

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

RFP NO.: 7152

ISSUE DATE: 9/01/15

DEADLINE DATE: 10/14/15

DEADLINE TIME: 3:00 PM

X REQUEST FOR PROPOSAL

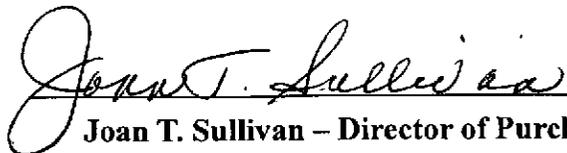
ITEM/CATEGORY SIP TRUNKING AND POTS TELEPHONE SERVICE

LOCATION GREENWICH, CT

- BID BOND REQUIRED
 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 – Director of Purchasing

An Affirmative Action/Equal Opportunity Employer, M/F/H

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 contractor's 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 #7152

Deadline: 10/14/15 at 3:00 P.M.

**SIP Trunking and POTS Lines
Carrier Service for the**

**Town of Greenwich and
Board of Education**

TOWN OF GREENWICH CT

SIP TRUNKING AND POTS LINES REQUEST FOR PROPOSAL, REQUIREMENTS, ASSUMPTIONS

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1 Background and Goals

Town of Greenwich CT (Greenwich) is seeking the services of a carrier for public-side QoS-based SIP trunking to replace the current PRI infrastructure throughout the Greenwich enterprise. Note:

- Voice-related contracts for PRIs will be up for renewal within the next 12-18 months
- Some POTS lines and PRIs will be used for local back up –
 - o In the event of a survivable remote site down and for emergency outbound calling or for power failure.
- The chosen carrier must be able to port all DID and main numbers as detailed in the attachment
 - o Any exclusions based on what is being requested must be noted.
- Greenwich is also seeking, redundant local loops with separate entrances into the respective facilities (Town Hall and Police Department)
- The chosen VoIP-PBX system is an NEC U3C VoIP-PBX/UC system. Long term plans are to follow the NEC migration path.
- Deployment will be the Town of Greenwich initially with 2,000 end points (following an initial turn up period), with the plan to add the Board of Education within another 12-24 months at 1,300 for a total of 3,300 end points registered
- Assume all inbound and outbound public traffic will traverse the SIP trunks as outlined in this RFP

The topology will be a fully redundant, automatic failover between the primary site at Town Hall and DR site at the Police Department.

2 Terms and Conditions / Instructions

NOTE: The Town of Greenwich will only accept one carrier bid from any one vendor bidding SIP trunking for the Town of Greenwich. Any multiple carrier bids, outside a 3rd SIP trunk through a second provider will be rejected by the Town of Greenwich and therefore not considered.

Please address each of the following as comply, not comply, or partial comply with explanation for the following:

2.1 Key Dates

- 2.1.1 Questions – Any questions must be submitted by **Wednesday September 23, 2015** to Joan Sullivan at jsullivan@greenwich.org. Answers to all questions answers will be provided back to all vendors in the form of an addendum.
- 2.1.2 *Proposal Date* - Submit your proposal **by 3:00 PM on Wednesday, October 14, 2015** to the Town's Purchasing Department. Include one original and four (4) printed hard copies and two electronic versions 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.
- 2.1.3 Vendor Selection - The vendor will be selected by the Evaluation Committee on or about the week of November 30, (or sooner), 2015.
- 2.1.4 System Upgrade/Cutover – Cutover of the *initial* Greenwich facilities will take place between February 2016 and April 2016 timeframe or sooner.

2.2 General Conditions

- 2.2.1 Number Of Proposal Copies – Please Include one original and four (4) printed hard copies and two electronic versions on CD or USB flash drive to the individual below **by 3:00 PM on Wednesday, October 14, 2015:**

Town of Greenwich CT
Attention: Joan Sullivan
Director of Purchasing
Town Hall, First Floor
101 Field Point Rd
Greenwich, CT 06830
RFP# 7152

Questions to be submitted to Joan Sullivan via email at jsullivan@greenwichct.org, copying Eileen Ingalls at eingalls@greenwichct.org, Stephen Leaden at sleaden@leaden.com and Doug Perretta at dperretta@leaden.com.

- 2.2.2 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.
- 2.2.3 Receipt of Proposals - All bidders shall be solely responsible for the delivery of their proposals to Greenwich at the place and before the time as specified above for this RFP.
- 2.2.4 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.
- 2.2.5 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 Greenwich and/or the Board of Education, or that all proposals were rejected. Firms whose proposals are not accepted shall be notified after successful negotiations with the awarded company have been completed or a binding contractual agreement between Greenwich, the Board of Education and the selected vendor exists, whichever occurs first, 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.
- 2.2.6 Contract Format – Town of Greenwich will use the Town’s service agreement format as its contract format (Exhibit C) attached to which will be carrier’s standard contract format, the RFP, vendor’s response and vendor’s insurance coverage documentation. All of the above will form the final agreement between the Town and the vendor. Note that the Town of Greenwich can cancel, with or without cause, during the term of this agreement with 30 days’ notice. Also, contract rates will continue if Greenwich elects to continue on a month-to-month basis after the contract term.
- 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, or provide the requested information. Vendor must indicate “Comply”, “Not Comply”, or “Partial Comply” with an explanation.
- 2.2.8 Statements, Claims, Offerings - Carrier must be prepared to include any and all statements, claims, and offerings made in the proposal into the contract for services.

- 2.2.9 Services Furnished - Carrier proposal must include furnishing all labor, insurance and services for the implementation of a managed network(s).
- 2.2.10 Service Force - The successful vendor shall utilize a service force directly employed by the chosen carrier. Third party servicing requires prior written consent of Greenwich
- 2.2.11 Compliance With Regulations - The carrier must insure that all quoted services comply with the applicable local, state, and national regulations.
- 2.2.12 Applicable Codes - The carrier must comply with all applicable codes, building standards and the best practices of the trade for installation of communications services.
- 2.2.13 Scheduled Maintenance – The chosen carrier must notify Greenwich with at least 48 hours advance notice for scheduled maintenance affecting its facilities and equipment. Each maintenance window must be approved by Greenwich.
- 2.2.14 Single Point Of Contact - The customer requires the carrier to provide a single point of contact (team) for all implementation and service issues. The customer expects, for a managed network, that there will be no contact with the LEC except for LEC technicians responding on-site for local loop issues.
- 2.2.15 Extended Demarcation Point - At many locations, the LEC demarcation is not necessarily co-located with the managed router location. Inside wire will not become a subject of ‘finger pointing’ in the event of an outage.
- 2.2.16 Account Team Roster – Post contract, an Account Team roster with contact information and escalation paths will be provided.
- 2.2.17 On-Line Tools – Carrier will provide on-line tools available to the customer as part of the managed service. Tools must be able to provide measurement and recording of parameters affecting quality of signals.
- 2.2.18 Visual Traffic Monitoring - The customer requires the ability to visually monitor and record the performance parameters of the network(s).
- 2.2.19 “Traffic Flags” - The customer requires the ability to ‘flag’, in real-time, traffic posing a security risk and/or users improperly utilizing the system.
- 2.2.20 Minimum Requirements - Minimum requirements for a vendor to “bid” on this project include (vendor eligibility):
- Must have sold and supported similar services for a minimum of 3 years.
 - Proof of Insurance – see 2.3 below

2.3 INSURANCE

- 2.3.1 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.

2.3.2 Insurance Requirements

- 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.
- 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.
- 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.
- The vendor shall submit with the proposal the signed, original "Insurance Procedure" form, page 58, which states that the vendor agrees to provide the specified insurance coverage for this proposal at no additional charge above any insurance charge declared in the bid.

2.4 Technical Related Conditions

- 2.4.1 Fully Aware Network(s) - The designed network(s) shall be a fully aware network(s), with the provider aware and alerts, but not managed.

2.4.2 Bandwidth Requirements (Scalability) - Greenwich expects that bandwidth requirements on the network may rise over time, with the need for bandwidth-hungry applications. On the other hand, the volume of services could shrink - .

2.4.3 Network Redundancy - Greenwich requires reliable service.

2.5 Contract-Related

2.5.1 Contract Terms

- Respondent will provide their standard contract format, with the understanding that (a) Greenwich can cancel this agreement at any time, with or without cause, with 30 days written notice from the Town of Greenwich and (b) no automatic renewal of contract to be included:
- The Town of Greenwich contract format, "Service Agreement, shall be the contract format to be used, with respondent's contract format to be an attachment to it.
- Vendor must provide pricing for a 36 month contract term, plus 2 (one year) options for renewal, with cancellation with or without cause at any time.
- When the vendor contract term expires, the rates for the facilities and/or equipment installed under this RFP must continue at the expired contract rate until a new contract is signed or services are cancelled.

2.5.2 Contract For Services and Other Components: Greenwich has the right to add and delete services or services specific to sites.

Note – cancellation without penalty

2.5.3 Conditions For Contract Changes or Cancellation

- Town of Greenwich can cancel this agreement, with or without cause, with 30 days written notice.
- Carrier must indicate possible options for contract changes or cancellation, with the understanding that Greenwich can cancel with or without cause with 30 day written notice.
- Carrier must explain how new products and technology offerings could affect this contract, with the understanding that Greenwich can cancel with or without cause with 30 day written notice.
- Carrier must provide a provision stating the following: "If services are cancelled with or without cause, the services cancelled will not affect the rate for the other services installed in use under this contract."

Protection Against A Downturn In Market Rates - Given that a contract commitment up to 36 months is being considered, the customer requires protection against a downturn

- 2.5.4 in market rates for the contracted services. A mid-term 18 month rate review will be included with the services and contract provided restate with lower rates at 18 months
- 2.5.5 Greenwich's Expectations - Under the contract, the vendor shall provide the network(s) hardware, software and personnel necessary to meet the criteria and service parameters identified further in this RFP to support Greenwich on the managed infrastructure.
- 2.5.6 Service Level Agreements (SLAs) - Vendor must explain the company's Service Level Agreement (SLA) policy for the service requests. See table below for specific SLAs and their values Greenwich is seeking in the following section.
- 2.5.7 Monthly Statistical Report – The chosen vendor will provide a monthly statistical report that indicates:
- Network available at 99.99% or better utilizing the redundant configuration
 - Alerts in network
 - Number of outages for circuits
 - Time-to-fix outages for circuits and whether it meets the designated SLA
 - End-to-end network performance
 - Explanation of outages
- 2.5.8 Downturn In Business – Vendor will include Downturn in Business language in their contract for services with Greenwich.
- 2.5.9 NON-COLLUSION STATEMENT
- All proposers must review and sign the Non-Collusion and Ethics policy form contained on pages 57 and 58.
- 2.5.10 VENDOR INFORMATION & SIGNATORY FORM
- All proposers must complete and sign this form on pages 59 and 60.
- 2.6 **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.
- 2.7 **Pricing Grid** – All vendors must complete in its entirety and sign the pricing grid form to be included with their respective proposal.
- 2.8 **Vendor Information and Signature Pages** – Vendor is to complete forms with signatures where appropriate In Section 9.

2.9 **How Award Is Determined** – See Evaluation Process Section 5.

2.10 **Basic Scope and Commitment Assumptions** – The Town of Greenwich and Board of Education is committing to a 36 month agreement with the chosen carrier/vendor. Note that Greenwich is not committing to:

- Any Minimum Annual Commitments (MAC) (note that Greenwich's traffic has historically been static and the estimated minutes have been included for both the Town of Greenwich and Greenwich Board of Education)
- May cancel the agreement for convenience with a 30 day notice
- The scope of this RFP is for the following, which includes initially the Town of Greenwich, to be expanded to the Board of Education within an approximate period of another 12-24 months
 - SIP trunking
 - PRIs (for failover and fax lines)
 - Twenty (20) Off Premise Extensions (OPXs)
 - Two (2) point-to-point private lines
 - POTS lines (200 for Town of Greenwich and 195 for Greenwich Board of Education)
 - Four (4) 800 numbers

3 Pricing Components –

3.1 One Time and Ongoing Pricing

Vendor is to include any of the above (as applicable to your solution)

- One Time
 - Installation costs

- Ongoing Costs
 - Bandwidth pipe and size, basic circuit cost
 - Trunking
 - SIP trunking/port costs (as applicable)
 - Long distance costs
 - Failover costs
 - DID costs
 - Any management costs
 - Any QoS costs
 - Non Published Service
 - Call Redirect per PRI
 - Access Features & Charges
 - Taxes and Surcharges
 - Port Charge
 - Carrier Access charge
 - Invoice Media Paper charge
 - Directory Information pricing per call
 - Any management costs
 - Dial tone Access
 - Any QoS costs Caller ID
 - Federal USF Admin Fee
 - PRIs and POTS costs (for back up as applicable)
 - Estimated 200 POTS for the Town of Greenwich and 195 POTS at the Board of Education

ASSUME FOR PRICING

- COMMITMENT FOR 36 MONTHS ONLY FOR THE TOWN OF GREENWICH PHASE I
- REQUIRED PRICING - ASSUME BOARD OF EDUCATION ADDED IN 12 - 24 MONTHS LEFT IN THE CONTRACT FOR BOTH THE TOWN OF GREENWICH AND THE BOARD OF EDUCATION.
-

NOTE: For the above pricing please show:

- Calculations for all costs and applied discounts
- Itemized pricing for each location
- Separate pricing as above for each network (as applicable)
- Town of Greenwich Terms are net 60 Days for SIP trunking, PRIs, and POTS lines

3.2 Other Pricing Elements -

- Any bundled local, regional, or intrastate/interstate minutes where offered are to be noted
- Town of Greenwich can cancel this agreement, with or without cause, with 30 day written notice.
- Pricing must be concrete and included in the SIP Trunking Pricing Form (Exhibit F, attached).
- Pricing for 36 month term will include the Board of Education in 12-24 months after contract signing
- Payment terms will be net 60 days.
- Signing Bonuses - Please include in your proposal any signing bonuses in the form of a credit towards the monthly invoice.
- Pricing change at mid-term based on market trends –
 - A review of vendor pricing will be performed at the mid-point in the contract for pricing review purposes
 - Please explain how this can be performed by your firm

4 SIP Trunking Requirements

4.1 SIP Trunking Bandwidth and Topology

The following are trunk bandwidth requirements based on the CODEC to be used. *Please price both ways.*

- VoIP Manufacturers – NEC U3C VoIP-PBX / UC system
- **Phase I - Town of Greenwich Configuration** - total of 108 public SIP trunks (54 ports full each site x 2 sites for full redundancy) *
 - @ 85K G.711 Noncompressed CODEC (+20%) = 5.50Mb x 2 sites
 - @ 35k G.729 Compressed CODEC (+20%) = 2.30Mb x 2 sites
 - PLUS
 - 2 PRIs for redundancy and failover
 - 1 PRI for the Nathaniel Witherell SNF
 - 1 PRI for Greenwich Library.
- **Phase II – Town of Greenwich AND Board of Education Configuration** - total of 196 public SIP trunks (98 ports each site x 2 sites for full redundancy) *
 - @ 85K G.711 Noncompressed CODEC (+20%) = 10.00Mb x 2 sites
 - @ 35k G.729 Compressed CODEC (+20%) = 4.20Mb x 2 sites
 - PLUS
 - 2 PRIs for redundancy and failover
 - 1 PRI for the Nathaniel Witherell SNF
 - 1 PRI for Greenwich Library
 - 3 PRIs for redundancy and failover for the Board of Education
- **Vendor to provide minimum 20Mb SIP trunk local loops and hand offs to the 2 sites, Town Hall and Police Dept.**
- Total DID numbers available –
 - Phase I – 3,516
 - Phase II - 4,416
- Local Loops
 - Dual Local Loops – Assume dual local loops at each Greenwich site, with automatic failover capability in the event the primary loop is down. It is highly recommended that:
 - Different local loop providers are used
 - Different building entrances and risers, as made available by Greenwich, be utilized, including Greenwich Town Hall and the Police Department
 - Different routes between the Greenwich given site and the Central Office be utilized by each local loop
 - Fiber optic be used in lieu of copper entrance wherever possible
- Diverse Central Offices – Vendor must offer SIP trunks from two separate and distinct Central Offices/COs and locations to provide the SIP trunking solution for Greenwich.

Vendor is to clearly show what CO locations will provide which services as primary and back up.

- * 3rd SIP Trunking Option - Greenwich may consider a 3rd SIP trunking origination site. Vendor is to provide a pricing option and any incentives associated with such an option. The 3rd location is to be determined at this time – assume a protected Data Center environment in the greater metro NY/NJ area. A 3rd site will be at Greenwich’s final discretion.
 - Use the above bandwidth for a 3rd site for initial configuration and 12 month configuration.
- Option for G.722 CODEC – Greenwich may consider an option to utilize the vendor’s G.722 wide-band CODEC. Vendor is to detail any G.722 CODEC offerings, proof of concept, and Greenwich requirements for such an option.
- Capability within the carrier SBU bid to support all media types:
 - Video
 - IM/chat
 - Audio conferencing
 - Presence
 - Softphones
 - WebRTC (remote)
 - UC clients (voice, video conferencing, audio conferencing, presence, IM/chat, document sharing)
 - Remote workers with hardphones

4.2 Usage Minutes

Use the following estimated *minutes/month* for baseline estimation purposes

Phase I Configuration - Town of Greenwich

Traffic Type	Est. Min
Outbound	
Local (all sites) -	73,524
Regional (CT, NY)	10,079
Long Distance (Intrastate) –	16,034
Domestic Long Distance (Interstate) –	6,874
International (assume Euro/Asia Rim) –	28
Mobility Follow Me usage (est.)	7,991
Audioconferencing (Meet Me) Web - enabled - 800 number dial-in	824

Inbound	
Inbound 800 traffic -	30
Phase II Configuration - Town of Greenwich AND Greenwich Board of Education	
Traffic Type	Est. Min
Outbound	
Local (all sites) -	110,833
Regional (CT, NY)	24,277
Long Distance (Intrastate) –	28,439
Domestic Long Distance (Interstate) –	13,840
International (assume Euro/Asia Rim) –	39
Anticipated Mobility Follow Me usage -	13,309
Inbound	
Inbound 800 traffic -	30
Audio conferencing (Meet Me) Web - enabled - 800 number dial-in	1,030

4.3 DID Blocks Available

DID numbers available per site include (see attachment for details):

- **Phase I – Town of Greenwich Configuration -**

Site	# of DIDs
Town Hall (w/Senior Center)	1,690
Police Department	960
Nathaniel Witherell Nursing Facility	550
Greenwich Library	300
Greenwich Fire Department	0
Fleet	16
Total DID Blocks Available	3,516
POTS (will range from 150-200)	200
Total POTS Available	200

GRAND TOTAL	3,716
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- Phase II – Town of Greenwich AND Board of Education –

Site	# of DIDs
Town Hall (w/Senior Center)	1,690
Police Department	960
Nathaniel Witherell Nursing Facility	550
Greenwich Library	300
Greenwich Fire Department	0
Fleet	16
Total DID Blocks Available	3,516
Greenwich High School	500
Admin Building	400
Total DID Blocks Available	900
POTS - Town of Greenwich	200
POTS - Board of Education	195
Total POTS Available	395
GRAND TOTAL	4,811

4.4 Other 800 Features

- Four (4) 800 numbers are in use (forwarding to select DID numbers)
- Include descriptions and pricing for the following 800 services:
 - Routing On Demand Charges
 - Maximum Calls Allowed
 - Quick Call Allocator
 - Toll-Free Redirection Features
 - Next Available Agent
 - Redirected Attempt
 - Toll-Free Routing Features
 - Call by Call Options

POTS Lines –

POTS lines must be included as a part of the vendor's proposal and in the agreement for services. Vendor to assume

- Estimated 200 POTS for the Town of Greenwich *
- 195 POTS at the Board of Education

* The possible range of POTS lines for the Town of Greenwich is between 150 and 200 POTS lines. For pricing purposes assume 200 POTS lines, subject to final review and approval by the Town of Greenwich. The Town of Greenwich has the right to change the above estimates prior to contract and during the contract period.

4.6 Audio Conferencing Service

NOTE – SERVICE IS TO BE PROVIDED BY THE VENDOR. MINUTES NOT GUARANTEED AS SOME AUDIO CONFERENCING MINUTES WILL BE UTILIZED WITH IN-HOUSE AUDIO CONFERENCING SYSTEM.

Required – 800 number dial-in

Determine what time you would like to start the call

- Leader will send a conference call request to all participants providing them with:
 - Toll-Free Access Number (800-xxx-xxxx)
 - Conference Passcode (7 digit number provided to every user)
 - Additional Security passcode (this will be set by the conference leader prior to starting the call)
- Participants will dial toll-free access number, enter conf. Passcode, and enter the additional security passcode (if applicable)
- Participants will be placed in waiting room until the leader joins the call
- Leader dials the toll or toll-free access number, enters the conference passcode, and the leader passcode. (All participants that were waiting will then be placed into conference)
- At the conclusion of the meeting all participants will be disconnected unless the leader presses *??prior to exiting the conference bridge

Operator Assisted Conferencing (Televent usage) - 800 number dial-in

- Contact the reservation center (xxx-xxx-xxxx) to set up the call time and type of call. For dial-out calls the leader will need to provide numbers and names for all participants
- Operator will provide the Leader with the 800 number, passcode (if requested), reserved time, and the number of participants
- Leader will send a request to all participants providing them with:
 - Toll-free access number (provided by operator)
 - Toll access number (provided by operator)
 - Conference Passcode (if requested by conference leader)
- Participants will dial the toll or toll-free access number or the operator will dial-out to participants and will provide the operator with their security passcode

- Participants will be placed into conference call
- At the conclusion of the meeting all participants will be disconnected unless the leader presses *? prior to exiting the conference bridge

4.7 Assumptions

The following assumptions are to be used:

- 4.7.1 Assume a 36 month, 3 year agreement with a review of rates at mid-term, 18 months
 - 4.7.1.1 ASSUME COMMITMENT FOR 36 MONTHS ONLY FOR THE TOWN OF GREENWICH PHASE I
 - 4.7.1.2 REQUIRED PRICING - ASSUME BOARD OF EDUCATION ADDED IN 12 - 24 MONTHS LEFT IN THE CONTRACT FOR BOTH THE TOWN OF GREENWICH AND THE BOARD OF EDUCATION
 - 4.7.1.3 Please provide term of proposed contract proposal
- 4.7.2 Assume a 4 month ramp up period.
- 4.7.3 Assume no automatic renewal in agreement
- 4.7.4 Assume automatic redirect to second site in the event of failure, load balanced under normal conditions (including option for a 3rd site and same ability for failover purposes)
- 4.7.5 Assume **PRIs** to be used for redundancy and failover
 - 4.7.5.1 Vendor to provide a web portal to execute a predetermined script for redirecting key main numbers or blocks to PRIs in the event of an outage
- 4.7.6 Assume all DID and outbound calling for all of Greenwich sites will (for outbound calling) originate from the site, then through an internal QoS-based Ethernet network, and enter the public network from either Town Hall or the Police Department
- 4.7.7 QoS-based SIP trunking provided by carrier
- 4.7.8 Session Border Controllers/SBCs are desired for all applications with possible security risk – SBCs *must* be provided by the carrier for:
 - 4.7.8.1 All inbound and outbound public traffic
 - 4.7.8.2 Follow Me mobility feature
 - 4.7.8.3 Remote workers
 - 4.7.8.4 Note: Greenwich will also supply CPE-side E-SBCs to interface with chosen carriers network
- 4.7.9 Incumbent HP routers with QoS configurations will be utilized at each site. The routers are owned by Greenwich

4.7.10 Vendor Network Management reporting will be required

4.7.11 Digit Delivery / Invite Message Format

4.7.11.1 Calling Party Number (From) -- 10 or 11 digits

4.7.11.2 Dialed Number (To) -- 10 digits

4.7.11.3 Internal Dial Plan – 5 digits within campus, inter-campus

4.7.12 Rate-limiting - To be monitored and controlled by provider

Maintaining all existing published phone numbers, as they exist today, is **required** in the selection of a new local service provider. Describe your ability to maintain all of the existing telephone numbers. Any vendor requiring or offering the porting of these numbers must make this clearly understood in their response. Additionally, if a physical transition of infrastructure and/or physical facilities is required, this must also be expressly stated. Please provide details on either of these migratory strategies, if applicable.

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 costs for a period of 3 years (36 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 For Proposal.
- **Completeness of Proposal (10%)** - Completeness of the proposal in stating a clear understanding of the requirements and overall ability to meet Greenwich's needs.

6 Proposal Elements and Proposal Format

Greenwich will require the following from the vendors submitting a proposal:

6.1 Capability, Qualifications, Intervals

6.1.1. Capability

- Description and capability of SIP trunking offering for Greenwich
- Company/carrier profile, indicating experience providing similar solutions to organizations like Greenwich
- Ability to support Greenwich's installation, service and maintenance needs. Include hours of operation, number of pertinent personnel, spares inventory, etc.
- Brochures, literature, and any other pertinent material

6.1.2. Pricing Proposal –

- Provide pricing proposal based on bandwidth, SIP ports, and minutes detailed in Section 3
- Complete pricing form in attached spreadsheet (Exhibit F) along with pricing proposal

6.1.3. References – Vendor to provide at least 3 references of SIP network installations similar in size and scope with contacts and telephone numbers

6.1.4. Transition - Vendor is to describe the steps involved in a successful transition

6.1.5. Interval to implement – Provide the interval to implement the network based on standard intervals for domestic US service.

6.2. Service-Related

6.2.1. Sample of Vendor-Provided Network Management System (NMS)

- A sample of Vendor-Provided Network Management System (NMS) is to be provided
 - Note:
 - The NMS shall allow the customer to gain access in the near-real time to monitor network(s) statistics
 - At minimum, the NMS shall measure and record: a) Bandwidth utilization; b) Dropped Packet Rate; c) Latency; d) Various errors. Both average and maximum values shall be recorded for various time intervals
- 6.2.2. Security Concerns Addressed – The carrier shall provide standard documentation that addresses guarantee network security, if necessary
- 6.2.3. Network Outage Response Times – Vendor must state average and guaranteed response times for single point network outages
- 6.2.4. SLAs and Associated Penalties – provide standard SLAs for SIP trunking, PRI overflow, POTS

6.3. Other

- 6.3.1. Comply/Not Comply/Comply w/Explanation of Terms and Conditions – Please list “comply/not comply/comply w/explanation” answer for all items in Terms and Conditions section
- 6.3.2. Sample Carrier Agreement - Sample carrier agreement to be included, which will be an attachment to the Town of Greenwich Service Agreement contract format.
- 6.3.3. Escalation List – After contract award, the selected carrier must supply an operations escalation list (during a 30-day period). The escalation list shall be updated quarterly
- 6.3.4. Section 7.1 SLAs - Comply, not comply, partially comply with explanation
- 6.3.5. Provider Fact Sheet - Completed

7 SLAs and Technical Requirements

The vendor shall note comply, not comply, or partial comply with explanation for each of the following:

7.1 SLAs

The chosen carrier will comply with requirements with SLAs as stated below. Any exceptions are to be noted.

SLA	Metric	Definition / Description / Time Frame / Vendor Responsibilities / Notes / Assumptions	Target Levels *	How Measured *	Comply, Not Comply, Partially Comply with Explanation
1	Network /Services Availability	Transmission/Reception without errors affecting services on logical circuits exists between connected nodes for the whole network	99.99%	Uptime minutes divided by total minutes (annual basis)	
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 for VPN access	Firewalls between network node and	Vendor provided.	Degree of conformance with Greenwich security policies	
		Intrusion Detection System		Degree of conformance with Greenwich security policies	
		URL and IP address filtering Anti-virus/anti-spam		Degree of conformance with Greenwich security policies	

SLA	Metric	Definition / Description / Time Frame / Vendor Responsibilities / Notes / Assumptions	Target Levels *	How Measured *	Comply, Not Comply, Partially Comply with Explanation
		Adequate bandwidth between the network and the Internet to minimize congestion	Packet loss due to congestion at access point <5%	Router statistics	
5	Physical Security	Customer and Vendor provided.	Customer and Vendor provided.	Customer and Vendor provided.	
6	Network Security	Vendor specific	Vendor provided	Design review	
7	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	
8	Traffic and Usage Metrics	Detailed usage to reflect traffic volume (for each class of service) and utilization	By logical connection or cite	Generate report	
9	Automated Reporting	Display of network status, historical trends of key parameters comparing with SLAs, and recent high-level alarms	Comprehensive "Dashboard"	Demonstration	
10	MTTR	Mean Time To Repair	both<4 hrs	Design goal	
		Mean Time To Respond	both<1 hr	Design goal	

7.2 Penalties for Non-Performance

- Carrier must provide *the penalties and associated credits* incurred if a vendor's company does not meet the SLA policy.
 - Carrier must provide automatic tracking of problem areas affecting the SLA and application of the appropriate credits/refund. The problem credit/refund shall automatically appear on the invoice. The Network Operations Center (NOC) must be able to contact Greenwich prior to Greenwich calling in the problem. The invoice must include the Trouble Ticket Number and the credit amount.
 - Town of Greenwich can cancel this agreement, with or without cause, with 30 day written notice.

7.3 Transition

Note transition as follows:

- The transition to new infrastructure shall provide minimal disruption for Greenwich, i.e., such a transition shall be performed with minimal downtime.
- A vendor shall assess the current installations at all locations, perform site surveys (where necessary), and come up with the transition strategy approved by Greenwich after award of contract.

7.4 Technical Requirements Details for a Successful Network

Note – vendor is to read and understand network requirements for Greenwich as detailed here. ***Vendor is to note any areas they cannot be in compliance with.***

7.4.1 Required Services

This section describes the detailed technical requirements to provide the IT services to Greenwich as per this RFP.

The functionality of network services shall include at least:

- Providing VoIP capabilities with adequate QoS
- Providing reliable data transmission
- Supporting data priorities and classes of service to accommodate Voice, Video and other media as required

Greenwich’s goals for the network include “stable technology” as well as “infusion of new technology.”

7.4.2 Service Level Agreements (SLAs) Details

See SLAs Section 7.1

7.4.3 Availability

- The design must minimize outages due to failures in a node, facilities or customers’ locations.
- The network shall be designed to maintain connectivity between the Internet and Greenwich locations.
- The network must be designed to maintain connectivity between Greenwich sites.
- The network availability shall be monitored continuously from each site, based on equipment alarms and all other information readily available to the Network Management System. An annual calculation of availability shall be made per site, based on the following equation:

(Operational minutes with connectivity from Demarc to network)/(minutes in the year) x 100=
Availability

- All periods of lost or critically degraded signal shall be considered in the availability calculation, including but not limited to any “planned outage” of carrier equipment for software or firmware updates, work on transmission lines or local loops that interrupts connectivity, and a halt in packet forwarding during updates of routing tables.
- Vendors may bid a level of availability for which they are prepared to offer guarantees and be subject to Service Credits and “Corrective Assessments” for failure to achieve the required level. If proposing less than required availability SLA, the vendor shall define the duration of planned outages or maintenance windows assumed in making the calculation, and the amount of “unplanned outages” assumed. The availability goal is expressed on an annual basis. Availability for each node and any Service Credits associated with a failure to meet a service level requirement are calculated monthly.
- The vendor shall be responsible for maintaining operation during short power outages, but the vendor shall not be held responsible for network downtime if it results from a line power outage that lasts more than 30 minutes. Any loss of network availability during the first 30 minutes of a power outage shall be included in downtime when calculating node and network availability under this SLA. Multiple outages, shorter than 30 minutes each, shall be counted as one outage if they total more than 30 minutes within the rated recharge period of the UPS. VENDOR MUST PROVIDE RECHARGE PERIOD.
- The NMS must provide the uptime parameter for each network node.

7.4.4 Latency

- The measured round trip packet delay (between any two nodes) shall not exceed the maximum established per the SLA value. This parameter shall be measured by the NMS and recorded in near real-time.
- The NMS shall provide latency characteristics.

7.4.5 Packet Loss

- Vendor shall offer prioritization of data (classes of service) based on its significance: packet loss allowed not more than by SLA defined earlier.
- The NMS must automatically calculate packet loss ratio and record it in the near- real time.
- Traffic that is subject to rate limiting or "traffic shaping" may experience deliberate packet loss at the network entrance point as a mechanism to reduce the transmission rate of a TCP sender. Packets discarded for the purpose of flow control on connections configured with a “throughput cap” need not be counted as “lost”.

7.4.6 Bandwidth Utilization

- Bandwidth utilization shall be measured by the NMS and recorded in the near- real time. Multiple variables, such as “Average Bandwidth Utilization”, “Maximum Bandwidth Utilization” and other shall be among recorded samples. For normal conditions, Average Bandwidth Utilization at each Greenwich site shall be not more than 35%-40% of the design capacity.
- The NMS shall measure and record these characteristics.

7.4.7 Redundancy

- Greenwich requires high-availability service, which is the necessity for supporting clients and internal communications. For this purpose, the vendor shall design the network and provide service to guarantee established in this RFP availability SLA.
- High network availability must be achieved by automatic switching of main connections (in case of their failure) to the fully redundant site at the Police Department.
- Vendor must, in addition, provide a redundant and diverse network with redundant Central Offices with DID numbers co-located / integrated between the offices. Vendor must also provide
 - Diverse routes underground to Greenwich Town Hall and Police Department from the respective redundant Central Office
 - Redundant, diverse local loops to Greenwich Town Hall and Police Department
- Vendor must provide a diagram of the proposed design which will include redundancy and diversity as described above.

7.4.8 Physical Security: Wiring Closet, Equipment Area

- Greenwich anticipates that the vendor may not find sufficient space for the necessary termination of equipment and demarcation connector fields at the point in each building where the local loop enters the premises (the entrance vault, which may be outside or inside the building). If high availability for a site dictates two local loops, they shall enter the building at different points, requiring an extension of at least one local loop to reach the vendor's terminating equipment (POP).
- There will be a need, in most cases, to extend the local loop to an equipment room located elsewhere in the building. The extension may pass through one or more distribution frames, wiring closets, or risers.
- The vendor shall be responsible for sites survey (where necessary) and provide all the materials and general design approaches to secure inside wiring and equipment.
- The installation of the network shall avoid damage to any existing in-house wiring (including optical fiber) found in shared cable space used for the installation of new cabling (if any).

7.4.9 Network Security

- All traffic on the network requires some level of security. Greenwich requires a “Deny-all” posture - block everything except the traffic that is explicitly permitted by the municipality. The vendor being responsible for ensuring that all denial of service attacks, worms, viruses, and intrusion attempts, to name a few of the possible threats, are reported (within 30 minutes or less of the occurrence), contained, and resolved. Describe your solution.
- A vendor shall design and provide a means for virus and spam protection if desired by Greenwich for a later date.

7.4.10 Automated Reporting of Network Status and Operation

- Greenwich desires to have available detailed information on the networks’ current status, history, and trends. A daily, monthly and other summary of activity and performance will be required, among other reports.
- 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 others features and functions, content on the "dashboard" shall 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 requires that the vendor conducts “root cause analysis” to isolate the primary failure associated with multiple alarms and recurring problems. The root cause analysis process shall isolate the primary cause of failures and to understand and prevent recurring problems or trends. The vendor will:
 - Ensure that appropriate resources are assigned to identify and remedy the failure, and track and repair the consequences of the failure.
 - Provide Greenwich with a report detailing the cause of and procedures for correcting such failure.
 - The vendor shall provide updates on a daily/weekly/monthly basis until closure, and substantiate to Greenwich that all reasonable actions have been taken to prevent recurrence of such failure.
- Note that a passive store 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 personnel to observe and analyze at least the following statistics:
 - Bandwidth Utilization
 - Latency
 - Various types of errors
 - Rate of dropped packets.
- Greenwich also requires a vendor to provide at each site a local means to observe network statistics.

7.4.11 Change in Number of Nodes

- Greenwich anticipates 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.
- 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.

7.4.12 Network Management System (NMS)

- General
 - 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. The network management functions will encompass:
 - (1) Network Monitoring/Fault Management
 - (2) Performance Management
 - 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:

Table: 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 on-line, real-time systems and network management tool set.	100%	Vendor supplied automated tools
		New versions of end-to-end systems and network management tools installed within 90	100%	Vendor supplied automated tools

SLA	Metric	Definition / Description / Vendor Responsibilities / Time Frame / Notes and Assumptions	Target Levels	How Measured
		days of release		
		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 <ul style="list-style-type: none"> 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 Detect all network faults within five (5) minutes of occurrence Establish a trouble ticket and provide electronic notification to the Greenwich IT group within ten (10) minutes of the identification of a fault 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% 99% 100% 100% 100% 99% Less than 72 hours	From identification of fault by network monitoring systems Measured from the receipt of a call at the Greenwich Help Desk or the point at which the 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 start of notification to Greenwich
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	100%	Accuracy of reports and achievement of reporting deadlines

SLA	Metric	Definition / Description / Vendor Responsibilities / Time Frame / Notes and Assumptions	Target Levels	How Measured
		<p>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.</p> <p>-Proposed formats for both the Daily and Monthly reports shall be submitted to Greenwich within 30 days of contract award.</p>		
5	Performance Management	<p>-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) .</p> <p>-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.</p> <p>Proposed formats for both the Daily and Monthly reports shall be submitted to Greenwich within 30 days of contract award.</p>	100%	Accuracy of reports and achievement of reporting deadlines

7.4.13 Vendor Help Desk

- The Vendor Help Desk shall have sufficient staff to answer all calls with a live person qualified to support such calls. The vendor help desk person will record the information on a help ticket that is time stamped and tracked through call.
-
- Vendor to provide proof of redundancy within their own network.

7.4.14 Transition Strategy

- General
 - Greenwich would like to emphasize that time is of the essence for a successful transition and acceptance test
- Transition Plan
 - The vendor shall develop detailed Transition Plans and gain acceptance of these plans within 15 calendar days of contract award. These plans, at a minimum, will contain the following elements:
 - (1) Description of the transition strategy and transition process

- (2) Identification of detailed transition tasks with assigned personnel
- (3) A detailed transition schedule
- (4) A proposed budget by task for all services identified above
- (5) A risk management plan
- (6) Plan shall be based, beside other factors, on detailed site surveys of the current infrastructure.

7.4.15 Acceptance Test Plan

- General
 - The vendor shall develop detailed Acceptance Test Plans, and gain Greenwich approval of these plans within ten (10) calendar days of contract award for Network Services. These plans, at a minimum, shall contain the following elements:
 - (1) Description of the acceptance testing strategy and acceptance testing process
 - (2) Identification of detailed acceptance testing tasks with assigned personnel
 - (3) Test plans for each requirement
 - (4) A detailed acceptance testing schedule
 - (5) A proposed budget by task for all services identified above
 - (6) Acceptance testing staffing including resumes of all testing personnel
 - (7) A risk management plan.

7.4.16 Acceptance Test Parameters

- The following are major performance parameters that shall be measured on a live network, and shall be evaluated as part of the process to accept a newly installed network. The same tests, or a subset of them, shall be made periodically to confirm proper operation of the network, including conformance to Service Level Requirements on measurable characteristics
- Latency –The measurements shall be made from one edge of the network to the Internet and also measurements shall be performed between any and all nodes.
- Jitter – Variation in latency - Large variations can indicate congestion or ineffective queuing configuration in routers or switches.
- Throughput – Bytes per second transferred successfully - Measurements shall include the utilization of physical links. Measurements at the demarcation shall allow valid

references about the utilization or attained throughput achieved at key points inside the network.

- Connect speed – The connect speed is the time for a new connection request to be completed. This function may require, among others, the following steps:
 - A DNS query (if applicable)
 - A routing table update, and
 - Authentication.
 - The test results shall separate the total connection time into portions for each step to be used in an analysis of areas for improvement.
- The data collected during this test will include:
 - Connections supported (several tests)
 - Number of separate sessions or users per physical port at the demarcations
 - Count of sessions while generating new connections requests.
- Each session shall be transferring data during the test to ensure a realistic situation.
 - Connections supported (several tests) – Number of separate sessions or users per physical port at the demarcations.
 - Resiliency – Ability to compensate for failed components. Procedures include disconnecting cables and powering down devices, to ensure that the network responds quickly to restore connectivity for users on the removed line or equipment.
 - Power backup – Failover response from line power to backup. Shutting off the main power feed shall produce no immediate interruption to the flow of information. Observe the length of time the network remains fully operational on batteries.
 - Routing configuration – Confirm BGP and interior routing protocol (or any other applicable protocols). Performance of the network during availability and resiliency testing will depend in part on how a protocol announces the availability of IP addresses affected by topology changes induced for the tests. Examination of configuration files in key devices may be required.
 - Manageability – Time to implement a configuration change.
 - It is required from a vendor to detail these acceptance test procedures; the plan also shall comply with the requirement to minimize the network downtime.

8 Provider Fact Sheet

8.1 TECHNICAL

1. What CODECS do you offer?

a. G.711 _____

b. G.729 _____

c. G.722 _____

d. Provide any special requirements utilizing any of the above CODECS

2. Faxing –

a. What types of faxing support do you provide?

b. Are there any restrictions?

c. Do you guarantee fax over SIP trunking?

d. What kinds of contingency offers do you provide relative to faxing over SIP?

3. SBCs

a. What SBC manufacturers are you compatible with?

b. List which SBCs you are certified/registered with.

4. POTS Lines – Does your company outsource your repair team for POTS lines/ other services to outside domestic or international staff?

5. What additional services do you offer relative to:

- a. Features and functionality, including various media services

- b. Bandwidth

- c. Dynamic bandwidth allocation

- d. List compliancy with features listed below

#	Feature/Function	Comply (Y/N), Describe
1	H.323 and SIP protocols	
2	RTP and RTCP media protocols	
3	TCP transport mode	
4	Fax support via T.38 and fax pass through	
5	Modem pass through	
6	DTMF via H.245, RFC 2833, SIP notify, KPML	
7	Interworking capabilities via H.323 to SIP, RFC 2833 to G.711 in-band DTMF	
8	Call hold, call transfer, and call forwarding for H.323 networks using H.450 and transparent passing of ECS	
9	Call Admission Control/CAC policies for RSVP	
10	Voice Quality stats for packet loss, jitter, and round-trip time	
11	Quality of Service/QoS	
12	Network Address Translation/NAT	
13	CODECs: G.729, G.711, G.722	
14	Transcoding between above CVODECs	
15	Web-based API	

#	Feature/Function	Comply (Y/N), Describe
16	Interface to CDR systems via syslog and ASCII text records	
17	Video capability for H.323, H.264, T.120	
18	10/100/100 Ethernet port interface	
19	Re-registration floods (after a power outage)	
20	Different signaling protocols (e.g., SIP vs. H.323)	
21	IP v4 vs. v6	
22	Transport protocols (TCP, UDP, RTP and SCTP),	
23	Codecs (G.711, G.729 A/B, G.729 E, G.723.1, G.726, G.728, iLBC)	
24	Ability to manage mobile endpoints across multiple wireless connection types (WiFi, Cellular, 3G/4G)	
25	Management of Dial Plan –Session Manager	
26	Load Balancing	
27	Least Cost Routing	
28	Bandwidth Utilization	
29	Rate Limiting	
30	Centralized Policy Management	
31	Call-quality based routing	
32	Scalable licensing model	
33	Supports SIP variants of the PBX Manufacturer and Carrier, SIP normalization	
34	E911 compliance	
35	Quality monitoring	
36	Extensive diagnostics	
37	Access Control Lists	
38	Integrated QoS	
39	Protocol Interworking	
40	Call Transcoding and transrating	

6. Central Offices

- a. Detail the Central Office locations for your SIP trunking offer

b. Provide details of the Data Center, protection from storms and other anomalies

c. Provide the CO manufacturer and capabilities

7. Security

a. What types of network security do you provide – please list and detail each

b. Provide what proactive security tools you utilize and the process utilized to minimize any outside threats

c. List all security features you offer and are compliant with from those listed below

#	Feature/Function	Comply (Y/N), Describe
1	Security via IP Security (IPsec), secure RTP (SRTP), Transport Layer Security (TLS), SRTP-to-RTP	
2	Security encryption capability	
3	VoIP/SIP application security (Layer 3 & 5 NAT/PAT etc.)	
4	Event logging	
5	DoS	
6	DDoS	
7	NAT transversal (STUN, ICE, TURN)	
8	Encryption protocols (TLS, MTLS, SRTP and IPsec),	
9	Service theft and fraud protection	
10	Topology hiding	
11	Spoofing protection	
12	Media encryption	
13	Rogue RTP protection	
14	Registration storm protection	
15	Signaling encryption	
16	Blacklists, whitelists, greylists availability	
17	Add other security support not listed here	
	<hr/>	
	<hr/>	

8. Do you support

a. VPN access for remote workers?

b. Mobility one number access (follow me)?

9. Describe your Network Management System and what types of

a. Real time reporting are available

b. Monthly reporting available

c. Do you provide a portal for such?

10. Describe SIP trunking failover between SIP trunks and ability to route all inbound traffic

11. Provide which VoIP Manufacturers you are fully compliant with

12. Detail your technical, routing, and failover approach to a 3rd site option

13. List all advanced 800 features you offer

14. List all QoS standards you support

15. Describe your approach using proactive Network Monitoring tools and access by Greenwich via a portal

8.2 CONTRACT RELATED

16. Are you willing to offer a ramp up period over 12 months to match to a full SIP trunking implementation?

17. Confirm Terms

a. Contract out for convenience with 30 days notice

b. No minimum annual commitments (MACs)

c. Confirm no penalties for early cancellation

18. Are you willing to work with Greenwich regarding:

a. Market Rate drop (18 month review at mid-term)

b. Business Downturn

c. Please explain how this can be performed by your firm

19. What is your policy for waiving install charges?

20. Detail how you bundle any bundled local, regional, or intrastate/interstate minutes where offered

21. Discounting – Provide the level of discount your firm is providing

22. Signing Bonuses - Please detail any signing bonuses in your proposal

8.3 SUPPORT

23. Maintenance Windows

a. What maintenance windows do you offer

b. What is your procedure for maintenance window notification?

24. Describe your offer for dual local loops as Required in the specification section

25. What are your guaranteed SLAs?

a. Please list and describe in detail: availability, jitter, latency, packet loss

b. What penalties do you provide when these are missed?

26. What up time can you guarantee with your offer:

a. 99.9%?

b. 99.99%

c. 99.999%

d. 99.9999%

e. 100%?

f. Detail your design to support such a model

27. What is your Mean Time to Repair

a. For a SIP Trunk outage (hard down)?

b. Partial down (circuit anomalies or SLA issues)

c. What penalties do you offer if missed?

28. What is your Mean Time to Respond for a SIP Trunk outage (hard down)?

29. Do you offer proactive network monitoring? Describe

30. Detail your Help Desk Function

31. Detail trouble ticket types, severity, and process to resolve for each (Level 1, 2, 3 etc.)

32. Provide a sample escalation list

8.4 TRANSITION

33. Describe your transition plan migrating from legacy PRI and number porting

34. Describe your process for pre install testing and acceptance

35. Please provide a sample test plan

8.5 ADDITIONAL QUESTIONS

1. Carrier Forwarding All DID Service to Second Carrier – Assuming your firm is the primary SIP trunking carrier, and in the event of an entire 2 diverse Central Office outage where all DIDs are blocked

Does your firm have the ability and capability to reroute all Greenwich 4,416 DID numbers' traffic to a back-up SIP trunking provider – assume identical numbers, last 7 digits with an equivalent carrier

2. Can your firm work with Greenwich with developing a script (or the ability for) to forward all 4,416 DIDs and route those calls to a secondary provider with the same last 7 digits -

In this manner all DID traffic which would reroute within minutes/seconds to the secondary provider and all DIDs 'identical' numbers, giving the impression no service is down at Greenwich

3. Follow-on and clarifying questions

- a. What is the duration of this script?
- b. 22 hours, 1 second
- c. What alternatives can you offer
- d. Can this option be auto-enabled in the event of a hard-down?
- e. In what circumstances, situations, if any, could this not be functional? (Assuming Greenwich lost a main switching platform)

4. Near Term and Future SIP Trunking Forms of Communication – It is Greenwich's intent to implement public-side voice traffic initially. Greenwich requires your firm's intent or current offer that supports

- a. One number reach mobility (inbound call to outbound twinned) call to mobile device
 - i. Video calls over SIP (H.323, H.264, H.265)
 - ii. Presence
 - iii. IM/chat
 - iv. UC Federation
 - v. Web-based audio conferencing
 - vi. Collaboration
 - vii. WebRTC
 - viii. Faxing
-
-

- b. Can your firm support each of the above?
 - i. If yes what was the release date?
 - ii. If not, when each is planned to be available
 - iii. Can you differentiate by traffic type so Greenwich can prioritize and measure different traffic types in their CDR systems
-
-

5. Other Requirements

- a. Reporting Capability
 - i. The ability to provide reporting, both in non-real-time (reports) and real-time screens for troubleshooting
 - ii. Any MoS score reporting
 - iii. Any call type reporting
 - 1. Video (public side)
 - 2. IM/chat
 - 3. Audio conferencing
 - 4. Presence
 - 5. Softphones
 - 6. WebRTC (remote)
 - 7. UC clients (voice, video conferencing, audio conferencing, presence, IM/chat, document sharing)
 - 8. UC Mobile Clients
 - 9. Remote workers with hardphones
-
-

- b. Attachment of Report Types –
 - i. Please provide an attachment with report types included (real-time and non real-time, i.e., daily, weekly, monthly)
-
-

- c. Performance and Fault Management –
 - i. Are the following included in your proposal?
 - ii. Please provide separate pricing if not included
-
-

- d. Future WebRTC Ability –
 - i. Please provide any current or near-term release dates and information (if public) regarding WebRTC
-
-

- e. Please provide any requirements for future capability needed for WebRTC what is required to enable it
-
-

- f. Encryption
 - i. Can your company video encryption from date of installation?
 - ii. Describe types of encryption supported for
 - 1. Voice
 - 2. Video
 - 3. Other forms of UC
 - iii. Is there any performance degradation due to voice or video encryption?
-
-

- g. Architecture
 - i. Please describe architecture for redundancy, resiliency
 - ii. Describe architecture relative to distributed vs. centralized architecture
-
-

- h. Wireless Connectivity
 - i. Provide any description for using wireless to support connectivity back to a Data Center
 - ii. Describe any loss in functionality for primary, secondary link
-
-

Attachment - Main Telephone Numbers and DID Ranges – All Greenwich Sites

Note – Vendor must provide DID and main number services through central public SIP trunks

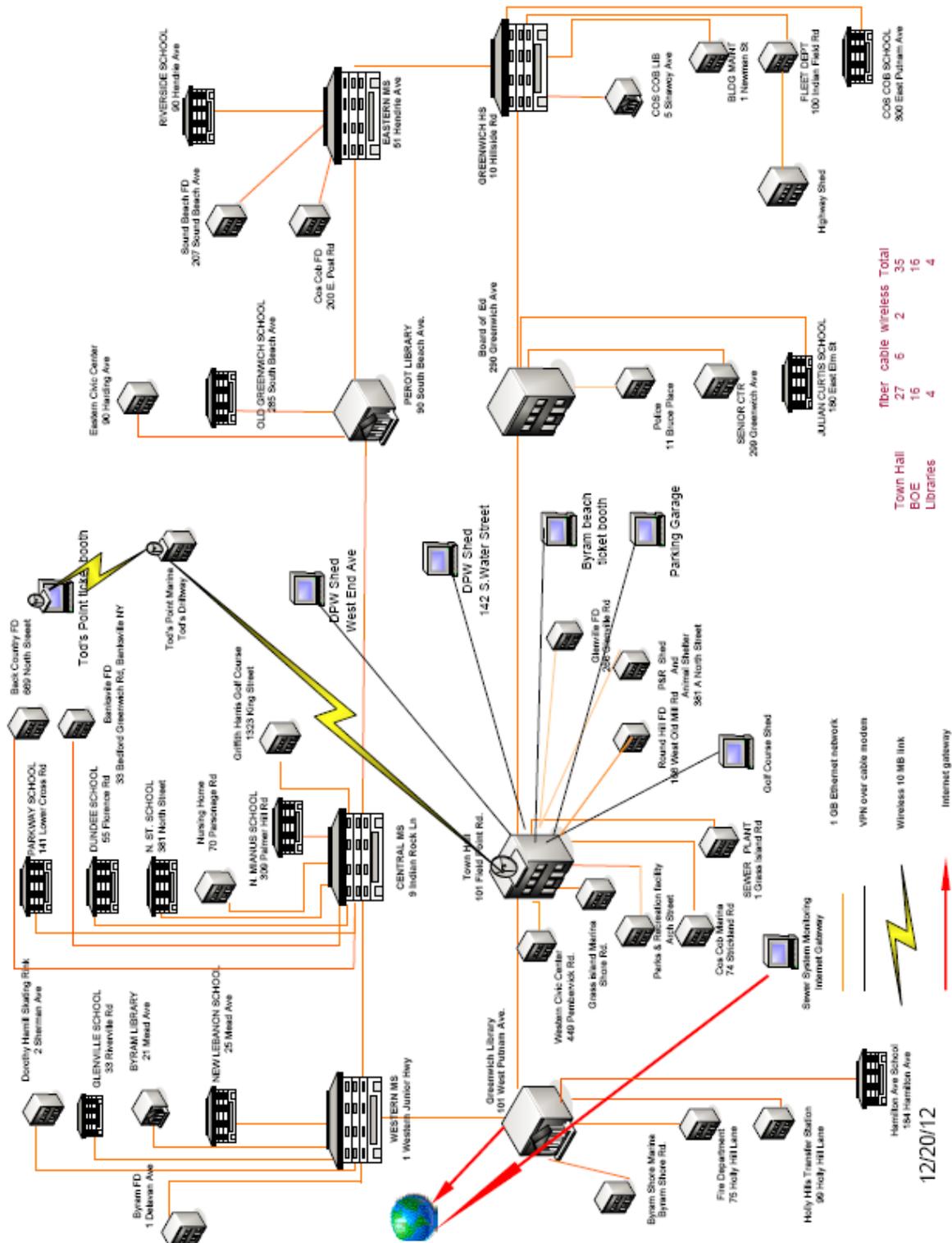
Location	From Range	To Range	Subtotal DIDs	Total DIDs	Total POTS, Other
Greenwich Town Hall	203-862-6700	203-862-6799	100	Direct Trunk Overflow DTO - 203- 422-0834	
	203-622-7700	203-622-7799	100	DTO 203- 661-4490	
	203-618-3000	203-618-3099	100		
	203-618-7600	203-618-7699	100		
	203-622-2200	203-622-2299	100		
	203-622-3700	203-622-3799	100		
	203-622-3800	203-622-3839	40		
	203-622-6440	203-622-6499	60		
	203-622-7810	203-622-7899	90		
	203-629-6900	203-629-6999	100		
	203-861-6100	203-861-6199	100		
	203-861-3100	203-861-3199	100		
	203-992-8900	203-992-8999	100		
	203-992-8300	203-992-8499	200		
	203-987-1000	203-987-1299	300	1,690	
Greenwich Police Dept	203-622-8000	203-622-8099	100	(first 8 for Dispatch)	
	203-622-3950	203-622-3999	50		
	203-622-3200	203-622-3299	100		
	203-622-3300	203-622-3399	100		
	203-622-3500	203-622-3599	100		
	203-622-3600	203-622-3699	100		
	203-618-8200	203-618-8299	100		
	203-618-8300	203-618-8399	100		
	203-618-8700	203-618-8799	100		
	203-618-8800	203-618-8899	100		
203-622-7800	203-622-7809	10	960		

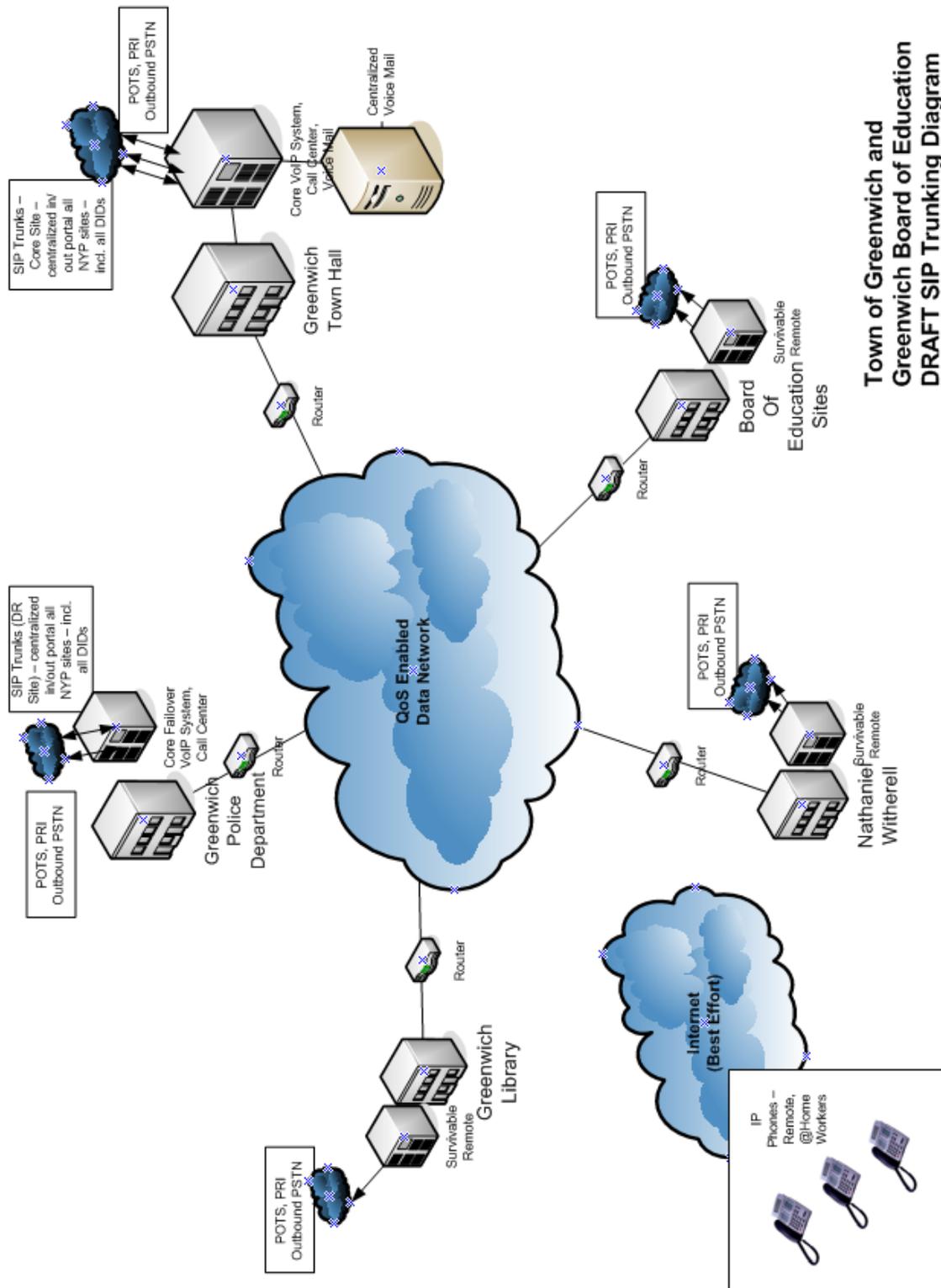
Location	From Range	To Range	Subtotal DIDs	Total DIDs	Total POTS, Other
				Verizon VARRS (automatic redirect)	
Nathaniel Witherell Nursing Facility	203-618-4200	203-618-4299	100		
	203-618-4300	203-618-4399	100	Direct Trunk Overflow DTO - 203- 869-4131	
	203-413-6800	203-413-6899	100		
	203-992-8550	203-992-8599	50		
	203-992-8600	203-992-8699	100		
	203-992-8700	203-992-8799	100	550	
Greenwich Library	203-622-7900	203-622-7999	100	DTO - 203- 622-1911	
	203-625-6500	203-625-6599	100		
	203-413-7400	203-413-7499	100	300	
Fleet	203-863-5160	203-863-5175	16	DTO - 203- 869-1488	
				16	
POTS	- 200 Numbers various sites -				200
Totals Town of Greenwich				3,516	200

Location	From Range	To Range	Subtotal DIDs	Total DIDs	Total POTS, Other
Board of Education					
Greenwich High School	203-625-8000	203-625-8099	100		
	203-413-8400	203-413-8699	300		
	203-863-8800	203-863-8899	100	500	
Admin Building	203-625-7400	203-625-7499	100		
	203-413-8100	203-413-8199	100		
	203-625-7400	203-625-7499	100		
	203-413-8100	203-413-8199	100	400	
POTS	- 195 Numbers various sites -				195
Totals Greenwich Board of Education				900	195
<i>Total - Town of Greenwich and Greenwich Board of Education</i>				4,416	395

Greenwich – Logical Network Overview

Greenwich – SIP Trunking Logical Diagram





Town of Greenwich and
 Greenwich Board of Education
 DRAFT SIP Trunking Diagram
 Prepared by Leaden Associates, Inc.
 June 1, 2015

**9. VENDOR REPLY FORMS
FOR COMPLETION**

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.**
- H. PROVIDER FACT SHEET**

CHECKLIST OF ENCLOSED ITEMS

1. Capability
 - a) Confirmation of compliance with terms and conditions: _____
 - b) Description in this section of the SIP Trunking and overflow PRI services _____
 - c) Pricing Proposal (see pricing form) _____
 - d) References with contacts enclosed _____
 - e) Transition (if applicable) _____
 - f) Interval To Implement _____
2. Service Related
 - a) Sample of Vendor-Provided Network Management System (NMS) _____
 - b) Security Concerns Addressed _____
 - c) Network Outage Response Times _____
 - d) SLAs and Associated Penalties _____
 - e) Comply/Not Comply/Comply w/Explanation of Terms and Conditions _____
 - f) Sample Carrier Agreement _____
 - g) Escalation List _____
 - h) Section 7.1 Completed _____
 - i) Provider Fact Sheet enclosed _____

**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

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: _____

**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.

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:

REQUEST FOR PROPOSAL #7152 DEADLINE: 10/14/15 AT 3:00 P.M.

Town of Greenwich, CT and the Greenwich Board of Education

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**

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

Vendor Information & Signatory Form (continued)

REQUEST FOR PROPOSAL #7152 DEADLINE: 10/14/15 AT 3:00 P.M.

Town of Greenwich, CT and the Greenwich Board of Education

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:

Vendor Information & Signatory Form (continued)

REQUEST FOR PROPOSAL #7152 DEADLINE: 10/14/15 AT 3:00 P.M.

Town of Greenwich, CT and the Greenwich Board of Education

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 _____

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

EXHIBITS

EXHIBIT DEFINITIONS

- A. EXHIBIT A - Insurance Requirements Sheet – details insurance requirements relative to this SIP Trunking project**
- B. EXHIBIT 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. EXHIBIT C - Service Agreement Contract Format– contract to be signed with the Town of Greenwich upon award of bid of the selected vendor by the Town of Greenwich**
- D. EXHIBIT D - Vendor SIP Trunking Pricing Form – Excel Spreadsheet Attachment**

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 \$2,000,000. 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.**

- 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.

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

SERVICE AGREEMENT

THIS SERVICE AGREEMENT, executed this _____ day of _____ in the year Two Thousand Fifteen, (herein referred to as the "Agreement") by and between the Town of Greenwich, Connecticut, (hereinafter referred to as "Town"), acting through _____ hereunto duly authorized, and _____, (hereinafter referred to as "Contractor") acting through _____ (insert name of individual) duly authorized.

WITNESSETH, that in consideration of the mutual covenants and agreements herein contained, and for other good and valuable consideration, the parties agree as follows:

1. DEFINITIONS:

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

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

"Contracting Officer or Agency" shall mean that official of the Town which awards the contract, executes the Agreement and any Purchase Order(s) pursuant to this Agreement, and is the Town's authorized representative.

"Work" shall mean the provision of equipment and labor to complete Purchase Order.

The Contractor's Bid (attached hereto as Exhibit B) as accepted by the Town, the Contract Conditions and Specifications and all addenda and amendments to any of the foregoing, collectively constitute the Agreement Documents, and are sometimes herein referred to as the "Agreement".

2. DESCRIPTION OF WORK:

See description of work as noted below. Any additional work is to be performed pursuant to Purchase Order(s) issued referencing the appropriate Service Agreement number.

3. PAYMENT AND PERIOD:

Base Contract period is:	through	.
First option year is:	through	.
Second option year is:	through	.
Third option year is:	through	.
Fourth option year is:	through	.

The Contractor shall invoice the Town on a services rendered basis.

Such payments will be made by the Town net 30 for all services actually rendered, and the acceptance by the Contractor of any such payment shall be a release to the Town of all claims and all liability to the Contractor in connection with the Agreement, 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 Agreement to be entered into or any insurance policies issued in connection with said contract. Payment shall be made on the basis of unit price and/or hourly rate as noted in the Contractor’s Bid (attached hereto as Exhibit B). The initial contract amount shall be the amount noted on the face sheet of this Agreement. Payment for additional work performed pursuant to Purchase Order(s) shall be in the amount stated on such Purchase Order(s).

4. PERFORMANCE MAINTENANCE AND PAYMENT BOND:

The Contractor shall, simultaneously with the signing of this Agreement, furnish the Town with 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 does not pertain to this contract.

5. INSURANCE:

The Contractor shall take out and maintain during the life of this Agreement the types and amounts of insurance as are set forth in the attached Exhibit A. At the time of the signing of this Agreement by the Contractor, the Contractor shall furnish the Town with a completed certificate of insurance on the Acord form that is referenced in the attached Exhibit A evidencing such coverage.

6. CONTRACTOR AN INDEPENDENT CONTRACTOR:

Contractor shall at all times be deemed to be an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of the Agreement. Nothing herein contained shall be construed as creating the relationship of employer and employee or principal and agent, between the Town, its agencies, employees, agents and Contractor, its employees and agents. Contractor assumes exclusively the responsibility for the acts of its employees and agents as they relate to the services to be provided during the course and scope of their employment. Contractor, its agents and employees shall not be entitled to any rights and privileges of Town employees and shall not be considered in any manner to be Town employees.

7. STANDARD OF OBLIGATION AND SERVICE:

Any conflict between this Agreement and any Invitation To Bid, Request For Proposal, bid or response to Request For Proposal shall be resolved in favor of this Agreement, with the exception that any provision of any Invitation To Bid, Request For Proposal, bid or response to Request For Proposal, that is attached as an Exhibit to this Agreement, which Exhibit provides for a higher standard of obligation or service by Contractor, shall control as to the standard of obligation and service required of the Contractor and shall thereby supplement this Agreement.

8. TERMINATION:

The Town may at any time and for any reason terminate this Agreement by written notice specifying the termination date, which shall be not less than thirty (30) days from the date such notice is given. Termination under this section shall not give rise to any claim against the Town for damages for compensation in addition to that provided hereunder.

9. 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 Agreement. 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.

10. GUARANTEE:

The Contractor guarantees that the work and services to be performed under the Agreement and all workmanship, materials and equipment 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, 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 materials, 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 Agreement during such one year period, and also shall repair, correct or replace all damage to the work resulting from such failure.

If the manufacturer's warrantee for equipment and materials installed is greater than the one year period for warrantee specified above, the warrantee will be passed through to the Town. Upon completion of the project by the Contractor and acceptance by the Town, all warrantees will be passed through to the Town and all paperwork turned over to the Town.

11. 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 Specifications or other Agreement 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.

12. 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.

13. 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 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.

14. 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 Agreement 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 Agreement, 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 Agreement, 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 Agreement 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 Agreement 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 Agreement if the Work had been properly performed and completed by the 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.

15. LIABILITY OF TOWN:

No person, firm or corporation, other than the Contractor, who signed this Agreement, 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.

16. 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.

17. PROVISIONS REQUIRED BY LAW DEEMED INSERTED:

Each and every provision of law and clause required by law to be inserted in the Agreement shall be deemed to be inserted herein, and the Agreement 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 Agreement shall forthwith be physically amended to make such insertion.

18. 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.

19. 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 Agreement 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 Agreement, or his claim thereto, unless by and with the like written consent of the Town. Any assignment or subletting in violation hereof shall be void and unenforceable.

20. 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 Agreement, 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.

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

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 mechanic, laborer or workman employed upon the work herein contracted to be done and the amount of payment or contribution paid or payable on behalf of each such employee 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 employees to any such employee welfare fund shall pay to each employee as part of his wages the amount of payment or contribution for his classification on each pay day.”

The provisions of this section 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 project is less than one hundred thousand dollars (\$100,000).

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.

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 website. The annual adjustments will be posted on the Department of Labor’s 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.

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.

Prevailing wage rates do not pertain to this telephone service.

22. PAYMENT OF SUBCONTRACTORS:

As required by Section 49-41a of the Connecticut General Statutes, within thirty (30) days after payment to the Contractor by the Town for work under this Agreement, the Contractor shall pay any amount due any subcontractor, whether for labor performed or materials furnished when such labor or materials have been included in a requisition submitted by such Contractor and paid by the Town.

The general contractor shall include in each of its subcontracts, a provision requiring each subcontractor to pay any amounts due any of its subcontractors, whether for labor performed or materials furnished, within thirty days after such subcontractor receives a payment from the general contractor which encompasses labor or materials furnished by such subcontractor.

23. 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.

24. 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.

25. 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.

26. 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.

27. EXAMINATION OF WORK:

The Contracting Officer shall be furnished by the Contractor with every reasonable 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 Agreement, even to the extent of requiring the uncovering or taking down portions of finished work by the Contractor.

28. PRICES FOR WORK:

The Town shall pay and the Contractor shall receive the prices stipulated in the pricing schedule of the Contractor's Bid (attached hereto as Exhibit B) 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 Agreement, for the base contract period.

The pricing schedule established in the bid for the first and second option years shall be implemented upon mutual agreement of both parties to extend the term of the Service Agreement for additional one year increments.

29. 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.

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

Dated at Greenwich, Connecticut,
this _____ day of _____ 2015.

Witnessed by:

THE TOWN OF GREENWICH

By _____ **L.S.**

Its _____

Witnessed by:

THE CONTRACTOR

By _____ **L.S.**

Its _____

STATUTORY SHORT FORMS OF ACKNOWLEDGMENT

FOR AN INDIVIDUAL ACTING IN HIS OWN RIGHT:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, by _____ (name of person acknowledged)

Notary Public
My Commission Expires:

FOR A CORPORATION:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____ 2015 by _____ name and title of officer/agent of _____ name of corporation a _____ State or place of incorporation corporation, on behalf of the corporation.

Notary Public
My Commission Expires:

FOR A PARTNERSHIP:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, by _____
acknowledging partner or agent
partner (or agent) on behalf of _____, a partnership.
name of partnership

Notary Public
My Commission Expires:

BY ANY PUBLIC OFFICER, TRUSTEE, OR PERSONAL REPRESENTATIVE:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, by _____
name and title of position

Notary Public
My Commission Expires:

Service Agreement
aaaService Agreement3
9-12-01

Vendor SIP Trunking Pricing Form – Excel Spreadsheet Attachment, part of this RFP

Town of Greenwich - RFP #7152
SIP Trunking Pricing Form

#	Description	Quantity	Unit Pricing	Total Cost	Comments
Phase I (Town of Greenwich ONLY)					
G.711 NON- COMPRESSED					
Circuit 1 Town Hall - G.711 *					
1	20Mb circuit minimum	1	\$ -	\$ -	
2	5.5Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
3	4.6Mb+ QoS (85K x 54)	1	\$ -	\$ -	
4	SIP Sessions (54)	54	\$ -	\$ -	
5	Dual Local loops	2	\$ -	\$ -	
6	Failover to 2nd circuit	1	\$ -	\$ -	
Circuit 2 Police Dept - G.711 *					
7	20Mb circuit minimum	1	\$ -	\$ -	
8	5.5Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
9	4.6Mb+ QoS (85K x 54)	1	\$ -	\$ -	
10	SIP Sessions (54)	54	\$ -	\$ -	
11	Dual Local loops	2	\$ -	\$ -	
12	Failover to 2nd circuit	1	\$ -	\$ -	
SUB-TOTAL MONTHLY SIP TRUNKS, QoS, SESSIONS - G.711				\$ -	
13	DID Numbers - 3,516	3,516	\$ -	\$ -	
SUB-TOTAL DIDs				\$ -	
LD and Local					
14	- Local calling - 73,524	73,524	\$ -	\$ -	
15	- Long Distance - Regional (NY/CT) - 10,079	10,079	\$ -	\$ -	
16	- Long Distance - Intrastate - 16,034	16,034	\$ -	\$ -	
17	- Long Distance - Interstate - 6,874	6,874	\$ -	\$ -	
18	- Long Distance - Intl 28	28	\$ -	\$ -	
19	- Mobility (outbound) - 7,991	7,991	\$ -	\$ -	
20	- Audioconferencing meet-me service to an 800 number - 824	824	\$ -	\$ -	
21	- 800 Service Inbound - 30	30	\$ -	\$ -	
SUB-TOTAL Long Distance/Local				\$ -	
22	Other Vendor-Required Costs - Not Listed above (specify in Comments)	Vendor Specific	\$ -	\$ -	
SUB-TOTAL PRIs				\$ -	
23	PRIs (4)	4	\$ -	\$ -	
24	POTS - 200	200	\$ -	\$ -	
25	800 Numbers	4	\$ -	\$ -	
26	Taxes	--	\$ -	\$ -	
GRAND TOTAL - MONTHLY				\$ -	
ONE-TIME INSTALLATION CHARGE/ PROFESSIONAL SERVICES				\$ -	
27	3rd Site Local Loop Option	1	\$ -	\$ -	
SUB-TOTAL 3rd Site (see Circuit 1 Phase I above)				\$ -	

Town of Greenwich - RFP #7152
SIP Trunking Pricing Form

#	Description	Quantity	Unit Pricing	Total Cost	Comments
G.729 COMPRESSED					
Circuit 1 Town Hall - G.729 *					
1	20Mb circuit minimum	1	\$ -	\$ -	
2	2.3Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
3	2.0Mb+ QoS (35K x 54)	1	\$ -	\$ -	
4	SIP Sessions (54)	54	\$ -	\$ -	
5	Dual Local loops	2	\$ -	\$ -	
6	Failover to 2nd circuit	1	\$ -	\$ -	
Circuit 2 Police Dept - G.729 *					
7	20Mb circuit minimum	1	\$ -	\$ -	
8	2.3Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
9	2.0Mb+ QoS (35K x 54)	1	\$ -	\$ -	
10	SIP Sessions (54)	54	\$ -	\$ -	
11	Dual Local loops	2	\$ -	\$ -	
12	Failover to 2nd circuit	1	\$ -	\$ -	
SUB-TOTAL MONTHLY SIP TRUNKS, QoS, SESSIONS - G.729				\$ -	
ONE-TIME INSTALLATION CHARGE/PROFESSIONAL SERVICES - G.729				\$ -	
Confirm Local Loops					
	Dual Local Loops	Y/N ->			
	Different local providers	Y/N ->			
	Different building entrances	Y/N ->			
	Different routes from the Central Office to the respective site	Y/N ->			
	Fiber optic used when possible	Y/N ->			
	Diverse Central Offices	Y/N ->			
HD	G.722 Option Available (Y/N)	Y/N ->			
	Cost Difference	1		\$ -	
800 Services					
	Routing On Demand Charges				
	. Maximum Calls Allowed	1	\$ -	\$ -	
	. Quick Call Allocator	1	\$ -	\$ -	
	Toll-Free Redirection Features				
	. Next Available Agent	1	\$ -	\$ -	
	. Redirected Attempt	1	\$ -	\$ -	
	Toll-Free Routing Features				
	. Call by Call Options	1	\$ -	\$ -	
				\$ -	
Audio Conferencing					
	Meet Me (see 4.6) - 800 number dial-in	1	\$ -		
	. Rate per Minute			\$ -	
	Operator Assisted (see 4.6) - 800 number dial-in	1	\$ -		
	. Rate per Minute			\$ -	

**Town of Greenwich - RFP #7152
SIP Trunking Pricing Form**

#	Description	Quantity	Unit Pricing	Total Cost	Comments
Capability (future)					
	Video	Y/N ->			
	IM/chat	Y/N ->			
	Audio conferencing	Y/N ->			
	Presence	Y/N ->			
	Softphones	Y/N ->			
	WebRTC (remote)	Y/N ->			
	UC clients (voice, video conferencing, audio conferencing, presence, IM/chat, document sharing)	Y/N ->			
	Remote workers with hardphones	Y/N ->			
	* Includes				
	• Failover costs				
	• Any management costs				
	• Non Published Service				
	• Call Redirect per PRI				
	• Access Features & Charges				
	• Taxes and Surcharges				
	• Port Charge				
	• Carrier Access charge				
	• Invoice Media Paper charge				
	• Directory Information pricing per call				
	• Any management costs				
	• Dial tone Access				
	• Any QoS costs				
	Caller ID				
	• Federal USF Admin Fee				

Town of Greenwich - RFP #7152
SIP Trunking Pricing Form

#	Description	Quantity	Unit Pricing	Total Cost	Comments
Phase II (Town of Greenwich and Greenwich Board of Education)					
G.711 NON- COMPRESSED					
Circuit 1 Town Hall - G.711 *					
1	20Mb circuit minimum	1	\$ -	\$ -	
2	10.0+Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
3	8.4+Mb+ QoS (85K x 98)	1	\$ -	\$ -	
4	SIP Sessions (98)	98	\$ -	\$ -	
5	Dual Local loops	2	\$ -	\$ -	
6	Failover to 2nd circuit	1	\$ -	\$ -	
Circuit 2 Police Dept - G.711 *					
7	20Mb circuit minimum	1	\$ -	\$ -	
8	10.0+Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
9	8.4+Mb+ QoS (85K x 98)	1	\$ -	\$ -	
10	SIP Sessions (98)	98	\$ -	\$ -	
11	Dual Local loops	2	\$ -	\$ -	
12	Failover to 2nd circuit	1	\$ -	\$ -	
	SUB-TOTAL MONTHLY SIP TRUNKS, QoS, SESSIONS - G.711			\$ -	
13	DID Numbers - 4,416	4,416	\$ -		
	SUB-TOTAL DIDs			\$ -	
LD and Local					
14	- Local calling - 110,833	110,833	\$ -	\$ -	
15	- Long Distance - Regional (NY/CT) - 24,277	24,277	\$ -	\$ -	
16	- Long Distance - Intrastate - 28,439	28,439	\$ -	\$ -	
17	- Long Distance - Interstate - 13,840	13,840	\$ -	\$ -	
18	- Long Distance - Intl - 39	30	\$ -	\$ -	
19	- Mobility (outbound) - 13,309	13,309	\$ -	\$ -	
20	- Audioconferencing meet-me service to an 800 number - 1,030	1,030	\$ -	\$ -	
21	- 800 Service Inbound - 30	30	\$ -	\$ -	
	SUB-TOTAL Long Distance/Local			\$ -	
22	Other Vendor-Required Costs - Not Listed above (specify in Comments)	Vendor Specific	\$ -		
				\$ -	
23	PRIs (7)	7	\$ -		
	SUB-TOTAL PRIs			\$ -	
24	POTS - 200	200	\$ -	\$ -	
	POTS - 195	195	\$ -	\$ -	
				\$ -	
25	800 Numbers	4	\$ -		
				\$ -	
26	Taxes	1	\$ -		
				\$ -	
GRAND TOTAL - MONTHLY				\$ -	
ONE-TIME INSTALLATION CHARGE/ PROFESSIONAL SERVICES				\$ -	
27	3rd Site Local Loop Option	1	\$ -		
	SUB-TOTAL 3rd Site (see Circuit 1 Phase II above)			\$ -	

**Town of Greenwich - RFP #7152
SIP Trunking Pricing Form**

#	Description	Quantity	Unit Pricing	Total Cost	Comments
G.729 COMPRESSED					
Circuit 1 Town Hall - G.729 *					
1	20Mb circuit minimum	1	\$ -	\$ -	
2	4.20+Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
3	3.5Mb+ QoS (35K x 98)	1	\$ -	\$ -	
4	SIP Sessions (98)	98	\$ -	\$ -	
5	Dual Local loops	2	\$ -	\$ -	
6	Failover to 2nd circuit	1	\$ -	\$ -	
Circuit 2 Police Dept - G.729 *					
7	20Mb circuit minimum	1	\$ -	\$ -	
8	4.20+Mb+ circuit bandwidth available (if throttled)	1	\$ -	\$ -	
9	3.5Mb+ QoS (35K x 98)	1	\$ -	\$ -	
10	SIP Sessions (98)	98	\$ -	\$ -	
11	Dual Local loops	2	\$ -	\$ -	
12	Failover to 2nd circuit	1	\$ -	\$ -	
SUB-TOTAL MONTHLY SIP TRUNKS, QoS, SESSIONS - G.729				\$ -	
ONE-TIME INSTALLATION CHARGE/PROFESSIONAL SERVICES - G.729				\$ -	

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 _____

Company Name _____