



City of Whitewater Request for Proposal Release

Introduction and Instructions

City of Whitewater purchasing rules require selection of products and services through a sealed RFP process. This RFP is available via the City's website at www.whitewater-wi.gov.

Schedule of Events

The schedule of events set out herein represents the City's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFP will be sent out via email prior to the closing date of this RFP. After the close of the RFP, the City reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, contract award and the contract term on an as-needed basis with or without notice.

RFP Release: July 8th, 2015

RFP Deadline: July 31st, 2015 (3:00 PM CDT)

City Review of RFP Responses: August 3rd-7th, 2015

Contract Review and Approval: August 18th, 2015

First Installation: September 7th, 2015

Completed Installation: December 1st, 2015

Submission of Proposals

Sealed Proposal, One paper copy and one electronic copy (on USB Drive) must be submitted for Price, and one paper copy and one electronic copy (on USB Drive) for Proposal must be submitted in separate sealed envelopes labeled as:

PRICE - City of Whitewater VoIP and PROPOSAL- City of Whitewater VoIP.

Please send to City of Whitewater – Information Technology, 312 W. Whitewater St., Whitewater, WI 53190. ATTN: TIM NOBLING.

No proposal will be considered which is not accompanied by price sheets, system proposal, and signed by an authorized official of the firm.

Proposals must be received on or before the time and date specified. Proposals received after the time specified will not be considered and will be returned to the bidder by the City. Proposal information is restricted and not publicly available until after the award of the Contract by the City. Proposals received will be considered property of the City.

Modifications or Withdrawal of Proposal

A proposal that is in the possession of the Information Technology Department may be altered by a letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. FAX, telephone or verbal alterations will NOT be accepted. A proposal that is in the possession of the Information Technology Department may be withdrawn by the vendor up to the time of the opening via written request by the vendor. The City will not mail proposals back, but must be picked up by vendor if they desire to withdraw or modify or modify their proposal.

Award and Contract Information

The City hereby notifies all Vendors that it will affirmatively ensure that Minority Business Enterprises will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of age, race, color, sex, creed, sexual orientation, national origin, or disability.

The Vendor also agrees that should their firm be awarded a Contract, Vendor will not discriminate against any person who performs work hereunder because of age, race, color, sex, creed, sexual orientation, national origin, or disability.

The Vendor expressly warrants to the City that it has the ability and expertise to perform its responsibilities hereunder and in so doing shall use the highest standards of professional workmanship.

The City reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the City to do so.

The successful Vendor will be required to enter into and sign a formal Contract with the City that may include reasonable adjustments acceptable to the City. This RFP and the response of the successful vendor will become a part of the Contract and will be in effect for the duration of the contract period. The Contract language will control over any language contained within this RFP that conflict with the signed and fully executed Contract.

Preparation of Proposal

No proposal will be considered which modifies, in any manner, any of the provisions, specifications or minimum requirements set forth in the RFP.

In case of error in the extension of prices in the proposal, unit prices will govern.

Vendors are expected to examine special provisions, specifications, schedules and instructions included in this request. Failure to do so will be at the Vendor's risk.

In compliance with the RFP specifications, I, the undersigned, offer and agree to furnish any or all materials and/or services upon, which prices are offered, at the price set opposite each, to the City within the time specified. I certify that this company has not been debarred, suspended, or otherwise made ineligible for participation in a federal or state competitive purchasing process. I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign this proposal.

Name and Address of Record

State of Incorporation _____

Telephone number _____

Mailing Address _____

Federal I.D. number _____

Authorized signature _____

Typed or Printed Name _____

Title of Authorized Person _____

Contact email _____

NO LATE PROPOSALS WILL BE ACCEPTED

PROPOSAL SUBMITTAL

Original Proposal

The complete proposal must be submitted in a sealed package prior to the opening date and time. Vendors shall include all documents necessary. Vendors shall be responsible for the delivery of proposals during business hours to the address indicated in the "Submission of Proposals" section. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time.

Questions

During the period between the earliest notice of the RFP to vendors and the contract award, no representative of the City can accept oral, written, or electronic contact from vendors regarding the VoIP RFP except for Tim Nobling. All proposals will remain sealed until after the submission deadline.

All questions regarding the RFP must be submitted by July 30th, 2015 via email to: tnobling@whitewater-wi.gov

Reimbursement

Denial of Reimbursement-The City will not reimburse vendors for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.

Gratuity Prohibition- Vendors shall not offer any gratuities, favors, or anything of monetary value to any official, employee or agent of the City for the purpose of influencing consideration of this proposal.

Bid Specifications

The City of Whitewater requires a ShoreTel , Cisco, or Avaya VoIP phone system solution for a migration from Avaya Merlin Analog System. This VoIP system will be manageable from a single user interface, and will include training on the system and interface. The current network consists of 5 locations. All locations are currently connected by a Private Fiber Network. The total number of handsets is 115 with the total number of user accounts being 105. The system must contain growth capabilities (at least up to 150 users) beyond the numbers quoted. There are a total number of 4 conference phones needed as well.

The City of Whitewater will only purchase new genuine, authentic equipment that carries valid service support; upgrades; replacement guarantees; software license and manufacturer's warranty. The successful bidder must provide documentation that the equipment being provided is genuine, authentic equipment of the manufacturer.

Any measurements provided in this specification are to be considered an estimate. The City reserves the right to accept any, all, or none of the vendor offerings to this RFP.

The proposal needs to include the design, coordination, supply, installation services, testing, training, and yearly maintenance of the proposed system. All bids must include warranty and helpdesk support for the CPU/Processing Hardware (phones do not need to be included in maintenance after the first year) and software necessary to provide a complete system. All warranty and helpdesk support pricing must be itemized in the bid.

Experience References

The bidder and the recommended system shall have documented experience implementing in other similar sites. Client references must be available for site inspection, if deemed necessary, at the City's expense.

System Reliability/Redundancy

The system must remain available for generating incoming and outgoing calls, despite individual component failures. Failure of a component must be automatically reported at the operations console or similar facility. Following a major system failure, the system should not lose any critical databases or tables.

In order to guard against failures that will make the system inoperative, the system must possess sufficient redundancy of critical components to minimize the scope of a major component failure.

Vendors shall also detail the nature of partial degradations that occur as a result of certain component failures and outline failure modes that may occur. Basic system call handling operation should continue in the presence of minor,

less crucial component failures. In the event of a primary power failure, an Uninterrupted Power Supply (UPS) with Battery Backup, with a minimum stand-by period of four (4) hours shall be provided by the City of Whitewater.

The proposed system shall be equipped with all necessary hardware and software to perform diagnostic tests to evaluate system performance. The tests shall run periodically without manual startup and by command from a maintenance terminal. Remote access diagnostic capabilities shall be provided. Frequency of scheduled diagnostic testing shall be configurable. System performance and operation shall not be affected during diagnostic testing.

Distributed Architecture

- A coordinated dialing scheme- This dialing scheme is already in place and must be transferred to the new system. The numbering plan does allow users at any extension to dial any other extension on the network by dialing a 3-digit extension number.
- Network-wide automatic route selection- The system shall have the ability to route calls from any extension via the least expensive available facilities system-wide.
- Centralized attendant service - Incoming main number calls directed to any node/module shall be able to be answered and processed from a single site.
- Incoming call routing- Incoming calls shall be able to be routed to available attendant positions or extensions at any node/module, regardless of the number dialed based upon time of day, day of week, attendant availability, or other parameters.
- Feature Transparency- Traditional system features shall be able to be employed transparently across the network. Features such as call transfer, call coverage, call forwarding; automatic callback, distinctive ringing, and others will be able to be employed among all facilities.
- Calling number/name display on IP sets - IP display telephones and attendant consoles will have the ability to display the extension number and the name of the individual (based on the name entered in the system database) of the originating extension of any call placed between any extensions on the network. The feature will further apply to call routing information when calls are forwarded or transferred between extensions on the network.
- Networked voice mail- All sites on the network will be served by a single voice mail/automated attendant system. Full integration between the voice mail system and the telephone system must extend to all sites across the Fiber WAN. Minimum voice mail integration functionality is defined in the Voice Mail System Requirements section of this document.
- Number portability - Any extension number in The City of Whitewater's numbering range must be able to operate at any facility
- Remote location login –the system is required to be able to have an extension number appear on any telephone handset in different locations.
- System Administration -The telephone system and peripheral systems must be configured to allow all nodes to be administered from one or more WAN/LAN-based workstations that may be located anywhere on the network.

Expandability/Modularity

The proposed systems 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 massive retrofits. It is the selected vendor's

responsibility to perform detailed station reviews to determine final system configuration and quantities. Vendors shall include these quantities of devices in their proposals. In addition, vendors shall include system capacity to support growth in every category of devices, at every location in their proposed systems. Vendors shall include the % of available growth, with no additional core retro fit.

Minimum Hardware (Phone) Requirements

All Phones must support Gigabit Connectivity and pass-through switch to PC.

Some Examples

Shoretel

ShoreTel IP655 IP phone for conference rooms, ShoreTel 480 IP phone for desktops

Avaya

B179 SIP for conference rooms, 9611G IP Phone for desktops

Cisco

Unified IP Conference Phone 8831, IP Phone 7841 for desktops

Network Services

The system must support a wide complement of network services, including, at a minimum, the following:

- SIP Trunks
- Direct inward dial (DID) trunks
- ISDN PRI (primary rate interface) (23 channels per interface card plus 1 signaling channel)
- 100 Megabit and Gigabit Ethernet
- Auxiliary interfaces (such as loud speaker paging, recorded dictation)

General Requirements

1. Describe the overall reliability of your systems.
2. Describe the overall scalability of the IP telephony solution.
3. How are hardware and software upgrades handled?
4. Does the solution offer a subscription service for software upgrades?
5. How does the solution manage Quality of Service (QoS)?

6. Describe the network requirements for your IP Telephony solution.
7. Identify peripheral equipment that is supported as part of the IP Telephony solution.
8. Describe the administration/management interface used with the IP Telephony solution and the training options available to do self-administration.
9. Describe the reporting capabilities of the IP Telephony solution.
10. Describe your installation planning and implementation process.
11. Describe the steps involved in software upgrades.
12. How many calls can be stacked on a single extension?
13. Detail your conferencing capabilities.
14. If PBX supports multi-party conference calls, up to how many parties on a single call?
15. If PBX supports multiple conference calls simultaneously, how many simultaneous calls?
16. If incremental increases of additional conference ports are supported, what are the incremental increases, and what are the maximum ports allowed?
17. Detail your training offerings.
18. If managers/trainers can monitor important company extensions, how many extensions can be monitored?

Functional Requirements

Please answer to the availability and inclusion of the functionality in the proposed system. If you answer no, please explain differences in detail. Attach additional sheets of paper if necessary. Any requirements not responded to by the vendor will be considered unavailable functionality.

Yes = Y No = N Included – I Added Feature = A

1. Does the system have automatic IP Phone Fail-over capabilities?
2. Does the system have Public Switched Telephone Network (PSTN) fail-over capabilities?
3. Does the system provide 911 accesses in a power outage?
4. Does the solution allow incremental growth of as few as a single user?
5. Does the solution scale seamlessly from 0-150+ users?
6. Does the solution have a single management interface?
7. Do Adds, Moves, and Changes require a reboot?
8. Is solution distributed with remote survivable architecture included?
9. Does the solution provide a system monitoring and service support to multiple sites?

10. Is solution network agnostic?
11. Does the solution require proprietary networking hardware/software?
12. Does the solution offer QoS support on a single UDP port?
13. Does the solution support VLANs (Virtual local Area Networks)?
14. Does the solution provide multiple uplinks to the network?
15. Will the solution allow the setting of admission control bandwidth?
16. Does the solution allow for the unlimited access to bandwidth for VoIP calls?
17. Does the solution allow for remote support access and troubleshooting?
18. Does the solution support non-proprietary handsets?
19. What are voicemail storage limits?
20. Are there voicemail simultaneous access limits?
21. Does the solution provide for survivable remote voicemail?
22. Does survivable remote voicemail act as single voicemail system?
23. Does the solution have integrated Automatic Call Distributor (ACD) capabilities?
24. Does the solution have integrated E911 capabilities/Callers Emergency Service Identification?
25. Does the solution support standard compression rates?
26. Does the solution provide an easy way to backup system configuration?
27. Does the solution provide easy disaster recovery?
28. Does the solution support music on hold?
29. Does the solution support overhead paging?
30. Does the solution support groups paging through the phones?
31. Does the solution support silent monitoring and barge in capabilities?
32. Does the solution provide call recording capabilities?
33. Does the solution support bridged call appearances?
34. Does the solution support Centrex flash?
35. Does the solution provide for the ability to do self-administration with nominal training?
36. Does the solution have a single management interface for PBX, VM, ACD, E911, phones and users?
37. Does the solution have a single management interface for administration of all sites?

38. Does the solution have a single management interface for all PSTN connections at all sites?
39. Does the system administration solution use a command line interface and/or graphical user interface (GUI)?
40. Does the solution allow for role based system administration?
41. Does the solution have a single set of Call Data Record (CDR) reports for all sites?
42. Does the solution provide customized reporting capabilities?
43. Does the solution use standards based reporting interface (crystal, excel, text, etc)?

System Features

1. Does the vendor have an installation methodology and documented process?
2. Does the IP Telephony System have an integrated software distribution solution?
3. Does the solution provide 100% feature transparency across multiple sites?
4. Does the solution have Unified Messaging integration with Outlook?
5. Does the solution have Unified Messaging integration with other platforms?
6. Does the solution have the ability to put a pointer in email, not a .wav file?
7. Does the solution provide for Outlook integration without the use of an Exchange server?
8. Does the solution provide for dialing integration with Outlook Contacts?
9. Does the solution provide for dialing integration with Personal Information Management (PIM) and Customer Relationship Management (CRM) packages?
10. Does the solution have synchronized message waiting light with Unified Messaging application?
11. Does the solution have voicemail callback capabilities?
12. Does the solution have dynamic on-line directories for internal users on a phone?
13. Does the solution have dynamic on-line directories for internal users with PC GUI?
14. Does the solution have dynamic on-line directories for external users on a phone?
15. Does the solution have dynamic on-line directories for external users with PC GUI?
16. Does the solution allow users call control capabilities (make call, take call, transfer, conferencing, pickup & park) through a GUI?
17. Does the solution allow user to stack multiple calls and manage multiple calls on a single extension?
18. Does the solution allow users to configure their call control and voicemail preferences though a GUI?

19. Does the solution allow users to configure their call control and voicemail preferences through a phone?
20. Does the solution allow users to configure their call control and voicemail preferences through a web client?
21. Does the solution provide (POP) and (TAPI) information?
22. Does the solution allow users access to call history for their own extension?
23. Does the solution all users to set multiple forwarding scenarios for their extension?
24. Does the solution allow user to store multiple voicemail greetings?
25. Does the solution allow user to configure a Find Me Follow Me feature?
26. Does the solution allow user to configure voicemail notifications for internal or external numbers?
27. Does the solution provide user with just in time presence monitoring across multiple sites?
28. Does the solution support a Soft Phone?
29. Does the solution allow users to assign their office extension to any phone on or off the company network?
30. Does the solution allow for the monitoring of bridged call appearances through a GUI?
31. What solution(s) are available for Operators?
32. Does the solution have an operator console and/or desktop PC GUI?
33. Does the solution have a sidecar option?
34. Does the solution allow for a centralized operator supporting multiple sites and/or distributed operators at remote locations?
35. Does the solution allow operators to see detailed user information for extensions across multiple sites?
36. Does the solution allow operators to monitor extensions?
37. Does the solution allow operators to drag & drop calls to monitored extensions via a GUI?
38. Does the solution support distribute agents across multiple sites?
39. Does the solution support queues?
40. Does the solution support easily recorded customized announcements?
41. Does the solution support real time m monitoring?
42. Does the solution support historical reporting?
43. Does the solution support multiple agents in multiple queues?
44. Does the solution support wait time announcements?
45. Does the solution support real time agent status?

46. Can agents login/log out via a GUI?
47. Can agents login/log out via the phone?
48. Can a supervisor login/log out Agents via GUI?
49. Can a supervisor activate predefined call flow schedules via GUI?
50. Does the solution support call pickup from the queue?
51. Does the solution support a multi-level call center?
52. Does the solution support real time reporting?
53. Does the solution support multimedia queues?
54. Does the solution support preview dialing?
55. Does the solution support advanced skills base routing?
56. Does the solution support Open Database Compliance (ODBC)?
57. Does the solution allow a user to reassign their extension to any phone on or off the company network?
58. Does the solution support whisper page?
59. Does the solution allow user to access a directory through the phone?
60. Does the solution support multi-call appearance or Busy Lam Field (BKF) and Direct Station Selection (DSS) keys on the phone?
61. Does the solution support headsets?
62. Does the solution support programmable buttons on the p hone?
63. Does the solution have a 360 degree MWI light?
64. Does the phone support bridged call appearances?

Conferencing and Web Interface Requirements

Yes = Y No = N Included – I Added Feature = A

1. Does PBX support multi-party conference calls?
2. Does PBX support multiple conference calls simultaneously?
3. Does the solution support an integrated IP Based Conference Bridge?
4. Does the solution support the incremental increase of additional conference ports?
5. Does the solution support Collaboration tools like document or application sharing?

6. Does the solution support Instant Messaging?
7. Does the solution support the archiving of conference recordings to an HTML site?
8. Can users schedule conference calls via a web browser?

Training

1. Does vendor offer on-site training sessions for System Administrators?
2. Does vendor offer on-site training session for Supervisors?
3. Does vendor offer on-site training sessions for general End Users?
4. Does vendor offer web-based training?
5. Does vendor provide System Administration and End User documentation?

Service and Support

1. Does vendor offer remote support services?
2. Does vendor offer a managed service solution?
3. Does vendor offer a hosted solution?
4. Does vendor offer a direct support from the manufacturer?

Pricing

This is to be complete (turnkey) solution which includes all parts needed to make the solution work. Itemized pricing must be included but not limited to the following:

- Requirements for complete system
- Installation costs
- Training costs
- Help Desk Support/Open event support
- Warranty and maintenance on hardware and software
- Estimated quantities may change
- Price per unit will be used to add and subtract additional units, if estimated quantities change
- Backup Plan of VOIP phone system