



# Town of Fairfield

Sullivan Independence Hall  
725 Old Post Road

Fairfield, Connecticut 06824  
Purchasing Department

(203) 256-3060  
FAX (203) 256-3080

## RFP #2017-07

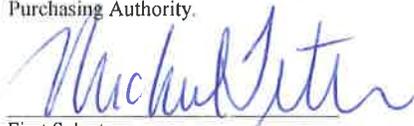
### Voice over Internet Protocol (VoIP) Telephone System

TOWN OF FAIRFIELD  
PURCHASING AUTHORITY  
725 OLD POST ROAD  
INDEPENDENCE HALL  
FAIRFIELD, CT 06824.

Date Submitted \_\_\_\_\_ 2016.

SEALED BIDS are subject to the standard instructions set forth on the attached sheets. Any modifications must be specifically accepted by the Town of Fairfield, Purchasing Authority.

Proposer:

  
\_\_\_\_\_  
First Selectman

\_\_\_\_\_  
Doing Business As (Trade Name)

  
\_\_\_\_\_  
Director of Purchasing

\_\_\_\_\_  
Address

10/27/2016  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Town, State, Zip

\_\_\_\_\_  
(Mr/Ms) Name and Title, Printed

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Telephone Fax

\_\_\_\_\_  
E-mail

Sealed bids will be received by the Purchasing Authority at the office of the Director of Purchasing, First Floor, Independence Hall, 725 Old Post Road, Fairfield, Connecticut 06824, up to:

**2:00PM, Tuesday, 6<sup>th</sup> December, 2016**

The Town of Fairfield (Town) is soliciting written proposals from qualified firms to furnish and install a fully comprehensive Voice over Internet Protocol (VoIP) telephone system, to serve its facilities and Board of Education (BOE).

#### NOTES:

1. Bidders are to complete all requested data in the upper right corner of this page and must return this page and the Proposal page with their bid.
2. No bid shall be accepted from, or contracts awarded to, any person/company who is in arrears to the Town of Fairfield upon debt, or contract or who has been within the prior five (5) years, a defaulter as surety or otherwise upon obligations to the Town of Fairfield.
3. Bid proposals are to be submitted in a sealed envelope and clearly marked "RFP #2017-07" on the outside of the envelope, including all outer packaging, such as, DHL, FedEx, UPS, etc.
4. Bid proposals are not to be submitted with plastic binders or covers, nor may the bid proposal contain any plastic inserts or pages.

## INVITATION TO BID

The Town of Fairfield (Town) is seeking competitive proposals from qualified firms to furnish and install a complete Voice over Internet Protocol (VoIP) telephone system to serve its facilities and Board of Education (BOE), as specified in the attached contract documents prepared by Stonehouse Technology Consultants (STC), 64 Mountain Road, Goffstown, NH.

Documents may be downloaded at no cost from <http://www.fairfieldct.org/purchasing> under Bid Invitations.

### PRE-BID CONFERENCE / TOUR SCHEDULE

The pre-bid conference and tour schedule shall be conducted over a three-day period, as follows:

1. **Day One – BOE facilities:** 9:00AM, Tuesday, 8<sup>th</sup> November, 2016.  
A pre-bid conference will be held at Sullivan Independence Hall, Purchasing Department, 725 Old Post Road, Fairfield CT, 06824 to commence promptly at 9:00AM. Upon completion of the conference, all prospective bidders shall be required to tour selected school facilities in order to observe existing conditions.

Depending on RSVP response to attendance at the pre-bid conference, transportation may be provided for all bidders to tour each school in an expeditious manner.

2. **Day Two – Town Facilities:** 9:00AM, Wednesday, 9<sup>th</sup> November, 2016.  
All prospective bidders shall be required to tour additional selected town facilities. The tour shall commence at the same location above and is anticipated to conclude approximately at 4:00PM.
3. **Day Three – Town Facilities:** 9:00AM, Thursday, 10<sup>th</sup> November, 2016.  
All prospective bidders shall be required to tour remaining town facilities. The tour shall commence at the same location above and is anticipated to conclude approximately at 4:00PM.

**RSVP:** Proposers planning to attend the pre-bid conference and to participate in the multi-day site walkthrough process should RSVP via e-mail no later than 12:00PM on 2<sup>nd</sup> November, 2016 to:

Mr. Gerald J. Foley, Director of Purchasing  
E-mail: [GFoley@fairfieldct.org](mailto:GFoley@fairfieldct.org)

**NOTE:** Representatives from each company (“bidder”) must be capped not to exceed three (3) people in attendance. Necessary responses will be issued to all responders of record as addenda, which will become part of the contract documents. Only written questions and written answers regarding this RFP shall be binding. Requests for alternate tour dates / facility access will not be permitted.

### REQUESTS FOR INFORMATION (RFI) / ADDENDA

Direct requests in writing to: Town of Fairfield, Purchasing Department | 725 Old Post Road, Fairfield, CT 06824  
Attention: Phillip Ryan, Buyer | E-mail: [PRyan@fairfieldct.org](mailto:PRyan@fairfieldct.org)

**NOTE:** Written requests for information will not be accepted after **12:00PM on Tuesday, 22<sup>nd</sup> November, 2016.**

Response will be in the form of an addendum that will be posted approximately **Tuesday, 29<sup>th</sup>, November, 2016** (close of business) to the Purchasing Department website: [www.fairfieldct.org/purchasing](http://www.fairfieldct.org/purchasing)

It is the responsibility of each bidder to retrieve addenda from the website. Any contact about this bid between a Bidder and any other Town official and/or department manager and/or Town of Fairfield employee, other than as set forth above, may be grounds for disqualification of that Bidder. No questions or clarifications shall be answered by phone, in person or in any other manner than specified above. Addenda will not be mailed, e-mailed or faxed out.

### NON-APPROPRIATION

It is necessary that fiscal non-appropriation clause provisions be included in all contracts in which the terms are for periods longer than one (1) year. Therefore, non-appropriation provisions are an integral part of the contract and must be agreed to by all proposers. In the case that funding is not appropriated by relevant Town Boards, the Contract may be terminated or the purchase of goods may be discontinued, including services or systems covered, at the end of the current fiscal year, and upon 30 days prior written notice to the Contractor.

### **BID BOND / BID SECURITY**

A five (5) percent bid bond, or equal approved security, as stated per the Terms and Conditions must be submitted with the proposal. Any bid submitted without such security will be excluded from the bidding process. No exceptions.

### **SUBMITTALS**

The Town of Fairfield is dedicated to waste reduction and the practice of using and promoting the use of recycled and environmentally preferable products. Bidders are encouraged to submit bids that are printed double-sided (except for the signed proposal page) on recycled paper, and to use paper dividers to organize bids for review. All bid pages should be secured with a binder clip, staple or elastic band, and may not be submitted in plastic binders or covers, nor may the bid contain any plastic inserts or pages.

1. Submit three (3) hard copies and one (2) 'read only' electronic copy on CD or USB Drive. Please mark one (1) hard copy as original. Note proposals are NOT to contain plastic binders, covers, inserts or pages.
2. All services shall be required to be successfully implemented and contract finalized as indicated in the attached specification.
3. Financial Statements (separate and sealed envelope).
4. Addenda.
5. Bid Bond or equal approved security.

### **COMMISSION ON HUMAN RIGHTS & OPPORTUNITIES (CHRO)**

The contractor who is selected to perform this State project must comply with CONN. GEN. STAT. §§ 4a-60, 4a-60a, 4a-60g, and 46a-68b through 46a-68f, inclusive, as amended by June 2015 Special Session Public Act 15-5. An Affirmative Action Plan must be filed with and approved by the Commission on Human Rights and Opportunities prior to the commencement of construction.

State law requires a minimum of twenty-five percent (25%) of the state-funded portion of the contract for award to subcontractors holding current certification from the Connecticut Department of Administrative Services ("DAS") under the provisions of CONN. GEN. STAT. § 4a-60g, as amended. (Twenty-five percent (25%) of the work with DAS certified Small and Minority owned businesses and twenty-five percent (25%) of that work with DAS certified Minority, Women and/or Disabled owned businesses.) The contractor must demonstrate good faith effort to meet the twenty-five percent (25%) set-aside goals.

For municipal public works contracts and quasi-public agency projects, the contractor must file a written or electronic non-discrimination certification with the Commission on Human Rights and Opportunities. Forms can be found at [http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806)

## TERMS & CONDITIONS

### Proposal Guarantee

No proposal may be withdrawn without prior written consent of the Town during the period between opening of the Proposals and the signing of the Contract.

### Bid Bond

The Bid Bond furnished, as bid security, must be duly executed by the bidder as principal. It must be in the amount equal to five percent (5%) of the total estimated bid, as guarantee that, in case the contract is awarded to the bidder, the bidder will, within ten days thereafter, execute such contract and furnish a Performance Bond and Payment Bond.

Small businesses may elect to obtain an irrevocable letter of credit or cashier's check in lieu of the Bid Bond. Such surety must also be in an amount equal to at least five percent (5%) of the total estimated bid.

NOTE: Failure to provide a Bid Bond or equivalent security is not cause for a waiver defect. Any bid not accompanied by such security will be excluded from consideration.

### Assignment of Contract

The Contract may not be assigned, sublet or transferred without the prior written consent of the Town.

### Time of Completion

Installation, conversion of data, training and other required tasks to finalize full implementation must be completed as indicated in the RFP document.

### Proposal Deadline

Proposals not sealed and/or received later than the due time and date will not be considered, no exceptions.

### Bid Proposals

Bid proposals are to be submitted in a sealed envelope and clearly marked "**RFP #2017-07**" on the outside of the envelope or package, including all outer packaging, such as, DHL, FedEx, UPS, etc. All prices and notations must be printed in ink or typewritten. No erasures are permitted. Bid proposals are to be in the office of the Purchasing Authority, First Floor, Independence Hall, 725 Old Post Road, Fairfield, Connecticut, prior to date and time specified, at which time they will be publicly opened.

### Right to Accept / Reject

AFTER REVIEW OF ALL FACTORS, TERMS AND CONDITIONS, INCLUDING PRICE, THE PURCHASING AUTHORITY OF THE TOWN OF FAIRFIELD RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS, OR ANY PART THEREOF, OR WAIVE DEFECTS IN SAME, OR ACCEPT ANY PROPOSAL DEEMED TO BE IN THE BEST INTEREST OF THE TOWN OF FAIRFIELD.

### Questions

Questions concerning conditions and specifications should be directed in writing to:

Phillip Ryan, Buyer: [PRyan@fairfieldct.org](mailto:PRyan@fairfieldct.org)

Inquires must reference date of RFP opening, requisition or contract number, including the responding firm's name and address, and must be received no later than the time and date as stated in the bid document. Failure to comply with these conditions will result in the candidate waiving the right to dispute the RFP specifications and conditions.

### Prices

Prices quoted must be held firm for acceptance by the Town of Fairfield for such period as indicated in the bid documents. Prices shall include all applicable duties. Bidders shall be required to deliver awarded items at prices quoted in their original bid.

### F.O.B. Destination

Prices quoted shall be net-delivered to Destination. Bids quoting other than F.O.B. destination may be rejected.

## **TERMS & CONDITIONS**

### Permits

If deemed necessary, the Contractor will be responsible for securing all necessary permits, State and local, and as required by the Town of Fairfield. The Town will waive its application and permit fees for Town of Fairfield projects.

### Payment Procedures

No voucher, claim or charge against the Town shall be paid without the approval of the Fiscal Officer for correctness and legality. Appropriate checks shall be drawn by the Fiscal Officer for approved claims or charges and they shall be valid without countersignature unless the Board of Selectmen otherwise prescribed.

### Payment Period

The Town of Fairfield shall put forth its best effort to make payment within thirty days (30) after delivery of the item acceptance of the work, or receipt of a properly completed invoice, whichever is later. Payment period shall be net thirty days (30) unless otherwise specified.

### The Contractor

The Contractor for the work described shall be thoroughly familiar with the requirements of all specifications. The submission of a proposal shall be construed as evidence that the Contractor has examined the actual job conditions, requirements, and specifications. Any claim for labor, equipment or materials required, or difficulties encountered, which could have been foreseen had such an examination been carefully made, will not be recognized.

### Assignment of Contract

No contract may be assigned or transferred without the prior written consent of the Purchasing Authority.

### Award of Bids

Contracts and purchases will be made or entered into with the lowest responsible bidder meeting specifications, except as otherwise specified in the invitation (i.e. Selection Criteria, Selection Process). If more than one item is specified in the invitation, the Town of Fairfield reserves the right to determine the low bidder on an individual basis or on the basis of all items included in the Invitation for Bids, unless otherwise expressed by the Town.

### Guarantee

Equipment, materials and/or work executed shall be guaranteed for a minimum period of one (1) year against defective material and workmanship. The cost of all labor, materials, shipping charges and other expenses in conjunction with the replacement of defective equipment, and/or unsatisfactory work, shall be borne by the Contractor.

### Catalogue Reference

Unless expressly stated otherwise, any and all reference to commercial types, sales, trade names and catalogues are intended to be descriptive only and not restrictive; the intent is to indicate the kind and quality of the articles that will be acceptable. Bids on other equivalent makes, or with reference to other catalogue items will be considered. The bidder is to clearly state exactly what will be furnished. Where possible and feasible, submit an illustration, descriptive material, and/or product sample.

### OSHA

The bidder will certify all equipment complies with all regulations and conditions stipulated under the Williams-Steiger Occupational Safety and Health Act of 1971, as amended. The successful bidder will further certify that all items furnished under this project will conform and comply with Federal and State of Connecticut OSHA standards. The successful bidder will agree to indemnify and hold harmless the Town of Fairfield for any and all damages that may be assessed against the Town.

### Life Cycle Costing

Where applicable, Life Cycle Costing will be used as a criterion for awarding bids. This is a method of calculating total cost of ownership of an item, which may include operation and maintenance expenses, transportation, salvage value, and/or disposal costs.

## **TERMS & CONDITIONS**

### Insurance Coverage

The successful bidder will be required to furnish a Certificate of Insurance naming the Town of Fairfield, its employees, officers and agents, the Board of Education, its employees, officers and agents, as the additional insured, and be provided by companies licensed in the State of Connecticut. Refer to attached Section XV for complete requirements.

### Performance Bond

As a condition to entry into this contract, the successful vendor shall provide to the SFA a performance bond equaling ten percent (10%) of the annual sales of the program. This performance bond will guarantee the vendor's faithful performance. For the successful FSMC, the performance bond is required annually, in each year of the contract, to be submitted to the SFA Business Office no later than April 1, each year. A copy of the performance bond must be submitted to the CSDE.

### Indemnification

In addition to providing insurance, the successful bidder shall indemnify and hold the Town, its employees, officers and agents harmless from all claims and demands of any nature for any loss, damage or injury which any person may suffer by reason of or in any way arising out of work required by this Bid and any resulting contract or purchase order issued pursuant to it.

### Federal, State and Local Laws

All applicable Federal, State and local laws, rules and regulations of all authorities having jurisdiction over the locality of the project shall apply to the contract and are deemed to be included herein.

### Conflict of Interest

No officer or employee or member of any elective or appointive board, commission or committee of the Town, whether temporary or permanent, shall have or acquire any financial interest gained from a successful bid, direct or indirect, aggregating more than one hundred dollars (\$100.00), in any project, matter, contract or business within his/her jurisdiction or the jurisdiction of the board, commission, or committee of which he/she is a member. Nor shall the officer/ employee/ member have any financial interest, direct or indirect, aggregating more than one hundred dollars (\$100.00) in any contract or proposed contract for materials or services to be furnished or used in connection with any project, matter or thing which comes under his/her jurisdiction or the jurisdiction of the board, commission, committee of which he/she is a member.

### Scope of Work / Site Inspections

The Bidder declares that the scope of the work and/or specifications has been thoroughly reviewed and any questions resolved. (See above for name and number of individual to contact for questions). If applicable, the Bidder further declares that the site has been inspected as called for in the specification (q.v.).

### Exception to Specifications

No protest regarding the validity or appropriateness of the specifications or of the Invitation for Bids will be considered, unless the protest is filed in writing with the Purchasing Authority, prior to the closing date for the bids. All bid proposals rendered shall be considered meeting the attached specifications unless exceptions are noted on a separate page dated and signed by the bidder.

### Unless Otherwise Noted

It will be assumed that all terms and conditions and specifications will be complied with and will be considered as part of the Bid Proposal.

### Tax Exempt

Federal Tax Exemption 06-75-0063-K

Exempt from State Sales Tax under State General Statutes Chapter 219-Section 12-412 Subsection A.

No exemption certificates are required and none will be issued.

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**ATTACHMENTS**

- Attachment 1 - Town Insurance Requirements
- Attachment 2 - Fiber Optic Network Diagram
- Attachment 3 - Town LAN Diagrams
- Attachment 4 - Non-Disclosure Form

# 1 GENERAL INFORMATION

## 1.1 Introduction

The Town of Fairfield, CT is a municipality of approximately 60,000 residents located on Long Island Sound in New Haven County. The Town (which, for purposes of this RFP refers to all Town departments and Board of Education facilities) is soliciting written proposals for a Voice over Internet Protocol (VoIP) telephone system to serve its facilities throughout the Town. The current system has been in service for approximately 20 years. Many components are manufacture-discontinued and are no longer supported by their respective manufacturers.

The system requirements are described in detail in Section 2 of the Request for Proposals (RFP). The Town invites proposals for the VoIP system platform from firms that have experience in furnishing, installing and maintaining VoIP telephone systems in organizations of similar size and complexity in the region, and that have the staff capacity, training, certifications and expertise to do so for the Town.

Vendors may propose different technical, financial and deployment strategies to meet the RFP specifications. Technical strategies may include:

- An enterprise approach with system servers located at key Town facilities (probably three), and survivable appliances at other facilities; all connected by the Town WAN, creating a single system, or
- Individual systems located at each facility that are networked together over the Town WAN so they perform as a single system, or
- A hosted/cloud-based approach with servers and other back-room equipment located off-site at the vendor's facility, with multiple high bandwidth links from the vendor to Town facilities.

Financial models may include:

- A purchase model whereby the Town buys and owns all the system components, servers, handsets and other necessary equipment, and which are housed at Town facilities. The Town pays for the purchase, design/configuration and installation of the equipment, and enters into ongoing service agreements for maintenance, support and software upgrades, or
- A hosted/cloud-based model whereby the servers and back-room equipment, housed at the vendor's facility, are the property of the vendor. In this model, the Town may either buy the telephone handsets, or they may be leased along with the telephone service. All costs for equipment, professional services, and ongoing maintenance and support are incorporated into monthly service charges.

## 1.2 Project Schedule

The anticipated project schedule is as follows:

Activity	Date
Release RFP	27 October, 2016
Pre-Proposal Conference Site Surveys	8, 9 & 10 November, 2016
Last Date for Questions	22 November, 2016
Proposal Due Date	6 December, 2016

## 1.3 Proposal Inquiries

All technical inquiries related to this RFP process must be directed in writing to: [PRyan@fairfieldct.org](mailto:PRyan@fairfieldct.org)

Information obtained from any other source is not official and should not be relied upon. Inquiries and responses will be recorded and will be distributed to all contractors.

#### **1.4 Pre-Proposal Conference**

A pre-proposal conference and walk-through to discuss the content of this RFP and answer any Proposer's questions will be held on 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> November, 2016. Due to the likelihood that there will be extensive cabling and network enhancements required in order to support the proposed system, the Town anticipates that the walk through will include each of the approximately 40 sites included in the project. The Town expects that Proposers will be able to identify and quantify these cabling and network enhancements, and propose on them if they so choose.

The pre-proposal conference will start at 9:00AM on 8<sup>th</sup> November, 2016 in the conference room at Sullivan Independence Hall, 725 Old Post Road, Fairfield, CT. Each interested Proposer is requested to inform the Town of its intent to attend the pre-proposal conference no later than 12:00PM, 2<sup>nd</sup> November, 2016, and limit the number of attendees to three persons.

RSVP pre-bid conference attendance to Mr. Gerald J. Foley, Director of Purchasing: [GFoley@fairfieldct.org](mailto:GFoley@fairfieldct.org)

It is strongly recommended that proposers attend this conference. No alternative dates will be accommodated.

Qualified Proposers will be provided access to documentation describing the Town's network environment prior to the walk through, after executing the attached non-disclosure form.

#### **1.5 Submission of Proposals:**

Submit three (3) hard copies – one (1) marked 'original' - and two (2) copies in PDF format on thumb drive of your Proposal in a sealed package plainly marked "**RFP 2017-07 VoIP Telephone System**" with the name and address of the Proposer on the outside of the package.

Proposals received later than the date and time specified on the cover page will not be considered.

#### **1.6 Proposal Response Format**

Prepare your responses to this RFP using the following format.

##### **1.6.1 Section 1 - Letter of Transmittal**

Include a brief statement demonstrating your understanding of the work to be performed.

##### **1.6.2 Section 2 - Vendor Description & Qualifications**

Provide a description of the qualifications and experience of your firm. Include responses to the specific required items listed in Section 1 of this RFP. Provide in this section the required reference information as listed in Section 1.14 and the required Manufacturer's Guarantees as described in Section 1.16.

##### **1.6.3 Section 3 - System Description**

Provide a complete and detailed technical and functional description of the equipment and services proposed. Include in this section your responses to all required items listed in Section 2 of the RFP. Include a system diagram and detailed diagrams and rack elevations of the equipment to be deployed at each site and how it is interconnected to the Town WAN, LANs, host (if applicable) and carrier services.

#### **1.6.4 Section 4 - Project Plan**

Provide a sample project work plan and schedule, detailing all tasks that are performed in typical installations of this size and complexity. Provide responses to all items in Section 4 of the RFP. Provide a typical schedule itemizing each task, and identify the length of time necessary for a successful installation. Provide a cutover plan that identifies and quantifies any anticipated service disruptions that may occur during the cutover. Identify any Town resources that you will require to perform tasks (staff support, office space, space to store tools and equipment, access to buildings, etc.). Proposers shall not rely on Town staff for support in excess of normal project participation. Town staff participation is expected to include participation in discussions to develop the final system configuration; providing access to facilities, equipment spaces, wiring closets; providing documentation; attendance at project meetings; and coordination among Town practices/departments. Proposers shall clearly identify any Town resources it requires.

#### **1.6.5 Section 5 - Warranty, Maintenance and Post-Installation Support**

Provide complete responses to all the stated requirements for a full warranty and subsequent maintenance and post-installation support for a 7 year period.

#### **1.6.6 Section 6 - Pricing**

Explain in detail the pricing model for the proposed system.

Complete the Pricing Sheets as described in Section 6 of this RFP. Separate pricing sheets have been provided for hosted and premise-based systems. The Summary Pricing Sheet must be signed by an authorized representative of the Proposer's firm. Describe all costs that the Town will incur on an annual basis, including capital, operating, maintenance, upgrades and any escalators for price increases for 7 years.

Complete one detailed spreadsheet identifying all materials, components and labor costs per site. Provide unit pricing and summary pricing, including all applicable discounts.

#### **1.7 Proposal Evaluation and Award**

The contract will be awarded to the responsive and responsible Proposer offering the best value for the supplies/services specified in the RFP, as determined solely by the Town.

Proposals will be evaluated based upon the following criteria

- Total projected life cycle costs
- Qualifications of the Contractor and Manufacturer and quality of references
- Ability of the Contractor to meet the Town's requirements for system capabilities, features and functionality, reliability and capacity as defined in the RFP
- Relevant experience of the Contractor
- Ease of use and administration
- Qualifications and experience of the proposed Project Manager and Project Team
- Warranty, maintenance and post-cutover support
- Installation and cutover plan and schedule
- Responsiveness of proposal

#### **1.8 Proposal Costs**

Proposers are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Town, if any. If the Town elects to reject all proposals, the Town will not be liable to any Proposer for any claims, whether for costs or damages incurred by the Proposer in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever. Proposers are solely responsible for their own expenses attributable to any activity or materials related to such meetings.

## **1.9 Reservation of Rights**

The Town reserves the right to:

- Reject any and all proposals received in response to this RFP.
- Waive or modify minor irregularities in proposals received.
- Utilize any and all ideas and suggestions submitted in the proposals received.
- Change the quantities of equipment or service to be furnished in order to reflect any system requirements which may become known after issuing the RFP. The unit prices furnished with the proposal will be used to modify the Proposer's quoted price.
- Should the Town be unsuccessful in negotiating a contract with the selected Proposer within an acceptable time frame, the Town may conduct negotiations with another Proposer.

## **1.10 Compliance with Applicable Laws and Ordinances**

Proposers shall comply with all applicable state and federal laws, local ordinances, codes and regulations.

## **1.11 Withdrawal of Proposals**

Once its proposal is submitted and received, the Proposer agrees that it will not withdraw it within one hundred twenty consecutive calendar days after the actual date of the opening of proposals unless extended by addendum.

## **1.12 Subcontractors and Third Parties**

It is the Town's intention to award a single contract for the work to be performed. Proposers intending to enter into partnerships, or use subcontractors or third parties to provide any components/subsystems or to perform any portion of the work must include a description of which portion(s) of the Contract will be performed by partners, subcontractors or third parties, the names and addresses of the partners/subcontractors/third parties, and the expected amount of money each will receive under the Contract. Proposers may not use the services of other partners/subcontractors/third parties not named in the Proposer's proposal without prior written permission from the Town. The Proposer will be completely responsible for the actions of its partners/subcontractors/third party providers, the components/subsystems that they provide, and the performance of their work as if the partners/subcontractors/third parties were employed directly by the Proposer.

## **1.13 Proposer Qualifications and Minimum Requirements**

Evaluation of proposals and selection of the preferred Proposer will be by a working group formed by the Town. Proposers must meet the following requirements in order for their proposals to receive further consideration.

- A. Proposer must have and provide documentation for a minimum of 10 years of experience in the telecommunications industry.
- B. Proposer must submit a minimum of five (5) projects of similar size and complexity, preferably with government clients, completed within the past five (5) years.
- C. The proposed system design and configuration must meet or exceed all of the requirements of the RFP with regard to capacity, functionality, performance, reliability, survivability and security as detailed in section 2 of the RFP. By submission of a proposal the Proposer warrants that all components required to run the system have been identified and included in the proposal.
- D. Proposer must submit with its proposal a comprehensive system warranty, maintenance and ongoing support program that meets all the requirements stated in section 4 of the RFP including performance monitoring, maintenance, software upgrades, preventive maintenance, trouble resolution, response times, escalation procedures, management and statistical reporting, and penalties for non-compliance.
- E. Proposer must include with its proposal the Manufacturer's Guarantees as identified in Section 1.16.

- F. Proposer must assign a Project Manager with a minimum of five (5) years of successful experience in managing installations of similar size and complexity, and a minimum of one year project management experience with the Proposer

#### **1.14 Proposer References**

Proposer shall provide the following information with its reference projects:

- Customer name and location
- Contact person(s): name, title and telephone number
- Contractor's project manager for the engagement
- System and size (# locations and stations)
- System installation date
- Years system being maintained by the Contractor

The Town may make any investigations as it deems necessary to determine the ability of Proposers to perform the work, and Proposers shall furnish the Town all such information and data for this purpose as the Town may request.

#### **1.15 Project Management Team**

A critical component of the Town's evaluation of the Proposer will be the team of individuals that the Proposer proposes. The Proposer shall identify and appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and partners/subcontractors/third party providers during the installation, cutover, and final testing of the system. The resume of the proposed Project Manager, including references, shall be submitted with the proposal. During any subsequent interviews, the proposed Project Manager shall attend. The Town will use this opportunity to evaluate the proposed Project Manager, and his/her project management/leadership capabilities. The Proposer shall not replace the Project Manager without the Town's prior approval.

The Proposer shall also identify additional key personnel who shall support the designated Project Manager, and be available to the Town in the absence of the primary Project Manager. The Proposer shall clearly describe escalation procedures available to the Town. Once the key project team members have been assigned and accepted, the Town will reserve the right to approve any proposed substitutions.

#### **1.16 Manufacturer's Guarantees**

Part A - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating that the Proposer is qualified and certified by the manufacturer to perform the work described in the RFP pertaining to manufacturer's products.

Part B - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating that the manufacturer, in the event that the Proposer is unable to complete an acceptable installation within the terms and conditions of the contract, will perform or cause to be performed all installation obligations of the Proposer for the awarded contract at no additional cost to the Town.

Part C - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating the manufacturer, in the event that the Proposer is unable to provide continuing maintenance within the terms and conditions of the contract, will perform or cause to be performed all maintenance obligations of the Proposer for the awarded contract at a cost to the Town no greater than Proposer's then prevailing rates per the proposal.

Part D - For a seven-year period from the date the Town has accepted the installation pursuant to the terms of the contract the manufacturer's guarantee will also include the following:

- a. Parts supply and replacement.
- b. Manufacturing field support and maintenance to protect the Town from interruption of service due to the inability of the Proposer to meet its service obligations. This support and maintenance will be provided at the costs identified in this proposal. The determination of what constitutes inability of the Proposer to meet service obligations under the contract shall be that of the Town in its sole discretion.
- c. Continued enhancement and upgrade of the proposed system hardware and software

The above referenced manufacturer's guarantee must be submitted with the proposal.

#### **1.17 Insurance Requirements**

Proposers shall provide proof of insurance coverage as herein specified. This insurance shall be provided at the Proposer's expense and shall be in full force and effect during the full term of this Contract. Insurance requirements shall be that as specified on Attachment 1.

#### **1.18 Acceptance of Proposals**

This Request for Proposal shall not be construed as an agreement to purchase goods or services. Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, state, or municipal statute, regulation or by-law.

#### **1.19 Liability for Errors**

While the Town has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied as a guideline for Proposers. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proposers from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

#### **1.20 Ownership of Proposals and Public Disclosure**

All documents, including proposals, submitted to the Town become the property of the Town.

## **2 SYSTEM REQUIREMENTS**

### **2.1 Summary of Requirements**

The Town envisions implementing a VoIP system consisting of the following primary elements:

- Primary system components, including servers, routers, gateways and other required components, with adequate redundancy to minimize the impact of a single component failure
- IP telephones of various capacity and functionality per the table below, including an option to add IP telephones in school classrooms
- Survivable gateways or similar appliances to support connectivity and survivability at key sites
- Voicemail system to support all users
- SIP trunking, including number porting and new DID numbers
- Unified messaging to support forwarding of voicemail to email
- Interfaces to support analog telephone sets and other analog devices
- Interfaces to support connection to SIP and analog trunks
- Interfaces to support connection to the Town WAN and LANs
- Integration with NG9-1-1 system (see Section 2.12.3)
- Interface to Police call recording system (see Section 2.12.4)
- System administration platform
- Call accounting system
- Uninterruptible power supplies to support primary components for two hours
- Professional services for initial installation/design/configuration and post-cutover reconfiguration
- Optionally, enhanced voice and video conferencing capabilities as described herein
- Optionally, mobility services as described herein
- Racks, patch panels and other hardware required to build and support the proposed system

The Town will consider either premise-based or hosted solutions, and nothing in this RFP should be construed to favor one approach over the other.

Proposers shall submit a detailed design and configuration diagram identifying all components, their location, and the connectivity among components for their proposed system with their proposals. Proposers shall provide a proposed equipment rack layout for all required equipment spaces and wiring closets. If not already existing, Proposers shall include standard floor-mounted or wall-mounted 19" four post open racks sized to support its proposed equipment, leaving a minimum of 25% of the rack units available for expansion in each site.

### **2.2 System Life Cycle**

The anticipated operating life cycle of the proposed system must be at least seven (7) years. Proposers must guarantee support for their proposed systems for the entire system life cycle. Said support must encompass the following:

- Maintenance by technicians certified on the product/component
- Spare parts
- System administration, reconfiguration and MAC work
- Professional services for major reconfigurations, addition of new sites and the roll out of new applications and services
- Hardware and software upgrades
- Documentation updates
- Training/retraining
- Manufacturer/factory support

## **2.3 System Reliability**

### Hardware

The system should remain available for receiving incoming and generating outgoing calls at each site, despite individual component failures. In order to guard against failures that will make the system inoperative at any site, the system must possess sufficient redundancy, survivability and physical diversity to minimize the scope of a major component failure. Proposers shall discuss in detail how they accomplish this survivability, and explain the impact of major component failures.

The proposed system shall be equipped with all necessary hardware and software to monitor performance and perform diagnostic tests. The tests shall run periodically without manual startup and on demand by Town staff. Remote access diagnostic capabilities shall be provided, with proper authentication, from any location with a secure network connection. Frequency of scheduled performance testing shall be configurable by the Town. System performance and operation shall not be affected during such testing. The system shall be configured to alert Town staff of certain alarm conditions via email, text, outdialing to a cellular telephone or other remote notification device.

### Software

The software proposed should be sufficiently mature to provide reliable operation. Proposers shall provide data to demonstrate that the proposed generic version has been in operation for commercial customers of the size and complexity of the Town.

Software upgrades to keep the system in the latest software release shall be included for 7 years as part of the annual maintenance/service level agreements.

Software updates shall be automated but controllable as to time executed as to not interfere with performance.

### Station Equipment

Proposers shall provide evidence that the proposed telephone sets can withstand physical stress of typical use. In particular, Proposers shall demonstrate the sets' resistance to damage from dropping, strain on line and handset cords and the reliability of keypads in heavy usage. Proposers shall include one telephone instrument, representative of the family of instruments proposed, with their responses. The set will be returned after the proposal evaluation has been completed.

### Voice Quality

The system shall maintain voice quality of a Mean Opinion Score (MOS) of 4.0. Describe the metrics and methodology used to calculate sound quality, and the means by which voice quality is tracked and reported.

### Security

The system shall be secure and possess mechanisms to protect critical tables, databases, and operating systems. Access to the system by Town operations personnel and the service provider should be controlled through the use of authentication techniques to prevent unauthorized alteration or destruction of critical tables, databases, programs, etc. Specify the nature of the security provided with the proposed system.

## 2.4 Expandability/Modularity

The proposed system shall be able to grow and expand in an incremental manner to handle additional lines, storage capacity, and call volume without equipment replacement and/or major retrofits. The proposed system shall have a minimum initial growth capacity of 20% in additional lines and call volume without equipment additions or hardware/software upgrades. Proposers shall identify any thresholds in capacity, line count, call volume or other parameters that may result in the need for such replacements or retrofits.

## 2.5 System Administration and Management

System management and administration services shall be provided to enable the Town to manage the system. The system should be able to be configured with different permission levels to allow access to all or to some elements of the systems, and to provide the ability to make changes to all or to some elements of the systems. So, for example, Town IT could manage its part of the system, and BoE IT could manage its portion. System management and administration includes:

- The ability to perform moves, adds and changes to the system such as activating new extensions and voice mailboxes, changing features and restrictions on extensions, resetting passwords, etc.
- The ability to perform basic troubleshooting and diagnostics
- The ability to monitor system performance, including:
  - Voice quality on the IP network
  - Security (reporting on security breaches, attempted security breaches)
  - Resource utilization
  - Alarms and actions taken
  - Trunk resource utilization

In Section 5 of the RFP, requirements for training for Town system administrators and technicians are described. It is anticipated that this training and knowledge transfer will be adequate to permit Town staff to perform system diagnostics and troubleshooting and perform most MAC work, without assistance from the vendor, should the Town choose to do so.

**However, note that this capability shall not relieve the Proposer from any contractual responsibility to proactively monitor system performance and perform maintenance operations during the warranty period and during any subsequent period in which the Town has entered into a maintenance agreement or service level agreement with the Proposer.**

## 2.6 Required Features

Proposers shall provide a complete list and description of all features available with the proposed system. The Town will evaluate the general system and user feature sets based upon the applicability of the features to the Town's requirements, the ease of use of the features, the ease of management, configuration and reconfiguration of the features, whether features are standard or optional, and costs.

Proposers shall describe which features and settings can be controlled, configured and reconfigured by end users, which are controlled by the system administrator, and the level of flexibility that the system administrator has to allow or disallow end user control. Proposers shall describe the tools available to end users to control, configure or reconfigure features and settings.

The system must perform as a single system. Functionality required includes:

- A coordinated dialing scheme - The dialing scheme will facilitate calling among all extensions. The numbering plan will allow users at any extension to dial any other extension on the network by dialing a 4-digit extension number.
- Carrier services resource sharing – The system shall have the ability to route outgoing calls from any site/extension number, and incoming calls to any site/extension number, via carrier services that will be distributed among the primary sites. **It is expected that the selected vendor will be responsible for coordinating the acquisition and implementation of carrier services (SIP trunking), as well as obtaining new DID numbers and porting existing Centrex lines to the new system as DID numbers.**
- Feature transparency - Traditional system features shall be able to be employed transparently across the network. Features and services such as call routing, call transfer, conference calling, call coverage, call forwarding, and others will be able to be employed among all facilities.
- E9-1-1 Location Reporting – When any extension in the system dials 911, the accurate location identification of the location from which the call is initiated shall be displayed at the appropriate Public Safety Answering Point (PSAP). The system should include the capability of notifying selected Town staff via email, text, desktop or IP telephone display or other means when an extension dials 911. Such notification shall include the extension number and location of the caller. The level of granularity of the location identification (building, floor, wing, room number) shall be in compliance with current Connecticut state law. The staff notification function should also apply to any “panic buttons” that may be deployed as analog lines in the system.
- Incoming Caller Identification – The system will support the display of caller ID information, including the telephone number, and, when available, the name of the caller, for incoming calls to the system. The feature will further apply to call routing information when calls are forwarded or transferred between extensions on the network.
- System Directory – The system will include an easy to use internal directory function, integrated with Active Directory, allowing users to search by name, extension number, or facility using either the functionality of the telephone display or desktop integration. Functionality shall include, at a minimum, a Town-wide directory, personal directories for individual users, and recent call lists (calls received, calls made, calls missed, etc.).
- Networked messaging system – All sites on the network will be served by a single voice messaging system. Full integration between the voice messaging system and the telephone system must extend to all extensions. Minimum integration functionality and unified messaging requirements are defined in the Voice Messaging System Requirements section of this document.

## 2.7 Station Equipment

The Town will deploy a configuration of primarily IP telephones, with limited use of analog telephones. Power to IP telephones will be provided by Power over Ethernet switches using the 802.3af standard, provided by the Town. Switch capacity for PoE and additional ports will be identified by the selected vendor from the Network Readiness Assessment and provided to the Town. The Town shall install the switch capacity identified. Handset counts to be used for system pricing are provided in the table below. Handsets shall be ADA compliant and hearing aid adaptable. The system will be required to support, at a minimum, the following telephone types:

- **IP telephone sets** with gigabit Ethernet ports equipped with multiple fixed and programmable line appearance keys, feature keys, a message waiting indicator, displays of adequate size and resolution to allow users to take advantage of system and set-based applications, and speakerphones. The system shall include a family of sets, and optional add-on modules providing the capability of supporting individuals that are responsible for handling high call volumes for several staff. The IP sets will have paperless labeling. For the purpose of proposal development, the Town has identified three (3) full-featured IP telephones to be included in proposals:
  - **Basic User** – for low usage locations, capable of 2 simultaneous calls/sessions, message indicator, one-button access to features such as hold, transfer, conference, and full duplex speakerphone.
  - **Standard User** – office worker, message indicator, capable of at least 4 simultaneous calls/sessions and ability to monitor at least 4 lines, one-button access to features such as hold, transfer, conference, voice mail access, full display, and full duplex speakerphone.
  - **Heavy User** – reception, secretarial and administrative support staff, message indicator, capable of at least 8 simultaneous calls/sessions and ability to monitor status of at least 8 lines, one-button access to features such as hold, transfer, conference, voice mail access, full display, and full duplex speakerphone.
  - **Expansion Modules** – for locations where it is necessary for a support person to answer and process high call volumes, view the status of several lines, or view multiple messaging indicators.

Proposers shall submit the following information to describe the proposed IP telephone sets.

- **Display** – Describe the display, including size (length and width), resolution, and the number of lines and characters that can be displayed. Provide photographs of the sets and the displays.
- **Applications** – Describe the applications that can be accessed via the IP set. Describe the applications that are included in your proposal pricing and any additional applications that are currently deliverable. Identify whether the system includes an application development tool that allows the development of additional applications, and the standards that are supported (HTML, XML, etc.). Describe any additional software to run those applications and whether it is stored on the handset or the server.
- **Headset Support** – Describe the ability of the proposed sets to support wired and wireless headsets. Describe whether the sets have headset jacks. Describe whether the sets support Bluetooth wireless headsets, and whether an outboard appliance is required.
- **Power Consumption** – Identify the power required to serve each IP telephone set in WATTS. Identify the power requirements in an on hook condition, off hook condition, and during call setup.

- **Analog single line telephone sets** – where analog sets will be deployed, the Town will re-use existing analog sets. Proposer shall supply only the analog ports necessary to support analog sets. The system shall also support the connection of analog devices such as fax machines and credit card authorization devices.
- **Softphones** – software supporting telephone service integrated into a PC, with no physical telephone set. Provide unit costs.
- **Wireless IP telephones** capable of operating at any Town facility equipped with appropriate wireless infrastructure, using the 802.11b/g/n /ac standards. While on the Town network, the phones should NOT use Cellular Data and only use Wi-Fi. Provide unit costs.
- **Cordless analog sets** – Provide unit pricing for the EnGenius DuraFon 1x cordless set or equivalent.

Proposers must provide a description and photographs of the entire family of telephone instruments that may be used on their proposed system, identifying instrument size, fixed and assignable button appearances and features, and color selections.

## 2.8 Requirements by Site

The number of working devices required at each location is approximately as shown on the table below. Proposers shall include these quantities of devices in their proposals.

The exact quantity, type and configuration of telephone instruments to be installed at each location will be determined as a result of station reviews to be conducted by the successful Proposer, with assistance from the Town. Proposers must provide a listing of each type of telephone instrument available and the add/delete price for each model. These add/delete prices will be used during station review process to determine any incremental costs/cost reductions resulting from the station reviews. The unit cost will apply for one year from system acceptance.

The Town requires that the successful Proposer conduct detailed station reviews as part of its project plan. Station reviews shall include meetings with representatives from each department at their sites to determine the requirements at each facility, and properly apply the capabilities of the system to each station. The Town requires that the successful Proposer physically visit and interview representatives from each facility in order to understand the configuration and operation of each site and to complete the system configuration.

Department	Address	Basic	Standard	Heavy	Analog Trunk Ports	Analog Station Ports	Approximate Set Count
Sullivan Independence Hall	725 Old Post Road	25	65	20	4	4	110
Old Town Hall	611 Old Post Road	10	20	10	2	2	40
Animal Control	211 Richard White Way	4	2		1	1	6
Bigelow Center for Senior Activities/Annex/Social Svc	100 Mona Terrace	8	17	8	2	2	33
Fire Station #1/Headquarters	140 Reef Road	5	15	5	4	4	25
Fire Station #2	600 Jennings Road	4	2		2	2	6
Fire Station #3	400 Jackman Avenue	4	2		2	2	6
Fire Station #4	69 Main Street	4	2		2	2	6
Fire Station #5	3965 Congress Street	4	2		2	2	6
Fire Training (New Facility)		6	5		2	2	11
Library - Main	1080 Old Post Road	9	20	9	2	2	38
Library - Branch	1147 Fairfield Woods Rd	4	8	4	2	2	16
Parks and Recreation	75 Mill Plain Road	6	5		1	1	11
Police	100 Reef Road	21	50	21	4	4	92

Police Marina	471 Turney Rd		4		1	1	4
Public Works Ops/Town Garage/Tree Warden	705/899 Richard White Way	3	11	3	2	2	17
WPCA		5	8	2	2	2	15
Smith Richardson Golf Course		3	1		1	1	4
Conservation Workshop	265 Richard White Way	3			1	1	3
<b>Total for Town Sites</b>		<b>128</b>	<b>239</b>	<b>82</b>	<b>37</b>	<b>37</b>	<b>449</b>
Board of Education	501 Kings Highway East	22	60	25	4	4	107
Burr Elementary School	1960 Burr Street	2	6	2	2	2	10
Dwight Elementary School	1600 Redding Road	2	6	2	2	2	10
Holland Hill Elementary School	105 Meadowcroft Road	2	6	2	2	2	10
Jennings Elementary School	31 Palm Drive	2	6	2	2	2	10
McKinley Elementary School	60 Thompson Street	2	6	2	2	2	10
Mill Hill Elementary School	635 Mill Hill Terrace	2	6	2	2	2	10
North Stratfield Elementary School	190 Putting Green Road	2	6	2	2	2	10
Osborne Hill Elementary School	760 Stillson Road	2	6	2	2	2	10
Riverfield Elementary School	1625 Mill Plain Road	2	6	2	2	2	10
Sherman Elementary School	250 Fern Street	2	6	2	2	2	10
Stratfield Elementary School	1407 Melville Avenue	2	6	2	2	2	10
Fairfield Woods Middle School	1115 Fairfield Woods Road	5	21	5	2	2	31
Roger Ludlowe Middle School	689 Unquowa Road	5	28	5	2	2	38
Tomlinson Middle School	200 Unquowa Road	5	14	5	2	2	24
Fairfield Ludlowe High School	785 Unquowa Road	10	72	10	4	4	92
Fairfield Warde High School	755 Melville Avenue	10	60	10	4	4	80
Walter Fitzgerald High School	108 Biro Street	2	12	2	4	4	16
Transportation	One Rod Highway	3	2		1	1	5
Maintenance	Meadow Street	5	2		1	1	7
<b>Total for School Sites</b>		<b>89</b>	<b>337</b>	<b>84</b>	<b>46</b>	<b>46</b>	<b>510</b>
<b>Total for All Sites</b>		<b>217</b>	<b>576</b>	<b>166</b>	<b>83</b>	<b>83</b>	<b>959</b>

## 2.9 Network Environment

The Town WAN is comprised primarily of point-to-point fiber optic links (See Attachment 2), with 10 Gigabits per second connections between most Town facilities. The WAN is provided and managed by ChimeNet.

There are 2 Links to ChimeNet (Sullivan Independence Hall and the Board of Education offices). In addition, BoE has links to the Connecticut Education Network (CEN) from its Kings Highway offices and from Fairfield Ludlowe High School. Fairfield Woods Library has a separate link to the internet via the Nutmeg Network (CEN) and a connection to Fairfield University via that network.

The edge devices at each facility are provided by ChimeNet under the new WAN contract. These are Cisco products, usually a model 3750 switch with layer 3 routing capabilities.

Smaller Town sites are supported by leased T-1 (1.544 megabits per second (Mbps)); however these are being replaced with higher capacity lines of at least 100 Mbps.

There are segments of the network operating on Town-owned fiber, including:

- The link from Independence Hall (725 Old Post Road) to the Old Town Hall (611 Old Post Road) (two buildings on the same continuous property), and
- The link from Police Headquarters (100 Reef Road) to Fire Headquarters (140 Reef Road) (directly across the street)

Recent enhancements to the WAN include (1) reconfiguring the links to Holland Hill and McKinley elementary schools, so they connect through Fairfield Warde High School instead of the Board of Education offices, and (2) adding redundant links to the Connecticut Education Network (CEN) from Fairfield Ludlowe High School, which is also a Town emergency shelter and relocating the link to the CEN from the BOE to Fairfield Warde High School.

Town LAN's typically are comprised of Hewlett Packard LAN switches of various capacity depending on the number of users served. (See Attachment 3). Most of the switches are equipped to deliver Power over Ethernet (PoE), however many BoE switches are at maximum capacity for PoE to support wireless networking, IP cameras and other end point equipment.

The existing cable infrastructure includes a mix of category 5, category 5e and category 6 cabling.

The Town expects that some enhancements and additions to the current LAN switching environment and cable infrastructure will be necessary to support VoIP. As noted earlier, the Town anticipates that Proposers will participate in detailed site surveys on November 8-9, 2016 so that they can identify the necessary cabling and network electronics enhancements, and propose on them if they choose. In developing their proposals, the Town expects that Proposers will assess the following, at a minimum:

- Cable infrastructure (currently a mix of category 5, 5e and 6)
- Switching functionality and capacity
- Power over Ethernet requirements
- Bandwidth requirements
- Voice quality (MOS of 4.0 is desirable)
- Switch closet capacity
- Patch panel capacity
- Power and backup power requirements

The Town may elect to procure the necessary components and services through this RFP process, or separately through another procurement.

## **2.10 Voice Messaging System**

### **2.10.1 Basic System Requirements**

Proposers shall propose a voice messaging system with the capacity to support up to 2250 users. This will support all telephone users (approximately 952) plus many Town employees that do not have dedicated telephone sets (teachers, police officers, firefighters, public works, etc.). The system will be equipped to support twenty four (24) simultaneous sessions initially, with the ability to grow by 50% with no major equipment additions. Proposers shall describe all user features available on the Voice Messaging System.

### **2.10.2 Integration with Telephone System**

The proposed messaging system must be fully and transparently integrated with the proposed telephone system. Minimum integration features must include:

- Lighting message waiting lamp on phone set
- Providing stutter dial tone on stations not equipped with message waiting lamp
- Tracking caller ID information for all messages
- Forwarding of calls to personal greeting (user programmable)
- Transfer of calls directly to a voice mailbox (user programmable)
- Transfer of calls from a coverage point directly to the mailbox of the originally intended destination (user programmable)
- Out calling (user programmable)
- Autoforwarding of calls to an alternate number (user programmable)

### **2.10.3 Automated Attendant**

Calls made to certain numbers may receive a recorded announcement followed by a menu of options. Menus may contain department names or functional names. The system shall support a minimum of 60 discreet automated attendant menus. Menus shall be able to be nested four (4) layers deep. Once the caller selects a specific alternative on the menu, the Automated Attendant shall, via the telephone system, extend the call to the specific extension.

Users shall have the ability to pre-record multiple automated attendant greetings that may be invoked on a scheduled basis or on a manual basis by secure access from any telephone or via a web portal. For example, departments using automated attendant shall have the ability to have a business day greeting and a nights/weekends greeting that are activated on a scheduled basis. Alternately, departments shall have the ability to answer the phone “live” during business hours, and activate the automated attendant nights and weekends.

Users shall have the ability to record/re-record and activate automated attendant greetings by secure access from any telephone or via a web portal. For example, if the Town decides to close its offices due to a major storm, the Town shall have the ability to insert an automated attendant greeting from any touchtone telephone or via a web portal.

Proposers shall describe the messaging system’s ability to backup, restore, archive and lock voice messages. Proposers shall describe the capacity requirements for storage for the Town to archive and vault all messages for a two year retention period, to create legal hold files on said vault and to comply with all federal and state judicial requirements securing the integrity of the vault.

### **2.10.4 Unified Messaging**

The Town envisions deploying Unified Messaging. For purposes of this discussion, Unified Messaging refers to the ability to have voicemail messages delivered to a user’s email inbox. The preferred method is through the use of speech-to-text technology, so that the voicemail message is transcribed to text. The Town will also consider forwarding of the voice file to a user’s email inbox as an attachment or link.

The user will have the option of saving, deleting, or forwarding messages. The Town will have the option of activating the Unified Messaging feature systemwide or on a user-by-user basis; and users will always have the option of retrieving messages with the traditional method of dialing into the system and entering a password.

## **2.11 Desktop Integration**

Proposers shall submit descriptions of the desktop integration features available in their systems. Include in this discussion the following, at a minimum:

- Ability for users to manage telephone feature configuration from the desktop
- Ability for users to see voice mail messages and manage voice mailboxes from the desktop (independent of unified messaging)
- Presence, status and chat features
- Ability to dial from a directory (click-to-dial)
- Ability to dial from Outlook (premise-based and Office 365) and other applications

Proposers shall identify which of these capabilities carry an additional cost and provide such costs as options.

## **2.12 Public Safety and Emergency Communications Requirements**

### **2.12.1 9-1-1 Location Identification**

The system shall be equipped so that the accurate location information is identified to the appropriate Public Safety Answering Point (PSAP) when a user dials 9-1-1 from any extension in the system. The granularity of the location information (address, floor, room number) shall be in compliance with current Connecticut state law.

### **2.12.2 Direct 9-1-1 Dialing**

Users shall be able to dial 9-1-1 with no access code when placing an emergency call.

### **2.12.3 Interface with NG9-1-1**

The Police Department requires the ability to interface the proposed system with the existing NG9-1-1 system. This includes the ability to have approximately 20 lines/numbers from the new system appear on the IP-based NG9-1-1 call taking positions, so call takers do not require two phones at each position.

### **2.12.4 Call Recording**

The Police Department currently has a [Verint Audio Log recorder](#). Police requires the ability to record all calls on approximately 20 lines/numbers in the proposed system. The requirement is that the recording occur at the line/number level, not the handset level, since some sets will have line appearances for both recorded and non-recorded lines.

## **2.13 Carrier Services**

The system must support interconnection to a wide complement of network services, including the following:

- SIP Trunking
- ISDN PRI
- Centrex lines
- Loop start and ground start central office trunks
- T-1
- 10/100/1000 Mbps Ethernet

SIP trunking is the preferred method of connecting to the Public Switched Telephone Network (PSTN). If Proposers can furnish and support SIP trunking, please provide a description of the available services and their costs. Proposers shall assume a capacity of 100 simultaneous sessions (i.e., 100 simultaneous incoming/outgoing calls, excluding calls between Town sites) and 1,000 DID numbers. Proposers shall assume that SIP trunking will be accomplished via at least two physically diverse links to the Town.

In any case, the successful Proposer shall be responsible for the coordination of the installation of all carrier services, from all appropriate carriers, required to support the telephone system, as part of a complete turnkey installation. This includes coordination of the porting of all existing numbers that the Town elects to maintain, and the provision of DID numbers.

Ninety (90) days after system cutover, the successful Proposer shall conduct an analysis to determine actual required trunking quantities, at no cost to the Town. Results of the analysis shall be presented to the Town, and upon Town approval, the successful Proposer shall coordinate the installation of proper modifications.

#### **2.14 Call Accounting System**

Proposers shall provide a call accounting system. The call accounting system shall allow the Town to collect data on calling activity on a scheduled basis, such as monthly department reporting. The system shall also support real time reporting for the purpose of researching individual calls, for example harassing or threatening calls. The call records shall contain the following information, at a minimum:

- Date and time of call
- Originating phone or extension number
- Access Code dialed
- Authorization Code (if used)
- Network resource used
- Destination number (internal extension or outside number)
- Duration of call
- Cost of call, based on pricing information provided by the District

The call accounting system will allow the Town to collect, maintain and report on all calls (incoming, outgoing, and extension-to-extension). A robust set of management reports must be standard with the system, which includes the capability to aggregate calls made to and from various groups of extensions, user groups and departments. Provide samples of all reports with your proposal.

#### **2.15 Enhanced Audio and Video Conferencing - Optional**

Conference Room IP sets – Provide unit pricing for the Polycom SoundStation IP6000 or equivalent conference room set.

Audio conferencing - Basic audio conferencing requirements shall include the ability for a user to initiate a conference call of up to 6 people, without any degradation in sound quality.

Conference bridge - Some departments have a need to host audio conferences with as many as 65 participants on a single conference call. The Town currently uses an outside conferencing service for this purpose. Proposers shall provide optional pricing for a conference bridge or similar device that will allow the Town to host its audio conferences, instead of an outside conference service. This functionality should include the ability to have either scheduled or ad hoc conferences, the ability for the conference host to be able to identify who is on the call, to disconnect or mute specific participants, and to receive reports describing.

Video conferencing - Proposers shall also describe their ability to provide and support video conferencing. Examples of how this functionality might be used include:

- Distance Learning – Several times per year, a student misses days or weeks of class due to injury or illness. Distance learning capabilities allow the student to participate in many aspects of classes by establishing an audio, video and network connection between the home and the classroom. This allows the student to speak and hear, to see the teacher, and to view any visual aids such as the blackboard, whiteboard, projector screen, etc.

Distance learning can also facilitate bringing in outside speakers to a classroom or lecture hall, sharing classes/guest lectures among more than one school, virtual field trips, professional development and administrative meetings.

- Concurrently with this project, a new fire training facility is under construction. Video conferencing may be used to eliminate/reduce the need for firefighters to travel from their assigned stations to the training facility to attend training.

For purposes of this proposal, proposers are requested to provide information and pricing on their ability to furnish and support video conferencing services for the types of applications described. Please include desktop video conferencing as well as room-based services.

#### **2.16 Mobility – Cellular Telephone Integration - Optional**

The Town has a requirement for some of its workforce to be mobile, and requires the system to support this mobility for mobile workers. Describe the capability for cell phone integration to support mobile staff. The preferred capability is a smartphone application/client that can act as an extension on the system. Describe whether this feature uses minutes on a user's cellular plan, capacity on a user's data plan, or otherwise may result in additional costs.

Proposers shall describe this functionality in detail, including any necessary hardware or software, the process by which the feature can be activated locally and remotely, and costs. Proposers shall provide optional pricing in its base system proposal for 100 concurrent smartphone clients/licenses, and provide incremental optional pricing for blocks of 25 additional concurrent clients/licenses.

#### **2.17 Classroom Phones - Optional**

Classrooms currently have handsets provided by the school intercom systems. These systems are, and will continue to be, independent from the telephone system. The intercom systems are equipped with Centrex lines to support 9-1-1 calling.

As an option, proposers are requested to provide pricing to add basic IP telephones in each of approximately 1,000 classrooms and teacher work spaces to facilitate calling to and from parents and others. These sets, if installed, will probably be placed on the teacher's desk, adjacent to the teacher's computer; and will share the cable infrastructure and switch port used by that computer. These potential additional IP sets should be considered during the Network Readiness Assessment.

### **3 WARRANTY, MAINTENANCE & POST-INSTALLATION SUPPORT**

#### **3.1 Design and Operation**

Proposer shall warrant that the equipment, components, and services sold or provided in response to this RFP will perform in accordance with their respective design specifications, and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of seven (7) years from Acceptance. This represents the anticipated life cycle of the proposed system.

#### **3.2 Configurations**

Proposer shall warrant that the configurations of equipment and services proposed in response to this RFP represent sound design principles being applied to provide a total system solution to the requirements stated in the RFP, and that the equipment and services provided will operate together in a manner to perform the functions expressed in the RFP.

#### **3.3 Equipment Models**

Proposer shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice. Proposer shall furnish the current version of software for all systems provided. If a new version or release is issued after contract execution, but prior to the shipment of the system, then the Town shall have the option of substituting the new version or release in place of the originally proposed version or release, at no additional charge. If the Town selects to install the originally proposed release, the supplier will coordinate upgrading to the latest release with the Town in a timely manner.

#### **3.4 Product Life Cycle**

Proposer shall warrant that the components offered are not currently at the end of their product life cycle. Proposer shall submit a statement identifying the length of time from cutover that Proposer will guarantee new parts and component availability.

#### **3.5 Current Installations and Demonstrations**

Proposer warrants that all of the equipment and software proposed is currently installed in a user environment and able to be demonstrated. Experimental or unannounced equipment or software will not be acceptable unless specifically stipulated by the Town.

#### **3.6 Warranty Coverage**

Proposer warrants that the system as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final Acceptance. Proposals for extended warranty periods will also be welcomed by the own.

The warranty shall also include software updates/patches/enhancements to ensure that the system is operating with the latest software version. Proposer will serve as a single point of contact, and provide the name, address and telephone number of the individual to contact when maintenance is required. Proposer shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

In a hosted environment, these costs shall be included in the ongoing monthly service charges for the hosted system.

#### **3.7 Equipment Replacement**

During the warranty period, any equipment that must be replaced as a result of conditions covered under warranty will be replaced with new equipment of the same make and model in the time frames identified in items 3.8 and 3.9 below.

### **3.8 Major Failures**

During the warranty period, Proposer shall provide maintenance services on a 7x24x365 basis. Proposer will respond to Major Failures within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on the Town's site, or the host site in the case of a hosted system. For the purposes of warranty and maintenance, a Major Failure is defined as any failure that affects the following:

- 10% of station equipment out of service
- 10% of carrier/network services out of service
- Any building completely out of service
- Any peripheral system out of service (messaging, system administration)
- Deterioration of voice quality to an average of below an MOS of 3.8
- Failure of any integration functionality between systems installed under this contract, or between systems installed under this contract and other existing Town systems
- Any failure whatsoever which reasonably affects the ability of the Town to respond to any emergency situation, or which substantially impedes the Town's ability to operate, as determined by the Town.

### **3.9 Routine Repairs**

During the warranty period, and during any subsequent maintenance agreements, other routine repairs will be completed:

- Before the end of the same day if reported before noon
- Before the end of the next business day if reported after noon
- For public safety sites, routine repairs will be completed the same day as reported, regardless of the time reported.

### **3.10 End of Warranty Period**

After the warranty has expired, the Town may elect to enter into service and maintenance agreements with the successful Proposer. During any such maintenance agreements, Proposer shall provide maintenance services on a 7x24x365 basis under the same terms as the initial warranty as described in Section 3.8 and 3.9. Maintenance shall include all parts and labor, monitoring the system for alarm conditions and responding to such alarms, software updates/patches/enhancements to keep the system current and insure ongoing support from the Proposer and manufacturer, travel and all other expenses necessary to support the system.

The Town will evaluate life cycle costs for an expected life of seven (7) years. Proposer shall provide post-warranty maintenance pricing estimates on an annual basis for years 2 through 7. Proposer may submit guaranteed pricing for as many years as they wish. Otherwise, the Town will assume that maintenance costs will increase 3% annually in determining total life cycle costs.

In a hosted environment, these costs shall be included in the ongoing monthly service charges for the hosted system.

### **3.11 Preventive Maintenance**

As part of the initial warranty and any subsequent maintenance agreement, Proposer shall perform routine, preventive maintenance on the system on a quarterly basis, at a minimum. Proposer will describe in detail its preventive maintenance program, and provide written documentation of the results of the preventive maintenance to the Town.

### **3.12 Remote Diagnostics**

Proposer shall have a remote diagnostics and maintenance capability that permits Proposer to monitor system performance, and perform routine diagnostics and maintenance, and will identify the location and capabilities of this facility. Proposer shall provide performance monitoring of the system primary components and peripheral systems as part of the initial warranty and any subsequent maintenance agreements.

## **SCOPE OF SERVICES**

### **3.13 Implementation Planning**

Following the notice of award and contract negotiations, the successful Proposer will immediately develop a detailed phasing and implementation plan and schedule for all aspects of the system implementation, including:

- VoIP system common equipment (servers, routers, gateways)
- Voice messaging system and unified messaging functionality
- Software configuration and development of required databases
- All station equipment, including station reviews, set placement, tone and test and interconnection
- System administration application
- Interconnection to Town WAN and LANs
- Integration with other Town systems, specifically NG9-1-1 and Police recording system
- Provision of configuration data for incorporation into configuration files of network electronics
- Additional switching and station cabling should the Town elect to obtain these from the successful proposer
- Furnishing and installation of required patch cords and/or cross-connects to provide complete connectivity from telephone system common equipment to station equipment.
- Provision of SIP trunking, DID numbers and number porting, should the Town elect to obtain these service from the successful Proposer. Otherwise, coordination with Town carrier(s) for the installation of and interconnection to network services, provision of DID numbers and number porting.
- Testing of all system functionality
- Delivery of system documentation
- Training per the requirements stated in Section 5 of this RFP

The successful Proposer shall work with the Town to develop and coordinate a phasing and cutover/transition plan acceptable to the Town. The cutover plan must identify, quantify and minimize any anticipated down time. The cutover plan must allow for a return to the existing system should the cutover be unsuccessful. The cutover shall occur during non-business hours for non-public safety sites. Cutover times for public safety sites will be determined with public safety officials.

### **3.14 Equipment Delivery and Storage**

The successful Proposer is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities, with inside delivery required. Proposers are informed that no loading docks are available and that lift gates will be required. The Town has limited space for storage, and does not wish to have the system stored in Town storage areas, awaiting relocation to its final location at each site. The Town prefers that the system components be delivered directly to their final installation location.

The successful Proposer will provide the Town with an itemized accounting of each item of equipment upon delivery to the Town premises pursuant to the final negotiated contract. Only Town personnel who are designated and authorized by the Town to receive delivery shall be the recipients of those deliveries, and only the signatures of those designated staff members shall be accepted upon the receipts.

### **3.15 Site Preparation**

Unless otherwise specified, the Town will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). Proposers shall provide the physical and environmental parameters for all components. Proposers shall state the precise preparation requirements needed to accommodate the system in every equipment space, including:

- Space requirements
- Thermal dissipation (BTU/hour) per
- Power requirements: voltage/current rating and receptacle type per component
- Power required for each IP telephone model
- Temperature/humidity operating range
- Wall/floor/ceiling surface requirements
- Lighting requirements

A site inspection shall be performed by the successful Proposer prior to delivery and installation to ensure that all required site preparation items have been completed satisfactorily. The site inspection will be coordinated and scheduled with Town staff. Proposers shall provide all site requirements with their proposals. The successful Proposer will certify that the sites are suitable for the system following this inspection.

### **3.16 Codes and Regulations**

All work and materials shall comply with all federal and state laws, municipal ordinances, regulations and directions of inspectors appointed by proper authorities. Specifically, all work shall be in strict accordance with the most current edition of the National Electric Code. The successful Proposer shall obtain and pay for all permits and licenses required for the performance of the work, and shall post all notices required by law.

### **3.17 Payment of Material and Services**

Unless otherwise stipulated, the successful Proposer shall provide all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. The successful Proposer shall verify conditions at the facility, including door openings and passages. Any and all special handling requirements shall be provided and paid for by the successful Proposer.

### **3.18 Premises**

The Proposer shall be responsible for any damages to the structure or property of the Town caused by the Proposer, or any subcontractor or other direct or indirect employee of the Proposer throughout the course of this installation. Throughout the progress of the work, the Proposer shall keep the work area free from debris of all types, and remove from the premises all rubbish resulting from any work being performed by him on a daily basis. At the completion of the project, the Proposer shall leave the premises in a clean and finished condition.

### 3.19 Project Completion

The successful Proposer shall acknowledge that successful completion of this project shall include the installation, testing, and Acceptance, following a successful Performance Period as described below, by the following Acceptance Criteria:

- Prior to Acceptance by the Town, the Proposer shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. Town personnel shall have the option of witnessing the testing.
- At a minimum, pre-cutover functional tests as part of the acceptance test plan shall include:
  - All required subscriber, operator and system features for each installed system, subsystem and station
  - Placement and reception of test calls under a variety of conditions: busy, no answer, call forward, etc.
  - Demonstration that the system and all subsystems are operating in accordance with the configurations agreed upon by the Town and the Proposer
  - Voice quality tests
  - Demonstration of acceptable performance in the presence of traffic overloads
  - Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each subsystem
  - Security Penetration testing
- Upon completion of successful testing and inspection by the Proposer, the Proposer shall provide written notification to the Town. The Town shall, within 24 hours of notification, exert reasonable effort to commence independent inspection and confirmation, and shall exert reasonable effort to complete said independent inspection and confirmation within 48 hours of notification. The failure of the Town to inspect and confirm within these time periods shall not be deemed an acceptance of the system. The Town has the right to reject defective material and workmanship and require its correction. Rejected workmanship shall be satisfactorily replaced with proper material or equipment without charge therefore and the Proposer shall remove the rejected equipment or material from the premises.
- Upon satisfactory completion of said testing and inspection, the Town shall notify the Proposer, and the Performance Period shall commence.
- A Performance Period of thirty (30) consecutive calendar days of operating in accordance with the manufacturer's published specifications, and in accordance with the configurations agreed upon by the Town and the Proposer, subject to testing and inspection, shall constitute a successful Performance Period.
- If a Major Failure (as defined in Section 3.8 above) occurs during the Performance Period, the Proposer shall remedy the problem in accordance with manufacturer's published specifications, and/or the configurations agreed upon by the Town and the Proposer, and the Performance Period shall recommence.
- Upon successful completion of the Performance Period, and within three business days, the Town and the Proposer shall meet to confirm Acceptance, and the Final Acceptance Form shall be executed.
- If a successful Performance Period cannot be accomplished within ninety (90) calendar days after commencement of the first Performance Period, the Town reserves the right to find the Proposer in default, and terminate the Contract. In that event, the Proposer shall remove the equipment, and the Town shall not be responsible for any payment whatsoever to the Proposer, except for any materials left in place and elected to be reused by the Town.

### **3.20 Documentation**

The Proposer shall provide two (2) complete sets of technical documentation including system manuals, technical specifications, network infrastructure connectivity diagrams, call center flow diagrams and automated attendant flow diagrams, as-built drawings (hard copy and electronic using Microsoft Visio or equivalent), and a complete inventory of all components, including at least the serial number, model number, manufacturer, description, and location installed. The inventory database shall be provided in electronic format agreeable to the Town.

### **3.21 Equipment Disposal**

Proposals shall provide trade-in or buy back incentives to assist the Town in disposing of existing systems. The Town shall have the sole right to accept or reject equipment disposal proposals.

## **4 TRAINING REQUIREMENTS**

### **4.1 End User Training**

Proposer shall supply complete station user training for all station equipment types and other end user equipment, for all station users, utilizing live equipment at each Town site, within two weeks prior to system cutover. Costs for this training shall be included in the base system pricing, including any expenses. The Town will provide appropriate space and assist in scheduling of classes for station user training. Each user will be provided with written training materials for his/her telephone station equipment. In addition, a supply of training materials/user guides shall be provided to the Town for future use. User guides shall also be made available on line.

### **4.2 System Administration Training**

Proposer shall supply complete training for a minimum of four (4) persons on the operation of the system management and administration functions of all systems and subsystems, within two weeks prior to the system cutover. Costs for this training shall be included in the base system pricing. Training will be provided on all primary and peripheral systems and services installed under this contract.

### **4.3 Certified System Specialist Training**

Proposer shall provide pricing for the training necessary for the Town to assume responsibility for system maintenance, should the Town choose to do so after the warranty period has expired, for all primary and peripheral systems and services installed under this contract. Training will be adequate for personnel to become "certified" system technicians and/or administrators. Provide pricing inclusive of travel and out of pocket expenses. Provide the locations where training is conducted. Identify available training courses syllabuses and schedules, and provide pricing for on-going training and re-certification programs.

### **5.4 Post-Cutover Training**

“Train the Trainer” or equivalent training shall be provided at no cost to up to 30 staff. Proposer shall provide the materials and support necessary for the Town to provide training on an ongoing basis to new employees and refresher training to existing employees. Provide descriptions of all training programs available, length of classes, and quantities of individuals per class. Provide copies of training materials. Training materials and manuals should be available for download to the Town via the Internet.

## **5 PRICING PROPOSAL**

### **5.1 Pricing Format**

Pricing for the proposed system must be provided in summary format on this sheet, and in detail, by site, on the attached spreadsheets. Provide one detailed pricing sheet for each facility. Each chargeable item of equipment, hardware, software installation, configuration and professional services must be listed on the attached spreadsheets. The unit purchase and installation prices must apply from the date of contract until cutover of all sites. Add-on unit prices must apply for one full year after final Acceptance.

### **5.2 Life Cycle Cost Comparison**

The Town will develop a total seven (7) year life cycle cost for the proposed system, and use this as the methodology for determining the lowest cost among all proposals received. The calculation will include:

- All acquisition costs for the proposed system, including all sites
- All installation and configuration costs for the proposed system, including all sites
- All project management and professional services costs for the implementation of the proposed system
- All annual operating costs including, but not limited to annual service fees in the case of a hosted system, and SIP trunking
- All annual post-warranty maintenance costs (Proposers shall provide post-warranty maintenance pricing per the requirements stated in Section 3 of the RFP on an annual basis. Proposers may submit guaranteed pricing for as many years as they wish. Otherwise, the Town will assume that maintenance costs will increase 3% annually in determining total life cycle costs. Annual maintenance costs may not increase by more than the Consumer Price Index.)

### **5.3 Approximation of Quantities**

The quantities given in the proposal are approximate only, being given as a basis for the uniform comparison of proposals, and the Town does not expressly or by implication agree that the actual amount of work will correspond therewith. The Town will work closely with the successful Proposer to develop a final system design and configuration, and negotiate final pricing and terms based on actual quantities, features and functionality to be deployed and phasing schedule.

### **5.4 Pricing Timeframe**

It is required that all pricing and provisions of the Proposer's proposal remain in effect for a minimum of 180 days from the submittal date or the completion of negotiations, whichever is the latest.

### **5.5 Authorized Signature**

Proposals must be signed below by a representative of the Proposer authorized to commit the Proposer to the quoted price and all of the terms and requirements stated in the RFP. Proposer's signature below signifies compliance with all the terms and requirements of the RFP.

### **5.6 Payment Terms**

For a premise-based system, the Town will pay for the purchase and installation of the system on a milestone basis, as follows:

Delivery of Equipment to Sites	-	20%
Cutover of Primary Sites	-	30%
Cutover of Final Site	-	25%
Final Acceptance	-	25%

The Town’s Project Manager shall be the sole judge of whether the Proposer has met the requirements for each payment. The Project Manager reserves the right to change or reduce payment requisitions based on the Proposer’s performance.

**5.7 Project Schedule**

It is expected that the Proposer will commence the work no more than 10 business days after the execution of the Contract. A projected time line must be submitted with the proposal.

**5.8 Summary Pricing**

**5.8.1 Base System Pricing – Premise-based System – Town Sites**

Item	Cost
Purchase Price for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	
<b>Total Cost for Base System</b>	
<b>Annual Maintenance Costs (After required 1 year warranty)</b>	

**5.8.2 Base System Pricing – Hosted System – Town Sites**

Item	Cost
Monthly Charges for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	

**5.8.3 Base System Pricing – Premise-based System – Board of Education Sites**

Item	Cost
Purchase Price for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	
<b>Total Cost for Base System</b>	
<b>Annual Maintenance Costs (After required 1 year warranty)</b>	

**5.8.4 Base System Pricing – Hosted System – Board of Education Sites**

Item	Cost
Monthly Charges for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	

**5.8.5 Optional Services**

Annual SIP Trunking Costs, 100 simultaneous sessions, 1,000 DID numbers	
Network Switching Enhancements as determined from walk throughs and documentation review	
Cabling enhancements as determined from walk throughs and documentation review	
Average Cost per cable drop – category 6 UTP, terminated both ends	
1,000 Classroom Basic IP phones – using existing cabling, installed and configured	
Mobility services – 100 concurrent smartphone licenses/clients (iPhone or Droid)	
Mobility services – blocks of 25 additional licenses	
Audio conference bridge supporting a minimum of 65 concurrent users	
Video conferencing – cost per room-based system	

Proposals must be signed below by a representative of the Proposer authorized to commit the Proposer to the quoted price and all of the terms and requirements stated in the RFP. Proposer’s signature below signifies compliance with all the terms and requirements of the RFP.

Date \_\_\_\_\_

\_\_\_\_\_  
*Signature of Individual Submitting Proposal*

\_\_\_\_\_  
*Printed Name of Individual Submitting Proposal*

\_\_\_\_\_  
*Name of Business*

\_\_\_\_\_  
*Business Address*

\_\_\_\_\_  
*Town and State*







































































































































































