with a liability limit of \$1,000,000 per claim/\$1,000,000 aggregate. The Contractor must provide proof that these limits are available under the policy depicted in the Certificate of Insurance. The Contractor is responsible for the payment of any deductible associated with any claim made against this policy. The Contractor must state whether the coverage is “occurrence form” or “claims made” coverage. If the coverage is “claims made”, it is the Contractor’s responsibility to assure that the coverage remains in force not only concurrently with the project dates but also as per the terms of the contract specifications.

Warranty

All work performed and all material and equipment furnished under this contract shall be free from defects and shall remain so for a period of at least one (1) year from the date of acceptance or approval by the Colchester Board of Selectmen. The full cost of

maintenance, labor and materials required to correct any defect during the one year period shall be included in the submittal bid.

Proposal Requirements

To be considered all proposals must contain the following:

- Completed Proposal Form that includes all requested information.
- A description of your company's MAC (Move/Add/Change) process and capabilities.
- A high level time line which will illustrates the sequence and duration of the implementation.
- A description of your recommended post-warranty maintenance contract or service agreement, including a copy of your company's standard maintenance contract.
- Provide the name(s) and a brief resume(s) of the individual(s) likely to be assigned as Project Manager should your Company be selected.

Proposal Format and Instructions

Proposals are due in the office on **February 9, 2011 by 2:00 PM**. Responses must be received in person or delivered via mail. Electronic format, such as email or fax, will not be accepted. Responses must be received in a sealed envelope marked: "**VOIP Town of Colchester**"

- Vendor should provide a copy of their standard purchase agreement, along with standard maintenance and warranty agreements.
- All bids must include a completed "Bid Form". *No Exceptions*.
- Vendor shall not include state sales tax in their pricing to the Town of Colchester.
- Vendor shall be responsible for obtaining all necessary permits required to perform services.
- All services shall be the responsibility of the vendor unless otherwise stated in the response.
- Vendor must include in response at least 2 references of customers who have like solutions installed.
- Vendor must identify what type of training is included in their response. Training should include administrator training for add, moves, and changes, as well as end-user training for all personnel who will have a phone assigned to them.
- All responses shall be complete and include all necessary software, hardware, and services required to perform implementation. Failure to include any of these items shall result in vendor supplying these items at their expense if critical to completing the installation.
- Vendor shall inform the Town of Colchester of any sub-contractors it intends to use for its implementation. The Town of Colchester reserves the right to review

and approve the complete list of sub-contractors vendor plans to use for the implementation.

- This RFP in no way obligates the Town of Colchester to issue a purchase order, pay for services or binds them under a contract for costs incurred in responding to this RFP. Such expenses are the sole responsibility of the vendor.
- The Town of Colchester has no obligation to the vendor until a final, definitive agreement is entered in, a formal purchase order is issued, and a written authorization is issued by the Town of Colchester.
- Press Releases regarding any aspect of this solicitation may not be made at any time without prior written approval from the Town of Colchester.
- All data received from vendors in response to this RFP will not be returned.
- Vendor's response to this RFP must specifically identify any exceptions of requirements that vendor cannot meet. Exceptions must be noted in response in the appropriate section.
- Vendor's proposal must identify any discounts or milestone payment requirements as part of this response. Clearly outline all payment guidelines.
- The Town of Colchester reserves the right to negotiate any contract or contract terms with vendor subsequent to contract award.
- All questions regarding this RFP must be submitted in writing either in email, fax, or mail delivered form to Greg Plunkett prior to RFP Q&A deadline date.
- Response must provide vendor's recommended configuration and price including initial cost and any recurring fees.
- Pricing should be inclusive of VoIP hardware and software, as well as any interface software required or other equipment such as fax servers or network infrastructure items. Note any milestone billing and what criteria deem milestone completion.
- Pricing must include placing, labeling, and testing of all proposed desktop equipment.
- Pricing must include installing and configuring all software proposed for your solution.
- Please clearly state the number of servers and/or PCs with recommended specifications that are NOT included in your quote but will be required to run any of your applications as proposed.
- Please identify any cost savings that can expect from the implementation of your solution. Please be as specific as possible.
- All pricing provided in this RFP must be valid for 180 days from the RFP due date.
- Please provide purchase price as well as 36, 48, and 60 month state and local government lease option.
- Pricing must reflect evening or weekend cutover.
- Vendor must identify where company headquarters is located.
- Vendor must identify length of time in business.
- Vendor must identify whether they are a minority owned business.
- Provide a full description of the products being specified in the bid. Include manufacturer, technical specifications and dimensions.

- Provide a list of all types of equipment and components provided. The list will indicate the manufacturer's part number, the description of the part.

RFP Timeline

January 6	RFP Announced
January 26	Mandatory Pre-Bid meeting 2:00 PM Colchester Town Hall Room 1
February 1	Last day to submit questions
February 9	RFP Due to Selectman's office by 2:00 PM
By March 1	Short list announced
By March 22	Contractor selected

Selection Criteria

System Functionality and Reliability – Solution proposed by vendor will be evaluated for its overall functional capabilities and service reliability. This will be evaluated by reviewing references, case studies, and other types of documented materials.

Price – Selected solution and service provider will be reviewed for overall price and value presented in submitted proposal. Value of solution will be assessed by reviewing features and functionalities provided by base solution being offered. Price will be evaluated based on Colchester's Purchasing Policy RFP guidelines.

Proposed System's Fit with Town's Needs – The solution proposed by vendor will be reviewed for its practicality with how daily operations occur for the Town of Colchester. Overall solution must meet the needs of each respective site.

**Voice Over IP
Phone System
Town of Colchester**

Bid Form

Bidders Name

Authorized Signature

Bidders Address

Bidders Phone

Bidders FAX

Contact Person
Contract Price:

Lump Sum Price

Due February 9, 2011 by 2:00 PM