TOWN OF
GREENWICH

Purchasing Department (203) 622-7881 Fax: (203) 622-7776
Town Hall • 101 Field Point Road • Greenwich, CT 06830

February 3, 2014

VoIP/UCC Manufacturer/VAR

Dear VOIP/UCC Manufacturer/VAR:

Please find enclosed a Request for Proposal (RFP) document detailing requirements for The Town of Greenwich, CT. The solution is for a Voice over IP (VoIP) IP-PBX and Unified Communications and Collaboration (UCC) replacement system for both the Town (short term) and The Board of Education (approximately 24 months).

Based on the criteria below, Greenwich is seeking the best manufacturer and VAR that will provide the services and certifications requested as well as discounting. In no way will Greenwich have the proposed VAR present their solution based solely on the 'first to register' their solution with the manufacturer, as opposed to a VAR and solution that should be the most qualified, most advantageous and best solution opportunity from the manufacturer for Greenwich.

Greenwich requires that any manufacturer and affiliated VAR must meet the following minimum criteria given below. However, the Town will take into consideration prior positive experience with vendors meeting most but not all minimum criteria.

Manufacturers and affiliated VARs with the experience and prerequisites listed below will be eligible for providing a solution for Greenwich:

- Highest Level VAR Status - Have the highest level VAR status available from the manufacturer, providing
    - Skilled, certified staff for implementation and ongoing maintenance areas
    - NOC services and the ability to proactively troubleshoot and resolve issues both remotely and on-site within 2 hours or less for any major outages as defined by Greenwich
    - Engineers for design and quotations and support, and a dedicated account manager
    - Proven premier priority access to the internal manufacturer support team
    - Preference for sales of at least $50M annually or more

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- Years Sold - Minimum of 5 years partnership with manufacturer

- Local Presence - A local presence within 30 miles of Greenwich, including a warehouse that has inventory of spare equipment in the Tri-State regional area

- Experience –
    - Experience of the firm in Greenwich's line size (3K+ end points) and qualifications of the staff
    - Experience with implementations in VoIP and UCC in *both Municipality and K-12 Education*

- References - A minimum of 3 references each in Municipality and K-12 Education (Northeast or Tri-State preferred), and preferred references in both through the same client

- SLAs - The ability to provide Service Level Agreements (SLAs) for meeting or exceeding those for response times and fixes (preferred) in the time frames stipulated, with penalty for 'misses'

- NOC Services - 24x7x365 NOC services offered through the manufacturer and VAR for monitoring the health of the VoIP/UCC environment from multiple locations
    - Preference for 20% (or more) of customer base with 1,000+ end points of said manufacturer using the NOC Services today

- Cloud Option –
    - Ability to provide an optional Cloud model for Greenwich either direct or through a partnership
    - The cloud option MUST be provided in an off-site Data Center and NOT on Town of Greenwich premises (managed solution)

- Maintenance - Certified maintenance technicians and services provided by the VAR direct, or worst case through a subcontractor that adheres to the same SLAs as the said manufacturer/VAR and providing proof of such

- Discounting - Providing discounted pricing that is in the mutual best interest of the manufacturer and VAR and Greenwich
    - Pricing will include one-time and recurring (maintenance, software subscription, NOC) costs
    - Solution providers will be evaluated based on one-time capital costs AND annual recurring maintenance costs for a period of 7 years (84 months), including both a premise-based solution or cloud solution
    - Any service cost programs beyond a standard annually renewable program will be considered but will be evaluated and used at the discretion of Greenwich management

The Town reserves the right to use available publicly bid contract pricing, including in and out of state, State contracts, if advantageous to the Town.

The above areas will be used for consideration for each manufacturer and affiliated selected VAR.

We look forward to your response.

Sincerely,

Joan T. Sullivan

Joan T. Sullivan, CPPO, CPPB, C.P.M.
Director of Purchasing

JTS:pf

TOWN OF GREENWICH
PURCHASING DEPARTMENT
101 Field Point Road
Greenwich, CT 06830
203 622-7881

NO.: 7047 RFP

ISSUE DATE: 2/3/14

DEADLINE DATE: 3/19/14

DEADLINE TIME: 3:00 P.M.

X REQUEST FOR PROPOSAL

PREBID CONFERENCE: 2/24/14

TIME AND DATE: 10:00 AM

LOCATION: Town Hall Meeting Room, 1st Fl.
Town Hall – 101 Field Point Rd.
Greenwich, CT 06830

ITEM/CATEGORY PURCHASE, INSTALLATION AND MAINTENANCE OF A VoIP PBX/UCC AND VOICE MESSAGING SYSTEM AND ASSOCIATED INFRASTRUCTURE

LOCATION GREENWICH, CT

X BID BOND REQUIRED.

X PERFORMANCE, MAINTENANCE & PAYMENT BOND REQUIRED (SEE ATTACHED)

X GENERAL SPECIFICATIONS (ATTACHED)

X INSURANCE REQUIRED (SEE ATTACHED)

PLEASE NOTE:

1. **Sealed Bids/Proposals are due at the Town of Greenwich Purchasing Department on date noted. NO bids/proposals will be accepted after the date and time specified above. Whether the bid/ proposal is sent by mail or commercial express service, the bidder/proposer shall be responsible for actual delivery of the bid/proposal to the PURCHASING DEPARTMENT before the deadline time. Bids/proposals received after the deadline time will not be considered. PLEASE CLEARLY INDICATE BID/PROPOSAL NUMBER ON LOWER LEFT-HAND CORNER OF ENVELOPE.**
2. **BIDS/PROPOSALS ARE NOT ACCEPTED BY FAX OR E-MAIL.**
3. **COMPANY NAME AND ADDRESS MUST CONFORM ON ALL DOCUMENTS INCLUDING INSURANCE DOCUMENTS. A POST OFFICE BOX ADDRESS IS NOT ACCEPTABLE.**
4. **Bid/Proposal number must appear on all bids and related correspondence.**
5. **The Town of Greenwich is exempt from Federal and State Taxes.**
6. **The Town will consider an alternate bid only if bidders have been permitted to provide an alternate bid. An alternate bid must be clearly identified as such in order to be considered by the Town.**
7. **Stated prices are to be FOB destination inside delivery, unless otherwise specified herein.**
8. **Terms and Conditions indicated on reverse.**

Joan T. Sullivan

Joan T. Sullivan – Director of Purchasing

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Terms and Conditions

Bidders shall familiarize themselves with all provisions of the specifications and shall not at any time after submitting bid, dispute any of the specifications or assert that there was any misunderstanding in regard to the furnishing and delivering of the items called for in the proposal.

The Town of Greenwich reserves the right to issue addenda as needed on bids/proposals.

The Town of Greenwich reserves the right to reject any and all bids not deemed to be in the best interest of the Town of Greenwich, or to accept that bid which appears to be in the best interest of the Town of Greenwich. The Town of Greenwich reserves the right to waive any informalities in or reject any or all bids, or any part of any bid.

References to a particular trade name or manufacturer's catalog or model number are made for descriptive purposes to guide the bidder in interpreting the requirements of the Town of Greenwich. They should not be construed as, nor are they intended to exclude proposals on other types of materials, equipment and supplies. However, the bidder, if awarded a contract will be required to furnish the particular item referred to in the specification or description unless a departure or substitution is clearly noted and described in the proposal.

Respondents shall provide one proposal and bidders one bid price for each specified required line item with no more than one total lump sum bid, unless allowed to do otherwise by the solicitation. Respondents shall provide no more than one bid reply unless allowed by the solicitation. Bidders shall not include in their prices any Federal or State taxes from which the Town of Greenwich is exempt.

The successful bidder/s shall indemnify the Town of Greenwich against all losses, claims, actions and judgments brought or recovered against the contractor or the Town of Greenwich.

No proposal shall be received from, or contract awarded to, any person, firm or corporation who is in default or in debt to the Town of Greenwich for non-performance of any contract, or who is a defaulter as surety or otherwise from any obligation to the Town of Greenwich.

Bids must be signed in ink by the vendor. No bids shall be made in pencil. Any bids showing any erasures or alterations must be initialed by the bidder in ink. Failure to sign and give all information requested in the proposal may result in the bid being rejected.

Quantities as listed on the bid sheets are estimated for bidding purposes only. Award of contract shall be for the quantities actually ordered as needed during the contract period. However, the Town of Greenwich reserves the right to increase or decrease the quantities by 10%.

Unit prices quoted shall be net exclusive of all taxes, and must include all transportation, delivery and unloading costs; fully prepaid F.O.B. destination in place inside delivery. Debris, if any, removed.

The Town of Greenwich reserves the right to make awards on an item by item, total or lump sum basis. Where an award is made on an item by item basis, the unit price prevails. The Town reserves the right to make award in best interest of its own operation. All awards are contingent upon certification by the Town Comptroller that funds are available in appropriate accounts.

It is understood that prices shall hold firm and prevail for the actual quantities required or ordered as needed during the life of the contract whether more or less than estimated quantities. Unit prices shall not be subject to any increase during the life of the contract.

All deliveries are to be made within the time period specified in the bid proposal upon receipt of written purchase order or authorized verbal requests except as may be otherwise arranged by Supplier and Purchaser. Receipt of contract is not authority to ship. Emergency deliveries are to be made within twenty-four (24) hours from receipt of a telephone request from the Director of Purchasing and Supply. All deliveries are to be made on business weekdays between the hours of 9:00 A.M. and 4:00 P.M. except as may be otherwise arranged by the Supplier and Purchaser.

In the event deliveries are not made as specified to a Town delivery point, the Director of Purchasing and Supply shall reserve the right to purchase any such bid item on the open market and to charge any increase in price paid over the current contract price to the account of the vendor.

All bids will be awarded or rejected within sixty (60) days of bid opening date or for the stated period of validity, if different. Therefore, bidder agrees that prices will remain firm for acceptance for that period.

The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. The contractor, however, will take affirmative action to insure that minority group members are employed and are not discriminated against during employment. Such actions shall include, but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection of training, including apprenticeship.

The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex or national origin. The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract of understanding, a notice advising the labor union or worker's representative of the contractors' commitments under this specification and under rules, regulations and orders promulgated by the State.

"Affirmative Action" means procedures which establish hiring and employment goals, timetables, and practices to be implemented, with good faith efforts, for minority group members.

"Minority Group Members" as identified in EEO-4 reports shall mean Black, Hispanic, Asian or Pacific Islanders, American Indian, and Alaskan Natives.

The contractor or subcontractor offers and agrees to assign to the public purchasing body all right, title and interest in and to all causes of action it may have under Section 4 of the Clayton Act, 15 U.S.C. Section 15, or under Chapter 624 of the General Statutes of Connecticut, arising out of the purchase of services, property or intangibles of any kind pursuant to a public purchase contract or subcontract. This assignment shall be made and become effective at the time the public purchasing body awards or accepts such contract, without further acknowledgment by the parties.

Town of Greenwich
and
Greenwich Board of Education

Request for Proposal #7047

Deadline: 3/19/14 at 3:00 P.M.

Purchase, Installation and Maintenance of a VoIP PBX/UCC and Voice Messaging System and Associated Infrastructure

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1. BACKGROUND

1.1 PROJECT BACKGROUND

The Town of Greenwich CT (Greenwich) is embarking on a technology project to replace its current Avaya infrastructure. Greenwich's intention is to replace the current Avaya 8700, IP Office, Partner, Octel Voice Mail systems with a state-of the art VoIP-PBX/UCC and associated gateways (survivable remotes) that will include a total of 3,200 end points as part of the community across 29 Town sites and 16 Public School sites.

The Greenwich Board of Education desires to piggy-back onto the new Town system approximately two years after the Town has been totally implemented. The Board of Education currently has Mitel 3300 systems with a mix of IP, digital and analog sets. The IP and digital sets are commonly in the offices, whereas the analog sets are in the classrooms. Some staff share telephone sets, but each have their own voice mailbox. Most all School facilities currently have Category 5 or better cabling capable of handling IP. Each facility has an analog line for 911 calling. Each facility also utilizes overhead paging and wishes to continue with that function. The Board of Education utilizes a third-party program ParentLink for emergency notification via voice, text and IM and will likely continue to do so. Their voice is on its own network totally separate from any data. It is important to the Board of Education that each location is able to continue communicating in the event of a storm.

Any and all exceptions to this RFP and its attachments, including contract language, must be clearly stated in section 9, Vendor's Exception Section in order to be considered by the Town.

Note that award to the approved vendor and systems is contingent on Town of Greenwich Board financing and approval for the project.

All proprietary vendor information, including financials and roadmap information, must be prepared and provided in a separate, sealed envelope marked confidential.

Highly desired end-point features include (1) bridged appearances (1A2 key), (2) call log (for up to 100 calls, either missed incoming or outgoing), and (3) call coverage paths (for directing calls to pre-determined specific points, i.e., voice mail, 2nd phone, etc.).

The system is to be equipped with trunk ports consisting initially for PRI trunking with the intent of being migrated to SIP trunking in approximately 24 months; PRI and analog trunks interfacing directly with the local or long distance carrier of choice.

The vendor of choice will be responsible for the latest patches and system updates to keep the system current with the latest manufacturer offerings. All end points/phones purchased during the initial phase must be fully upgradable and supportable during the last phases so that, once completed, Greenwich will have a complete, fully functioning system, fully supported system with all end points and gateways (survivable remotes) capable of communicating with one another as one cohesive, unified system.

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There are several factors to consider as part of the PBX replacement or upgrade, including but not all encompassing:

- Integration with the existing CAT5, CAT5e and CAT6 cabling infrastructure throughout the buildings. Please note that the Town Hall and the High School have CAT3 – in this case 3rd party integration (Phybridge or similar to legacy CAT3 should be considered).
- Capability for softphones, number portability/feature transparency across multiple sites
- Vendor performance Service Level Agreements
- A numbering plan for multiple sites
- A new centralized voice mail system with after-hours auto attendant (embedded or stand-alone) abilities with proven interoperability with VoIP-PBX/UCC systems
- Capacity that will handle growth for the next 6-8 years
- Selecting a vendor(s) that:
    - Has considerable experience and currently supports other customers in the same general line size (3,200+ end points and above) and specialization in municipalities and K-12 education verticals
    - Will provide a single point of contact for product information
    - Will provide a robust mobility solution
- The Scope of Work will include the following:
    - Customer Provided Equipment (CPE) Systems components required including
        - Telephony and Voice Mail
        - Unified Messaging
        - Unified Communications (see Section 3)
        - Other tools
    - Optional technologies
        - Emergency notification
        - Mobility integration for approximately 2,000 users
        - Web-enabled audio conferencing
        - Cloud-based option
- NOTE:
    - Current UPSs will be utilized with integration to building generators
    - Any cabling requested will be provided under a separate Scope of Work
      For every option (upgrade, replacement) the vendor must specify if that option will provide the required and optional components and features and note any and all exceptions.

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STRATEGY

There is a desire and need for Town of Greenwich and the Board of Education to work together towards a new VoIP Telephony system and Unified Communications and Collaboration, as well as economies using shared cores, trunking (PRI, SIP) and licensing.

1.2 BUSINESS BACKGROUND

The Town of Greenwich CT (Greenwich), founded in 1640, is a municipal government located in Southeastern Fairfield County, Connecticut with approximately 1,900 phones, with an additional 1,300 affiliated with the Greenwich Board of Education. Various departments support the Town's various needs including:

- Town Hall
- Police
- Library
- Nathaniel Witherell Skilled Nursing Facility

Other areas include Parks and Recreation, Human Resources, Health, Social Services, Land Use, and Public Works.

PBX systems used by Greenwich include the following:

- 4 main Telephone systems, all Avaya (manufacturer):
    - Town Hall system – Avaya S8720
    - Police Department – Avaya S8730
    - The Library system – Avaya S8500
    - Nathaniel Witherell (Skilled Nursing Facility) – Avaya S8500

- Other smaller telephony systems exist for smaller sites, including:
    - Avaya Partner (14 systems)
    - Avaya IP Office (3 systems)
    - Nortel Norstar (2 systems)

The Greenwich Board of Education currently runs on a Mitel Telephony system that is separate and distinct from the Town. There are 16 facilities including the Board of Education, the Greenwich High School, three Middle Schools and 11 Elementary schools. All are on a Mitel 3300 system presently.

The Town of Greenwich and the Greenwich Board of Education would like to explore two distinct possible solutions, including:

- A Centralized VoIP/UCC solution – a basic 2 core system environment with survivable remotes at all key Greenwich sites for each entity

- A Cloud-based rental VoIP/UCC solution – leveraging a private cloud solution dedicated to the Town of Greenwich with survivable remotes and appropriate SLAs. Note that a private cloud solution does not include the Wide Area Network (WAN) as part of the bid response, as the Town of Greenwich carries a separate agreement with Lightpath for Layer 2 Ethernet WAN. The selected vendor, if chosen for a cloud-based solution, will provide SLAs utilizing Lightpath as the incumbent WAN vendor.

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1.3 CAPABILITIES RELATIVE TO GREENWICH

Greenwich is looking for the following capabilities for the new phone system, including:

Required

- A fully-redundant VoIP/UCC solution at the core system level and all end points
- DID services via PRIs or SIP trunking and 2 cores
- IP gateways (survivable remotes) at secondary sites
- Single, on-net dialing plan among all sites (currently 5 digit)
- Disaster recovery (redundancy and resiliency) to second site
- Voice mail broadcast
- Auto call-out IVR function for collections, and other applications
- IVR function for inbound logging and routing of billing related functions for the Town
- Call Recording
- Centralized voice mail
- Unified Messaging
- Unified Communications (IM/chat, document sharing, presence, softphone, audio conferencing tool, desktop videoconferencing, other integrated apps)
- Caller ID
- Town-wide and School-wide Directory
- Analog lines for backup
- Bypass Lines/Power Failure per site (see specification)
- Call Detail Reporting (CDR)
- Follow Me (single number)/forward to cell phone (option)
- Virtual Office (using one's own extension at second office or home)
- Remote worker, home office hard phone or softphone capability
- E911 to end point notification
- Contact Center system technologies for the Town only
    - Required
        - Contact Center Set with Visual Display
        - CTI - integrated end points
        - Supervisor Terminals
        - Headsets (wireless)
        - Wallboards
        - Reporting Package (upgraded - custom)
        - Call Recording

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- IVR system (integration with existing IVR system or propose alternate
- Self service (user programmable) call flow and reporting development for
  - IVR scripting
  - Report development
  - Customer reporting
- Text to speech
- Skills based routing
- Post call survey
- Scheduled callbacks/virtual hold
- E-mail response queries
- Web response queries
- ETA "Time in Queue" Software

- Optional
  - Speech Analytics
  - Appointment reconfirmation software
  - Preview dialing (ports)
  - Workforce Management
  - QA tools, Screen Capture/Scrapes
  - Call Blending with predictive dialing
  - Data mining
  - Social Media response queries
  - InterQueue – Call routing by site
  - Score carding
  - Screen Pop by Tel #
  - Speech Recognition (upgrade learn accents)
  - Speech to Text - Speak in words and dB find
  - At Home agents (work at home and disaster recovery) – capability only
  - Desktop faxing/fax-on-demand

Optional

- Emergency notification via cell phone, desktop, text message, and other media
- Audio Conferencing (Web enabled)
- Network Management Tools

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2. TERMS AND CONDITIONS

2.1 KEY DATES

2.1.1. *Proposal Date* - Submit your proposal **by 3:00 PM on Wednesday, March 19, 2014** to the Town's Purchasing Department. Include one original and four (4) printed hard copies and an electronic version on CD or USB flash drive to the individual below. All submittals MUST be in a sealed envelope or box. All copies must be signed. Original copy MUST be marked as ORIGINAL. THE FORM ENTITLED "SOLUTION PROPOSAL FORM FOR THE TOWN OF GREENWICH AND THE GREENWICH BOARD OF EDUCATION" MUST BE INSERTED IN FRONT OF THE COVER PAGE OF THE VENDOR'S PROPOSAL. Soft copies must be **searchable** PDF or Microsoft documents.

2.1.2. *Pre Bid Conference* – Greenwich and the Board of Education will host a "Bidders Meeting" Conference on **Monday, February 24, 2014 at 10:00 AM** in the Town Hall Meeting Room where prospective vendors will have an opportunity to review the existing infrastructure and ask questions. It is ***highly recommended*** that sales, engineering and installation representatives from every vendor attend this meeting. As the question and answer session will begin at the same time as the tour of the Town's sites, please bring adequate staff so that your company can have representation at both. **No further tours will be conducted.**

2.1.3. *Vendor Demos (Short List)* – Short listed vendors will have an opportunity to meet with the Town of Greenwich, the Greenwich Board of Education and its representatives for a detailed review of their proposal along with system demonstration in April, 2014 (at the Town's and the Board of Education discretion).

2.1.4. *Vendor Selection* - The vendor will be selected by the Evaluation Committee on or about early May 2014.

2.1.5. *Beginning Work* - Vendor shall begin work at the two core sites (Town Hall and Police) six (6) weeks after a finalized copy of the contract has been signed by all necessary parties.

2.1.6. *Initial System Replacement/Cutover* – Cutover of the core site facilities is targeted to start implementing in June 2014, time frame. The deployment at Greenwich is expected to take place over a 12 - 18 month period (and possibly longer), with the Greenwich Board of Education to follow.

2.1.7. *Schedule Changes* – The Town of Greenwich and the Greenwich Board of Education reserve the right to change the scheduled dates as needed.

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2.2. GENERAL

Number Of Proposal Copies - Please send one original (original copy MUST be marked as ORIGINAL) and four (4) hard paper copies and an electronic version on CD/flash drive of your proposal to:

Town of Greenwich, CT
Purchasing Department
Attn: Ms. Joan Sullivan
Director of Purchasing & Administrative Services
Town Hall, First Floor
101 Field Point Road
Greenwich, CT 06830
Tel: (203) 622-7884

Each proposal **must be sealed** to provide confidentiality of the information prior to the submission date and time. **RFP #7047 must be clearly stated on the outside of the sealed proposal package.**

Questions are to be directed to Joan Sullivan via fax to (203) 622-7776 or by email to joan.sullivan@greenwichct.org. **The deadline for submittal of questions is 5:00 PM on Monday, March 3, 2014.**

Any and all exceptions to this RFP and its attachments must be clearly stated in section 9, Vendor's Exception Section in order to be considered by the Town.

2.2.1. *Read and Comply* – Each vendor, by submitting a proposal, represents that the vendor has:

- Read and completely understands the Request For Proposal (RFP) documents.
- Is familiar with the conditions under which services would be provided, including availability and cost of materials and labor.

2.2.2. *Receipt of Proposals* - All vendors shall be solely responsible for the delivery of their proposals to Greenwich and the Board of Education at the place and before the time as specified in 2.1 (above) of this RFP.

2.2.3. *Proposals are Property of Greenwich* and the Board of Education - All materials submitted in response to this RFP shall become the property of Greenwich and the Board of Education upon delivery, and are to be appended to any formal documentation, which would further define or expand the contractual relationship between Greenwich, the Board of Education and the successful vendor. All responses and clarifications received and approved by Greenwich and the Board of Education will be part of the contract and/or system specification.

2.2.4. *Right To Reject Any Or All Proposals* - Greenwich and the Board of Education reserve the right to reject any or all proposals received. Non-acceptance of a proposal shall mean that another proposal was deemed more advantageous to

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Greenwich and/or the Board of Education, or that all proposals were rejected. Firms whose proposals are not accepted shall be notified after a binding contractual agreement between Greenwich, the Board of Education and the selected vendor exists, or after Greenwich and the Board of Education have rejected all proposals. Greenwich and the Board of Education reserve the right to waive any irregularities or informalities and to award the contract in the best interest of Greenwich and the Board of Education.

2.2.5. *Ambiguity, Inconsistency* - All vendors shall promptly notify Greenwich and the Board of Education of any ambiguity, inconsistency or error, which they may discover upon examination of the Greenwich and the Board of Education documentation.

2.2.6. *Preparation of Proposals* -

2.2.6.1. Proposals shall indicate the full name of the vendor submitting the proposal and shall bear the signature of a principal duly authorized to execute contracts for the vendor. The name of each person signing the proposal shall be typed or printed below the signature.

2.2.6.2. All corrections shall be initialed by the person(s) signing the proposal.

2.2.7. *Compliance/Non-Compliance with RFP Components* - Responses must correspond to the numbering in this document. Where appropriate, responses must signify "Compliance" or "Non-Compliance" to the stated requirements as of the date of this RFP, or provide the requested information. Vendor must indicate "Comply", "Not Comply", or "Partial Comply" with an explanation.

2.2.8. *System Features And Capabilities*

2.2.8.1. The vendor will supply a complete list of system features and capabilities. Include all technical specifications relating to feature activation, capacities, and limitations.

2.2.8.2. The list must specify those features that are standard and those that are optional. If a feature is optional, a cost to include and or add that feature must also be provided. If additional supporting hardware or software is required to provide a specific optional feature or group of features, the cost of that hardware or software must also be indicated.

2.2.9. *Company Profile* - A brief description and history of your company including the date founded, whether it is publicly or privately held, debt level, size (by number of employees and revenues), and any business partnerships pertinent to this project. Describe the experience, capabilities, and qualifications of your company in the Telecommunications industry. See System Supplier Fact Sheet.

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2.2.10. *Failure To Respond To All Points May Be Grounds For Rejection* - Failure to respond to all points may be grounds for rejection. Furthermore, failure to supply any information requested to accompany proposals may cause rejection of the proposal as non-compliance. Greenwich reserves the right to request additional information if clarification is needed.

2.2.11. *Presentation* –

2.2.11.1. Potential vendors may, at the discretion and choice of Greenwich, be asked to discuss their written responses to this document on a specified date agreed upon between the vendor and Greenwich.

2.2.11.2. During such a presentation, vendors will be asked to

2.2.11.2.1. Provide a system that can provide for growth for the next 7 years

2.2.11.2.2. Provide their product- specific roadmap under non-disclosure (NDA), for 5-7 years out, and what technology offerings are on the horizon. Product roadmap must include all product roadmap areas pertinent to Greenwich, including Telephony, UCC, Video, Mobility, and Security.

2.2.12. *Award Basis* - Greenwich and the Board of Education reserve the right in awarding this contract to consider the following:

2.2.12.1. The qualifications of the vendors
2.2.12.2. The cost of the various proposals
2.2.12.3. The contract will not be necessarily awarded to the lowest vendor
2.2.12.4. The Town may reject any proposed solution deemed non-responsive or conditional or from an irresponsible vendor/bidder

2.2.13. *Evaluation Process* – See section 1.4 for details of the evaluation process.

2.2.14. *Contract for Entire Agreement* - The contract, Exhibit C, when duly executed shall represent the entire agreement between the two parties.

2.2.14.1 The Town of Greenwich reserves the right to reject any bid or proposal submitted by a joint venture unless such joint venture satisfies the Town of its ability to obtain and furnish to the Town a contract bond in the form prescribed by the Town, in the sum of the full amount of the bid or proposal, including allowance for contingencies and extra work, and/or the contract price, and duly executed and acknowledged by said bidder/joint venture as principal and by a surety company qualified to do business under the laws of the State of Connecticut and satisfactory to the Town, as surety, for the faithful performance of the contract and payment for labor and material. The premium for such bond shall be paid by the contractor. At the time of submission of the bid or proposal, the joint venture must provide a letter from the bonding company that the joint venture is able to receive the required bond within one week after receipt of an award by the Town, in the total amount of the bid/proposal and/or

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contract price. The letter must be on the bonding company's letterhead with name, address and telephone number.

2.2.15. *Qualification of Vendors* - Proposals will be considered from firms with a demonstrated history of successfully providing services in this line size and in the Contact Center space.

2.2.16. *Assignment* - Any contract resulting from this RFP may not be assigned or transferred without the prior written consent of both parties.

2.2.17. *Responsibility of Those Performing the Work* -

2.2.17.1. The vendor shall be responsible for the acts and omissions of all of the vendor's employees and all subcontractors, their agents and their employees and other persons performing any of the work under the contract with the vendor.

2.2.17.2. The vendor shall at all times enforce strict discipline and good order among the vendor's employees and shall not employ any unfit person or anyone not skilled in the task assigned.

2.2.18. *Statements/Claims* - Vendors shall be prepared to include any and all statements, claims, and offerings made in their proposal and in the contract for equipment and services.

2.2.19. *Proposal Guarantee* - The vendor must guarantee their proposal for a 120-day period from the time of proposal submission, and then must guarantee a preferred rate structure for up to 36 months beyond the initial implementation for the Town.

2.2.20. *Authorized Vendor* - Vendor must be authorized to sell the proposed equipment listed herein and is to provide a letter from the manufacturer stating same.

2.2.21. *Cabling/Wiring* - Any cabling provided will be CAT5 or CAT5e, except as noted. All wiring will be tested and test results will be documented prior to system installation by the cabling company or chosen vendor (note that some locations may be CAT3 – in this case 3rd party integration (Phybridge or similar to legacy CAT3 may be considered).

2.2.22. *UL Approvals* - All equipment described within this document must have UL approvals.

2.3. PROPOSAL ORGANIZATION - Please submit your proposal in accordance with the Proposal Format section of the RFP so that evaluation may be conducted in a timely manner.

2.4. INSTALLATION - This section will address those activities that precede the actual installation and are required both during and following the implementation process.

2.4.1. *Damage* - The vendor shall exercise reasonable care to avoid any damage to

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Greenwich and the Board of Education property. The vendor shall report to Greenwich and the Board of Education any damage to any building or property. All damage to any building or property due to the vendor's employees or agents shall be the responsibility of the vendor to repair or replace.

2.4.2. *Scheduling of Downtime* – The vendor shall take all reasonable precautions and care to avoid causing unscheduled downtime. All work that will require any disruption to service must be discussed with Greenwich and any operational impact understood before work commences. System downtime must be planned and agreed to prior to work commencing.

2.4.3. *Correct All Defects* - The vendor shall promptly correct all defects for which the vendor is responsible.

2.4.4. *Comply With Applicable Laws And Standards* - The vendor shall insure that all records and reports, customer relations, engineering, metering, inspections, testing quality of service standards, and safety measures comply with applicable laws and standards.

2.4.5. *Clean Up* - The vendor shall clean up and remove all debris and rubbish created by the work performed. Upon completion of the work on a daily basis the premises shall be left free and clear of all rubbish, debris, and waste material.

2.4.6. *Operation And Maintenance Manuals* – Before final payment is made the vendor shall furnish as part of the system a complete set of operation and maintenance manuals for each of the systems installed.

2.4.7. *Installation* - Installation of the entire system shall be performed by competent, trained certified personnel. All work shall be done in a neat workmanlike manner in accordance with accepted industry standards.

2.4.8. *Vendor Contact* – Vendor shall provide a contact name and telephone number available 24 hours a day.

2.4.9. *Applicable Laws* - The vendor shall take necessary precautions to insure that all applicable laws, ordinances, rules, regulations, and orders of any public authority having jurisdiction for the safety of persons or property or to protect them from damage, injury, or loss are complied with.

2.4.10. *Service Provided* - Proposal must include supplying all equipment, materials, labor, insurance and services for the provision of services via a communications system.

2.4.11. *Federal Communications Commission (FCC)* - All equipment must meet the required Federal Communications Commission (FCC) certification standards.

2.4.12. *Materials* - The chosen vendor shall insure that all quoted materials comply with the applicable local, state, and national agency regulations.

2.4.13. *Permits, Fees, Etc.* - The vendor shall obtain all permits and pay all fees for

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same and give all notices required by law.

2.4.14. *Test Documentation* - At the completion of the implementation, the selected vendor shall submit to Greenwich and the Board of Education installation test documentation to show test results of all equipment and materials tested as required herein.

2.4.15. *Applicable codes* - The vendor shall comply with all applicable codes, building standards and the best practices of the trade for installation of communications equipment and materials.

2.4.16. *Testing* - The vendor shall be responsible for the complete testing and verification of all equipment and materials installed in accordance with this specification. Any cable testing is to include testing to identify opens, shorts, reversals, mis-wires, cross twists, etc.

2.4.17. *Other Cabling Components* – Any and all wiring installation must be first approved by Greenwich and the Board of Education staff prior to any work. There are strict compliances in specific areas of Greenwich that require strict processes to protect any area from possible contamination (tents and the like). Any work must be performed in a first-class fashion, including tie wrap. Any architectural repairs (patch, paint, ceiling tiles) for any damage caused must be the responsibility of the vendor. The vendor must remove and replace obstructions as necessary to perform the task at hand, i.e., remove and replace kick panels if necessary to troubleshoot line problem or remove and replace ceiling tiles if necessary to pull cables.

2.4.18. *System Availability* - The chosen vendor must supply a system that is currently manufacturer supported and has future planned support for a minimum of seven years. If the proposed system or any proposed feature or component has a currently published EOL or EOS date with the manufacturer the vendor shall provide it.

2.4.19. *Clean Up* - The vendor at all times shall keep the premises free from accumulation of waste materials or rubbish caused by the vendor's operation. At the completion of the work, the vendor shall remove from the Owner's premises all waste materials and rubbish from all areas as well as all tools, construction equipment, machinery and surplus materials.

2.4.20. *Training* - Vendor must supply training for all end-users via group training and system administrative training as well.

2.4.21. *Confirmed Implementation Schedule* – Within 14 days of receipt of a fully executed contract, the vendor shall prepare and submit to Greenwich for review and approval, a confirmed implementation schedule to show the orderly progression of events leading to the timely completion and cutover of the system into service. These schedules shall include, at a minimum, equipment delivery, installation, cutover plan, training plan, test plan, and delivery of system drawings and documentation.

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2.4.22. *Project Coordination* – Coordination of all activities will be under the direction of a Greenwich and the Board of Education appointed Project Manager. Questions related to the project shall be directed only to the Project Manager or his/her designees. The Town of Greenwich and the Board of Education will provide their own Project Managers – the chosen vendor will work with the respective Project Managers from both organizations.

2.4.23. *Vendor Slippage* – In the event the contractor encounters difficulty in meeting performance requirements, or if delays are anticipated in complying with the contract schedule or dates, the vendor shall immediately notify the Project Manager in writing, giving pertinent details, so that the contingency plans may be evaluated and/or implemented. However, such data will be for information purposes only, and this provision will not be construed as a waiver by Greenwich of any established schedules or delivery dates or any rights or remedies provided by law or under the contract.

2.4.24. *Vendor Personnel* – In order to stabilize the work force to the maximum extent possible, personnel assigned to the project by the vendor shall remain so assigned until the termination/completion of the contract. Greenwich reserves the right to reject any personnel or subcontractor proposed for assignment to this project for any reason during the course of the contract. The vendor will supply qualified substitutes for personnel so rejected in a timely manner so as not to delay or destroy continuity or work in progress.

2.4.25. *Installation Interval – Total System* - Should the results of this analysis lead to a recommendation to procure the system, Greenwich would require an installation start date of June, 2014 (Subject to change and final approval) be met for the VoIP/UCC System. If these dates cannot be met, the vendor must indicate the shortest time frame under normal conditions for installation after receipt of a finalized contract.

2.4.26. *Installation/Switch Location* – The vendor shall fully explain how the proposed system will be installed, the number of people to be furnished during the system implementation phase, whether these individuals are the vendor's personnel or subcontracted (if subcontracted, what organization will perform the installation), their credentials in terms of experience level, and what contingency plans are available to reinforce schedules which would otherwise be delayed by equipment or personnel support problems.

2.4.27. *Coordinate All Work* – The vendor shall coordinate all work with the Greenwich – assigned Project Manager.

2.5. SYSTEM ACCEPTANCE CRITERIA

2.5.1. *System Acceptance* – System acceptance is defined as that period of time beyond system cutover (no later than 60 – 90 days) where all systems are functioning to the satisfaction of Greenwich and the Board of Education. Only major issues will be considered reason to hold any payment and signing of system acceptance beyond this, including the following:

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- Minimum of 10% of all telephone and data ports not implemented correctly
- Minimum of 10% of all trunks (PRIs, SIP Trunking) not implemented, tested or accepted
- A designated major application or application processor, such as Voicemail, Contact Center, Teleworker Server, or Prompt Response has not been tested and accepted by the customer
- CDR data or CDR system has not been fully tested and accepted by the customer
- By mutual agreement within reason, anything deemed an emergency or critical area by Greenwich and the Board of Education Telecommunications personnel not tested and accepted by the customer.

2.5.2. *Completing The Entire Installation* – The vendor must advise prior to cutover how they plan to complete the entire installation. System acceptance tests will commence at the time when all installation activities have been completed and all individual facilities have been tested. At that point, a fully loaded system, including all proposed features, must operate for a period of no less than thirty (30) consecutive days without a system failure.

2.5.3. Notes –

2.5.3.1. Calls must be completed free of noise which may be associated with the system or its interfaces with network facilities.

2.5.3.2. For purposes of definition, a system failure shall mean: an inoperative call processing condition regardless of the type of condition and/or inoperative major component or peripheral, any line/trunk cards or non-major component group which in its entirety fails and in total these units exceed 5% of the aggregate units in these failed unit groups.

2.6. TECHNICAL

2.6.1. *All Required Functions And Features* - The equipment shall be capable of performing all required functions and features identified in these specifications.

2.6.2. *Design Specifications* - Install the system with hardware and software necessary to support the design specifications described in the specification Section of this RFP.

2.6.3. *Equipment Compatibility* - Vendor shall be solely responsible for compatibility of his/her equipment with any and all circuits and facilities provided by the local telephone company, other common carriers, and Greenwich.

2.6.4. *Factory Specifications* - Install the system in accordance with all factory specifications.

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2.6.5. *Jumpers* - Run all jumpers necessary to interconnect the various cabinets, power supplies, and network facilities to allow the system to function in the manner described in this RFP.

2.6.6. *Conduct Tests And Inspections* - Conduct tests and inspections after installation has been completed in order that Greenwich may be assured that the requirements for installation are met.

2.6.7. *Latest Model and Latest Release* - Provide assurance that all system components and peripherals will be of the latest model and latest release and appropriate generic version.

2.6.8. *No Changes* - There are to be no changes in hardware or software specifications from those detailed in this solution request without the express written consent of Greenwich.

2.6.9. *Omissions* - The vendor shall be fully responsible for the provision and installation of all equipment/items indicated by practical common sense regardless of any omissions in this specification.

2.6.10. VoIP Switching - The proposed communications system must be a VoIP system. It must have stored program control, self-diagnostic routines, modular design, and optional duplication of critical subsystems. It must be registered for compliance with FCC Part 68 Rules for Registration and must be in compliance with Part 15, Subpart J of the FCC rules relating to electromagnetic interference (EMI).

2.6.11. *Project Plan* – The vendor must supply a project plan detailing the installation through cut over and final acceptance. Cut over shall be defined as that date when the system is functioning, so as to be providing the basic service, for which the system is installed, for 100% of the equipped ports/licenses. There must be no interruption of the existing service as a result of this installation effort.

2.6.12. *EMI* –The proposed communications system must be registered for compliance with FCC Rules for Registration and must be in compliance with the FCC rules relating to electromagnetic interference (EMI).

2.7. TRAINING

2.7.1. *On Site Training* - Included as part of the system installation proposal, the vendor shall supply on-site training in the efficient operation of the equipment for all designated personnel. This training shall include user's seminars on system features, and assistance in the preparation of directories and user's guides. In addition, at our option, training must be provided for certification of two or more Greenwich technicians.

2.7.2. *Samples* - Include samples of training materials, programs, schedules, etc., that will help to establish an understanding of all training-related activities.

2.7.3. *Degree of Training* – The vendor shall indicate what degree of training is

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provided, suggested schedules, and suggested length of training sessions for personnel. Indicate the on-site support, dedicated to user training that will be provided prior to, during and after cutover. The availability of additional post-cutover training sessions must also be provided. Training shall include, but not be limited to:

2.7.3.1. End point users (features, capabilities, etc.)
2.7.3.2. Vendor-supplied peripherals
2.7.3.3. Data base management
2.7.3.4. Maintenance (preventative, remedial, routing) and theory behind the maintenance
2.7.3.5. Trouble reporting, escalation, etc.
2.7.3.6. System management.

2.8. SERVICE AND MAINTENANCE

2.8.1. *Preventive Maintenance (PM)* - The PM necessary to achieve the required reliability and maintenance standards shall, as a rule, be initiated and completed outside of normal working hours.

2.8.2. *Replacement Parts* - The vendor must guarantee that replacement parts will be available for at least six (6) years after one (1) year warranty (parts and labor) expiration for a total of seven (7) years).

2.8.3. *Future Maintainability* - The vendor shall indicate what written assurances will be offered to ensure continued maintenance coverage during the six (6) year period following one (1) year warranty (parts and labor) expiration, regardless of what changes will be made in prospective product lines in similar size systems.

2.8.4. *Maintenance Service Cost from Local Carrier* - The vendor (if other than the regulated local telephone company) shall be responsible for the costs of the Local Carrier service call when the system malfunction is erroneously reported to the Local Carrier by vendor's personnel and is later determined to be caused by the vendor provided equipment.

2.8.5. *Service Response Time* - The successful vendor must be prepared to guarantee a service response time within 15 minutes remotely and on-site no longer than two (2) hours for any major system outages (24x7x365) and one (1) hour remotely and 24 hours for any minor outages, 9am - 5pm Monday through Friday (24 hour stand-by service for minor outages with appropriate response is required on a time-and- materials basis). Optional pricing will be considered for 24 hours a day, 7 days a week service for minor service.

A major outage is defined as at least 15% of the system being out of service. Greenwich and the Board of Education acknowledge and understand that the majority of issues can be resolved remotely and encourages such. If issues cannot be quickly resolved remotely, Greenwich and the Board of Education expect on site support from the chosen vendor based on the timeframes

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involved. A major outage includes:

- Any Attendant Console or equivalent cannot place or receive calls
- Minimum of 10% of all telephone and data ports cannot place or receive calls
- Minimum of 10% of all trunks are inoperative
- A PRI/T1 span or SIP trunk is inoperative
- A designated major application processor, such as Voicemail, Automatic Call Distribution, Teleworker Server, or Prompt Response cannot send, receive or retrieve information
- The UPS is not on-line and fully operational
- CDR data is not being received in a buffer device
- By mutual agreement within reason, anything deemed an emergency situation by Greenwich Telecommunications personnel.

2.8.6. *Additional Service Definitions* –

2.8.6.1. 20 minute contact time, inclusive in a 2-hour response to Major Outages nights, weekends and holidays.

2.8.6.2. Labor for minor outages only will be billable at the vendor's standard overtime rate for nights, weekends and holidays with the following exceptions

2.8.6.2.1. Service upgrades performed after hours will not be billable
2.8.6.2.2. Recalls for identical problems worked on the same day will not be billable
2.8.6.2.3. Work begun during the normal work day for major service outages will continue to completion
2.8.6.2.4. Greenwich will pay agreed upon T&M labor rates for after hours and weekend call out service.

2.8.6.3. Option - for a 1-hour onsite response to Major Outages 8:00am-5:00pm, Monday through Friday if optional on-site technician is opted for.

2.8.7. *Service Force* - The successful vendor must utilize a service force directly employed by that vendor. Third party servicing will not be acceptable without the express written consent of Greenwich.

2.8.8. *Trouble Reporting* - Vendor must substantiate a clear trouble reporting procedure and resolution process. Vendor can substantiate such support and capability through escalation procedures, home numbers and/or pagers of key personnel, and other methods to show their capability in this area.

2.8.9. *Warranty General* - It is intended that your warranty will be applicable for the entire System, including without limitation all parts, wiring, software, hardware, peripheral components, labor, and services being proposed. Vendor must supply one (1) year parts and labor within warranty period for any new equipment. The vendor shall fully detail any limitations on its warranty service with respect to

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hours of coverage, and response time to trouble conditions. The degree of engineering support available to assist under serious problem conditions, and the dispatch point of that support, shall be indicated.

2.8.10. *Warranty Length* - The warranty period shall be a minimum of one (1) year commencing with the official date of system acceptance, unless specifically indicated by the vendor.

2.8.11. *Extended Warranty* - The vendor shall indicate what extended warranty coverage is available for a five (5) year period. In absence of any statement to the contrary, all warranty extensions shall not deviate from the original coverage in any material way.

2.8.12. *Good Operating Condition* – The vendor shall keep the equipment in good operating condition and shall always be responsive to the maintenance requirements of Greenwich and the Board of Education. The maximum elapsed time between notification of a service affecting failure and arrival on-site of competent maintenance personnel shall not exceed two (2) hours.

2.8.13. *Remedial Maintenance* - The vendor shall stipulate, in detail, what levels of remedial maintenance can be expected, if not covered under Section 2.8.9 (Warranty General). The vendor shall include specific details relative to the "mean time to respond" after receipt of a trouble call and "mean time to repair", the latter covering critical/major system problems, parts repair/replacement, etc., and other remedial maintenance matters classified as minor repairs (define major/critical, minor), during: a) regular weekday business hours, b) after hours, weekends, holidays.

2.8.14. *Maintenance/Diagnostics (Real-Time)* - This section specifically addresses those on-line real-time, and off-line system diagnostic reports which are generated as a subset of the operating system; appearing on soft/hard copy, and or other permanent storage for subsequent processing, (e.g.: mag tape, disk, etc.) The system will have a peripheral input/output unit to accommodate those capabilities which allows Greenwich to "communicate" with the system remotely, on a dial-up basis, for system changes, parameter updates, etc.; however, it is also assumed that the operating system will incorporate some form of fixes and variable trouble shooting activity (software/hardware), expressly for the purposes of automatically diagnosing the operating integrity of the system and critical path components during all stages of operating (aside from external or operator initiated diagnostic activities.

2.8.15. *Service Depot* - The vendor shall indicate from where service will be dispatched and the mean time to respond. Vendor can optionally supply spare parts on the Town and/or the Board of Education property, in a designated area provided by the Town and/or the Board of Education.

2.8.16. *Service and Maintenance Scheduling* - To the maximum extent feasible, performance of any maintenance, installations, equipment moves or other work, which will interrupt an essential function of the system, shall be scheduled for

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initiation and completion outside of normal working hours (i.e.: 8:00AM to 5:00PM, Monday through Friday). When it is not possible to schedule such work, it will be coordinated with a designated contact at least 24 hours in advance. In all cases the vendor will use its very best efforts to minimize the duration of any such interruptions that occur during normal working hours.

2.8.17. Patches and Updates -

2.8.17.1. Any patches and updates are to include rollback on failed updates or protection from failed updates or upgrades.

2.8.17.2. Greenwich and the Board of Education require a central management tool for mass distribution of said updates and fixes.

2.8.17.3. Encryption via TLS or other security protocol is required end to end included with all patches and updates. It also must be uniformly available across all clients in some form or another.

2.9. VENDOR AND SYSTEM CAPABILITY

2.9.1. *Capability* - The vendor must demonstrate adequately the ability to provide the types of system and services Greenwich is seeking for its facilities.

2.9.2. *Dialing Plan* - Vendors are expected to help facilitate and provide the ability for a coordinated dialing plan internally, i.e., 5 digits in-house and 5 digit dialing to remote sites (final dialing plan will be validated beyond this).

2.9.3. *Authorization Codes* – Future authorization codes are possible for Greenwich and/or the Board of Education, as necessary.

2.10. GROWTH - The system proposed must demonstrate the ability to grow as Greenwich and the Board of Education requires including end point counts up to 50% growth beyond the number of end points/clients initially (see the Specifications Section of this RFP). Vendor is to detail how their products scale up.

2.11. COSTS

2.11.1. *Low Bid* - Greenwich and the Board of Education reserves the right to award a contract to other than the lowest bidder. Greenwich and the Board of Education reserves the right in awarding this contract to consider the qualifications of the vendors, as well as the amounts of the various proposals.

2.11.2. *Complete Installation and Testing* - All prices quoted shall include complete installation and testing for a full turnkey solution.

2.11.3. *Maintenance Cost* – All maintenance costs must be provided beyond the initial one (1) year period and must include two (2) hour on site for major outages and twenty-four (24) hours for minor outage. Maintenance cost must include a not-to-exceed defined increase annually or vendor may offer a flat rate multi-year agreement. See Section 2.8.5 and 2.8.6 for specifics.

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2.12. INSURANCE AND BONDS

2.12.1. Evidence of Insurance – Greenwich requires that the awarded vendor meet and document the insurance coverage requirements stated in Exhibit A, "Insurance Requirements". The documentation of the awarded vendor's insurance coverage must comply with the Town's requirements.

2.12.2. Insurance Requirements

2.12.2.1. The awarded vendor will be required to provide insurance coverage as specified on the Insurance Requirements Sheet, Exhibit A, of this RFP. The Acord certificate of insurance form must be executed by your insurance agent/broker and returned to this office. The most current Acord form should be used for insurance documentation purposes. Company name and address must conform on all documents including insurance documentation. A Post Office Box address is *not* acceptable. It is required that the agent/broker note the individual insurance companies providing coverage, rather than the insurance group, on the Acord form. The Contract number (provided to the awarded Contractor), project name and a brief description must be inserted in the "Description of Operations" field. It must be confirmed on the Acord Form that the Town of Greenwich is endorsed as an additional insured by having the appropriate box checked off and stating such in the "Description of Operations" field.

2.12.2.2. A letter from the awarded vendor's agent/broker certifying that the Town of Greenwich has been endorsed onto the general liability policy as an additional insured is also mandatory. This letter shall be addressed to the Town's Director of Purchasing and must follow exactly the format of the letter attached as Exhibit B. It must be signed by the **same** individual authorized representative who signed the Acord form. Both the certificate of insurance and the letter must be signed with original ink "wet" signatures. If the insurance coverage required is provided on more than one Acord certificate of insurance, then additional agent/broker letters are also required. Contract development will begin upon receipt of complete, correct insurance documentation.

2.12.2.3. The Contractor shall be responsible for maintaining the above insurance coverages in force to secure all of the Contractor's obligations under the Contract with an insurance company or companies with an AM Best Rating of B+:VII or better, licensed to write such insurance in Connecticut and acceptable to the Risk Manager, Town of Greenwich. For excess liability only, non-admitted insurers are acceptable, provided they are permitted to do business through Connecticut excess line brokers per listing on the current list of Licensed Insurance Companies, Approved Reinsurers, Surplus Lines Insurers and Risk Retention Groups issued by the State of Connecticut Insurance Department.

2.12.2.4. The vendor shall submit with the proposal the signed, original "Insurance Procedure" form, page 99, which states that the vendor agrees to provide the specified insurance coverage for this proposal at no additional charge

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above any insurance charge declared in the bid.

2.12.3. BONDING REQUIREMENTS

2.12.3.1. Bid Bond

2.12.3.1.1. Each bid must be accompanied by a bid bond or certified Treasurer's or cashier's check, drawn or issued by a commercial or savings bank, trust company or savings and loan association and payable to the Town of Greenwich, Connecticut or by a Bid bond prepared on the form of Bid bond attached hereto, Exhibit D, duly executed and acknowledged by the Bidders, as principal, and by a surety company qualified to do business in the State of Connecticut and satisfactory to the Town, as surety.

2.12.3.1.2. The bid security shall be in the sum of 5% of the total proposed amount or $50,000 , whichever is greater, and shall be enclosed in the sealed envelope containing the Bid. Each such check or Bid bond may be held by the Town as security for the fulfillment of the Bidder's 'agreement' as hereinabove set forth and as set forth in the Bid Sheet. Should the Bidder fail to fulfill such agreements his Bid check shall become the property of the Town or if a Bid Bond was furnished, the Bid Bond shall become payable to the Town, as liquidated damages, otherwise, the bid check shall be returned to the Bidder as hereinafter provided, or if the security is a Bid Bond, the Bid Bond shall become null and void.

2.12.3.2. Performance Bond

2.12.3.2.1. The awarded contractor will be required to furnish a Performance, Maintenance and Payment Bond on the Town of Greenwich form which follows in Exhibit E (attached) in the amount of the Gross Sum of the contract, including allowance for contingencies and extra work, and/or contract price within seven (7) days of the award. The bond must be duly executed and acknowledged by said contractor as principal and by a surety company qualified to do business under the laws of the State of Connecticut and satisfactory to the Town, as surety, for the faithful performance of the contract and payment for labor and materials. The contractor shall pay the premium for such bond.

2.12.3.2.2. A letter from the bonding company stating that the Performance Bond can be obtained within seven (7) days of request, shall be provided with contractor's response.

2.12.4. NON-COLLUSION STATEMENT

2.12.4.1. All proposers must review and sign the Non-Collusion and Ethics policy form contained on pages 94 and 95.

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2.12.5. VENDOR INFORMATION & SIGNATORY FORM

2.12.5.1. All proposers must complete and sign the form on pages 96, 97 and 98.

2.13. PROPRIETARY INFORMATION - All information contained within this Request For Proposal (RFP) is proprietary. The vendor may utilize this information for submitting their proposal for this RFP only. The vendor is strictly prohibited from using this information for any other purpose.

2.14. GREENWICH'S REVIEW AND AWARD OF THE SOLUTION

2.14.1. The vendor is able to supply technical support by telephone twenty–four (24) hours per day, seven (7) days a week for support of the equipment specified (assuming a two (2) hour response time to major outages and 24 hours for minor outages, 9 am to 5 pm Monday through Friday with 24x7 coverage on T&M rates).

2.14.2. The vendor shall have a minimum of two (2) service technicians, located in the Southwest CT and New York City metro area, available during regular business hours to service the equipment specified.

2.14.3. The vendor shall supply five (5) references of clients for whom they have provided equipment and/or service similar to that which is specified in this Request For Proposal document in the last three years. References are preferred from city government and school districts.

2.14.4. The Owner may make such investigations as it deems necessary to determine the ability, qualifications and experience of the vendor to perform the work. The vendor shall furnish to the Owner all such information and data for this purpose as the Owner may request.

2.15. GREENWICH SPECIFIC PROCUREMENT TERMS AND CONDITIONS

2.15.1. Issuance of Addenda

2.15.1.1. The Town of Greenwich and the Board of Education reserve the right to amend this solicitation by addenda. Addenda will be posted to the Town's website (www.greenwichct.org/bids) up to 48 hours in advance of the bid/proposal's due date and time. It is the bidder's responsibility to check the Town's website for addenda. If, in the Town's opinion, revisions are of such a magnitude, the deadline for this solicitation may be extended in an addendum. In addition, addenda can change specifications, reply sheets, and times and dates for prebid meetings as well as due dates/deadlines for questions and bids/proposals. **No notification of addenda issuance will be made other than on the Town's website.**

2.15.2. Taxes

2.15.2.1. The Town of Greenwich and the Greenwich Board of Education are exempt

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from the payment of taxes imposed by the federal government and/or the State of Connecticut, and such taxes shall not be in the prices. The Town shall provide the awarded vendor documentation as to the Town's non-taxable status.

2.15.3. Proposal Costs

2.15.3.1. The respondent shall be responsible for all costs incurred in the development and submission of this proposal.

2.15.4. Local, State and Federal Laws

2.15.4.1. The respondent shall acknowledge and agree that, should it be awarded the Contract, it shall be solely responsible for strict compliance with all federal, state and local statutes, laws, codes, rules, regulations and ordinances, and for the procurement and maintenance of all necessary licenses and permits relating to the performance of services.

2.15.5. NETWORK MANAGEMENT

2.15.5.1. CONTRACTORS NETWORK

2.15.5.1.1. Vendors must describe, in their proposal, how it will perform control, monitoring and maintenance of its network which supports the proposed network services including, but not limited to, addressing system failure (full and component), network overload, network performance monitoring, alert management, etc.

2.15.5.2. MANAGEMENT BY THE AUTHORIZED USER

2.15.5.2.1. Trouble Reports: The vendor, at no additional cost, must train appropriate Authorized User personnel in the correct manner in which to report service troubles, follow-up on trouble reports, order new services or on how to obtain network information regarding the installed services from vendors. This training must be conducted on-site (Unless otherwise agreed upon by the authorized users) at the Authorized User site and must be provided, at no additional cost and at the Authorized Users request, while the authorized user has contracted for the vendors services.

2.15.5.3. OPTIONAL TOLL FRAUD SESSIONS

2.15.5.3.1. It is desirable that vendors supply educational sessions to the authorized users, at no additional cost, on toll fraud prevention in conjunction with the proposed telecommunication services. Vendors must describe, in their proposal, the nature of these training sessions whether the training is provided on-site at the authorized user's premises or off-site at vendor's location.

2.15.5.4. SYSTEM SECURITY REQUIREMENTS

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2.15.5.4.1. Vendors must describe, in their proposal, the measures they will take to ensure the confidentiality of the authorized users traffic placed over vendor's network, i.e. encryption or similar security solutions. Vendors must describe, in their proposal, all standard and optional security services.

2.15.5.5. SERVICE LEVEL AGREEMENT - SERVICE LEVELS, BY CLASS OF SERVICE

2.15.5.5.1. Unless otherwise specified, all classes of Voice, Connectivity and Managed Service in the RFP must be delivered at levels that meet or exceed technical specifications for each Class of Service detailed in this RFP.

2.16. ADDITIONAL TERMS FOR GREENWICH

2.16.1. *Mean Time To Repair OPTION* –

2.16.1.1. No greater than 4 hours to repair for a major outage
2.16.1.2. No greater than 24 hours for a minor outage

2.16.2. *Crash Kit Option* – The Town wishes to consider a crash kit being stored at a Town facility as an option. Please state what equipment would be included in the proposed crash kit and any and all costs involved for the Town.

2.16.3. *Technology Refresh* - A technology refresh of all equipment supported through this agreement must be performed in accordance with manufacturer's current best practices. Vendor will supply a server technology refresh and update minimally once every 48 months (or sooner). Technology components include, as applicable, but are not limited to:

2.16.3.1. End points
2.16.3.2. Call Manager Servers
2.16.3.3. Applications
2.16.3.4. Contact Center
2.16.3.4.1. IVR
2.16.3.4.2. Workforce Management
2.16.3.4.3. Call Recording
2.16.3.4.4. Contact Center sets w/Visual Display
2.16.3.4.5. CTI Integrated end points/licenses
2.16.3.4.6. Headsets (wireless)
2.16.3.4.7. Supervisor Terminals
2.16.3.4.8. Wallboards
2.16.3.4.9. Reporting Package
2.16.3.4.10. QA tools, Screen Capture/Scrapes
2.16.3.4.11. Predictive dialing
2.16.3.4.12. Other components implemented relative to the Contact Center
2.16.3.5. UC components

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2.16.3.5.1. IM/Chat, Adhoc video, Adhoc audio, Meet me video, Meet me audio, Web Collaboration, Directory, Presence, Softphone Agent, Shared Web pages, Shared documents

2.16.3.6. Corporate Directory Integration
2.16.3.7. Call Accounting System
2.16.3.8. Voice Mail system
2.16.3.9. SIP Session Border Controllers
2.16.3.10. Audio Conferencing (Meet Me, Web-based)
2.16.3.11. Emergency Notification, E911 systems
2.16.3.12. Survivable Remotes
2.16.3.13. Gateways

2.16.4. *Latest Release* – Vendor is required to supply latest release of all GA/General Availability hardware, firmware, and software based on Software Subscription and Upgrade policies

2.16.4.1. Firmware releases – all phones
2.16.4.2. Software and firmware release from manufacturer
2.16.4.3. No software, hardware manufacturer discontinued

2.16.5. *Equipment Buyout* – With a Fair Market Value (FMV) lease, Greenwich will have the option, at the end of the 60 month contract period, to purchase equipment.

2.16.6. *Moves and Changes* - Only authorized Greenwich personnel (and their affiliates) will be allowed to make moves, adds, and changes to the VoIP/UCC system.

2.16.7. *Vendor Customer Service Contact Center* - Vendor will supply a 24 x 7 Greenwich Service Contact Center.

2.16.8. *Extended Demarcation* - Extended demarc to be included with installation.

2.16.9. *All Adds/Deletions Co-Terminus* – All network changes, additions, or deletions will be co-terminus with the existing contract, e.g., a new site added in month 12 will have 48 months remaining (total of 60 months).

2.16.10. Upgrades/Scheduled Maintenance

2.16.10.1. Subject To Greenwich Approval - For any upgrades, periodic scheduled maintenance
2.16.10.2. Greenwich shall receive a 5 business day notice (or other reasonable timeframe)
2.16.10.3. Greenwich will have the first right of refusal and approval for any such maintenance/upgrades on the Greenwich network
2.16.10.4. All requests/notices shall be via telephone call and followed up in writing to the designated Greenwich representative

2.16.11. *Automatic Tracking of Troubles* –

2.16.11.1. Vendor will supply automatic tracking of problem areas affecting the Service Level Agreement (SLA).

2.16.12. Vendor's Network Operations Center (NOC) - OPTIONAL

2.16.12.1. NOC will contact Greenwich if they notice the problem before Greenwich

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reports it to vendor.

2.16.12.2. Vendor will follow-up with Greenwich to ensure that the problem has been resolved and Greenwich is satisfied

2.16.12.3. *Monthly Statistical Report* – Vendor NOC solution must be capable of supplying reports that indicate:

2.16.12.3.1. System available
2.16.12.3.2. Alerts in network
2.16.12.3.3. Number of outages for circuits
2.16.12.3.4. Time-to-fix outages for circuits and whether it meets the designated SLA
2.16.12.3.5. Number of Telephony/UC-related outages
2.16.12.3.6. Time-to-respond for Major Telephony/UC-related outages, including SRSTs, gateways, end points, and applications and whether it meets the designated SLA

2.16.12.3.7. Time-to-respond for Minor Telephony/UC-related configuration and whether it meets the designated SLA
2.16.12.3.8. Time-to-respond for Move and Change Telephony/UC-related information request and whether it meets the designated SLA
2.16.12.3.9. End-to-end network performance
2.16.12.3.10. Explanation of outages
2.16.12.3.11. Number of calls received in period
2.16.12.3.12. Time to receive calls from Greenwich
2.16.12.3.13. Abandoned calls to Greenwich

2.16.13. *NOC Monitoring and QoS Tools* - Vendor must supply NOC monitoring tools with real time statistics, including QoS-based tools, with a customer Web-based portal provided.

2.16.14. *Contract End* –

2.16.14.1. When the vendor contract term expires, the rates for the facilities and/or equipment installed must continue at the contract rate until a new contract is signed or services are cancelled. Provider will supply: (1) date of the termination; (2) time of the termination; (3) affected facilities; (4) affected equipment; (5) grace period; (6) new contract.

2.16.14.2. If Greenwich transitions to another vendor at the end of the contract period or for non-performance, the minimum volume commitment requirement(s) will not be enforced.

2.16.15. *Working With Ethernet/MPLS Provider Towards Resolution* –

2.16.15.1. Vendor must work congruently with chosen MPLS provider towards resolution in a professional, expedient manner.

2.16.15.2. Vendor will work closely with Ethernet/MPLS provider to resolve issues as quickly as possible.

2.16.15.3. At no time will the vendor state that root cause is with the Ethernet/MPLS provider unless agreed to, in writing, by the said Ethernet/MPLS provider.

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2.17. TERMS FOR CLOUD OPTION FOR GREENWICH

2.17.1. *Mean Time To Respond* –

2.17.1.1. No greater than 15 minutes for a major outage and one (1) hour for a minor outage to respond to a problem once vendor or Greenwich has identified a problem

2.17.1.2. Mean Time To Repair –

2.17.1.2.1. No greater than 4 hours to repair if dispatching to a site is not required
2.17.1.2.2. No greater than 4 hours if a technician must be dispatched to the premises

2.17.2. *Technology Refresh* - A technology refresh of all equipment supported through this agreement must be performed in accordance to manufacturer's current best practices. Vendor will supply a server technology refresh and update minimally once every 48 months (or sooner). Technology components include, but are not limited to:

2.17.2.1. End points, end points
2.17.2.2. Call Manager Servers
2.17.2.3. Applications
2.17.2.4. Contact Center
2.17.2.4.1. IVR
2.17.2.4.2. Workforce Management
2.17.2.4.3. Call Recording
2.17.2.4.4. Contact Center sets w/Visual Display
2.17.2.4.5. CTI Integrated end points/licenses
2.17.2.4.6. Headsets (wireless)
2.17.2.4.7. Supervisor Terminals
2.17.2.4.8. Wallboards
2.17.2.4.9. Reporting Package
2.17.2.4.10. QA tools, Screen Capture/Scrapes
2.17.2.4.11. Predictive dialing
2.17.2.4.12. Other components implemented relative to the Contact Center
2.17.2.5. UC components
2.17.2.5.1. IM/Chat, Adhoc video, Adhoc audio, Meet me video, Meet me audio, Web Collaboration, Directory, Presence, Softphone Agent, Shared Web pages, Shared documents
2.17.2.6. Corporate Directory Integration
2.17.2.7. Call Accounting System
2.17.2.8. Voice Mail system
2.17.2.9. SIP Session Border Controllers
2.17.2.10. Audio Conferencing (Meet Me, Web-based)
2.17.2.11. Emergency Notification, E911 systems
2.17.2.12. Survivable Remotes
2.17.2.13. Gateways

2.17.3. *Contract Period, No Auto Renewal in Contract* – Contract will be for 60 months with possibility for renewal, upon written approval only by Greenwich.

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2.17.4. *Latest Release* – Vendor must supply latest release of all GA/General Availability hardware, firmware, and software
- 2.17.4.1. Firmware releases – all phones
- 2.17.4.2. Software and firmware release from manufacturer
- 2.17.4.3. No software, hardware manufacturer discontinued

2.17.5. *Equipment Buyout* - Greenwich will have the option, at the end of the 60 month contract period, to purchase equipment.

2.17.6. *Moves and Changes* - Only authorized Greenwich personnel (and their affiliates) will be allowed to make moves, adds, and changes to the Hosted VoIP/UCC system

2.17.7. *Vendor Customer Service Contact Center* - Vendor will supply a 24 x 7 Greenwich Service Contact Center.

2.17.8. *Rates* - Rates provided will be estimated for up to 3,200 end points. A significant change in the size (20% or more) will be cause for possible change and improvement in monthly rates.

2.17.9. *Elements Included in Costs* - Monthly charges do include
- 2.17.9.1. Surcharges, regulatory fees (the Town and Board of Education are exempt from all state, local and Federal taxes)
- 2.17.9.2. Inside wiring
- 2.17.9.3. DMARC loop extensions
- 2.17.9.4. Cable Modem / Router testing
- 2.17.9.5. 24 x 7 NOC REAL-TIME monitoring
- 2.17.9.6. T1 (as applicable)
- 2.17.9.7. Nationwide Billing/invoicing
- 2.17.9.8. Bill consolidation
- 2.17.9.9. Static IP addresses (if applicable)
- 2.17.9.10. SIP trunks

2.17.10. *Extended Demarc* - Extended demarc to be included with installation.

2.17.11. *All Adds/Deletions Co-Terminus* - All network changes, additions, or deletions will be co-terminus with the existing contract, e.g., a new site added in month 12 will have 48 months remaining (total of 60 months).

2.17.12. Upgrades/Scheduled Maintenance
- 2.17.12.1. Subject To Greenwich Approval - For any upgrades, periodic scheduled maintenance
- 2.17.12.2. Greenwich shall receive a 5 business day notice (or other reasonable timeframe)
- 2.17.12.3. Greenwich will have the first right of refusal and approval for any such maintenance/upgrades on the Greenwich network
- 2.17.12.4. All requests/notices shall be via telephone call and followed up in writing to the designated Greenwich representative

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2.17.13. *Automatic Tracking of Troubles* –

2.17.13.1. Vendor will supply automatic tracking of problem areas affecting the Service Level Agreement (SLA).

2.17.14. *Vendor's Network Operations Center (NOC)*

2.17.14.1. NOC Will contact Greenwich if they notice the problem before Greenwich reports it to vendor

2.17.14.2. Vendor will follow-up with Greenwich to ensure that the problem has been resolved and Greenwich is satisfied

2.17.15. *Monthly Statistical Report* – Solution must be capable of supplying reports that indicate:

2.17.15.1. Network & system available at 99.99%
2.17.15.2. Alerts in network
2.17.15.3. Number of outages for circuits
2.17.15.4. Time-to-fix outages for circuits and whether it meets the designated SLA
2.17.15.5. Number of Telephony/UC-related outages
2.17.15.6. Time-to-respond for Major Telephony/UC-related outages, including SRSTs, gateways, end points, and applications and whether it meets the designated SLA
2.17.15.7. Time-to-respond for Minor Telephony/UC-related configuration and whether it meets the designated SLA
2.17.15.8. Time-to-respond for Move and Change Telephony/UC-related information request and whether it meets the designated SLA
2.17.15.9. End-to-end network performance
2.17.15.10. Explanation of outages
2.17.15.11. Number of calls received in period
2.17.15.12. Time to receive calls from Greenwich
2.17.15.13. Abandoned calls to Greenwich

2.17.16. *NOC Monitoring and QoS Tools* - Vendor must supply NOC monitoring tools with real time statistics, including QoS-based tools, with a customer Web-based portal provided.

2.17.17. *Contract End* –

2.17.17.1. When the vendor contract term expires, the rates for the facilities and/or equipment installed must continue at the contract rate until a new contract is signed or services are cancelled. Provider will supply: (1) date of the termination; (2) time of the termination; (3) affected facilities; (4) affected equipment; (5) grace period; (6) new contract.

2.17.17.2. If Greenwich transitions to another vendor at the end of the contract period or for non-performance, the minimum volume commitment requirement(s) will not be enforced.

2.17.17.3. If transition to a new vendor takes place, incumbent vendor will supply cooperative and fully supported and congruous, team-oriented and

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cooperative transition to the new vendor.

2.17.18. *Working With Ethernet/MPLS Provider Towards Resolution –*

2.17.18.1. Vendor must work congruently with chosen MPLS provider towards resolution in a professional, expedient manner.

2.17.18.2. Vendor will work closely with Ethernet/MPLS provider to resolve issues as quickly as possible.

2.17.18.3. At no time will Vendor state that root cause is with the Ethernet/MPLS provider unless agreed to, in writing, by the said Ethernet/MPLS provider.

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3. SPECIFICATIONS

COMMUNICATIONS SYSTEMS REQUIREMENTS

3.1 OVERVIEW

All qualified vendors are required to present to the Town of Greenwich **and the Greenwich Board of Education** an upgraded, state-of-the-art communications system (VoIP/UCC). The system is to be equipped with trunk ports consisting initially for PRI trunking with the intent of being migrated to SIP trunking in approximately 24 months; PRI and analog trunks interfacing directly with the local or long distance carrier of choice. Overall, the system is to be equipped with Automatic Route Selection software, message waiting software, auto attendant software, and operating system software. Additionally, all qualified vendors will provide a unified messaging system sized/equipped to efficiently handle and process. The system proposed shall be non-blocking.

3.2 VoIP-PBX/UCC STRATEGY

The proposed VoIP system replacement must be offered by the vendor providing IP Telephony. The intent of the VoIP system is that it must be fully redundant and fully supportable without replacement of server hardware for at least 60 months. The vendor shall avoid providing a solution that requires a "forklift" or entire replacement or upgrade of basic switching components within the 60 month period.

In addition, gateways will be implemented at all remaining locations with fully survivable remotes.

3.3 NETWORK CAPABILITY

The system must have interface capability with the following types of trunks:

- IP SIP trunking and access through the private data network
- Standard two-wire central office trunks (e.g. DOD, FX, DID, etc.)
- PRI T-1 trunks as well as standard T-1 trunks (full T-1 and/or fractional T-1) for local carrier and long distance carrier requirements
- Standard four-wire E&M voice circuits (e.g. Tie Trunks)

The following network interfaces must be supported:

- RJ11, RJ12, RJ45 modular end point interface
- RJ21X trunk interface
- Ground start for PBX trunks
- Loop start, if required, for special applications

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- E&M interface for Tie trunks, both 2 and 4 wire
- Legacy DID analog, OPX, FX as needed
- EIA RS232, RS422; CCITT V.35, EIA RS449
- ISDN Primary Rate Interface

3.4 MIGRATION STRATEGY

The strategy of the Greenwich VoIP implementation is as follows:

- The selected VoIP implementation will be implemented within the time period stated in Section 2.1.
- Note that, for a replacement
  - Enough SIP and IP set licenses will be duplicated at each site so as to allow for re-registering of all phones from the prime to the DR site in the event of a hard prime system down
    - NOTE: Vendor creative licensing options can be employed here if desired
    - The Greenwich second site will also be the designated Disaster Recovery site (site to be determined)
  - Both the prime and DR sites must have dual processors, dual power supplies, and dual licensing schemes for redundancy and resiliency purposes
  - Gateways (survivable remotes) will be installed with associated end point equipment as indicated
- The network will be made ready to support VoIP prior to installation of the selected solution. The vendor must specify LAN/WAN requirements necessary for integration with the existing data network and note deficiencies where upgrades are recommended. The system must support voice calls using G.711 or G.722 CODEC (non-compressed) and G.729 (compressed) associated SIP trunking is to be proposed.
  - NOTE: Greenwich and the Board of Education may explore the G.729 (compressed) CODEC at their discretion
  - Expect to program G.711 or G.722 (non-compressed) while on-premises across the LAN
- Ground start trunks/pots lines will be used locally at each site for survivable remote and 911/E911 purposes,
- For Unified Communications and Collaboration, by definition UCC will include:
  - IM/Chat, Adhoc/meet-me video, Adhoc/meet-me audio, Web Collaboration,

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Directory, Presence, Softphone, Shared Web pages, Shared documents, whiteboarding
- Note - Video cameras will be purchased separately by Greenwich

3.5 PROTOCOLS

SIP

SIP will be the integration protocol between the IP PBX and other related systems, including but not limited to:

- Email platform (Google Mail and Lotus Notes)
- Phone/Handsets

CODECS

A high quality, low bandwidth CODEC will be used. G.722 will allow for adaptability based on network conditions. G.711 will be used as an alternative.

Proprietary Protocol

Within the manufacturer-specific offering, the Town of Greenwich and the Board of Education may consider a proprietary protocol if it better serves the feature/functionality of the vendor's offering. *Vendor must specify any proprietary protocols and any requirements for using standard protocols when interfacing with external systems and applications.*

Centralization

The target architecture will centralize as much of the system as possible. Configuration and management of the system will be centralized. Call processing will be centralized with the capability to fall back to local call processing at some sites.

PSTN Connectivity

PSTN connectivity will also be centralized via SIP trunking. All calls inbound to and outbound from the Town of Greenwich and the Board of Education will go through the SIP trunks to the data centers.

Security

Voice traffic must be capable (at clients' option) of encryption end-to-end, including traffic that is delivered to the carrier via SIP trunks. This includes both bearer (actual voice) and call signaling/call control traffic.

Any commodity servers that are included in the final design shall meet Greenwich and the Board of Education's standards for Malware protection, Host Intrusion Prevention and OS patching, where appropriate. Vendors will also be asked to provide security statements regarding the equipment proposed.

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3.6 SPECIFICATION TABLE - Attached

See enclosed detailed schedule of all required and optional components to be included in the solution. All components listed are required, except Contact Center Options, NOC Monitoring which is all labeled as OPTIONAL.

3.7 SYSTEM/STATION FEATURES

3.7.1. ANI Capability
3.7.2. All Zone Paging
3.7.3. Alternate Routing
3.7.4. Analog Caller ID
3.7.5. Announcement Service
3.7.6. Area Code Restriction
3.7.7. Area/Office Code Restriction
3.7.8. Attendant - Camp-On with tone Indication.
3.7.9. Attendant - Controlled Conference
3.7.10. Attendant – Night Transfer
3.7.11. Attendant – Overflow
3.7.12. Attendant – Override
3.7.13. Attendant Automatic Recall
3.7.14. Attendant Busy Verification
3.7.15. Attendant Call Hold
3.7.16. Attendant Call Park
3.7.17. Attendant Console Display
3.7.18. Attendant Console Test
3.7.19. Attendant Speed Calling
3.7.20. Attendant Through Dialing
3.7.21. Auth. Code Display - Eliminate
3.7.22. Authorization Codes - Maximum 9 Digits
3.7.23. Authorization Codes – Multiple Lengths Minimum 5 Digits
3.7.24. Authorization Codes – End point Specific
3.7.25. Automatic Callback – Busy (End point-to-End point
3.7.26. Automatic Circuit Assurance
3.7.27. Automatic Line
3.7.28. Automatic Route Selection
3.7.29. Call Accounting –
- 3.7.29.1. Billing system, on premises, or hosted w/server PC, monitor, printer, toll fraud add-on - capable of tracking calls accurately in Greenwich, CT and having the ability to provide frequently-used reports, i.e., number(s) most often called, etc.
- 3.7.29.2. The system must have the capability of IP remote access to polling devices at other Greenwich sites for central processing of all administrative and student-related call accounting functions.
- 3.7.29.3. The system hardware must have the ability to grow in support for the next software release; the system must have inbound ANI/Caller ID capability and toll fraud add-on included.

3.7.30. Call Hold
3.7.31. Call Park

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3.7.32. Call Trace
3.7.33. Call waiting (originating)
3.7.34. Calling Number and Name Delivery
3.7.35. Camp-On with Music
3.7.36. Conferencing – (Add-on 3-way, End point Controlled, Min. 32 Simultaneous)
3.7.37. Direct Inward Dialing
3.7.38. Direct Inward System Access (DISA)
3.7.39. Direct Outward Dialing
3.7.40. Do not Disturb
3.7.41. Dual Hold
3.7.42. E-911 ANI Unified Number of Digit
3.7.43. Electronic Switched Network (ESN, ETN, etc.)
3.7.44. Emergency Call 911
3.7.45. Executive Override (With End point Override Security
3.7.46. Faulty Trunk Report
3.7.47. Group Calling
3.7.48. Hands Free Answer
3.7.49. Hunting – Distributed
3.7.50. Hunting – Master Number
3.7.51. Hunting – Terminal
3.7.52. Inclement Weather / Employee Announcement Dial-In Line
3.7.53. Integrated Services Digital Network (ISDN – PRI/BRI)
3.7.54. Intercom capabilities
3.7.55. IP Enabled Phones
3.7.56. Last Number Redial
3.7.57. Least Cost Routing
3.7.58. Line Fault Detection
3.7.59. Message Appearance Directory Numbers (Proprietary Telephones)
3.7.60. Multi – Tenant Service
3.7.61. Music on Hold
3.7.62. Network Management Tools (VoIP only) – minimal requirements: (OPTIONAL)
    3.7.62.1. Observe LAN traffic
    3.7.62.2. Measure characteristics of this traffic
    3.7.62.3. Monitor equipment parameters: data, voice, and video environment
    3.7.62.4. Measure VoIP characteristics and call quality
    3.7.62.5. Analyze application data
3.7.63. Off Hook Line Number Display
3.7.64. Off Hook Alarm
3.7.65. On-Line Maintenance
3.7.66. OPX – Industry Standard Instrument
3.7.67. Outgoing Restriction By Line
3.7.68. Outgoing Restriction By End point
3.7.69. Phantom Terminal Numbers (Terminal Numbers with No Associated Physical Hardware)
3.7.70. Privacy on All Lines
3.7.71. Remote Access to System
3.7.72. Remote Call Forwarding Control
3.7.73. Remote Maintenance/Diagnostics
3.7.74. Ring Again
3.7.75. Ringer Mute

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3.7.76. Save and Repeat Dialing
3.7.77. Signaling – DP
3.7.78. Signaling – DTMF
3.7.79. Signaling – MF
3.7.80. Single Digit Feature Code
3.7.81. SNMP Open Alarms
3.7.82. Specific Call Blocking – System
3.7.83. Speed Calling – System (100-200 numbers)
3.7.84. Speed Calling – Individual
3.7.85. End point Message Detail Recording (Outgoing, Incoming, Answered Toll Calls, Answered Local Calls)
3.7.86. End point-to-End point Calling: A directly dialed call. No operator is used. Most calls are now directly dialed.
3.7.87. End point-to-End point Dialing
3.7.88. Tenant Service
3.7.89. Three Way Calling
3.7.90. Time of Day Routing
3.7.91. Toll Denial / Toll Diversion
3.7.92. Toll Restriction – 3/ Digit
3.7.93. Uniform Call Distribution
3.7.94. Variable Switch Hook Timing
3.7.95. Voice Call
3.7.96. Voice Mail Password Display Elimination
3.7.97. Voice Mail Service via Message Center Interface
3.7.98. Voice over IP SIP Connectivity

Other Required Features per Greenwich and the Board of Education

3.7.99. Private number blocking – inbound calling
3.7.100. Dialing Plan
3.7.101. Inter-campus dialing
3.7.102. QSIG Integration (PBX)
3.7.103. E911 access/integration
3.7.104. Broadcast – all phones
3.7.105. Paging – overhead (for all Fire Stations and Schools) (or through the phone)
3.7.106. Security Messaging Integration
3.7.107. Ad-hoc Conference users – 6
3.7.108. Latest set features
    3.7.108.1. Color screens touch
    3.7.108.2. Multi line display
    3.7.108.3. Bluetooth capability
    3.7.108.4. Modular expansion units
    3.7.108.5. 10/100 or GB cards
3.7.109. Unified Messaging
3.7.110. LDAP Directory integration
3.7.111. Unified Communications
    3.7.111.1. Collaboration and convergence tool
    3.7.111.2. IM, chat
    3.7.111.3. File transfer, document sharing, white boarding,
    3.7.111.4. Web cams, desktop videoconferencing

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3.7.111.5. Web collaboration
3.7.111.6. Softphones
3.7.111.7. Presence

3.8 CONTACT CENTER COMPONENTS AND FEATURES (OPTIONAL FOR THE TOWN ONLY)

3.8.1. BASIC CALL CENTER COMPONENTS

3.8.1.1. Call Center sets w/visual display
3.8.1.2. Agent Licenses
3.8.1.3. Supervisory Licenses
3.8.1.4. CTI Integration (Screen Pops) end points
3.8.1.5. Headsets (wireless)
3.8.1.6. Wallboards or equivalent
3.8.1.7. IVR System – Ports
3.8.1.8. Recorded Announcement Devices/RADs
3.8.1.9. Reporting Package (upgraded to custom)
3.8.1.10. Call Recording/Quality Management
3.8.1.11. Text to Speech (ports)
3.8.1.12. Simultaneous Call Center licenses
3.8.1.13. Languages – Support for multiple languages – Spanish
3.8.1.14. Skills Based Routing
3.8.1.15. Post Call Survey
3.8.1.16. Virtual Hold/Scheduled Call Backs (users)
3.8.1.17. Email Response Queries
3.8.1.18. Web Response Queries
3.8.1.19. Appointment Reconfirmation Software
3.8.1.20. Voice Queue "ETA" Server (to announce time in queue)

3.8.2. BASIC CALL CENTER FEATURES/APPLICATIONS

3.8.2.1. Call routing
3.8.2.2. Priority queuing
3.8.2.3. Call queuing
3.8.2.4. Vectoring
3.8.2.5. Skills based routing
3.8.2.6. Interflow in and out of queue
3.8.2.7. Call timer reroute to second queue/coverage point
3.8.2.8. Multiple paths
3.8.2.9. Statistical information and thresholds at Call Center end point sets

3.8.2.10. Interface and integration to
3.8.2.10.1. Reporting package
3.8.2.10.2. Queue announcer
3.8.2.10.3. Recorded announcement devices
3.8.2.10.4. Virtual programming for secondary sets to "enter" the Call Center

3.8.2.11. Integrated electronic FAQs originating from the Call Center

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3.8.2.12. Integrated WEB e-mail services "calls"
3.8.2.13. Future networked ACD to second site

3.8.2.14. Supervisory end point and statistics
- 3.8.2.14.1. On site
- 3.8.2.14.2. Remote site

3.8.2.15. Real time statistics for
- 3.8.2.15.1. Calls answered
- 3.8.2.15.2. Calls abandoned
- 3.8.2.15.3. Average speed of answer
- 3.8.2.15.4. Average talk time
- 3.8.2.15.5. Average abandon time
- 3.8.2.15.6. Service level
- 3.8.2.15.7. Call waiting Longest waiting:
- 3.8.2.15.8. Overflow/interflow

3.8.2.16. Reporting and on-line features:
- 3.8.2.16.1. On-Line Help
- 3.8.2.16.2. Real-time displays of agents

3.8.2.17. Management reports:
- 3.8.2.17.1. Forecasting
- 3.8.2.17.2. Graphical displays of call processing:
- 3.8.2.17.3. Customized reporting:
- 3.8.2.17.4. SMDR and ACD search utilities
- 3.8.2.17.5. Reader boards / Wallboards (or PC-based wallboards at clients)
- 3.8.2.17.6. Traffic tools:
- 3.8.2.17.7. Cost justification utilities:
- 3.8.2.17.8. Predict call volume, and talk time:
- 3.8.2.17.9. Historical data tracking and tools:
- 3.8.2.17.10. Trending and "what if" scenarios tools

3.8.2.18. Reports types include the following:
- 3.8.2.18.1. Trunks
- 3.8.2.18.2. Trunk Groups
- 3.8.2.18.3. Agents
- 3.8.2.18.4. Agent Groups
- 3.8.2.18.5. Extensions
- 3.8.2.18.6. Path/Pilots
- 3.8.2.18.7. Activity Codes

3.8.2.19. Report period to include:
- 3.8.2.19.1. Daily
- 3.8.2.19.2. Weekly
- 3.8.2.19.3. Monthly
- 3.8.2.19.4. Year-to-Date

3.8.2.20. Report increments include:
- 3.8.2.20.1. Half hour

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3.8.2.20.2. Hour
3.8.2.20.3. Day of week
3.8.2.20.4. Day of month
3.8.2.20.5. Week ending
3.8.2.20.6. Month

3.8.2.21. Optional Features/Applications

3.8.2.21.1. Speech Analytics (users)
3.8.2.21.2. Workforce Management Software (users)
3.8.2.21.3. Agent Screen Capture/Scrapes (users)
3.8.2.21.4. Outbound Dialer (Preview or Predictive) – ports
3.8.2.21.5. Internal Administration of IVR Self Service
3.8.2.21.6. Call Blending with preview dialing
3.8.2.21.7. Data Mining (users)
3.8.2.21.8. Social Media Response Queries
3.8.2.21.9. InterQueue – Call routing by site
3.8.2.21.10. Score Carding
3.8.2.21.11. Speech Recognition (upgrade learn accents)
3.8.2.21.12. Screen Pop by Tel #
3.8.2.21.13. Speech to Text - Speak in words and dB find
3.8.2.21.14. Fax on demand
3.8.2.21.15. E-mail integration to customer record
3.8.2.21.16. WEB Integration for on-line real-time callback
3.8.2.21.17. At Home agents (work at home and disaster recovery)
3.8.2.21.18. E-mail integration to customer record

3.8.2.22. Other Optional

3.8.2.22.1. Call Center "virtual" agents off-site

3.9. SESSION BORDER CONTROLLERS COMPONENTS AND FEATURES

3.9.1. SBC interfacing with the following:
3.9.1.1. SIP Trunking (external)
3.9.1.2. Smartphone and remote worker integration
3.9.1.3. SIP Trunking (internal tie trunks to ACD)
3.9.1.4. SIP Trunking (OnNet)
3.9.1.5. SIP Ports for Emergency Notification
3.9.1.6. Analog CO trunks
3.9.1.7. QSIG Trunks (for transition purposes)

3.9.2. Key features, requirements, including:
3.9.2.1. H.323 and SIP protocols
3.9.2.2. RTP and RTCP media protocols
3.9.2.3. TCP transport mode
3.9.2.4. Fax support via T.38 and fax pass through
3.9.2.5. Modem pass through
3.9.2.6. DTMF via H.245, RFC 2833, SIP notify, KPML

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3.9.2.7. Interworking capabilities via H.323 to SIP, RFC 2833 to G.711 in-band DTMF
3.9.2.8. Call hold, call transfer, and call forwarding for H.323 networks using H.450 and transparent passing of ECS
3.9.2.9. Call Admission Control/CAC policies for RSVP
3.9.2.10. Voice Quality stats for packet loss, jitter, and round-trip time
3.9.2.11. Quality of Service/QoS
3.9.2.12. Network Address Translation/NAT
3.9.2.13. CODECs: G.729, G.711, G.722
3.9.2.14. Transcoding between above CVODECs
3.9.2.15. Security via IP Security (IPsec), secure RTP (SRTP), Transport Layer Security (TLS), SRTP-to-RTP
3.9.2.16. Security encryption capability
3.9.2.17. Web-based API
3.9.2.18. Interface to CDR systems via syslog and ASCII text records
3.9.2.19. Video capability for H.323, H.264, T.120
3.9.2.20. 10/100/1000 Ethernet port interface
3.9.2.21. VoIP/SIP application security (Layer 3 & 5 NAT/PAT etc.)
3.9.2.22. Event logging
3.9.2.23. Quality monitoring
3.9.2.24. Extensive diagnostics
3.9.2.25. Access Control Lists
3.9.2.26. Integrated QoS
3.9.2.27. Protocol Interworking

3.9.2.28. DoS and DDoS
3.9.2.29. Re-registration floods (after a power outage)
3.9.2.30. Different signaling protocols (e.g., SIP vs. H.323),
3.9.2.31. IP v4 vs. v6
3.9.2.32. NAT transversal (STUN, ICE, TURN)
3.9.2.33. Transport protocols (TCP, UDP, RTP and SCTP),
3.9.2.34. Encryption protocols (TLS, MTLS, SRTP and IPsec),
3.9.2.35. Codecs (G.711, G.729 A/B, G.729 E, G.723.1, G.726, G.728, iLBC)
3.9.2.36. Ability to manage mobile endpoints across multiple wireless connection types (WiFi, Cellular, 3G/4G)
3.9.2.37. Management of Dial Plan –Session Manager
3.9.2.38. Load Balancing – Session Manager
3.9.2.39. Reduction of toll costs using least cost routing
3.9.2.40. Elimination of transfer-connect or agent-redirect services by performing them in-house instead of using Carrier based service
3.9.2.41. Call-quality based routing
3.9.2.42. Scalable licensing model
3.9.2.42.1. Licensing options needed
3.9.2.42.2. User based licensing model for VoIP options
3.9.2.42.3. Device base licensing model for VoIP options
3.9.2.42.4. Mixture of licenses
3.9.2.42.5. Enterprise licensing model where client does not need to count anything
3.9.2.43. Supports SIP variants of the PBX Manufacturer and Carrier
3.9.2.44. E911 compliance

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3.10. VOICE MAIL FEATURES

Required

3.10.1. Auto Attendant (AA) – after hours and holiday for main number or any time for Contact Center
3.10.2. Day/night outbound greeting
3.10.3. Extension and Name Find
3.10.4. Alternate outgoing user greetings (minimum 2)
3.10.5. Audio-text boxes for directions, other
3.10.6. Distribution Lists
3.10.7. Message Alert To Pager or other mobile device if call is urgent
3.10.8. Multi-lingual ability - 2 languages – English and Spanish
3.10.9. Unified Messaging Integration with
  3.10.9.1. Google Mail and Lotus Notes
  3.10.9.2. Fax Server System provided by chosen IP-PBX vendor
3.10.10. Scalable licensing model
  3.10.10.1. Licensing options needed
  3.10.10.2. User based licensing model for VoIP options
  3.10.10.3. Device base licensing model for VoIP options
  3.10.10.4. Mixture of licenses

Optional

3.10.11. Speech Recognition for general public calls and auto attendant and internal directory

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3.11 SBC Details and Optional NOC Monitoring Services

SBCs must be fully compliant and integrate fully with selected carrier's SIP trunk offering. It is the Town's and Schools' goal for the SBC provider to support and integrate with the following carrier goals and requirements below:

SLA	Metric	Definition / Description / Time Frame / Vendor Responsibilities / Notes / Assumptions	Target Levels *	How Measured *
1	Network /Services Availability	Transmission/Reception without errors affecting services on logical circuits exists between connected nodes for the whole network	PRN: 99.9%	Uptime minutes divided by total minutes (annual basis)
		Connectivity exists from any Greenwich node to the Internet	99.99%	
2	Latency	Roundtrip delay for a packet from a host attached to a port at one site, to the first device with Layer 3 capability after the termination of the "local loop" at any other network site.	<120 ms and ideally <80 ms or MOS 4.0 or better	PING test or equivalent
3	Packet Loss	Incorrectly formed packets presented to the network at the demarcation	both<2%	Number of packets delivered divided by number of all Tx packets offered
3a	Jitter	Variation of packets delays	both<10 ms	
4	Internet Access	Firewalls between network node and Intrusion Detection System URL and IP address filtering Anti-virus/anti-spam	Vendor supplied.	Degree of conformance with Greenwich security policies Degree of conformance with Greenwich security policies Degree of conformance with Greenwich security policies
		Adequate bandwidth between the network and the Internet to minimize congestion	Packet loss due to congestion at access point <5%	Router statistics

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SLA	Metric	Definition / Description / Time Frame / Vendor Responsibilities / Notes / Assumptions	Target Levels *	How Measured *
6	Physical Security	Customer and Vendor supplied.	Customer and Vendor supplied.	Customer and Vendor provided.
7	Network Security	Vendor specific	Vendor supplied.	Design review
8	Throughput	A connection assigned a committed throughput can "make good" that number of bytes over 10 second test interval	99.9% of the time	Byte count over 10-s interval
		A connection on which a throughput cap is imposed shall not exceed that limit over an interval of 1 minute or longer		Byte count over 1-min interval
9	Traffic and Usage Metrics	Detailed usage to reflect traffic volume (for each class of service) and utilization	By logical connection or cite	Generate report
10	Automated Reporting	Display of network status, historical trends of key parameters comparing with SLAs, and recent high-level alarms	Comprehensive "Dashboard"	Demonstration
11	DHCP service	Provide IP addresses on demand for PCs and other Greenwich hosts using the network	Issue leases in <1 min.	Design goal
12	MTTR	Mean Time To Repair	both<4 hrs	Design goal
		Mean Time To Respond	both<1 hr	Design goal

OPTIONAL: NOC Monitoring

1) General

a) The selected vendor will supply the latest network management strategies, processes, and technologies to insure the highest levels of service to Greenwich and the Board of Education.

b) The vendor must present an approach to network management that provides an integrated network management architecture that operates across the functions identified.

The table below addresses the major Network Management Services (NMS) criteria:

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NMS Details

SLA	Metric	Definition / Description / Vendor Responsibilities / Time Frame / Notes and Assumptions	Target Levels	How Measured
1	**Network Management**			
		Integrated suite of network management and reporting tools	100%	Vendor supplied automated tools
		On-line access to Network Management and Reporting system	100%	Vendor supplied automated tools
		Provide user-configurable management reporting capability	100%	Vendor supplied automated tools
		Service availability of Network Management System	100%	Monthly sum of downtime for all system components divided by total time for month
2	**Network Tools**	End-to-end online, real-time systems and networks management tool set.	100%	Vendor supplied automated tools
		New versions of end-to-end systems and network management tools installed within 90 days of release	100%	Vendor supplied automated tools
		Greenwich management is aware of any changes to new Network Tool set capability, functionality, reliability or availability	100%	Vendor supplied automated tools
3	**Network Operations/Support**	24x7x365 end-to-end network monitoring and management. Monitor alerts from network management tools • Proactive interface support with network planning, engineering staff and management staff on a daily basis. • Problem resolution as needed	100%	Vendor supplied automated tools
4	**Fault Management and Network Reporting**		100%	
4.1	**Fault Management**	A Greenwich Help Desk in conformance with the requirements	100%	
		Detect all network faults within five (5) minutes of occurrence	99%	From identification of fault by network monitoring systems
		Establish a trouble ticket and provide electronic notification to the Greenwich IT group within ten (10) minutes of the identification of a fault	100%	Measured from the receipt of a call at the Greenwich Help Desk or the point at which the

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SLA	Metric	Definition / Description / Vendor Responsibilities / Time Frame / Notes and Assumptions	Target Levels	How Measured
		Receive report status of all critical network faults to the IT every fifteen minutes Start pre-determined escalation procedures if a critical fault is not corrected within thirty (30) minutes of fault identification Mean time for resolution of all operational trouble tickets 2 hours Mean time to notify Greenwich before a planned maintenance window	100% 100% 99% Less than 72 hours	Vendor identified a fault through their network monitoring procedures Measured from the submission time of the trouble ticket Measured from the submission time of the trouble ticket Measured from the submission time of the trouble ticket Measured from start of outage backwards to time of notification
4.2	**Fault Reporting**	-A Daily Network Status Report submitted electronically, to the IT Group and displayed on the CIO Dashboard, by eight (8) am each morning (Eastern Time Zone) portraying a summary of network faults, open outages/trouble tickets, network availability and mean time to restore for the previous 24-hour period (7am – 7am) -A complete history of all network faults/alarms will be maintained in the network-monitoring database for a period of at least one year. If network monitoring data is removed from the main NMS before the end of the contract, data will be archived and maintained in an on-line storage device that offers access in less than one minute, through the original award period and all renewals and or extensions. -Proposed formats for both the Daily and Monthly reports shall be submitted to Greenwich within 30 days of contract award.	100%	Accuracy of reports and achievement of reporting deadlines
5	**Performance Management**	-A Daily Network Performance status report, submitted electronically, to the Network Management Group and displayed on the CIO Dashboard, on a daily basis, by 8 a.m. (Eastern Time Zone), reflecting network performance for the previous twenty-four (24) hour period (7am – 7 am). . -A complete history of all network performance data will be maintained in the Network Performance Database for a period of one year. All network performance data will be archived and maintained for an indefinite period of time. Proposed formats for both the Daily and Monthly reports shall be submitted to Greenwich within 30 days of contract award.	100%	Accuracy of reports and achievement of reporting deadlines

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2) Automated Reporting of Network Status and Operation

a) Greenwich and the Board of Education desire to have available detailed information on the network's current status, history, and trends. A daily, monthly and other summary of activity and performance will be required, among other reports.

b) The network will report on its current condition and status via multiple automated mechanisms, including but not limited to, dynamic web pages and displays based on "dashboard" technology. Among other, content on the "dashboard" must show current high-level alarms (for example, "root cause" or based on a new trouble ticket), status of each node, and a trend graph of selected statistics. Greenwich and the Board of Education require that the vendor conducts "root cause analysis" to isolate the primary failure associated with multiple alarms and recurring problems. The root cause analysis process must isolate the primary cause of failures to understand and prevent recurring problems or trends. The vendor will:

i) Ensure that appropriate resources are assigned to identify and remedy the failure, and track and repair the consequences of the failure.
ii) Provide Greenwich and the Board of Education with a report detailing the cause of and procedures for correcting such failure.
iii) The vendor should supply updates on a daily/weekly/monthly basis until closure, and substantiate to Greenwich and the Board of Education that all reasonable actions have been taken to prevent recurrence of such failure.

c) Note that a passive storage of information, accessible via a web portal is necessary but not sufficient to satisfy this requirement – the dashboard requires a "push" technology be available to maintain the display in real-time without operator intervention. Required NMS system shall be easy in operation and available to Greenwich and the Board of Education personnel to observe and analyze at least the following statistics:

i) Bandwidth Utilization
ii) Latency
iii) Various types of errors
iv) Rate of dropped packets.

d) Greenwich and the Board of Education also requires a vendor to supply at each site a local means to observe network statistics to ensure QoS.

3) Change in Number of Nodes

a) Greenwich and the Board of Education anticipate that additional sites may be added to the network as well as some sites may retire after the original network(s) is deployed and stabilized.

b) If number of nodes changes, the vendor shall adjust software, servers, and core network capacity to meet or exceed all performance requirements stipulated in this RFP.

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4) Network Management

a) General

i) The network will be a state-of-the-art communications structure that will require the latest network management strategies, processes, and technologies to insure the highest levels of service to Greenwich and the Board of Education. The network management functions will encompass:

(1) Network Monitoring/Fault Management
(2) Performance Management

ii) The vendor must present an approach to network management that provides an integrated network management architecture that operates across the functions identified.

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4. SCOPE OF WORK

4.1 OBJECTIVE

The Town of Greenwich, CT (Greenwich) is looking for a selected vendor to provide a complete VoIP-PBX / UCC system implementation for approx. 1900 stations/users across 29 sites in the Town of Greenwich. In addition, the Town is planning on adding 16 sites for the Greenwich Board of Education within approximately 24 months after completion of the Town of Greenwich implementation with approximately another 1,300 end points. The system must have the capacity to ultimately grow to 4,800+ users, and equipped with licenses for 2,100 stations/licenses.

Greenwich and the Board of Education are soliciting vendor proposals for a Voice over Internet Protocol (VoIP) and Unified Communication and Collaboration (UCC) solution. This solution will integrate real-time services, such as voice, video conferencing, instant messaging, presence and mobility with business processes that offer collaboration capabilities, such as calendar, directories and desktop applications. Greenwich's current telecommunication environment is antiquated, at end of life, and no longer meets the needs of the Town.

4.2 PURPOSE

The purpose of this document is to provide overall requirements, specifications and Terms and Conditions to allow vendor responses to Greenwich and the Board of Education for pricing and vendor selection purposes, according to the specifications stated herein. A fully redundant, disaster recovery topology is to be proposed for all voice services, Voice Mail, Unified Messaging and Unified Communications technologies. Core facilities are targeted for Town Hall and the Police Department, as well as the Board of Education and the Greenwich High School, all in the Town of Greenwich, CT. An off-site Data Center (to be determined) may also be considered. Lastly, a Cloud-based solution will be considered, but a private cloud is preferred over a public cloud in this scenario and that it be managed by the vendor. Your proposed solution may include premises-based, hosted, or both.

Lightpath currently provides all Wide Area Network services via a Layer 2 Ethernet network connecting all key sites. In addition, both Verizon and Broadview are used, depending on location, for PRI services. Note that Greenwich is unique in that one-half of the Town is served by AT&T for local access, while the other half is served by Verizon for local access. Some legacy OPX lines are also in use to more remote locations. Most DID services are currently terminated in four (4) different switch rooms/facilities located at Town Hall, Police Department, The Library, and Nathaniel Witherell Nursing facility. Greenwich is planning on migrating to SIP trunking within in the next 24 months as contracts for PRI services are coming due. Greenwich may consider SIP trunking as an option with this proposal, if penalty charges are covered or can be absorbed by savings in a timely manner.

The chosen vendor will *meet or exceed* the technology requirements as defined in this RFP.

The prospective vendor(s) is requested to respond to the enclosed RFP and acknowledge all terms and conditions, prepare cost models for all capital and ongoing costs that meet or exceed the technology requirements stated within, and complete responses to the enclosed question section. Pricing is to include all labor, material engineering, etc., as required, to provide a

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"turnkey" installation for the scope of work defined in this document.

Any and all exceptions to this RFP and its attachments must be clearly stated in section 9, Vendor's Exception Section in order to be considered by the Town.

Note that award to the approved vendor and systems are contingent on Town of Greenwich Board financing and approval for the project.

All proprietary vendor information, including financials and roadmap information, must be prepared and provided in a separate, sealed envelope marked confidential.

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5. EVALUATION PROCESS

The Town of Greenwich will employ a logical evaluation process based on the following four criteria:

- **Pricing for one-time and recurring (maintenance, software subscription, NOC) costs (20%)** - Vendors will be evaluated based on one-time capital costs AND annual recurring maintenance costs for a period of 7 years (84 months). Any service cost programs beyond a standard annually renewable program will be considered, but will be evaluated and used at the discretion of Greenwich town management and/or the Greenwich Board of Education.
- **Service Issues (40%)** - Greenwich realizes the importance of service in the evaluation process. Vendors will be evaluated based on service issues; specific criteria to be used for evaluation include (but not limited to) the following:
  - Direct service force (versus a subcontracted service force)
  - Definition of major and minor response time outages
  - Commitment to major and minor response time outages
  - Number of direct service force technicians and product-specific experience of direct service force technicians that geographically service the Greenwich area
  - VPN second-level technical support for cases and questions that can be handled over the phone
  - Penalties offered by a vendor for non-performance
  - 24 hour service availability in an emergency and method for dispatch after-hours
  - Authorized manufacturer distributorship, dealership, or direct sales (versus a non-authorized distributorship or dealership) - proof of authorization may be required by Greenwich, if requested
  - Experience of the firm in Greenwich's line size, Contact Center experience, and qualifications of the staff, including certifications in appropriate technologies being requested by Greenwich
  - Timeliness of expected completion
- **Technology and Features (30%)** - The vendor technology offering must provide all the required features and capacities expressed in the specification section of this request.
- **Completeness of Proposal (10%)** - Completeness of the proposal in stating a clear understanding of the requirements and overall ability to meet Greenwich's needs.

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6. PROPOSAL FORMAT

Please submit the following with your proposal in the same format as shown below:

6.1 COMMUNICATIONS AND ASSOCIATED SYSTEMS

Communications System (VoIP/UCC)

- General description of the systems proposed
- Systems' capabilities
- Systems' capacities
- Systems' environmental, space, electrical requirements
- VoIP and IP Telephony migration capabilities from existing environment
- NOTE: Manufacturer brochures, literature, and any other pertinent material can be used.

- The Scope of Work will include the following:
  - CPE Systems Components Required – as detailed within
  - Unified Messaging
  - Unified Communications
  - Contact Center requirements as noted within

- Optional
  - Softphones
  - Emergency notification as described
  - Audio conferencing
  - Contact Center options as noted within
  - Network Management tools (VoIP-enabled)

NOTE: Any required or recommended cabling, UPS or data switch upgrades will be requested by the customer first and provided under a separate Scope of Work

6.2. SYSTEM COSTS - System costs must be provided for each of the following options as follows:

6.2.1 Outright Purchase Option - Greenwich will make one (1) initial payment of ten percent (10%) of the finalized contract upon a fully executed contract being signed by all responsible parties, one (1) payment of twenty-five percent (25%) upon core systems delivery, progress payments upon completion of facilities (total of 55%), and would remit the balance of a minimum of ten percent (10%) at system acceptance, defined as satisfactorily processing calls for two (2) weeks from the final cutover to assume ownership of the system. A five percent (5%) retainage will be kept throughout the progress payments

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portion to ensure each portion is working acceptably as defined above.

NOTE: All pricing must be itemized and shown by unit price so changes can be made flexibly as needed.

6.2.2 Lease/Purchase Agreement - Option- System would be leased for a five (5) year period, first and last payment in advance, fair market value buyout. Please define fair market value and current percentage used for estimation purposes.

NOTE: Include lease rate factor used for the above and state the approximate fair market value buyout.

6.2.3 Optional Rental Model Cloud-Based Solution – System will be rented on a per seat basis without circuit costs for all of the required end point counts and features requested, separate pricing can be provided for anything optional requested in the specification. Note:

6.2.3.1 Same feature functionality applies as outlined in the specification
- 6.2.3.1.1 Required
- 6.2.3.1.2 Optional

6.2.3.2 It is expected that the Greenwich core will connect in a secure manner to the second core in the cloud, rented

6.2.3.3 For a cloud model (a managed solution is not acceptable), include:
- 6.2.3.3.1 SIP trunking
- 6.2.3.3.2 Maintenance
- 6.2.3.3.3 Software Subscription
- 6.2.3.3.4 NOC Monitoring
- 6.2.3.3.5 Dual (redundant) Ethernet cost associated with the necessary bandwidth to connect to the Greenwich network

6.2.3.4 Telephony/UCC Only - Cloud solution for Telephony and UCC only, and NOT to include any Wide Area Network/WAN replacement as a part of this project

6.2.3.5 Managed Alternate Solution Not Acceptable - Managed solution (on-premises) will not be considered an alternative to a Cloud solution

6.2.3.6 Own/Rent at End - Would look for possibilities to own or continue to rent at end of contract period

6.2.4 Core Refresh Costs at Month 48 –

6.2.4.1 Please provide expected costs for core upgrades/replacements and any other equipment upgrade expected at end-of-life at that time – at Month 48 (or as denoted by the vendor).

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6.2.4.2 Include
- 6.2.4.2.1 Purchase Costs
- 6.2.4.2.2 Install Costs
- 6.2.4.2.3 Any additional Maintenance Costs
- 6.2.4.2.4 Any additional Software Subscription Upgrade costs

6.3 VENDOR MAINTENANCE COSTS –

6.3.1 Assuming a guaranteed service response time within 15 minutes remotely and on-site no longer than two (2) hours for any major system outages (24x7x365) and one (1) hour remotely and 24 hours for any minor outages, 8am - 5pm Monday through Friday (24 hour stand-by for minor service with appropriate response is required on a time-and-materials basis). See Section 2.8.5 for additional details.

6.3.2 Option: 24 hour, 7 days per week coverage shall be supplied optionally.

6.3.3 Option: Provide an optional cost for an on-site system technician.

6.4 VENDOR SOFTWARE SUBSCRIPTION COSTS

6.4.1 Quarterly Patch Updates - Assuming quarterly patch updates to the site out of normal business hours.

6.4.2 Firmware/Software/Hardware Upgrades - Firmware/software/hardware upgrades to be included will be considered an option if offered.

6.5 OPTIONAL NETWORK OPERATIONS CENTER (NOC) OFFERING

6.5.1 24 x 7 NOC offering to monitor all core system components, UPSs, and POE data switches is to be proposed.

ADDITIONAL PRICING NOTES, PRICING INFORMATION

6.5.2 Pricing Information and Instructions:
All prices must include materials (hardware and software), labor, engineering, coordination, shipping, insurance, programming, training, supervision, testing, and any other tasks required to deliver a working, turnkey system in accordance with the specifications contained herein.

6.5.3 Pricing Alternatives - Vendors are encouraged to submit as many financial alternatives as they are prepared to offer, including third party financing and capital leasing.

6.5.4 Credit Offers - Vendors are encouraged to present any and all offers of credits for "trade in" of existing telephone equipment.

6.5.5 Unit Pricing - Provide unit pricing for all individual components required as per Section 6 (Specifications).

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6.5.5.1 Pre-cutover pricing

6.5.5.2 Post cutover pricing

6.5.5.3 Pricing must be guaranteed for a minimum of 36 months after initial install of Town system to allow the Board of Education to join the system at a later time.

6.5.6 Additional Pricing Notes and Alternatives

6.5.6.1 60 month Fair Market Value buyout

6.5.6.2 Ramp Up Period – provide a solution for leasing as Greenwich ramps up over 12-36 month period

6.5.6.3 Not To Exceed – Greenwich requires a Fair Market Value 'Cap' not to exceed percentage or cost estimate

6.5.6.4 Co-Terminus - All equipment leased during the lease period targeted to be co-terminus, all ending on same lease end date

6.6 REFERRAL LIST – A referral list of at least 5 existing clients that are similar in size/scope is to be included.

6.7 A CURRENT ANNUAL REPORT – A current annual report is to be submitted – if your company is publicly held.

6.8 SYSTEM/SUPPLIER FACT SHEET – The System/Supplier Fact Sheet is to be completed.

6.9 COMPLIANCE/NON-COMPLIANCE - Note compliance/non-compliance with Sections 2 and note exceptions on form on last page.

6.10 EXAMPLE DOCUMENTS -

6.10.1 Purchase and Maintenance Agreements - Specimens of your standard Purchase and Maintenance agreements are to be provided.

6.10.2 Training Materials, Programs, Schedules - Include samples of training materials, programs, schedules, etc., that will help to establish an understanding of all training-related activities.

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7. SYSTEM SUPPLIER FACT SHEET

7.1. SWITCH EQUIPMENT

7.1.1. What is the ultimate wired-for capacity of the proposed communications system:

- Trunks: _____
- End points: _____
- Simultaneous Conversation Paths/Ports: _____

7.1.2. Total floor space required for the total systems offering (communications system, voice mail system, uninterrupted power supply, call accounting system, workspace):

	MDF	IDFs
• Height:	_____	_____
• Depth:	_____	_____
• Width:	_____	_____
• Weight:	_____	_____
• Floor Loading:	_____	_____ lbs./sq. ft.

7.1.3. Diagram - provide a diagram of the layout for the equipment that would be installed on the premises general. The diagram is to include overall space requirements, access space for operations and maintenance, and equipment positioning.

_____

_____

7.1.4. What are the environmental requirements of the total system offering?

a. Temperature Range (F):

	MDF	IDFs
- Normal (F):	_____	_____
- Short-Range * (F):	_____	_____

b. Humidity Requirement (Percent)

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	MDF	IDFs
- Normal (Percent):	_____	_____
- Short-Range * (Percent):	_____	_____

* Short-range is defined as a 24-36 hour period where the system must operate without air conditioning or heat.

7.1.5. Describe the electrical requirements of the total system offering:

MDF _____

_____

IDFs _____

_____

7.1.6. Indicate exactly the number and type/rating of circuits, receptacles, plugs, etc., required for installation and maintenance of the system proposed.
(The electrical requirements of the proposed system are to be outlined in terms of operating voltage and current drain (for turn on and for operating) for each assembly requiring a separate power circuit. Additionally, information is to be provided on power surges and variations from the normal operating voltage that would adversely affect the system's performance. Any special power devices that must be provided and which would serve to stabilize the overall operation should be indicated, specifically referring to the purpose of the device, suggested manufacturer, and type.)

_____

_____

7.1.7. Specify grounding requirements for the system and other ancillary equipment.

_____

_____

7.1.8. The Systems must be equipped with a minimum of 10 minutes battery backup for the main memory and central processor in the event of a power loss.

_____

_____

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7.1.9. Number of installed systems in the greater Greenwich Connecticut area:

_____

_____

7.2. SYSTEM ARCHITECTURE

7.2.1. Briefly describe the system architecture.

_____

_____

7.2.2. Confirm port carriers must be "Universal" and support any type of port circuit packs. State the minimum and maximum number for the proposed system.

_____

_____

7.2.3. Define the incremental growth capabilities.

_____

_____

7.2.4. State the number of disks and storage for the proposed system. What is the maximum number of disks and hours of storage available?

_____

_____

7.2.5. What storage options are: DASD? SAN? NAS? Is there a preference?

_____

_____

7.2.6. Briefly describe the system's central processor.

_____

_____

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7.2.7. Briefly describe the system's switching bus.

_____

_____

7.2.8. What is the maximum number of ports per node/module that can be supported in a non-blocking configuration?

_____

_____

7.2.9. What is the maximum number of ports per system that can be supported in a non-blocking configuration?

_____

_____

7.2.10. Explain how the system grows and expansion is accomplished, and whether additions are disruptive to the ongoing system operation.

_____

_____

7.2.11. Does the system support remote modules? If yes, describe.

_____

_____

7.2.12. Is load balancing required with growth and expansion? If yes, describe.

_____

_____

7.2.13. Describe the main memory; identify type and size.

_____

_____

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7.2.14. Is system memory redundancy available? If yes, describe.

_____

_____

7.2.15. What type of error detection/correction is utilized by the system memory?

_____

_____

7.2.16. State the maximum number of trunks and end points that the system will support without requiring main processor upgrade or change out.

_____

_____

7.2.17. Provide sample reports from your system offering

_____

_____

7.2.18. Virtualization

7.2.18.1. Explain what system components can be virtualized with the system being proposed

_____

_____

7.2.18.2. Describe and detail the number and types of servers you will require for a fully redundant configuration as detailed in the specification

7.2.18.2.1. At 3,200 users with applications identified in the specification

_____

_____

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7.2.18.2.2. At 4,800 users

_____

_____

7.2.19. Upgrades –

7.2.19.1. Note that any upgrade must be supported for at least another 36-60 months. Vendor must be specific with in-writing support from the manufacturer for this option.

Please confirm manufacturer's support (here a letter from the manufacturer is required)

_____

_____

7.2.19.2. Detail the migration utilizing this option and minimal downtime at each of the sites being upgraded

_____

_____

7.2.20. For every option submitted (upgrade, replacement), please specify:

7.2.20.1. If that option will provide the required and optional components and features

_____

_____

7.2.20.2. Any and all exceptions are noted here

_____

_____

7.3. SYSTEM REDUNDANCY AND RELIABILITY

7.3.1. Can the system support redundancy?

_____

_____

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7.3.2. Describe all options available for processor redundancy, hard drive redundancy, power supply redundancy and other.

_____

_____

7.3.3. Describe the Disaster Recovery options.

_____

_____

7.3.4. Administrative Portals

_____

_____

7.3.5. Describe Web User Access, Web Features Admin, Self Service Password Reset

_____

_____

7.3.6. Describe capabilities to limit certain features and access to menus at the set level such as diagnostics, network configuration and technical settings

_____

_____

7.3.7. Please diagram ideal system architecture on the network

_____

_____

7.4. STATION EQUIPMENT AND FEATURES

7.4.1. Analog End points.

7.4.1.1. All analog sets provided by the vendor must be 2500-type compatible, and must include a flash button. Describe the analog sets being proposed.

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7.4.1.2. Describe the cabling requirements and distance limitations for analog sets.

7.4.2. IP End points

7.4.2.1. IP sets must provide one-button-access to the most commonly used features such as Hold, Transfer, Conference, and Disconnect.

7.4.2.2. IP sets must provide feature buttons that can be individually programmed for the user's specific applications.

7.4.2.3. All IP sets must provide a message-waiting lamp to indicate the presence of messages to be retrieved from the voice messaging system.

7.4.2.4. Multi-line IP sets must provide a visual indication of line and feature (activated/deactivated) status for line/feature buttons.

7.4.2.5. All IP sets must provide ringer modification so that users in a common area can customize the ringer on their sets.

7.4.2.6. All IP sets must be able to be equipped with an integrated speakerphone.

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7.4.2.7. Multi-line instruments must provide key appearance and integrated intercom capability.

7.4.2.8. Display-equipped IP sets must include a built-in alphanumeric display for visual indication. Describe what information is available on the display.

7.4.2.9. Provide and define actual draw required for set types proposed to Greenwich and the Board of Education.

7.4.2.10. Describe any "shifted" function keys that occur on phones.

7.4.2.11. What are the MTBF ratings for the phones offered?

7.4.2.12. Do your sets have color displays?

7.4.2.13. Do you support customizable sets beyond what can be programmed to the screen?

7.4.2.14. Do you support Bluetooth devices?

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7.4.2.15. Do your sets support gigabit connections?

_____

_____

7.4.2.16. What is the average wattage per set (or reference wattages of sets proposed)?

_____

_____

7.4.2.17. Do you support wireless sets? What frequencies are supported on these systems?

_____

_____

7.4.2.18. What support is offered for soft phones, cell phones, VoWifi?

_____

_____

7.4.2.19. How many simultaneous conference calls are supported?

_____

_____

7.4.2.20. Do you support generic SIP phone sets? Note functional difference from your standard phone.

_____

_____

7.4.2.21. Do you support digital sets?

_____

_____

7.4.2.22. Software - Does your collaboration application support instant messaging, whiteboards, file transfers and web cameras?

_____

_____

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7.4.2.23. Does your system support paging?

7.4.2.23.1. Through the phone, overhead, or both? (Fire Stations and all schools, at least, will require overhead paging)

_____

_____

7.4.2.23.2. Zone paging possible? How many zones? How many sets/participants per zone?

_____

_____

7.4.2.23.3. Is it possible to capture phones sets and use their speakers in a public address system?

_____

_____

7.4.3. Voice Mail and Auto Attendant

7.4.3.1. Maximum messaging size of a user mailbox.

_____

_____

7.4.3.2. Maximum message length.

_____

_____

7.4.3.3. Messages automatically deleted after a prescribed number of days?

_____

_____

7.4.3.4. Fax Messaging capabilities – describe

_____

_____

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7.4.3.5. System Security features – describe

_____

_____

7.4.3.6. Required System Administrator Capabilities.

7.4.3.6.1. Mailboxes must be added, deleted, or changed without service interruption.

_____

_____

7.4.3.6.2. Mailbox passwords must be able to be changed without deleting messages or affecting the mailbox.

_____

_____

7.4.3.7. Describe how your system defines class of service. Mailboxes must be able to be given varying levels of capabilities.

_____

_____

7.4.4. System Diagnostics and Alarms

7.4.4.1. Describe the Systems Diagnostics capabilities.

_____

_____

7.4.4.2. Describe how alarms are logged and monitored. 24x7 alert notifications to designated parties.

_____

_____

7.4.4.3. Does the system provide a history log that records system problems? Please describe.

_____

_____

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7.4.4.4. Describe the system's administrative interface.

7.4.4.5. Does the system support remote administration?

7.4.4.6. Describe the available standard reports, as well as viewing and printing options.

7.4.4.7. Describe the kind of reporting that is available. Are they canned or ad-hoc? Are they manual or automated?

7.4.4.8. Describe the kind of logging capabilities that are available.

7.4.4.9. Describe the auditing functions available.

7.4.4.10. Describe the cabling requirements and distance limitations for IP sets.

7.4.4.11. Describe the proposed sets, any available options, and from where the sets are powered.

7.4.4.12. Network monitoring- SNMP alerts need to be sent to Greenwich's and the Board of Education' management systems. Describe how you would prove this.

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7.4.4.13. The selected vendor needs to work with Greenwich and the Board of Education's VPN solution - Describe your adherence to Greenwich and the Board of Education's requirements.

_____

_____

7.4.4.14. Describe the integration between the PBX and the messaging system

_____

_____

7.4.4.15. The message- waiting lamp must remain lit until all new messages are accessed – describe how this is attained.

_____

_____

7.4.5. Mobility

7.4.5.1. Describe the level offered of Telephony and UCC integration with mobile devices, including iOS, Android, and Blackberry operating systems

_____

_____

7.4.5.2. Describe your level of Telephony and UCC integration and application for tablet-based devices, including iOS, Android, and Blackberry operating systems

_____

_____

7.4.5.3. Describe compatibility with Wireless Priority Service (WPS) and Government Emergency Telecommunications Service (GETS)

_____

_____

7.4.6. Internet2+SIP

7.4.6.1. What plans do you offer/plan to offer under the Internet2+SIP alternative

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model? Please detail:

_____

_____

7.4.7. Interoperability

7.4.7.1. Describe the level of interoperability your system provides with other manufacturers

_____

_____

7.4.7.2. What interoperability standards do you comply with

_____

_____

7.5. SERVICE AND MAINTENANCE

7.5.1. General Service Offering - Describe the general service offering and maintenance support program:

_____

_____

_____

7.5.2. Describe the service organization serving the Greenwich, Connecticut area:

7.5.2.1. Number of full-time service people: _____

7.5.2.2. Number of part-time service people: _____

7.5.2.3. Number of sub-contracted service people: _____

7.5.2.4. Describe the product-specific experience of your directly employed service force that geographically service the Greenwich, Connecticut area:

_____

_____

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7.5.2.5. What other areas is your maintenance force responsible for:

_____

_____

_____

7.5.3. State and define your guaranteed written response time for:

7.5.3.1. Minor Outages: _____

_____

_____

7.5.3.2. Major Outages: _____

_____

_____

Define your methodology to commit to the above response times:

_____

_____

What penalties or relief are you willing to provide if the above commitments are NOT met?

_____

_____

7.5.4. Do you have a preventive maintenance program? _____

What is its scope? _____

_____

_____

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7.5.5. Is 24-hour service provided? _____

7.5.5.1. Is full weekend and holiday service provided? _____

7.5.5.2. Are there additional charges for these services? _____

7.5.5.3. What methodology do you use for dispatching your service force after-hours? _____

_____

_____

7.5.6. State whether or not you are an authorized manufacturer distributorship, dealership, or direct sales force:

_____

_____

_____

7.5.7. NOC Services – What kind of Network Operation Center/NOC services do you provide?

_____

_____

_____

7.5.8. Certified Data Training – describe the level of data training and VoIP training provided to internal technical staff, field staff

7.5.9. Provide any established ratios regarding number of users vs. internal support staff required

_____

_____

_____

7.6. PROPOSAL RELATED RESPONSES

7.6.1. Move and Change Activity - Describe your methodology and commitment for "no greater than" and average response for move and change activity _____

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_____

_____

7.6.2. Describe the Report production capabilities of your UC System

7.6.3. Describe your training services for Greenwich and the Board of Education:

_____

_____

_____

_____

7.6.4. Describe your process to submit periodic trouble reports and annual preventive maintenance reports for the client:

_____

_____

_____

7.6.5. Describe your process to submit periodic traffic measurement reports:

_____

_____

_____

7.6.6. Describe your approach to Greenwich's and the Board of Education' right to cancel the maintenance contract for failure to comply with service provisions (if a multi-year agreement applies):

_____

_____

_____

7.6.7. Describe the kinds of toll fraud prevention you provide. Include a discussion on administrative passwords, voice mail passwords, remote 800 services, DISA. Describe here any vendor or customer liability risks associated with any of these:

_____

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_____

_____

7.6.8. Will you guarantee your proposal for a 120-day period? _____

7.6.9. Will you guarantee your pricing for 36 months from initial installation period?

_____

7.6.10. Describe your trouble reporting and trouble resolution procedure/process:

_____

_____

7.6.11. Describe your commitment to provide the insurance coverage documentation specified in Exhibit A, Insurance Requirements Form, throughout the term of the contract and maintenance agreement(s) here:

_____

_____

7.6.12. If awarded this job from Greenwich, when can you begin work?

_____

7.6.13. Describe in detail your approach to accommodating any special requirements:

_____

_____

_____

_____

7.6.14. Product Life Cycle - Describe the planned product replacement cycle:

_____

_____

_____

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What is the mechanism for hardware upgrades? How will the hardware and software upgrades be implemented? What is the planned maintenance period (in years) from product introduction? Describe.

_____

_____

_____

7.6.15. Proposed Standards and Protocols Compliance Form – Please complete the standards compliances below:

STANDARD	COMPLY / Yes or No	COMMENTS
1. 802.11b		
2. 802.1d		
3. 802.1p		
4. 802.1q		
5. 802.3		
6. 802.3af		
7. CRTP		
8. DCL		
9. DHCP		
10. Differentiated Services		
11. DNS		
12. DPNSS		
13. Ethernet 10/100 MB		
14. E1		
15. FAX - Group 3		
16. FAX - Group 4		
17. G.711		
18. G.726		
19. G.729a		
20. H.323		
21. IP – Internet Protocol V4		

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STANDARD	COMPLY / Yes or No	COMMENTS
22. ISDN – PRI		
23. ISDN – BRI		
24. IP Precedence		
25. MGCP		
26. QSIG		
27. Q.931		
28. Q.932		
29. RTCP		
30. RTP		
RTSP		
31. R2		
32. SIP		
33. SNMP MIB II		
34. TAPI		
35. T1/D4		
36. TSAPI		
37. T.37		
38. T.38		
39. TCP/IP		
40. UDP/IP		

7.7. SUPPORT SERVICES

7.7.1. Describe your support services regarding the following:

7.7.1.1. Site Preparation _____

_____

_____

_____

_____

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7.7.1.2. Test and Acceptance Plan _____

_____

_____

_____

_____

7.7.2. Describe the type of test equipment used to initially test and maintain the capabilities of the communications system and cable plant.

_____

_____

_____

7.7.3. Describe the services that you feel are unique to your organization:

_____

_____

_____

_____

7.7.4. IP Set Questions

7.7.4.1. What feature set integration do you provide for Aastra and Polycom end points.

_____

_____

7.7.5. System Back ups

7.7.5.1. Does the system perform automatic back ups? Explain.

_____

_____

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7.7.5.2. Describe the process for performing a manual back up. Can back ups be performed during business hours? Describe the impact of a full back up on the system.

7.7.5.3. Are back ups done to removable media. Describe the media used and its storage capacities.

7.7.5.4. What integration is available, i.e., AMIS, other?

7.7.5.5. What other mail systems do you support?

7.7.5.6. Do you support broadcast from voice mail?

7.7.6. E911 Capability

7.7.6.1. What support do you offer for E911.

7.7.6.2. How do you notify?

7.7.6.3. Is it optional or 3rd party?

7.7.6.4. What messaging system – e-mail, text, SMS, broadcast, integrating voice mail into e-mail.

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7.7.6.5. How would your system handle a broadcast message to all users?

_____

_____

7.7.6.6. How are E911 calls routed correctly, including identification of the caller's physical location in campus environments and from remote offices?

_____

_____

7.7.6.7. How does the vendor's solution ensure the PSAP receives correct location information for SIP phones that are moved from location to location?

_____

_____

7.7.6.8. How are Town and Public School security notified when a 911 call is placed?

_____

_____

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

_____

_____

7.7.6.10. What is the maximum number of busy hour call attempts supported by the proposed system?

_____

_____

7.7.7. Licensing Scheme

7.7.7.1. Options for licensing scheme?

_____

_____

7.7.7.2. What licensing for hardware and software and if negotiable?

_____

_____

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7.7.7.3. Is software licensing movable?

7.7.7.4. Is there a points system?

7.7.7.5. Is it modifiable, and general cost?

7.7.7.6. Define your license schemes for the following: VM, phone sets, applications and management suites.

7.7.7.7. Have user based licensing models for VoIP options been provided? Describe

7.7.7.8. Have device base licensing models for VoIP options been provided? Describe

7.7.7.9. Has a mixture of licenses been provided? Describe

7.7.7.10. Can you call out any 3rd party licensing that may need to be purchased in addition to the base licenses to integrate

7.7.8. Faxing, E-Mail Integration

7.7.8.1. What support is offered for centralized faxing.

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7.7.8.2. Text-to-voice speech available?

_____

_____

7.7.8.3. Speech-to-text available?

_____

_____

7.7.8.4. How would you handle broadcast from the First Selectman and/or Superintendent's office?

_____

_____

7.7.8.5. Do you support a broadcast to this system? For emergency notification broadcast? Compatibility for cross system broadcasts?

_____

_____

7.7.8.6. What other mail systems do you support?

_____

_____

7.7.9. Training

7.7.9.1. What offerings are available?

_____

_____

7.7.9.2. Manufacturer/VAR

_____

_____

7.7.10. VPN – Explain how your VPN product will work in an existing customer-built VPN environment:

_____

_____

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7.7.11. Describe the services that you feel are unique to your organization:

7.7.12. Annual Report

7.7.12.1. Confirm Annual Report has been provided

7.7.12.2. Indicate what percentage of revenue is spent on research and development

7.8. Town of Greenwich and Greenwich Board of Education Related Questions

7.8.1. **Security**

7.8.1.1. System Security

7.8.1.1.1. Session Border Controllers and security requirements

7.8.1.1.2. Where does encryption take place – phone or system?

7.8.1.1.3. Are there any known security risks associated with the phones or system?

7.8.1.1.4. Provide security baselines and policies for hardening the OS

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7.8.1.2. Network Infrastructure Security Recommendations

7.8.1.2.1. What are the vendor's recommendations for performing patch management of the server's operating systems and applications?

_____

_____

7.8.1.3. Security - is there the capability to provide several levels of rights to limit access? Describe

_____

_____

7.8.1.4. Security – describe how users authenticate to system?

_____

_____

7.8.2. **Maximum Capacities and Growth**

7.8.2.1. Scalability and Growth -

Vendor shall describe what is required to expand the proposed system to meet growth requirements beyond the proposed configuration. Include in your description how the system scales to support up to 4,800 endpoints with the call control servers proposed. There shall be no maximum.

_____

_____

7.8.2.2. Scaling For Growth - Detail how your products scale up for maximum growth purposes and can meet or exceed capacities stated for Greenwich and the Board of Education

_____

_____

_____

_____

7.8.3. Unified Communications and Integration

7.8.3.1. Lotus Notes Integration Mandatory

The UC solution must provide integration with these applications in order to make

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UC features available from the Outlook interface, including, at a minimum, the following:

7.8.3.1.1. Click to dial/Call Management
7.8.3.1.2. One Number Service
7.8.3.1.3. Click-to-Dial from Microsoft Office applications such as MS Word, MS Excel or MS Outlook (Smart Tag functionality), as well as emails and contacts
7.8.3.1.4. Presence Management and Presence Automation with Exchange calendar
7.8.3.1.5. Routing Rules Management with Preferred Devices/Device Lists
7.8.3.1.6. Convenient setup and control of ad-hoc or meet conferences (audio and web)

Vendor must confirm compliance and describe features available to the user with this integration. Describe any hardware/software requirements required to integrate with the solution.

_____

_____

7.8.3.2. Google Integration Mandatory

The UC solution must provide integration with Google Apps G-Mail and calendar to make UC features available from the Google interface, including, at a minimum, the following:

7.8.3.2.1. Click to dial/Call Management
7.8.3.2.2. One Number Service
7.8.3.2.3. Presence Management and Presence Automation with Google calendar
7.8.3.2.4. Routing Rules Management with Preferred Devices/Device Lists
7.8.3.2.5. Addition of voice conferences to calendar entries

Vendor must confirm compliance and describe features available to the user with this integration. Describe any hardware/software requirements required to integrate with the solution.

_____

_____

7.9. System Administration and Management

7.9.1. System Administration and Management Requirements
The system management solution must meet the following minimum requirements:

7.9.1.1. Is the system administration application accessible from any work end point on the LAN / WAN?

_____

_____

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7.9.1.2. Is the system administration application accessed through a standard web browser? Can it run on any Windows Explorer, Chrome and Safari in both MS Windows and MAC OS? ADD: Is Flash or Java required?

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

7.9.1.4. Can administration of multiple remote sites be done through a centralized work end point? Is there any limit to how many work end points are supported?

7.9.1.5. How is security provided to prevent unauthorized access to the administration application? How many levels of security can be defined? Is there any limit to the number of administrative users that can be given access passwords? Can some administrative users be defined with "view-only" permissions? Can different individuals be given individualized permission levels?

7.9.1.6. Explain how the administrator would reload the database if they needed to restore a previous configuration.

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

7.9.2. Disaster Recovery Options –

7.9.2.1. In the event of a total disaster or nearly total loss of the system as a result of a fire, flood, explosion, etc., indicate the steps which would be taken to restore the system. Specifically, detail the most optimistic and most

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pessimistic intervals required to provide equipment, personnel, and engineering, and the extent of written commitment the vendor will agree to, relative to service restoration. Also provide a scenario for the restoration of service after a disaster, indicating steps taken by the vendor and any involvement required by Greenwich and the Board of Education personnel, source of equipment (inventory vs. production), and any other relevant information.

7.9.3. POST IMPLEMENTATION SERVICE

7.9.3.1. Maintenance and Warranty

A complete maintenance and warranty agreement must be included as part of the vendor's proposal, including all options available for extended coverage and full pricing details for each level of coverage.

7.9.3.2. One Year Warranty - The communication system and all associated equipment in the vendor's proposal must be warranted by the vendor and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

7.9.3.3. Defective Parts - During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to Greenwich and the Board of Education.

7.9.3.4. Maintenance Personnel - All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful vendor organization using personnel employed full time by the vendor and at no additional cost to Greenwich and the Board of Education other than those charges stipulated to maintain the warranty.

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7.9.3.5. Managed Services – Describe what options are available for post implementation service.

_____

_____

7.9.3.6. Patches and Updates -

7.9.3.6.1. Describe how you will perform any patches and updates are to include roll-back on failed updates or protection from failed updates or upgrades.

_____

_____

7.9.3.6.2. Confirm what central management tool for mass distribution of said updates and fixes above will be used.

_____

_____

7.9.3.6.3. Describe what encryption method (via TLS or other security protocol) you will utilize

_____

_____

7.9.3.6.4. (Optional) Can you provide some visible indicator of TLS being enabled from the caller's point of view?

_____

_____

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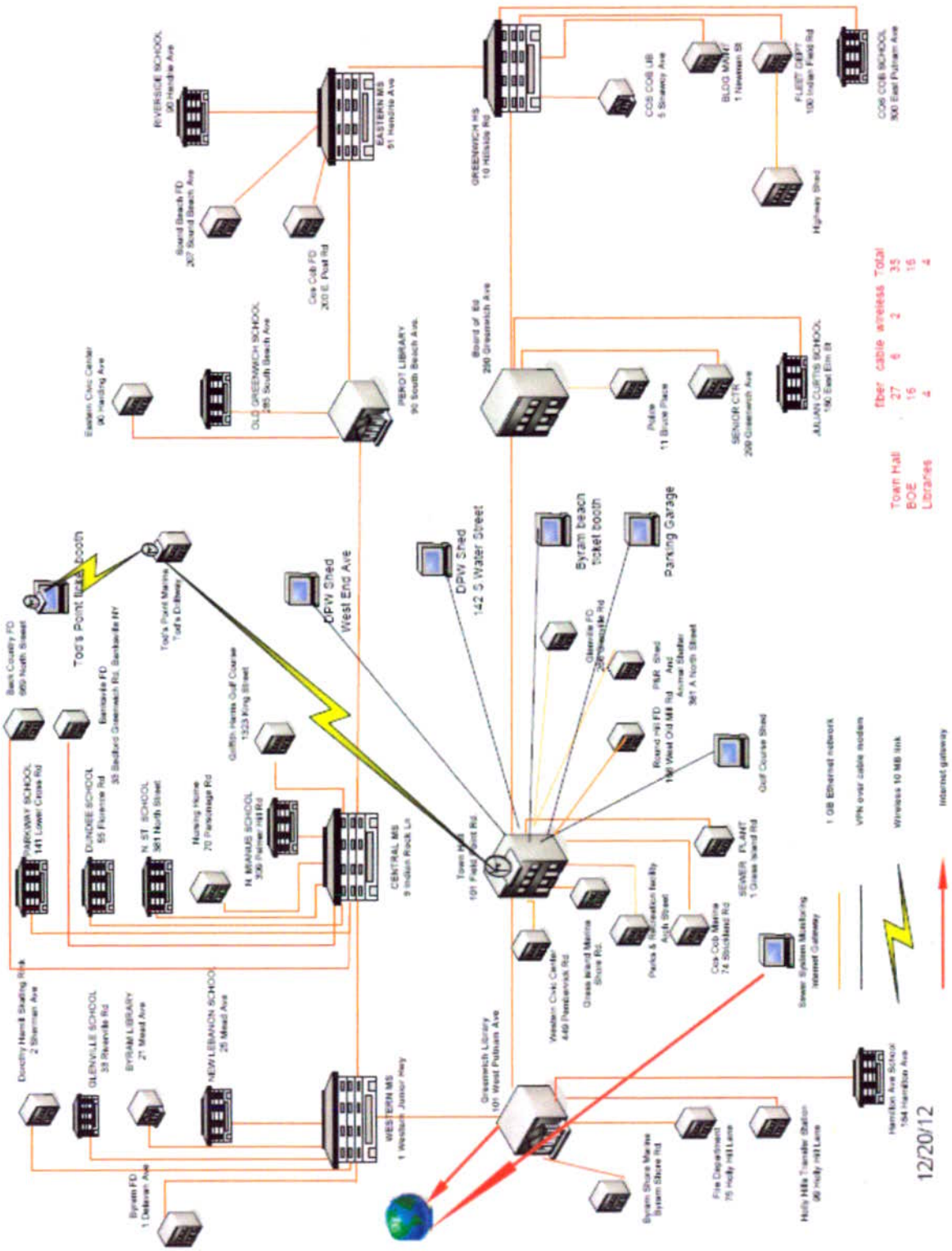
8. TOWN OF GREENWICH NETWORK DIAGRAM



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9. VENDOR REPLY FORMS FOR COMPLETION

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VENDOR FORMS SUMMARY

A. CHECKLIST OF ENCLOSED ITEMS – A checklist to be completed citing all necessary proposal response areas.

B. VENDORS EXCEPTION SECTION – Vendors are to note and reference any exceptions to the RFP on this form.

C. Solution Proposal Form for The Town of Greenwich and The Greenwich Board of Education – Two completed solution proposals forms must be returned. This form must be inserted in front of the cover page.

D. NO SOLUTION RESPONSE FORM – If applicable.

E. REPLY FORM – NON-COLLUSION AND COMPLIANCE WITH ETHICS CODES – to be completed.

F. REPLY FORM - VENDOR INFORMATION & SIGNATORY FORM – to be completed.

G. REPLY FORM – INSURANCE PROCEDURE – to be completed.

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CHECKLIST OF ENCLOSED ITEMS

1. Confirmation of compliance with terms and conditions: _____

2. Description in this section of the new communications system - End point Equipment, Communications System, Voice Mail, Cabling Infrastructure

   (1) General description of the systems proposed _____
   (2) Systems capabilities _____
   (3) Systems capacities _____
   (4) Systems environmental, space, electrical requirements _____
   (5) Services to be offered to the customer _____

3. System Costs enclosed:

   (1) <u>System costs:</u>

   (a) Outright purchase
   - Pricing enclosed _____
   - All system components itemized _____
   - Pricing enclosed for required AND optional components _____

   (b) Leasing
   - Lease rate enclosed _____
   - Lease rate factor enclosed _____

   (c) Cloud Option for Replacement _____
   (d) Core Refresh Costs at Month 48 _____
   (e) Tiered Pricing Model _____

   (f) Maintenance costs enclosed _____

   (g) Unit pricing provided _____

   (h) Other Pricing elements provided (Sec 6.5) _____

4. Referral List with contacts enclosed _____

5. Annual report enclosed (if applicable) _____

6. System/Supplier Fact Sheet enclosed _____

7. Example Purchase and Maintenance Agreements enclosed _____

8. List comply/not comply/partially comply (with explanation) with the Terms and Conditions section _____

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VENDORS EXCEPTION SECTION

Please indicate any and all exceptions you may be taking to any item or section within this RFP and its attachments.

Section No.	Exception

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SOLUTION PROPOSAL FORM FOR THE TOWN OF GREENWICH AND THE GREENWICH BOARD OF EDUCATION

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL. THIS FORM MUST BE INSERTED IN FRONT OF THE COVER PAGE.

IN WITNESS WHEREOF, the undersigned has caused this Proposed Solution to be signed and delivered as of the date Proposals are opened by the Owner.

NAME OF VENDOR

_____
(Exact Name of Individual, Firm or Corporation)

Signature of
Officer_____

Typed Name and Title of Officer _____

Address _____

Telephone_____

Fax_____

CERTIFICATE IF BIDDER IS A CORPORATION

I, the undersigned, as Secretary to the corporation submitting the foregoing PROPOSED SOLUTION, hereby certify that under and pursuant to the by-laws and resolutions of said corporation, each officer who has signed such PROPOSED SOLUTION on behalf of the corporation, including the foregoing assurance of irrevocability, is fully and completely authorized so to do.

_____
(Typed Name)
Secretary

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IF YOUR COMPANY IS NOT SUBMITTING A PROPOSAL, PLEASE COMPLETE THIS FORM AND RETURN IT TO THE TOWN OF GREENWICH.

NO SOLUTION RESPONSE FORM

CONTRACTOR NAME: _____

CONTRACTOR ADDRESS: _____

CONTRACTOR CITY, STATE AND ZIP CODE: _____

CONTRACTOR TELEPHONE: _____ FAX: _____

EMAIL ADDRESS: _____

CONTACT NAME: _____

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REPLY FORM – NON-COLLUSION AND COMPLIANCE WITH ETHICS CODES

Non-collusion Language

In submitting this bid/proposal, the undersigned declares that this is made without any connection with any persons making another bid/proposal on the same contract; that the bid/proposal is in all respects fair and without collusion, fraud or mental reservation; and that no official of the Town, or any person in the employ of the Town, is directly or indirectly interested in said bid/proposal or in the supplies or work to which it relates, or in any portion of the profits thereof.

Compliance with Ethics Code

In submitting this bid, the undersigned further declares that it has not, and will not, induce or attempt to induce any Town of Greenwich employee or officer to violate the Greenwich Code of Ethics in connection with its offer to provide goods or services under, or otherwise in the performance of, such contract.

The undersigned further understands that the above declarations are material representations to the Town of Greenwich made as a condition to the acceptance of the bid/proposal. If found to be false, the Town of Greenwich retains the right to reject said bid/proposal and rescind any resulting contract and/or purchase order and notify the undersigned accordingly, thereby declaring as void said bid/proposal and contract or purchase order.

The Greenwich Code of Ethics can be found at www.greenwichct.org. Relevant provisions of the Code of Ethics state as follows:

DEFINITION. (1) Indirect interest, without limiting its generality, shall mean and include the interest of any subcontractor in any prime contract with the town and the interest of any person or his immediate family in any corporation, firm or partnership which has a direct or indirect interest in any transaction with the town. (2) Substantial financial interest shall mean any financial interest, direct or indirect, which is more than nominal and which is not common to the interest of other citizens of the town. (3) Town officer shall mean and include any official, employee, agent, consultant or member, elected or appointed, of any board, department, commission, committee, legislative body or other agency of the town. (4) Transaction shall mean and include the offer, sale or furnishing of any real or personal property, material, supplies or services by any person, directly or indirectly, as vendor, prime contractor, subcontractor or otherwise, for the use and benefit of the town for a valuable consideration, excepting the services of any person as a town officer.

GIFTS AND FAVORS. No town officer or his immediate family shall accept any valuable gift, thing, favor, loan or promise which might tend to influence the performance or nonperformance of his official duties.

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IMPROPER INFLUENCE. No town officer having a substantial financial interest in any transaction with the town or in any action to be taken by the town shall use his office to exert his influence or to vote on such transaction or action.

By signing below, the undersigned declares that he/she has read the non-collusion language contained herein and agrees to abide by its contents:

RESPONDENT INFORMATION:

COMPANY NAME _____

ADDRESS _____

_____

TELEPHONE # _____ **FAX #** _____

E-MAIL ADDRESS _____

WEB SITE _____

AUTHORIZED SIGNATURE _____

PRINT NAME _____

TITLE _____

STATE OF CT TAXPAYER ID # _____

FEDERAL TAXPAYER ID # _____

INCORPORATED IN THE STATE OF _____ **Corporate Seal** ☐**Yes** ☐**No**

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REPLY FORM
VENDOR INFORMATION & SIGNATORY FORM

For all Contracts equal to or in excess of $250,000

Vendor Name: _____

Primary Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Secondary Business Location(s)if any:

Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Type of Entity: Corporation: _____ Type of Corp.: _____ LLC: _____
Partnership: _____ Joint Venture: _____ Sole Proprietorship: _____
Other (please describe): _____

1. CT State Business License Number (if applicable): _____
   State Agency issuing license: _____
2. Number of years in business under entity name: _____
3. Provide below the full names of entity's owners (> 20% ownership), officers and managers. (use a separate sheet of paper if necessary)

   _____

   _____

   _____

   _____

4. Has the entity changed its name within the past 3 years?
   a. YES ☐ NO ☐
5. If yes, provide former name(s): _____
6. Have there been any recent (within the last three years) changes in control/ownership, > 20% of the entity?
   a. YES ☐ NO ☐
7. If yes, explain. (use a separate sheet of paper if necessary)
8. Have officers or principals of the entity ever had any license suspended or revoked (other than Driver's License) for any reason?
   a. YES ☐ NO ☐

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Vendor Information & Signatory Form (continued)

9. If yes, please explain. (use a separate sheet of paper if necessary)

10. Is the entity or has the entity, or any of its principals, officers, members or owners ever been a party to or involved in any US civil, criminal, antitrust violation, regulatory action, settlements, lawsuit or other legal action involving the Town of Greenwich or any other municipality in the States of CT or NY related to the vendor's business activities?

    a. YES ☐ NO ☐

11. If the answer to question number 10 is 'yes', please explain below. (use a separate sheet of paper if necessary.)

    _____

    _____

    _____

    _____

12. Has any principal, officer, member or owner of the undersigned entity within the last three years been a principal, officer, member or owner of any entity that has filed for bankruptcy or been voluntarily or involuntarily dissolved?

    a. YES ☐ NO ☐

13. Name and title of person completing / responsible for submission of this bid or contract and the responses to this questionnaire: _____

14. Telephone number and email address for person identified in questions #13:

    Phone No.: _____ Email Address: _____

15. If requested by the Town during the solicitation process, the vendor hereby agrees to provide the Town with copies of the most recent three (3) years of Loss History Reports for all lines of insurance coverage from its insurance carrier (as named herein) for all contracts and RFPs/RFQs/RFBs equal to or in excess of $250,000.

    a. YES ☐ NO ☐

    Name of Insurance Carrier: _____

    The loss history reports shall include claims data for all fifty US states; detail of each claim for the past three years for AL, GL, WC; and a summary page with the annual total claim amounts for the past three years for AL, GL, and WC.

16. Have any claims been made against the entity's performance bond? YES ☐ NO ☐

17. Please indicate whether your entity is currently debarred from doing business in the State of Connecticut or any other state.

    a. YES ☐ List of States: _____ NO ☐

18. Please indicate whether your entity has ever been convicted of OSHA violations.

    a. YES ☐ (Attach separate page(s) with explanation.) NO ☐

With regard to item No.17 and 18, the vendor understands and agrees that it has a continuing obligation to inform the Town of any OSHA violation and if it is debarred from doing business in the State of Connecticut or any other State after it has submitted this Vendor Information Form. The Vendor understands and agrees that its obligation to keep the Town informed of any change in status continues up to and including the time of award of the contract and if vendor is awarded the contract, its obligation shall continue during the entire duration of the contract.

19. Provide below an inventory list of all major equipment owned by the entity that would be used on this project:

_____

_____

_____

_____

_____

_____

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Vendor Information & Signatory Form (continued)

20. Provide a complete list of the entity's current public customers located in the State of Connecticut:

CUSTOMER	ADDRESS	CONTRACT ANNUAL AMOUNT

FAILURE TO COMPLETE THIS FORM OR FAILURE TO PROVIDE THE NECESSARY BACK UP INFORMATION FOR ANY QUESTION ON THIS FORM MAY RESULT IN DISQUALIFICATION.

Signature _____ Date: _____

Print Name and Title _____

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REPLY FORM – INSURANCE PROCEDURE

TOWN OF GREENWICH

INSURANCE PROCEDURE

PLEASE NOTE:

RETURN THIS COMPLETED FORM WITH YOUR BID/PROPOSAL. FAILURE TO DO SO MAY RESULT IN YOUR BID/PROPOSAL BEING REJECTED.

Please take the insurance requirements of the Contract to your agent/broker immediately upon receipt of the bid documents to determine your existing coverage and any costs for new or additional coverage required for the work noted in this Request for Bid/Proposal. Any bids/proposals which contain exceptions to the insurance requirements may be considered nonresponsive and may be rejected.

STATEMENT OF VENDOR:

I have read the insurance requirements for this work and have taken the documentation to my insurance agent/broker. The bid/proposal cost reflects any additional costs relating to insurance requirements for this work.

If I am awarded this contract, I or my insurance agent shall submit all of the required insurance documentation to the Town of Greenwich Purchasing Department within ten (10) days after the date of the award of the contract.

_____ _____

Signature Date

_____

Contractor

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EXHIBITS

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EXHIBIT DEFINITIONS

A. **Insurance Requirements Sheet – details insurance requirements relative to this VoIP/UCC project**

B. **Agent/Broker Letter – will be requested of the vendor's agent/broker and completed ONLY upon award of bid of the selected vendor by the Town of Greenwich**

C. **Agreement Contract – contract to be signed with the Town of Greenwich upon award of bid of the selected vendor by the Town of Greenwich**

D. **Bid Bond – Instructions and completed form TO BE INCLUDED with proposal to the Town of Greenwich**

E. **Performance, Maintenance, and Payment Bond – to be completed ONLY upon award of bid of the selected vendor by the Town of Greenwich**

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INSURANCE REQUIREMENT SHEET

EXHIBIT A

Insurance Requirements: Before starting and until final completion and acceptance of the work called for in the Contract and expiration of the guarantee period provided for in the Contract, the Contractor and its subcontractors, if any, shall procure and maintain insurance of the types and amounts checked in paragraphs A through F below for all Contract operations.

☒ **A. General Liability, with minimum coverages for combined bodily injury and property damage liability of $2,000,000 general aggregate, $1,000,000 per occurrence including:**

- ☒ **1. Commercial General Liability.**
- ☒ **2. Town as additional insured.**
- ☐ **3. Owners and Contractors Protective Liability (separate policy in the name of the Town).**

☒ **B. Comprehensive Automobile Liability, with minimum coverages of $1,000,000 combined single limit for bodily injury and property damage, including, where applicable, coverage for any vehicle, all owned vehicles, scheduled vehicles, hired vehicles, non-owned vehicles and garage liability.**

☒ **C. Excess Liability, with minimum coverage of $5,000,000 in umbrella form, or such other form as approved by Town Department Head and Risk Management Director.**

☒ **D. Workers' Compensation and Employer's Liability, with minimum coverages as provided by Connecticut State Statutes.**

☐ **E. Professional Liability (for design and other professionals for Errors and Omissions), with minimum coverage of $1,000,000. If the policy is on a claims-made basis, coverage shall be continually renewed or extended for three (3) years after work is completed under the Contract.**

☒ **F. Completed Operations Hazard Insurance: $2,000,000 if not under General Liability.**

☒ **G. CERTIFICATE HOLDER: TOWN OF GREENWICH**
ATTN: PURCHASING DEPT. (Also fill in on ACORD Certificate of Insurance)
101 Field Point Road, Greenwich, CT 06830.

The **Acord certificate of insurance form** must be executed by your insurance agent/broker and returned to this office. The most current Acord form should be used for insurance documentation purposes. Company name and address must conform on all documents including insurance documentation. It is required that the agent/broker note the individual insurance companies providing coverage, rather than the insurance group, on the Acord form. The Contract number (provided to the awarded Contractor), project name and a brief description must be inserted in the "Description of Operations" field. It must be confirmed on the Acord Form that the Town of Greenwich is endorsed as an additional insured by having the appropriate box checked off and stating such in the "Description of Operations" field. **A letter from the awarded vendor's agent/broker certifying that the Town of Greenwich has been endorsed onto the general liability policy as an additional insured is also mandatory.** This letter **must follow exactly the format provided by the Purchasing Department and must be signed by the same individual authorized representative who signed the Acord form, both of which must be signed with original ink "wet" signatures.** If the insurance coverage required is provided on more than one Acord certificate of insurance, then additional agent/broker letters are also required. Contract development will begin upon receipt of complete, correct insurance documentation.

The Contractor shall be responsible for maintaining the above insurance coverages in force to secure all of the Contractor's obligations under the Contract with an insurance company or companies with an AM Best Rating of B+:VII or better, licensed to write such insurance in Connecticut and acceptable to the Risk Manager, Town of Greenwich. For excess liability only, non-admitted insurers are acceptable, provided they are permitted to do business through Connecticut excess line brokers per listing on the current list of Licensed Insurance Companies, Approved Reinsurers, Surplus Lines Insurers and Risk Retention Groups issued by the State of Connecticut Insurance Department.

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EXHIBIT B

AGENT/BROKER
(LETTERHEAD)

(Date)

Town of Greenwich
Joan T. Sullivan, Director of Purchasing
101 Field Point Road
Greenwich, CT 06830

Re: **(Name of the Insured)**
Town of Greenwich Contract No. **XXXX**

Dear Mrs. Sullivan:

The undersigned hereby certifies as follows:

(1) I am a duly licensed insurance agent under the laws of the State of **[insert state]** and an authorized representative of all companies affording coverage under the Acord form submitted herewith;

(2) The Town of Greenwich has been endorsed as an additional insured under general liability policy no. **[insert policy number]**, issued by **[insert company affording coverage]** to **[name of insured]**;

(3) The general liability policy referenced in paragraph (2) above meets or exceeds the coverage in Commercial General Liability ISO form CG 00 01 10 01, including contractual liability;

(4) The policies listed in the Acord form submitted to the Town of Greenwich in connection with the above referenced contract have been issued to the insured in the amounts stated and for the periods indicated in the Acord form; and

(5) The Town of Greenwich shall be given thirty (30) days prior written notice of cancellation, lapse or restrictive amendment (except ten days notice of nonpayment) of the policies listed in the Acord form.

Sincerely,

(Signature)

Type Name
Authorized Representative for all companies listed in the Acord form

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EXHIBIT C

AGREEMENT

CONTRACT NO.

THIS AGREEMENT, executed this day of in the year Two Thousand Fourteen (herein referred to as the "AGREEMENT"), by and between the Town of Greenwich, Connecticut, acting through _____ hereunto duly authorized, "OWNER" and _____, acting through _____ (insert name of individual and title) duly authorized, "CONTRACTOR".

WITNESSETH, that the parties to these presents, each in consideration of the under-taking, promises and agreements on the part of the other herein contained, have undertaken, promised and agreed to do hereby undertake, promise and agree, the Owner for itself, its successors and assigns, and the Contractor for himself and his heirs, executors, administrators, successors and assigns, as follows:

1. DEFINITIONS:

Wherever the words hereinafter defined or pronouns used in their stead occur in the Contract Documents, they shall have the following meaning:

The word "Owner" shall mean the Town of Greenwich and shall include its authorized representative.

The word "Contractor" shall mean the person or organization identified as such in this Agreement and shall include his authorized representative.

The words "Contracting Officer or Agency" shall mean that official of the Town which awards the contract, executes the Agreement and is the Owner's authorized representative.

The Information for Bidders, the Contractor's Bid as accepted by the Owner, the Contract Conditions and Specifications and the General, Technical and Materials Specifications, the Drawings, and all addenda and amendments to any of the foregoing, collectively constitute the Contract Documents, and are sometimes herein referred to as the "Contract".

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2. DESCRIPTION OF WORK:

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3. PAYMENT:

The Contractor shall be paid on a monthly basis after presentation of vouchers, and subject to acceptance and approval by the Town of Greenwich.

Such payments will be made by the Town of Greenwich monthly for all services actually rendered, and the acceptance by the Contractor of any such monthly payment shall be a release to the Town of all claims and all liability to the Contractor in connection with the contract, arising during the period for which payment is made. No payment, however, shall operate to release the Contractor or its sureties or insurers from any obligation under the Contract to be entered into or the Performance Bond or any insurance policies issued in connection with said contract.

4. PERFORMANCE MAINTENANCE AND PAYMENT BOND:

The Contractor shall, simultaneously with the signing of the Contract, furnish the Town the executed Performance, Maintenance and Payment Bond of a surety company authorized to do business in the State of Connecticut, and acceptable to the Town, in the sum of the full amount of the Contract obligation in the form provided by the Town.

THE ABOVE IS ONLY REQUIRED FOR CONTRACTS EXCEEDING $100,000.00.

5. GUARANTEE:

The Contractor guarantees that the Work and services to be performed, furnished, used or installed in the construction of the same, shall be free from defects and flaws, and shall be performed and furnished in strict accordance with the Drawings, if any, Specifications, and other Contract Documents, that the strength of all parts of all manufactured equipment shall be adequate and as specified and that the performance test requirements of the Contract shall be fulfilled. This guarantee shall be for a period of one year from and after the date of completion and acceptance of the Work as stated in the final estimate. The Contractor shall repair, correct or replace as required, promptly and without charge, all work, equipment and material, or parts thereof, which fail to meet the above guarantee or which in any way fail to comply with or fail to be in strict accordance with the terms and provisions and requirements of the Contract during such one-year period, and also shall repair, correct, or replace all damage to the Work resulting from such failure.

6. DEFECTIVE WORK:

The inspection of the Work shall not relieve the Contractor of any of his obligations to perform and complete the Work as required by the Contract. Defective work shall be corrected and unsuitable materials, equipment apparatus and other items shall be replaced by the Contractor, notwithstanding that such work, materials, equipment, apparatus and other items may have been previously overlooked or accepted or estimated for payment. If the work or any part thereof shall be found defective at any time before the final acceptance of the work, the Contractor shall forthwith make good such defect in a manner satisfactory to the Town; if any

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material, equipment, apparatus or other items brought upon the site for use or incorporation in the work, or selected for the same, is condemned by the Town as unsuitable or not in conformity with the Specifications or any of the other Contract Documents, the Contractor shall forthwith remove such materials, equipment, apparatus and other items from the site of the Work and shall at his own cost and expense make good and replace the same and any material furnished by the Town which shall be damaged or rendered defective by the handling or improper installation by the Contractor, his agents, servants, employees or subcontractors.

7. COMPLIANCE WITH LAWS:

The Contractor shall keep himself fully informed of all existing and future federal, state and local laws, ordinances, rules and regulations affecting those engaged or employed on the work, the materials and equipment used in the work or the conduct of the work, and of all orders, decrees and other requirements of bodies or tribunals having any jurisdiction or authority over the same. If any discrepancy or inconsistency is discovered in the Drawings, if any, Specifications or other Contract Documents in relation to any such law, ordinance, rule, regulation, order, decree or other requirement, the Contractor shall forthwith report the same to the Town in writing. The Contractor shall at all times observe and comply with, and cause all his agents, servants, employees and subcontractors to observe and comply with all such existing and future laws, ordinances, rules, regulations, orders, decrees and other requirements, and he shall protect, indemnify and save harmless the Town, its officers, agents, servants and employees from and against any and all claims, demands, suits proceedings, liabilities, judgments, penalties, losses, damages costs and expenses, including attorneys' fees, arising from or based upon any violation or claimed violation of any such law, ordinance, rule, regulation, order, decree or other requirement, whether committed by the Contractor or any of his agents, servants, employees or subcontractors.

8. INDEMNITY:

The Contractor shall indemnify and save harmless the Town and its officers, agents, servants and employees, from and against any and all claims, demands, suits, proceedings, liabilities, judgments, awards, losses, damages, costs and expenses, including attorneys' fees, on account of bodily injury, sickness, disease or death sustained by any person or persons or injury or damage to or destruction of any property, directly or indirectly arising out of, relating to or in connection with the Work, whether or not due or claimed to be due in whole or in part to the active, passive or concurrent negligence or fault of the Contractor, his officers, agents, servants or employees, any of his subcontractors, the Town any of his respective officers, agents, servants or employees and/or any other person or persons, and whether or not such claims, demands, suits or proceedings are just, unjust, groundless, false or fraudulent; and the Contractor shall and does hereby assume and agrees to pay for the defense of all such claims, demands, suits and proceedings; and provided that the Contractor shall not be required to indemnify the Town, its officers, agents, servants or employees against any such damages occasioned solely by acts or omissions of the Town other than supervisory acts or omissions of the Town in connection with the Work.

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INDEMNITY AGAINST SUBCONTRACTORS' CLAIMS:

If any other contractor or any subcontractor of any such other contractor shall suffer or claim to have suffered loss, damage or delay by reason of the acts or omissions of the Contractor or of any of his subcontractors, the Contractor agrees to assume the defense against any such claim and to reimburse such other contractor or subcontractor for such loss or damage. The Contractor agrees to and does hereby indemnify and save harmless the Town from and against any and all claims by such other contractors or subcontractors, alleging such loss, damage or delay and from and against any and all claims, demands, suits, proceedings, liabilities, judgments, awards, losses, damages, costs and expenses including attorneys' fees, arising out of, relating to or resulting from such claims.

9. PATENTS:

The Contractor shall indemnify and save harmless the Town and all persons acting for or on behalf of the Town from all claims and liability of any nature or kind, and all damages, costs and expenses, including attorneys' fees, arising from or occasioned by an infringement or alleged infringement of any patents or patent rights on any invention, process, materials, equipment, article, or apparatus, or any part hereof, furnished and installed by the Contractor, or arising from or occasioned by the use or manufacture thereof, including their use by the Town.

10. CHANGES:

The Town, through its designated Agent, may make changes in the Work and in the Drawings, if any, and Specifications therefor by making alterations therein, additions, thereto or omissions therefrom. All work resulting from such changes shall be performed and furnished under and pursuant to the terms and conditions of the Contract. If such changes result in an increase or decrease in the Work to be done hereunder, or increase or decrease the quantities thereof, adjustment in compensation shall be made therefor. For eliminated or decreased work the Contractor shall allow the Town a reasonable credit as determined by the Parties. Except in an emergency endangering life or property, no change shall be made unless in pursuance of a written order from the Town authorizing the change, and no claim for additional compensation shall be valid unless the change is so ordered.

The Contractor agrees that he shall neither have nor assert any claim for or be entitled to any additional compensation for damages or for loss of anticipated profits on work that is eliminated.

11. CLAIMS FOR DAMAGES:

If the Contractor makes claim for any damages alleged to have been sustained by breach of contract or otherwise, he shall, within ten (10) days after occurrence of the alleged breach or within ten (10) days after such damages are alleged to have been sustained whichever date is the earlier, file with the Contracting Officer a written, itemized statement of the details of the alleged breach and the details and amount of the alleged damages. The Contractor agrees that unless such

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statement is made and filed as so required, his claim for damages shall be deemed waived, invalid and unenforceable, and that he shall not be entitled to any compensation for any such alleged damages. Within ten (10) days after the timely filing of such statement, the Contracting Officer shall file with the appropriate department of the Town, one copy of the statement, and shall file with the Town and the Contractor his determination thereon. The Contractor shall not be entitled to claim any additional compensation for damages by reason of any direction, instruction, determination or decision of the Town or its agents, nor shall any such claims be considered, unless the Contractor shall have complied in all respects with the provisions of this paragraph.

12. ABANDONMENT OF THE WORK OR OTHER DEFAULT:

If the Work shall be abandoned, or any part thereof shall be sublet without previous written consent of the Town, or the Contract or any moneys payable hereunder shall be assigned otherwise than as herein specified, or if at any time the Contracting Officer shall be of the opinion, and shall so certify in writing, that the conditions herein specified as to rate of progress are not being complied with, or that the Work or any part thereof is being unnecessarily or unreasonably delayed, or that the Contractor has violated or is in default under any of the provisions of the Contract, or if the Contractor becomes bankrupt or insolvent or goes or is put into liquidation or dissolution, either voluntarily or involuntarily, or petitions for an arrangement or reorganization under the Bankruptcy Act, or makes a general assignment for the benefit of creditors or otherwise acknowledges insolvency, the happening of any of which shall be and constitute a default under the Contract, the Town may notify the Contractor in writing, with a copy of such notice mailed to the surety, to discontinue all Work or any part thereof; thereupon the Contractor shall discontinue such Work or such part thereof as the Town may designate; and the Town may, upon giving such notice, by Contract or otherwise as it may determine, complete the Work or such part thereof and charge the entire cost and expense of so completing the work. The Town shall be entitled to reimbursement from the Contractor and the Contractor agrees to pay to the Town any losses, damages, costs and expenses, including attorneys' fees, sustained or incurred by the Town by reason of any of the foregoing causes. For the purpose of such completion the Town may for itself or for any Contractors employed by the Town take possession of and use or cause to be used any and all materials, equipment, plant, machinery, appliances, tools, supplies and such other items of every description that may be found or located at the site of the Work.

All costs, expenses, losses, damages, attorneys' fees, and any and all other charges incurred by the Town under this subsection shall be charged against the Contractor and deducted and/or paid by the Town out of any moneys due and payable or to become due or payable under the Contract to the Contractor; in computing the amounts chargeable to the Contractor, the Town shall not be held to a basis of the lowest prices for which the completion of the Work or any part thereof might have been accomplished, but all sums actually paid or obligated therefor to effect its prompt completion shall be charged to and against the account of the Contractor. In case the costs, expenses, losses, damages, attorneys' fees and other charges together with all payments theretofore made to or for the account of the Contractor are less than the sum which would have been payable under the Contract if the Work had been properly performed and completed by the

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Contractor, the Contractor shall be entitled to receive the difference, and, and in case such costs, expenses, losses, damages, attorneys' fees and other charges, together with all payments theretofore made to or for the account of the Contractor, shall exceed the said sum, the Contractor shall pay the amount of the excess to the Town.

13. LIENS:

If at any time any notices of lien or other legal process are filed for labor performed or materials or equipment manufactured, furnished, or delivered to or for the Work, the Contractor shall, at its own cost and expense, promptly discharge, remove or otherwise dispose of the same, and until such discharge, removal or disposition, the Town shall have the right to retain from any moneys payable hereunder an amount which, in its sole judgment, it deems necessary to satisfy such liens and pay the costs and expenses, including attorneys' fees, of defending any actions brought to enforce the same, or incurred in connection therewith or by reason thereof.

14. CLAIMS:

If at any time there be any evidence of any claims for which the Contractor is or may be liable or responsible hereunder, the Contractor shall promptly settle or otherwise dispose of the same, and until such claims are settled or disposed of, the Town may retain from any moneys which would otherwise be payable hereunder so much thereof as, in its sole judgment, it may deem necessary to settle or otherwise dispose of such claims and to pay the costs and expenses, including attorneys' fees, of defending any actions brought to enforce such claims or incurred in connection therewith or by reason thereof.

15. LIABILITY OF TOWN:

No person, firm or corporation, other than the Contractor, who signed this Contract as such, shall have any interest herein or rights hereunder. No claim shall be made or be valid either against the Town or any agent of the Town and neither the Town nor any agent of the Town shall be liable for or be held to pay any money, except as herein provided. The acceptance by the Contractor of the payment as fixed in the final estimate shall operate as and shall be a full and complete release of the Town and of every agent of the Town of and from any and all claims, demands, damages and liabilities of, by or to the Contractor for anything done or furnished for or arising out of or relating to or by reason of the Work or for or on account of any act or neglect of the Town or of any agent of the Town or of any other person, arising out of, relating to or by reason of the Work, except the claim against the Town for the unpaid balance, if any there be, of the amounts retained as herein provided.

16. PROVISIONS REQUIRED BY LAW DEEMED INSERTED:

Each and every provision of law and clause required by law to be inserted in the Contract shall be deemed to be inserted herein, and the Contract shall be read and enforced as though they were included herein. If through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Contract shall forthwith be physically amended to make such insertion.

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17. PERMITS:

The Contractor shall, at his own expense, take out and maintain all necessary permits from the State, Town, or other public authorities; shall give all notices required by law; and shall post all bonds and pay all fees and charges incident to the due and lawful prosecution of the Work.

18. NOT TO SUBLET OR ASSIGN:

The Contractor shall constantly give his personal attention to the faithful prosecution of the Work, shall keep the same under his personal control, shall not assign the Contract or sublet the Work or any part thereof without the previous written consent of the Town, and shall not assign any of the moneys payable under the Contract, or his claim thereto, unless by and with the like written consent of the Town and the surety on the Contract Bonds. Any assignment or subletting in violation hereof shall be void and unenforceable.

19. EMPLOY COMPETENT PEOPLE:

The Contractor shall employ only competent people on the Work and shall not employ people or means which may cause strikes, work stoppages and/or disturbances by workmen employed by the Contractor, any subcontractor, the Town, the Contracting Officer or any other contractor. Whenever the Contracting Officer notifies the Contractor in writing that in his opinion any person on the Work is incompetent, unfaithful, disorderly, or otherwise unsatisfactory or not employed in accordance with the provisions of the Contract, such person shall be discharged from the Work and shall not again be employed on it, except with the written consent of the Contracting Officer.

20. EMPLOY SUFFICIENT LABOR AND EQUIPMENT:

If in the sole judgment of the Contracting Officer the Contractor is not employing sufficient labor, plant, equipment or other means to complete the Work within the time specified, the Contracting Officer may, after giving written notice, require the Contractor to employ such additional labor, plant, equipment and other means as the Contracting Officer deems necessary to enable the Work to progress properly.

21. INTOXICATING LIQUORS:

The Contractor shall not sell and shall neither permit nor suffer the introduction or use of intoxicating liquors upon or about the Work.

22. ACCESS TO WORK:

The Town, the Contracting Officer, and their officers, agents, servants and employees may at any and all times and for any and all purposes, enter upon the Work and the site thereof and the premises used by the Contractor, and the Contractor shall at all times provide safe and proper facilities therefor.

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23. EXAMINATION OF WORK:

The Contracting Officer shall be furnished by the Contractor with every reason able facility for examining and inspecting the Work and for ascertaining that the Work is being performed in accordance with the requirements and intent of the Contract, even to the extent of requiring the uncovering or taking down portions of finished work by the Contractor.

24. EXTRA WORK:

The Contractor shall perform any extra work (work in connection with the Contract but not provided for herein) when and as ordered in writing by the Contracting Officer, at the unit prices stipulated in the Contract for such work or, if none are so stipulated, either (a) at the price agreed upon before such work is commenced and named in the written order for such work, or (b) if the Contracting Officer so elects, for the reasonable cost of such work, as determined by the Contractor and approved by the Contracting Officer, plus a percentage of such cost, as may be agreed upon by Contract and Contracting Officer.

25. CHANGES NOT TO AFFECT BONDS:

It is distinctly agreed and understood that any changes made in the work or the Drawings or Specifications therefor (whether such changes increase or decrease the amount thereof or the time required for its performance) or any changes in the manner or time of payments made by the Town to the Contractor, or any other modifications of the Contract, shall in no way annul, release, diminish or affect the liability of the surety on the Contract Bonds given by the Contractor, it being the intent hereof that notwithstanding such changes the liability of the surety on said bonds continue and remain in full force and effect.

26. PRICES FOR WORK:

The Town shall pay and the Contractor shall receive the prices stipulated in the Bid made a part hereof as full compensation for everything performed and furnished and for all risks and obligations undertaken by the Contractor under and as required by the Contract.

27. MONEYS MAY BE RETAINED:

The Town may at any time retain from any moneys which would otherwise be payable hereunder so much thereof as the Town may deem necessary to complete the Work hereunder and to reimburse it for all costs, expenses, losses, damage and damages chargeable to the Contractor hereunder.

28. USE OR PARTIAL PAYMENT NOT ACCEPTANCE:

It is agreed that this is an entire contract for one whole and complete Work or result and that neither the Town's entrance upon or use of the Work or any part thereof nor any partial payments by the Town shall constitute an acceptance of the Work or any part thereof before its entire completion and final acceptance.

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29. NON-CONNECTICUT CONTRACTORS:

Pursuant to Connecticut General Statutes §12-430(7), as amended by Connecticut Public Act #11-61, Section 66, a nonresident contractor shall comply with the State of Connecticut's bonding requirements.

30. PAYMENT TO SUBCONTRACTORS:

As required by Section 49-41a of the Connecticut General Statutes, within thirty days after payment to the Contractor by the Town for work under this Contract, he shall pay any amounts due any subcontractor, whether for labor performed or materials furnished when such labor or materials has been included in a requisition submitted by such Contractor and paid by the Town.

31. INSURANCE:

Insurance coverage required as noted in "Exhibit A" attached.

32. PREVAILING WAGE RATES; CONSTRUCTION SAFETY AND HEALTH COURSE:

NOTE: PREVAILING WAGES DO NOT PERTAIN TO THIS PROJECT.

Except as noted below, the Contractor shall comply with the current provisions of Section 31-53 of the General Statutes of the State of Connecticut, a part of which is quoted as follows:

"The wages paid on an hourly basis to any person performing the work of any mechanic, laborer or worker on the work herein contracted to be done and the amount of payment or contribution paid or payable on behalf of each such person to any employee or welfare fund, as defined in subsection (h) of section 31-53 of the General Statutes, shall be at a rate equal to the rate customary or prevailing for the same work in the same trade or occupation in the town in which such public works project is being constructed. Any contractor who is not obligated by agreement to make payment or contribution on behalf of such persons to any such employee welfare fund shall pay to each mechanic, laborer or worker as part of such person's wages the amount of payment or contribution for such person's classification on each pay day."

All Contractors and subcontractors shall submit certified weekly payrolls, on forms furnished by the Town, for all contracts meeting the aforementioned monetary limits. The certified payrolls shall be submitted with the Contractor's monthly certificate for payment.

Section 31-55a of the General Statutes of the State of Connecticut provides that the prevailing wage rates applicable to any awarded contract or subcontract are subject to annual adjustments each July 1st for the duration of the project.

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Each Contractor that is awarded a contract shall pay the annual adjusted prevailing wage rate that is in effect each July 1st, as posted by the Department of Labor.

It is the Contractor's responsibility to obtain the annual adjusted prevailing wage rate increases directly from the Department of Labor's web site. The annual adjustments will be posted on the Department's of Labor web page: www.ctdol.state.ct.us. For those without Internet access, contact the division listed below.

The Contractor shall also furnish proof with the weekly certified payroll for the first week each employee begins work that any person performing the work of a mechanic, laborer or worker has completed a course of at least ten (10) hours in duration in construction safety and health approved by the federal Occupational Safety and Health Administration in accordance with Connecticut General Statutes Section 31-53b and regulations adopted by the State of Connecticut Labor Commissioner.

The provisions of this section (32) shall not apply where the total cost of all work to be performed by all Contractors and subcontractors in connection with new construction of any public works project is less than four hundred thousand dollars ($400,000) or where the total cost of all work to be performed by all contractors and subcontractors in connection with any remodeling, refinishing, refurbishing, rehabilitation, alteration or repair of any public works project is less than one hundred thousand dollars ($100,000).

Questions can be directed to the Contract Compliance Unit, Wage and Workplace Standards Division, Connecticut Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109 at 860-263-6790.

33. GOVERNING LAW:

The laws of the State of Connecticut shall govern this Contract and any and all litigation related to this Contract. In the event of litigation related to this Contract, the exclusive forum shall be the State of Connecticut and the exclusive venue for such litigation shall be the Judicial District for Stamford/Norwalk at Stamford.

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IN WITNESS, WHEREOF, the parties of the AGREEMENT have hereunto set their hand and seals the day first above written.

TOWN OF GREENWICH, CONNECTICUT

BY_____

THE CONTRACTOR

BY_____

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EXHIBIT D

BID BOND

INSTRUCTIONS IN USE OF BOND FORM

1. The Bid Bond form given on the following pages shall be used.

2. The surety on the Bond may be any corporation authorized to act as surety in the State of Connecticut.

3. The full name and business or residence address of each individual party to the Bond shall be inserted in the space provided therefore, and each such party shall sign the Bond with his usual signature on the line opposite the scroll seal.

4. If the principals are partners, their individual names appear in the space provided therefore, with the recital that they are partners composing a firm, naming it, and the Bond shall be executed by a general partner who has been authorized to act on behalf of the partnership.

5. If the principal or surety is a corporation, the name of the state in which incorporated shall be inserted in the space provided therefore and said instrument shall be executed and attested under the corporate seal as indicated in the form. If the corporation has no corporate seal, the fact shall be stated, in which case a scroll of adhesive seal shall appear following the corporate name.

6. The official character and authority of the person or persons executing the Bond for a corporation shall be certified by a proper officer, in lieu of such certificate, there may be attached to the Bond, copies of so much of the records of the corporation as will show the official character and authority of the officers signing, duly certified by a proper office, under the corporate seal, to be true copies.

7. If the principal or surety is a Limited Liability Company (LLC), the names of the members shall appear in the spaces provided therefore, with the recital that they are members of an LLC, naming it, and the Bond shall be executed by a managing member who has been authorized to act on behalf of the LLC. The official character and authority of the person or persons executing the Bond for an LLC shall be certified by a proper managing member. In lieu of such certificate, there may be attached to the Bond, copies of so much of the records of the LLC as will show the official character and authority of the members signing, duly certified by a proper member to be true copies.

8. The date of this Bond must not be prior to the date of the instrument in connection with which it is given.

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FORM OF BID BOND

***** BID BOND *****

TOWN OF GREENWICH

_____ Date Bond Executed

_____
Principals

_____
Surety

_____ _____
Penal Sum of Bond (Expressed in Words and Figures) Date of Bid

Know all men by these presents, that we, the principals and surety above named, are held and firmly bound unto the Town of Greenwich, Connecticut, in the penal sum of the amount stated above, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents. The condition of this obligation is such, that whereas the principals have submitted the accompanying Bid, dated as shown above, for the Purchase, Installation and Maintenance of a VoIP PBX/UCC and Voice Messaging System and Associated Infrastructure.

Now, therefore, if the principals shall not withdraw said Bid within the period specified therein after the opening of the same, or if no period be specified, within sixty (60) days after the said opening, and shall within the period specified therefore, or, if no period be specified, within ten (10) days after the prescribed forms are presented to him for signature, execute such further contractual documents, if any, as may be required by the terms of the Bid as accepted, and give bonds with good and sufficient surety or sureties as may be required, for the faithful performance and proper fulfillment of the resulting contract, and for the protection of all persons supplying labor and materials in the prosecution of the work provided for in such contract or in the event of the withdrawal of said Bid within the period specified, or the failure to enter into such contract and give such bonds within the time specified, if the principal shall pay the Town of Greenwich, Connecticut, the difference between the amount specified in said Bid and the amount for which said Town may procure the required work, supplies and services, if the latter amount be in excess of the former, then the above obligation shall be void and of no effect, otherwise to remain in full force and virtue.

In witness whereof, the above-bounden parties have executed this instrument under their several seals on the date indicated above. The name and corporate seal (if applicable) of each corporate party being hereto affixed.

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_____
Name of Partnership

_____(SEAL)
Business Address

_____
Partner - (Hereunto Duly Authorized)

IN THE PRESENCE OF

WITNESS INDIVIDUAL PRINCIPAL

1._____ AS TO_____ (SEAL)

2._____ AS TO_____ (SEAL)

3._____ AS TO_____ (SEAL)

4._____ AS TO_____ (SEAL)

****

*
*_____
*CORPORATE / LLC PRINCIPAL
*
*_____
WITNESS *BUSINESS ADDRESS
* AFFIX
* CORPORATION
* SEAL
*
_____ *_____
*BY - (HEREUNTO DULY AUTHORIZED)
*
*_____
*TITLE

****

*
*_____
*CORPORATE SURETY
*
*_____
WITNESS *BUSINESS ADDRESS
* AFFIX
* CORPORATION
* SEAL
*
_____ *_____
*BY - (HEREUNTO DULY AUTHORIZED)
*_____
*TITLE

****

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CERTIFICATE AS TO CORPORATE PRINCIPAL

I, _____, Certify that I am the _____ of the Corporation/Limited Liability Company named as Principal in the within Bond, that _____ _____, who signed the said Bond on behalf of the Principal, was then _____ of _____ said Corporation/Limited Liability Company, that I know his signature and his signature thereto is genuine, and that said Bond was duly signed, sealed (if a Corporation) and attested for and in behalf of said Corporation/Limited Liability Company by authority of its governing body.

_____
(CORPORATE SEAL)

_____
(CORPORATE SECRETARY
OR MANAGING MEMBER)

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EXHIBIT E
PERFORMANCE, MAINTENANCE AND PAYMENT BOND

BOND NO._____

KNOW ALL MEN BY THESE PRESENTS. That we_____
_____, as Principal, and
_____
a corporation organized under the laws of the State of _____ and authorized to do business in the State of Connecticut as Surety, are holden and firmly bound jointly and severally unto the TOWN OF GREENWICH, CONNECTICUT, hereafter referred to as the Town, a territorial corporation located in the County of Fairfield, in the penal sum of
_____Dollars ($_____),
to be paid to it or its certain attorney, successors or assigns, to which payment well and truly to be made, we the said Obligors do bind ourselves, and each of us, our heirs, executors, administrators, and successors firmly by these presents.

IN WITNESS WHEREOF we have hereunto set or caused to be set our respective hands, names and seals this _____ day of _____ 2014.

THE CONDITION OF THIS OBLIGATION IS SUCH, That whereas the above named Principal has entered into a certain written contract with the TOWN OF GREENWICH, CONNECTICUT, dated the _____ day of_____ 2014, for construction of CONTRACT NO. XXXX *(Description of work here – Usually the name of the bid)* according to the plans and specifications prepared by the TOWN OF GREENWICH, which contract is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, if the said Principal shall well and faithfully perform said contract according to its provisions, and fully indemnify and save harmless the Town from all cost and damages which the Town may suffer by reason of failure so to do, and shall pay for all equipment, appurtenances, materials and labor furnished, used or employed in the execution of said contract, and shall indemnify and save harmless the Town from all suits or claims of any nature or description against the Town by reason of any injuries or damages sustained by any person or persons on account of any act or omission of said Principal, his servants or agents, or his subcontractors in the construction of the work or in guarding the work, or on account of the use of faulty or improper materials, or by reason of claims under the Workmen's Compensation Laws or other laws by any employee of the Principal or his subcontractors, or by reason of the use of any patented material, machinery, device, equipment, process, method of construction or design in any way involved in the work, and shall indemnify the Town against such defective workmanship, material and equipment as may be discovered within one (1) year after completion and final acceptance of the work, and shall make good in such defective workmanship and material as may be discovered within said period of one year, then this obligation shall be void, otherwise to remain in full force and effect.

The Surety hereby stipulates and agrees that any modifications, omissions or additions in or to the terms of the aforesaid contract, or in or to the plans or specifications therefor, or any extension of time, shall in no wise affect the obligation of the Surety under this bond, the Surety hereby waiving any and all right to any notice of any such modifications, omissions, changes, additions or extensions.

CONTRACTOR_____

BY_____

SURETY_____

BY_____

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