

CITY OF CENTERVILLE
LEGAL ADVERTISEMENT

Sealed proposals properly endorsed "2020 Telecommunications System Proposal" will be received by the City of Centerville at the office of the City Manager, City Municipal Building, 100 West Spring Valley Road, Centerville, Ohio 45458, until 4:00 P.M. on Tuesday, January 21, 2020. Responses received after that time will be rejected.

The work for which proposals are invited consists of providing labor, equipment, and materials for the installation and maintenance of a VoIP telecommunications system.

Specification documents are available on the city website or the office of the City Manager at the Municipal Building, 100 West Spring Valley Road, Centerville, Ohio 45458.

The City reserves the right to accept or reject any or all proposals, and to enter into a contract with the bidder who, in the City's opinion, offered the lowest and best proposal.

City of Centerville, Ohio
Request for Proposal
2020 VoIP Telecommunication System
January 6, 2020

Section 1: Introduction

The City of Centerville (“City”) is requesting proposals from qualified telecommunication vendors to provide, install and maintain a VoIP (Voice over Internet Protocol) telecommunication system as described herein. This request for proposal (RFP) is the method the City will use to assist in evaluating potential providers of such equipment for the purpose of obtaining the best qualified products and vendors. Price will also be a component of this evaluation. Let us know if the RFP utilizes State Term Schedules (STS).

The information provided in this RFP should be adequate to formulate a reasonable proposal for the equipment, installation and related costs. The City will review the proposals and make selections of up to three finalists that will be chosen to meet with City personnel, participate in a walk-through of the facilities and ultimately provide a more detailed system design. The City reserves the right to select any vendor, or none at all, based on these responses. This RFP in no way obligates the City to choose any vendor or solution. In addition, the system designs and any submissions by vendors will become property of the City.

Section 2: Proposed Timeline

Issuance of RFP to Vendors	January 6, 2020
Deadline for Vendor Responses	January 21, 2020
Initial Evaluation of Proposals by City.....	January 21 – January 30, 2020
Selection of Finalists for Further Evaluation.....	January 31, 2020
Finalist Evaluation	January 31 – February 14, 2020
Vendor Selection	February 2020
Project Installation	February 2020 – April 2020
Project Completion	April 30, 2020

Section 3: RFP Responses

Any interested vendor must return a copy of their response to the RFP no later than 4:00 PM on Tuesday, January 21, 2020. Responses received after that time will be rejected. Responses should be in a sealed envelope clearly marked with “2020 Telecommunication System Proposal.” Responses should be delivered to:

City of Centerville
Office of the City Manager
100 W. Spring Valley Rd.
Centerville, Ohio 45458

At a minimum, the responses should include:

- Vendor overview—an overview of your company that details the length of time in business, number of customers, location of office that will be serving City’s needs and any other pertinent information you feel important.
- Manufacturer authorization—if you are not the actual manufacturer of the equipment contained in this proposal, please provide written confirmation from the appropriate manufacturer that you are a current authorized sales and service provider for the equipment.
- Manufacturer certifications—if you are not the actual manufacturer of the equipment, please indicate the current certification level (if any) that your organization has.
- Detailed costs—itemized list of all costs associated with the proposal including, but not limited to, equipment, licensing, installation and support.
- Design layout—overview of equipment by location.
- State bid contract number (if applicable).
- References—please provide a minimum of three references of comparable installations where you have provided this particular equipment as well as the turnkey services for installation, training and support. Please provide contact name, position, phone number and email address.
- Proof of insurance—chosen vendor shall furnish certificates of insurance for general liability and workers compensation.

Questions relating to the contents of this RFP or the responses to this RFP must be submitted *in writing*. Telephone calls regarding the specifics of this RFP will not be accepted. Written questions can be mailed to the City or emailed to Scott Ontjes at it@centervilleohio.gov. Answers to these questions will be provided by the City to *all* interested vendors in a timely manner.

Section 4: Technical

Technology Choice

The City has evaluated basic technologies available in the marketplace today and has made the determination that utilizing VoIP is the appropriate decision to meet current and future demands. Understanding this, interested vendors shall propose only VoIP solutions in response to this RFP. For purposes of this RFP, vendors shall assume that all internal wiring in each of the facilities is in place from the desktops up to the switches. In addition, please assume that all power, environmental and physical requirements for such a system are in place to support the

network design. The City understands that there may be a need for additional wiring and/or power requirements, but these issues are not a part of this RFP.

Current Voice Environment

Centerville currently operates a mixed Toshiba IP/Digital environment. The phones are either IP or Digital phones, with a two line LCD display, and 10 or 20 buttons.

All of the buildings listed below are currently connected for data purposes using existing City fiber that will be used in the VoIP network. A dedicated VLAN for VoIP is also in place. For connection to the PSTN (Public Switched Telephone Network), the City utilizes two ISDN PRI circuits with DID (Direct Inward Dial) numbers and analog lines.

The system configuration should support the current PRI into the Municipal Building and a PRI at the Police Building. Ideally, these systems will serve as a failover in the event of either a T1/PRI failure or a hardware system failure.

All of the facilities described below have a combined total of 165 lines.

Current Data Environment

As mentioned in the above section, the assumption should be made that all buildings are adequately wired to support VoIP. Included in your response to this RFP, however, should be the appropriate LAN switching equipment to support PoE (Power over Ethernet). The number and speed of data ports required are listed in the site summaries below should be used to scale the appropriate equipment for the system design.

Section 5: Other Issues

System Features

Please provide a detailed list of system features **AS YOU HAVE IT CONFIGURED** in response to this RFP. Please make sure all voice mail/auto attendant features are listed in detail as well as all telephone features that are available on the phone sets you have included in the design.

System Requirements:

The VoIP system must function as a centralized system and appear as a single system to the end user. The following minimum features are to be available:

- Unified dial plan support for four digit dialing to all sites on the network.
- Local survivability in case of WAN connectivity problems.
- Ability to route inbound calls to selected phones.
- Call screening
- Ability to publish and identify presence information.
- Ability to transfer calls transparently to any location on or outside the network.
- Ability to relay internal and external callerID information to the phone set; provide and control callerID to the outside.

- Ability to define user groups by divisions/units, etc.
- Ability to create "Hunt" groups, auto attendant, cover answer groups, and pickup groups.
- Unified messaging / Voicemail, including voicemail-to-email capability, voicemail to email transcription, and computer-telephony integration.
- Call conferencing and management.
- Individual, group, and overhead intercom/paging.
- Traditional telephony and ISDN protocol support.
- Multi-protocol VoIP support (i.e.SIP,SCCP,MGCP,IAX,etc).
- Multi-codec support (i.e.G.711,ADPCM,G.722,G.723.1,etc).
- Support for 911/Emergency call-out.
- Custom hold music.
- Call park.
- Hoteling.
- Escape from queue.

System Administration:

System administration requirements include:

- Web-based system administration, with the ability to allow administrators to perform adds, moves, or changes and software upgrades.
- Capability to provide diagnostic tools for local administrators to diagnose problems.
- Call accounting system features to track call information that is easy to administer and includes built-in reporting capabilities.

Telephone Units.

The following minimum features are to be available:

- Telephones providing easy single button access to standard features including redial, speed dial, hold, transfer, conference, volume, mute, send to voicemail, record to voicemail, and speaker.
- Ability to dial internal extension(s).
- Display of internal username and extension.
- Headset port integration and designated on/off button on the telephone.
- Minimum three-way conferencing.
- Clear audio, hands-free speaker.
- Advanced SIP functionality.
- Message waiting indicator.
- Ability to forward calls to an extension or outside number.
- Bridged (multi-line appearance)
- Distinctive Ring
- Conference call mute

Extended line phones should be capable of showing 6 line appearances simultaneously.

Licensing

Please indicate how software and/or user licenses are handled in relation to the system as well as voice mail/auto attendant.

Installation

The awarded vendor shall provide a turnkey installation including system design, software, burn-in, testing, physical installation, line connections and any other internal cabling requirements. All work shall be performed in accordance with the manufacturer's specification and in compliance with all local, state and federal laws, codes and ordinances.

Subcontractors for installation are acceptable, but only if disclosed in your RFP response.

Support and Service

Please include in your response your support plan and the related costs. Provide information on the following:

- Options for service levels and hours of coverage
 - Include guaranteed response time and availability of spares
- Costs for each option
- Define how, specifically, training is provided to users and administrators upon installation of the system. Is there a cost for training? If off site training is required, provide a schedule, location and cost for training.

Performance Bond

The selected vendor will be required to post a performance bond in an amount equal to 100% of the total contract price. The performance bond shall be executed by the vendor with an approved surety company authorized to do business in the state of Ohio.

Section 6: Sites

Site Summary

Municipal Building, 100 West Spring Valley Road

Attendant Console:	1
Standard Phones:	36
Conference Phones:	2
Analog Devices:.....	1

Police Building, 155 West Spring Valley Road

Standard Phones:58
Extended Line Phones:4
Conference Phones:1

Analog Devices:.....6

The Golf Club at Yankee Trace, 10000 Yankee Street

Standard Phones:12
Extended Line Phones:4
Cordless Phones:.....1
Conference Phones:1

Analog Devices:.....12

Public Works Department, 7970 South Suburban Road

Attendant Console:1
Standard Phones:15
Conference Phones:1

Analog Devices:.....1

Benham's Grove, 166 North Main Street

Standard Phones:5
Conference Phones:1

Analog Devices:.....2