

Voice Over IP Telephone System

May 5, 2023

**CITY OF
FRONTENAC**



City of Frontenac
10555 Clayton Rd
Frontenac, MO 63131
(314) 994-3200

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REQUEST FOR BIDS

BID DUE DATE: **FRIDAY, MAY 26, 2023, AT 2:00 PM**

**NOTE: NO ELECTRONIC OR VERBAL PROPOSALS WILL BE ACCEPTED.
DELIVER BY COURIER OR IN PERSON TO:**

**Mr. Gary McDaniel
City of Frontenac
10555 Clayton Rd
Frontenac, MO 63131
(314) 994-3200
gmcdaniel@cityoffrontenac.org**

MANDATORY PRE-BID MEETING: **FRIDAY MAY 12, 2023, AT 10:00 AM**
**City of Frontenac City Hall
10555 Clayton Rd
Frontenac, MO 63131**

VENDOR QUESTIONS DUE: **FRIDAY, MAY 19, 2023**

PRESENTATIONS FOR FINALIST: **WEEK OF JUNE 5th**

SYSTEM CUTOVER DATE: **September, 2023**

BID LOCATION: City of Frontenac City Hall, 10555 Clayton Rd., Frontenac, MO 63131

You are invited to submit your proposals to furnish labor, supervision, and equipment necessary to complete this project, complete and independently, working with the Owner as a Contractor, for a VoIP System for the City.



**CITY OF FRONTENAC
GENERAL INFORMATION AND CONDITIONS**

WORK CONSISTS OF:

This work will consist of a VoIP Telephone System as outlined in the Project Scope and Specifications sections.

CONTACT PERSON IS:

The contact for this project is:

Mr. Gary McDaniel
IT Coordinator
(314) 373-6531
gmcdaniel@cityoffrontenac.org

MANDATORY PRE-BID MEETING:

Mandatory pre-bid meeting is Friday May 12th at 10:00 am at the City of Frontenac City Hall located at 10555 Clayton Rd., Frontenac, MO 63131.

BID BOND REQUIRED:

A bid to be entertained must be accompanied by a Cashier's or Certified Check or a Bid Bond, payable to City of Frontenac, in an amount not less than ten percent (10%) of the amount of the bid submitted, as a guarantee that, if awarded the Contract, the bidder will promptly enter into a Contract and execute such bonds as required. Failure to submit Bid Security is sufficient cause to reject the bid.

Should the successful bidder fail to enter into a Contract within sixty (60) days after bid due date, his Check or Bond will be forfeited to Owner. Successful bidder's check will be returned immediately after entering into a Contract and receipt of Payment and Performance Bonds as required by Contract.

Unsuccessful bidder's checks will be returned to bidders in full within five (5) working days after above-mentioned period. If all proposals are rejected, all checks will be returned within five (5) working days. Bid bonds will only be returned upon written request and after the same conditions are met for return of checks.

PERFORMANCE BOND REQUIRED:

The Owner will require the successful bidder to furnish Bonds covering the faithful performance of the Contract and the payment of all obligations in the amount of One Hundred Percent (100%). The cost of the bonds shall be included in bidder's proposal.

GUARANTEE/WARRANTY:

The Contractor guarantees all work performed under this contract against defects in materials and workmanship for a period of FIVE years from and after final acceptance of the completed work by the owner and the engineer.

Contractor shall submit a FIVE-YEAR maintenance and software support contract based on 24x7 coverage, on-site service, all material and labor, software support, all core software upgrades including bug fixes, remote moves and changes and additional remote training.

The Contractor agrees that he will at his expense, and without extra cost to the Owner, remove, repair, or replace all defective materials, equipment, apparatus, and work, and pay for all damages resulting from defects.

BID SELECTION:

Four (4) copies of the bid and one (1) electronic copy on a flash drive, shall be delivered in person or by courier. All bids will be compiled, recorded, evaluated, and two finalists will be contacted to present their solution the week of June 5th.

Proposals shall be enclosed in one sealed envelope. The envelope shall be addressed to **City of Frontenac, Attention Gary McDaniel**. The envelope shall be clearly marked with name of bidding company and addressed as follows:

“2023 VoIP TELEPHONE SYSTEM PROPOSAL/SEALED BID ENCLOSED.”

The Owner reserves the right to reject any or all bids, in whole or in part, without compensation or obligation to the bidders and to waive any or all technicalities or defect in any bid.

TAXES:

This is a tax-exempt project, and the Owner will provide a Missouri State Tax Exemption Certificate. The Contractor shall make all material purchases for this particular project with the Tax Exemption Certificate and therefore will not incur Missouri State Sales Tax. The Owner will not reimburse Contractor for sales tax under any circumstance.

CHANGES IN THE SCOPE OF WORK:

The owner prior to the contractor initiating the change must authorize additions, deletions, or other changes in the scope of work. The cost to perform the work is defined as ALL labor, materials, and equipment costs for a complete installation.

REQUEST FOR PROPOSAL AND SPECIFICATIONS FOR:
VoIP Telephone System

GENERAL INSTRUCTIONS

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

- A. BIDS ARE SUBJECT TO THE TERMS AND CONDITIONS OF THIS REQUEST FOR PROPOSAL AND SPECIFICATIONS.
- B. DELIVERY OF SEALED PROPOSALS: **4 COMPLETE COPIES AND 1 ELECTRONIC COPY ON FLASH DRIVE**

Sealed proposals must be delivered to:

City of Frontenac
10555 Clayton Rd
Frontenac, MO 63131

ATTN: Mr. Gary McDaniel

VoIP Telephone System and SIP Trunks

C. MANDATORY PRE-BID MEETING:

A mandatory pre-bid meeting will be held on Friday May ,12 2023, AT 10:00 AM at City Hall. Any bidder not attending this mandatory pre-bid meeting will be disqualified and their bid will be returned unopened.

D. MANDATORY PRESENTATION FOR FINALISTS:

City of Frontenac will select up to two (2) finalists. Presentations will be held the week of June 5th.

E. AWARD TO SUCCESSFUL CONTRACTOR: The successful Contractor is expected to be awarded the contract by Wednesday, June 28, 2023.

F. BID SUBMISSION:

Submit bid form as four copies with specification pages and an electronic copy on a flash drive. All proposals must be delivered in person or by courier. No facsimile or email bids shall be accepted and shall be rejected.

1. BASIS OF BID AWARD:

Award may be made on an item-by-item basis to the lowest and best bidder(s). Best Bidder will include the following evaluation criteria:

- a. Response to the RFP. Each contractor shall respond to each paragraph and subparagraph.
- b. Maintenance staffing and local technical support. Contractor shall provide information on the number of certified technicians on its staff to service the proposed system.
- c. References. Contractor shall list a minimum of (5) five references with similar installations
- d. Training. Contractor shall provide on-site training in a classroom environment or propose alternatives if there is a cost reduction.
- e. Adherence to technical requirements and the availability of additional features.
- f. Ongoing maintenance and support.
- g. Overall price and terms of agreement.

2. BID PREPARATION:

1. Bidders are responsible for examination of drawings, specifications, schedules, and instructions.
2. Each bidder shall furnish the information required by the invitation. The bidder shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate bids for supplies or services other than specified shall not be considered unless authorized by invitation.
4. Bidder shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the invitation.
5. When specified, samples must be timely submitted and at no expense to City of Frontenac.

3. MODIFICATION OR WITHDRAWAL OF BIDS:

Bids may be modified or withdrawn prior to the exact hour and date specified for receipt of bids, provided the modification or withdrawal is in writing and is delivered in the same manner as a bid submission.

4. LATE BIDS:

It is the responsibility of the bidder to deliver their bid or bid modification on or before the date and time of the bid closing. Bids received late will be rejected and returned unopened to the bidder.

5. BID BOND:

A Bid Bond is required on all projects and must accompany this proposal. The Bid Bond is to be in the amount of ten percent (10%) of the total project price.

6. PERFORMANCE BOND:

The undersigned Offeror agrees to furnish a properly executed performance and payment bond of a surety company satisfactory to City of Frontenac in the amount of 100% of the total contract price. The premium for the bond shall be paid by the Offeror, and the cost itemized and is included in the contract. No contracts subject to a bond will be considered in effect until such has been delivered.

7. PREVAILING WAGE:

Not less than the prevailing hourly rate of wages shall be paid to all workmen performing under this contract in this area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

8. MATERIAL AVAILABILITY:

Bidders must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of bid and delivery time. It is the responsibility of the bidder to notify City of Frontenac immediately if the materials specified are discontinued, replaced, or not available for an extended period of time.

9. INCORPORATION OF DOCUMENTS:

The Terms of the Bid Invitation, Bid Specifications, Bid Form are incorporated into the contract as if fully setout therein.

10. ADDENDUM:

Addendums to bid specifications are incorporated by reference as if fully setout herein.

11. INSURANCE:

The Contractor shall be responsible for maintaining insurance coverage in force for the anticipated life of this contract. The insurance company(ies) must have an A.M. Best rating of A or better and be licensed to write such insurance in the state of Missouri. Provide, prior to commencement of services to City of Frontenac, certificate(s) of insurance verifying the coverage. The insurance carrier shall give City of Frontenac a thirty (30) day written advance notice of any termination, expiration, or any and all changes in coverage. Deductibles and self-insurance retentions shall be declared in the certificate(s) of insurance. All deductibles/retentions are the sole responsibility of the Contractor to pay.

Certificates shall verify the following coverages:

- a.) City of Frontenac is named as additional insured under Contractor's Commercial General Liability.
- b.) Worker's Compensation & Employer's Liability in amounts to comply with State of Missouri statutory requirements.
- c.) Commercial General Liability (including contractual, products, and completed operations coverages) providing coverage on a personal injury basis with a single limit for bodily injury and property damage of \$1,000,000. All coverages should provide protection on an "occurrence" basis rather than a "claims made" basis.
- d.) Comprehensive Automobile Liability insurance providing coverage with limits as specified for the Commercial General Liability Insurance policy.

- e.) If the work of contractor and/or any subcontractor includes excavating and/or blasting, contractor's liability insurance shall include coverage for explosion, collapse, and underground operations (XCU).
- f.) The Certificate of Insurance shall provide that no change in or termination of coverage will be made without forty-five (45) days prior written notice to City of Frontenac.

12. PROPOSAL NEGOTIATIONS:

For the purpose of obtaining the best and final offer, City of Frontenac may, at its sole option, open negotiations with responsive Offerors after submission of proposals and prior to award. City of Frontenac specifically reserves the right to award without negotiations based upon written proposals only. The Offerors will submit any negotiated amendment(s) to the proposal in writing and if accepted by City of Frontenac, these amendment(s) shall be incorporated into the final contract by virtue of acceptance.

PROPOSAL FORM AND CONTRACT

A. BIDDER REPRESENTATIONS:

The Bidder, by executing the Bid form certifies that:

- 1. The bid complies with Invitation for Bid form and Bid Specifications.
- 2. The bidder is licensed contractor in the County of St. Louis, Missouri for the work contained within.
- 3. The bidder is a currently certified by the manufacturer to sell and service the products which are being proposed in their bid. Exception: Products whose manufacturer do not offer dealer certification.

B. PREVAILING WAGE:

Not less than the prevailing hourly rate of wages shall be paid to all workmen performing under this contract in this area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

C. COMPLIANCE WITH APPLICABLE LAWS AND PREVAILING WAGE:

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended. Not less than the prevailing hourly rate of wages shall be paid to all workmen performing under this contract in this area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

D. DEFINITIONS:

- 1. The term "CITY" means City of Frontenac and its designated representatives.
- 2. The term "Supplier" means Contractor, Contractor, and Seller and includes designated representatives.

G. INSPECTION, ACCEPTANCE AND APPROVALS:

Goods, are subject to inspection and tests by City of Frontenac. City of Frontenac will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by City of Frontenac notwithstanding payment, prior inspections, or approvals. City of Frontenac may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to City of Frontenac without prior written approval and instructions from City of Frontenac. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to City of Frontenac.

H. WARRANTY:

Unless otherwise agreed to in writing by the parties, Supplier warrants those items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by City of Frontenac, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect for a period of **FIVE YEARS**. This warranty shall include both material and labor expenses. Except for latent defects, City of Frontenac shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. City of Frontenac may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to City of Frontenac of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by City of Frontenac. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

I. PAYMENT:

Payments for the system shall be directly related to the phase of implementation. City of Frontenac shall pay 100% for materials & licensing upon contract award, and installation/implementation shall be paid based on percentage of completion.

J. CHANGE ORDER:

City of Frontenac may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, City of Frontenac, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

K. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the bid specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause.

L. RESPONSIBILITY FOR SUPPLIES:

Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery to CITY OF FRONTENAC facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

M. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of 20% of this contract price for any goods without City of Frontenac's prior written approval.

N. TERMINATION:

1. General: Performance of work may be terminated by City of Frontenac in whole, or from time to time in part, whenever City of Frontenac shall determine that such termination is in the best interests of City of Frontenac. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performances of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3 of this paragraph, City of Frontenac shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to this paragraph.
2. Bankruptcy or Insolvency: In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustees or a general assignment for the benefit of creditors of either party, City of Frontenac shall be entitled to terminate without further cost or liability.
3. Default: City of Frontenac may terminate the whole or any part in either of the following circumstances:
 - a. If supplier fails to deliver the items required by the contract within the time specified; or
 - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from City of Frontenac specifying such failure. In the event of termination, City of Frontenac shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of City of Frontenac provided in subparagraph 4 shall be in addition to any other rights provided by law or the contract.

O. NOTICE AND SERVICE THEREOF:

Any notice from City of Frontenac shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the bid form.

P. CONTRACT TERM:

Performance shall be governed solely by the terms and conditions as set forth in the Invitation for Bid, Bid Specifications, Bid Form, and the contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by City of Frontenac for any goods furnished.

Q. ACTS OF GOD:

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

R. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:

Indicate: [] Individual: [] Partnership: [] Corporation., Incorporated in the State of _____

S. ACCEPTANCE:

Acceptance of the proposed systems shall also be priced in the proposal. The Contractor shall be responsible for all engineering, parts, labor, and all other associated equipment necessary to completely install the proposed equipment and turnover for acceptance to City of Frontenac. Acceptance will occur no sooner than 30 days after cutover. Final payment of ten percent (10%) of total system cost shall be withheld until acceptance. City of Frontenac shall accept the system when:

- all equipment has been provided and all services are complete, OR
- mutually agreed upon date has been arranged between the City of Frontenac and the Contractor for the completion of any outstanding RFP items and resolution of any outstanding problems, AND
- system meets City of Frontenac satisfaction, AND
- all lien waivers are received.

T. FORMAT OF BID RESPONSE:

Each section must state compliance from the Contractor. If the Contractor takes exception, the explanation must be typed on an 'EXCEPTION PAGE' with the reason. The format of the response should be assembled as follows:

1. **Section 1** – Bid Sheet and Bid Bond (placed behind the Bid Sheet)
2. **Section 2** – Narrative of System Offering (provide a description of the system you are proposing and how it meets the RFP requirements)
3. **Section 3** – Response to the RFP
 - Background and Overview
 - Telephone System Technical Requirements
 - Voice Mail System Technical Requirements
 - Station Equipment and Configurations
 - Warranty, Training and Service
 - Contractor Profile
 - Exception Page
4. **Section 4** – Pricing
5. **Section 5** – System Literature

U. RESPONSE:

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

BACKGROUND AND OVERVIEW

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

A. OVERVIEW:

City of Frontenac is seeking proposals to replace their existing on-premise Mitel (previously Shortel) Voice Over IP telephone system with a new on- premise Voice Over IP Telephone System. The current telephone system has reached end of life.

The city currently has one Mitel (previously Shortel) Voice Over IP telephone system at City Hall (10555 Clayton Rd., Frontenac, MO 63131) that services the City Hall and Public works buildings. The controller is installed in City Hall and IP telephones are extended via fiber to the Public Works building behind City Hall. The City is also serviced by (1) PRI span that is currently under contract with Spectrum.

The city prefers to deploy the new VOIP telephones reusing the existing Category 5 or higher cable installed at each location and to reuse the existing data switches. If a vendor does not want to reuse the existing data switches, they must be sure to include any new required, layer 2 or layer 3, gigabit POE Ethernet switches required for each site. In any case the chosen vendor will be responsible for all network (VLAN, QoS, IP addressing) coordination with The City's IT Vendor to ensure connectivity and functionality. Vendors must include any required network equipment their system will require to integrate to The City's existing network. All IP Telephones are on a separate VLAN/subnet because there are issues with limited IP addresses on the main network.

The City's current Hyper-V host has enough resources to run the phone system or any additional applications as a virtual server.

1. City of Frontenac on premise system with virtual servers, if needed. Requirements listed below:
 - Telephone system controller located at City Hall to support (1) PRI Span provided by Spectrum.
 - Virtual OR PHYSICAL server(s) for voice mail, applications or any other virtual servers needed, located at City Hall.
 - New IP Telephones and (1) Cordless IP Phone in Public Works
 - The bidder will include on site fees for the following:
 - On Site installation
 - On Site Project Management
 - On Site Design meetings
 - On Site training
 - The bidder will include a one-year warranty with an option for an extended 5-year warranty or maintenance agreement that includes the following:
 - All Parts
 - All Labor
 - 24x7 support (Please include SLA terms and expected response times in proposal)
 - On Site manufacturer certified technicians.
 - All necessary core software upgrades including bug fixes with on-site labor for installation and testing
 - Unlimited user and administration training for the entire period of the agreement

2. Provide users with PC software to allow complete control over their IP telephone and communications through their desktop. At a minimum software should have the following features:
 - a. Access to IM/Chat
 - b. Telephony presence of other users
 - c. Control over Do Not Disturb status
 - d. Call forwarding
 - e. Screen pops for incoming calls with enhanced Caller ID
3. Provide a per user option for PC and Mobile Softphone.
4. No Cloud Systems bids will be accepted.
5. The installation will be a converged system at all of the locations.
6. City Hall and Public Works are connected via an existing fiber network owned and maintained by the city. This network currently carries data traffic between the buildings. The successful Contractor will be required to convey appropriate QoS mechanisms to the city's IT company to implement.
7. There is not an external paging system at City Hall and the city is currently utilizing multi-zone paging through the existing IP telephones. The city prefers to maintain the existing multi-zone paging to allow paging to City Hall only, Fire Department only, Police Department only and All Page.
8. The system currently supports (4) fax machines.
9. The police department currently utilizes (2) analog lines for connection to West Central Dispatch for alarm monitoring. These lines must be accounted for with the new system.
10. The City currently has a 2-port FaxFinder Model # FF240 device as well as a Polycom Soundstation 2 analog conference phone that they would like to reuse.
11. Provide Twinning – ringing the employee's cell phone when their desk phone rings. If no answer the call forwards to the employee's desk phone voice mail for all users.
12. A voicemail system will be installed on premise and must include the following features:
 - VM to Email - Unified Messaging – for all mailboxes
 - Integration with Office365 Hosted email solution

B. CABLE INFRASTRUCTURE:

- a. All phone locations will have cabling infrastructure provided by the city to be used to connect all new IP telephones.
- b. Should an existing cable need to be replaced or a new cable pulled to establish connection to a phone location, the bidder will notify the city to have a Category 6 cable installed.

C. DATA INFRASTRUCTURE:

The Successful Contractor will be responsible to provide all QoS, Vlan, and PoE requirements to the city's IT Vendor for them to configure.

- a. All phones will be operating on a converged network utilizing VLAN's.
- b. City of Frontenac would like to reuse all existing data switches to power and supply adequate ports for all new IP phones.
- c. City of Frontenac utilizes a Office365 Hosted e-mail platform.

E. PROPOSALS MUST INCLUDE ALL COSTS:

Proposals must include all costs incidental to the successful implementation of the system(s). Price quotes must be valid until the system is installed.

F. NEW EQUIPMENT:

All proposed equipment and components must be new and unused with full U.S. manufacturer's warranty. Prospective suppliers must guarantee that the systems proposed will be supported for a minimum period of 7 years from the date of installation. Any new replacement equipment must be compatible with the proposed telephone system.

G. CONTACT INFORMATION :

All questions regarding this RFP shall be directed by e-mail to:

Mr. Gary McDaniel

IT Coordinator

gmcdaniel@cityoffrontenac.org

VOIP SYSTEM TECHNICAL REQUIREMENTS

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.

A. VOICE OVER IP TELEPHONE SYSTEMS

The Contractor shall provide an IP Telephone System, not digital.

B. REDUNDANCY AND RESILIENT IP PHONES:

The system must include solid state hard drive and power supplies for the phone system controller.

Indicate below, the degree of redundancy included in your base price. Does the proposed IP solution support network failover resiliency in case of a disastrous common control failure? If so, describe the failover process and specify the hardware, software, WAN transmission, and time required to carry it out.

C. SOFTWARE PROGRAMMING:

The Contractor shall program all software and other features into the IP PBX before delivery to City of Frontenac.

D. DIAGNOSTIC MAINTENANCE:

The Contractor shall be responsible for diagnosing an issue with the system and notify the proper contact at City of Frontenac. This includes but is not limited to the following:

- Outages
- trunk outages
- Outages due to software upgrades

E. MEMORY PROTECTION:

The Contractor shall be responsible for performing regular or scheduled backups of the primary VOIP controller to ensure no data loss is incurred in case of a catastrophic failure.

F. MEMORY CAPABILITY:

The memory shall have the capability of supporting the maximum capacity of the IP PBX proposed at cutover and to the specifications required to meet that number by the manufacturer.

G. SELF-TEST, FAULT ISOLATION AND SYSTEM ALARM:

As an ongoing internal function of the IP PBX, a self-test routine must identify faults within the system. When faults are located by means of the self-test function, a system alarm and log will be generated. The log shall be accessible remotely.

H. CLASS OF SERVICE:

The system shall allow independent programming features per telephone to be defined. Individual programming shall specify the features and timer options that may be accessed by a station. It shall be possible to change the features at any station without changing the numbers assigned to that station.

I. ROUTING CLASS OF SERVICE:

When a station user dials a number, the system shall check the Routing Class of Service (RCOS) value assigned to the user against the available routes. If the user's RCOS permits access to the number dialed, the call proceeds. If the RCOS value does not permit access, the call shall be barred and routed. A station shall have the capability of being assigned two RCOS's, one associated with a Day Mode and the associated with a Night Service mode. RCOS shall have the capability to allow or deny calls differently depending on the mode selected.

J. CALL FORWARDING:

The IP PBX shall provide the capability of forwarding trunk or internal calls to another station/external phone number to satisfy the following conditions:

1. Calls to an Unattended Station
2. Calls to a Busy Station
3. All Calls to a Station
4. Must be able to differentiate between internal and external calls.

L. CALL TRANSFER AND STATION CONSULTATION:

The IP PBX shall allow the station user the capability for call transfer and station consultation on all trunk calls and/or station calls either incoming or outgoing.

M. GROUP HUNTING:

Sequential and/or non-sequential number hunting shall be available for all stations allowing up to a minimum of thirty stations to be placed in a single hunt group. The system will require a minimum of 16 hunt groups.

N. THREE DIGIT EXTENSION DIALING:

This includes 3-digit extensions for all telephones

O. LINE LOCKOUT OFF-HOOK CONDITION:

Any station seizing the common equipment of the IP PBX for a programmable number of seconds without dialing shall be blocked from further access to the system resources until the station is restored to the on-hook condition.

P. DSS/BLF

Direct Station Selector/Busy Lamp Fields software or hardware are required for the Standard and Secretary phones.

Q. PROGRAMMABLE KEY MODULES

Programmable key modules will be required to be supplied to users that want them. This will allow the DSS/BLF functions along with directed call pickup. Programmable key modules need visible indicators showing the status of user programmed.

R. NIGHT SERVICE:

Night service shall permit the programming of alternate answering points for individual trunks. The answer point used shall depend on the operational mode of the system. All calls will be answered by Automated Attendant. In addition to a night service, the system all needs the ability to remotely change the recording in case of emergency closing of the schools (i.e. inclement weather).

S. PAGING ACCESS:

All phones shall have the capability to access the existing paging systems at their location.

T. RESTRICTIONS:

The provision for providing restrictions from particular types of trunks as well as other services shall be provided. Minimum degrees of restriction must include the ability to:

1. Restrict Stations From Direct Access to Central Office (CO) Trunks.
2. Restrict Stations From Direct-In-Dial.
3. Restrict Stations From Direct Distance Toll Dialing.
4. Restrict Stations From Initiating a Dial Up Conference.
5. Restrict Stations From External Paging System.

U. CALL WAITING:

Call waiting shall permit a station user, when engaged in a call, to receive a tone indicating a call is waiting. Only the called party shall hear the waiting tone. Conversation with the waiting party shall be private. If the called party goes on-hook and a call is waiting, the station shall ring immediately.

V. NETWORK ADMINISTRATIVE PACKAGE:

Administrative software shall be provided by the Contractor on the Owner's PC(s) for use by the Owner. The administrative software will, at a minimum, provide for the following:

1. Maintenance of both telephone and voicemail systems
2. Provide for database backup and restore
3. Changing Telephone Numbers
4. Changing Feature Arrangements
5. Be able to connect to systems at all remote sites via network connection

Administrative training for up to four (4) employees shall be provided at a time mutually agreed upon by Owner and Contractor and the cost for training shall be included in the base bid. This training is in addition to the user training on the telephones.

W. AUTOMATIC ROUTE SELECTION:

The system shall provide automatic routing for network calls. Two arrangements will be required for Public Switched Network access. As a minimum, the ARS proposed shall provide:

1. Compatibility with the North American Numbering Plan, North American Dialing Plans, and International Numbering Plan.
2. Digit screening for twenty-six (26) digits for routing and restriction applications.

3. Digit modification (absorption or insertion) to support different routing scenarios.
4. Capability to dial "911" from any station set to directly access the emergency service provider.

X. OUTGOING TRUNK QUEUING:

The system shall be equipped to allow the station user, upon encountering a busy condition for a trunk group, to queue upon the trunk group by dialing an appropriate code or depressing a key on a multiline set. The station user shall then be allowed to go on-hook and the system shall automatically ring that station when a trunk in the individual trunk group which the station user is in queue for becomes available and the call shall proceed without the user having to redial the number.

Y. STATION MESSAGE DETAIL RECORDING:

The IP PBX shall be equipped to capture external (trunk incoming and outgoing) Station Message Detail Recording information. The information to be captured shall, as a minimum provide:

1. Date of Call (Month and Day)
2. Calling Station Number
3. Called Number
4. Time (Time Call Was Placed)
5. Duration of Call (Minutes and Seconds)
6. Calls Abandoned

AA. ANI/DNIS CALL ROUTING:

The system shall have the capability to capture Automatic Number Identification (ANI) and/or Dialed Number Identification information and route calls to specific destinations based upon that information.

BB. PROVISION FOR RAY BAUMS ACT:

The Contractor is responsible to provide all information needed to comply with Ray Baum's Act to City of Frontenac. In addition, the VOIP system being proposed must maintain the functionality to comply with Ray Baum's Act.

BB. PROVISION FOR KARI'S LAW:

The Contractor is responsible to ensure the new VOIP system is configured for compliance with Kari's Law.

CC. ANALOG PHONES AND DEVICES:

The system must be able to support analog devices and services such as:

1. Fax Machines
2. Paging System

DD. MAINTENANCE ALARMS:

1. The system should define an alarm, as an event that takes place when an anomaly is detected, and corrective action is required.
2. If an alarm is detected, the system must be able to send a message to multiple designated telephones or to an email address of a specified user.

EE. CALLER ID HISTORY:

The system should provide easy access for the individual users to access their Caller ID history.

VOICE MAIL SYSTEM TECHNICAL REQUIREMENTS

Bidders are requested to complete each item/paragraph in this section by inserting Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

A. BASIC VOICE MAIL SYSTEM:

1. Automated Attendant Functionality.
 - a. All software necessary to interface with the proposed telephone system will be provided under this bid.
 - b. The system must be equipped with a minimum of **12 ports** to support all school locations.
 - c. The automated attendant must provide a company directory that uses extension numbers or names as the dialing method
 - d. It must allow single-digit option extension
 - e. It must support pre-recorded Holiday Greetings to automatically take effect on the day established.
 - f. Off-Premise Routing. The system must allow callers to be transferred to an outside telephone number.
 - g. Scheduling. Time of day and day of week scheduling for the automated attendant must be included.

2. Subscriber Mailboxes.
 - a. Must be equipped to support at least 60 voice mailboxes for users.
 - b. Information Mailboxes. Callers requesting specific information can be routed to a mailbox that plays a message.
 - c. The system must provide mailboxes that are password protected.
 - d. The system must provide a tutorial that assists new subscribers with mailbox set up.
 - e. It must provide subscribers to send urgent, private, or certified messages.
 - f. It must provide a message waiting light notification of waiting messages in the office.
 - g. Email Notification. The system must include the ability to send voicemail messages to email for users that require that functionality.

B. UNIFIED MESSAGING:

Unified Messaging to work with City of Frontenac's Office365 Hosted Email Solution for all users. If Contractors system requires individual licensing for Unified Messaging users, please provide a minimum of (60) licenses for ALL users.

STATION EQUIPMENT AND CONFIGURATIONS

Bidders are requested to complete each item/paragraph in this section by inserting Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

A. STATION EQUIPMENT SPECIFICATION:

1. All IP telephone instruments provided shall be "push-button" type, utilize DTMF signaling and be minimally equal in quality, construction and performance to telephone instruments manufactured to present United States industry standards:
 - Multiline Set (No Paper Labels) with Speakerphone with the following minimum features: **(Basic phone)**
 - Small display
 - Programmable Personal Keys
 - HD Wideband Audio
 - Handsfree Speakerphone operation (full duplex)
 - Dual port IP Phone (10/100/1000 integrated Ethernet switch)
 - 802.3af compliant (IEEE Standard)
 - Multiline Set (No Paper Labels) with Speakerphone with the following minimum features: **(Standard phone)**
 - Large color display (480x272)
 - Bluetooth connectivity
 - LED indication for incoming calls
 - Support for cordless handset
 - Support for headset
 - Enhanced full duplex speakerphone
 - Programmable Personal keys
 - Context sensitive soft keys
 - Dual port IP Phone (10/100/1000 integrated Ethernet switch)
 - 802.3af compliant (IEEE Standard)

C. TELEPHONE SYSTEM CONFIGURATION:

City Hall, Police Department, Fire Department and Public Works

EQUIPMENT	WORKING AT CUTOVER	EQUIPPED	SYSTEM CAPACITY FOR ENTIRE SYSTEM
Primary Rate Interface Span	1	1	8
Telephones:	Total: 100		1500
IP Standard	5	5	
IP Basic	62	62	
Analog Stations Ports	7	7	
Desktop PC Software	39	39	
Public Works Cordless IP Telephone	1	1	
Paging Zones	4	4	

C. VOICEMAIL CONFIGURATION

1. The system configuration and capacities are as follows:

EQUIPMENT	WORKING AT CUTOVER	EQUIPPED	SYSTEM CAPACITY FOR ENTIRE SYSTEM
Voice Mail Ports	12	12	30
Voice Mailboxes	60	60	15000
Voice Mail Hours of Storage	500	500	500
Unified Messaging Licenses	60	60	954

WARRANTY, TRAINING AND SERVICE

Bidders are requested to complete each item/paragraph in this section by inserting Comply (Yes or No) or Not Applicable (N/A) and may offer additional description where appropriate.

A. WARRANTY:

The Contractor shall provide FIVE (5) Years Parts and Labor warranty, 24x7 against defects in material and workmanship (including phones) from time of system acceptance of the installed system. Warranty shall include all parts and labor, remote moves/changes, software upgrades with technician labor to perform upgrades, unlimited training, and on-site labor to honor the warranty.

B. MAINTENANCE:

1. Maintenance is to be provided on a complete service basis. Maintenance costs, other than those covered under warranty, shall be listed separately from the cost of equipment, and shall include the costs of all parts and labor. The maintenance contract will be for years two through five starting at the conclusion of the warranty service period. The maintenance cost must be included as a separate cost in the basic offering and **must also include all software upgrades for years 2-5 along with the labor cost to install them and ALL IP Telephones.**

2. The Contractor's response shall indicate if Contractor plans to provide total system maintenance or subcontract the system maintenance or any part thereof. In the event the use of subcontract maintenance is planned, the Contractor shall indicate what portion(s) of the system maintenance will be provided by the subcontractor and shall furnish proof of an agreement (or a tentative agreement) has been negotiated with the subcontractor to provide maintenance on the proposed system. The Contractor shall also provide sufficient documentation that indicates the subcontractor is properly trained and has been certified by the equipment manufacturer to provide maintenance on the proposed system or any part thereof.

D. ROUTINE MAINTENANCE:

Routine maintenance response time shall be within 16 hours after receipt of a routine maintenance call from Owner's designated representative. Routine maintenance is defined as any occurrence that does not meet the criteria of emergency maintenance.

E. EQUIPMENT ADDITIONS, CHANGES AND RELOCATIONS:

Attach a guaranteed material parts list for moves, adds, and changes to be guaranteed for one year after the initial cutover.

F. TRAINING (USER TRAINING).

The Contractor shall provide training sessions for City of Frontenac's personnel with additional training provided for those serving in attendant functions. Class scheduling shall be coordinated with City of Frontenac's designated representative. Training classes for personnel shall be conducted according to the type of telephone instrument they are assigned. User training is to cover telephone features, voice messaging features, unified messaging, and telephone and voice messaging courtesies.

All classes must be instructor led with no more than 8-10 users; each with a "live" instrument programmed as they will be used by the City of Frontenac staff.

If the Contractor has an alternate training method to On-Site classes which will reduce cost, then an alternate must be provided.

G. TRAINING (SYSTEM ADMINISTRATION):

Administrative Training for up to (4) four City of Frontenac's employees shall be provided at a time that is mutually agreed upon by City of Frontenac and the Contractor. The cost for training needs to be included in the base bid. This training is in addition to the user training on the telephones.

H. TRAINING MATERIAL:

The Contractor shall provide customized training materials to serve as a quick reference for system users. The material shall be relevant to the department and user.

I. TECHNICAL PRACTICES.

One set of technical practices for the IP PBX system and station equipment.

J. SYSTEM CUTOVER.

The system shall be installed and tested for acceptance upon the date set forth in the contract.

K. TESTING OF THE INSTALLED TELEPHONE SYSTEM.

The system shall, as a minimum, be tested as follows: The installed telephone system must demonstrate its capability of providing the services enumerated in the contract. Test equipment required for demonstration will be Contractor-provided. Contractor will also provide documented test results.

L. TELEPHONE SYSTEM CUTOVER AND ACCEPTANCE:

1. The telephone system cutover shall occur at a specified time, as noted in the contract.
2. Contractor personnel shall be available on the Premises for a minimum of two working days after telephone system cutover to clear any malfunction, which may develop.

M. CONTRACTOR'S RESPONSE TO EACH SPECIFIC PARAGRAPH.

Contractor shall respond to the **system requirements** by at least listing each paragraph/subparagraph, its title and the Contractor's response.

N. EXCEPTIONS.

The Contractor must cite specific paragraph terms and conditions to which the Contractor takes exception. The Contractor shall state the exact requirement to which exception is taken. Any cost impact associated with an exception must be identified and included in the pricing section.

O. SERVICE CRITERIA

1. **Contractor Requirements.** Contractor shall respond to each paragraph and subparagraph.
2. **Maintenance Staffing.** Contractor shall provide information on the number of certified technicians on its staff to service the type of IP PBX being proposed and the total number of that type of IP PBX in Contractor's local service area.
3. **Escalation Procedures.** Contractor shall furnish a chart, which shows the escalation procedures to be followed to resolve problems or procedures.
4. **Remote Maintenance and Diagnostic Testing.** Contractor shall list the type, capabilities, and frequency of these procedures.
5. **Technical Support.** Contractor shall provide information on the type of technical support, which will provide the technical support and the hours when technical support will be available.
6. **Service Area.** Contractor shall supply the name, street address, state, zip code, and telephone number of Contractor's local service center. Indicate the distance from this local service center to Owner's Premise in road miles and driving time.
7. **Contact for Maintenance.** Contractor shall indicate whom the Owner's telephone coordinator will contact to obtain service for the IP PBX.
8. **Maintenance Response Time.** Contractor shall list the response time and the availability of emergency and routine maintenance.
9. **Dispatching of Technicians for Requests for Maintenance.** Contractor shall provide the methods used to dispatch technical staff to respond to Owner's calls for service.
10. **Maintenance Records.** Contractor shall indicate the type of maintenance records maintained and the location of these records.
11. **Disaster IP PBX.** Contractor shall indicate if a disaster IP PBX is available, its location and the time required to ship it from its location to Owner's facility.
12. **System Implementation Schedule.** Contractor shall provide a telephone system implementation schedule for the project.
13. **Trainers or Instructors.** Contractor shall supply information relating to the number of trainers, their years of training experience and whether or not the manufacturer of the equipment certifies them Contractor is proposing.

14. **Training.** Contractor shall provide data on the user training including class size, length of training class session, number of users per class, the training techniques to be employed, any materials to be provided for users and other information which will help evaluate Contractor's training techniques.
15. **References.** Contractor shall supply the following information about a minimum of five municipal or other government references Contractor IP PBX installations that are approximately the size and complexity of the system proposed. Include the name of the owner, complete address, name, and phone number of the owner representative familiar with the phone system, date installation was completed, number of stations and any other pertinent information that Contractor believes may be helpful in assisting Owner in its evaluation.
16. **Network Access.** Contractor to supply City of Frontenac with all passwords and access to the systems.

CONTRACTOR PROFILE

Bidders are requested to complete each item/paragraph in this section

1. Identify the office that will be responsible for the installation and maintenance of the proposed system:
2. Is this the home office or a branch office?
3. State the number of years in business:
4. State the number of years your organization has been selling, installing, and servicing telephone systems.
5. Number of similar networked telephone systems installed in the area:
6. Describe all work that you plan to have done by a company other than your own:
7. Number of local factory certified technicians on proposed system:
8. **References**
Identify five (5) present municipal and other government customer references using the proposed system installed by your company in the St. Louis area. Bidder to provide information in the following format:

COMPANY NAME
NAME AND TITLE OF CUSTOMER CONTACT
ADDRESS and TELEPHONE NUMBER
SYSTEM SIZE:

9. Give a brief description of the user and system administration training included in the system. How will you train the City of Frontenac staff? What is your policy on re-training?
10. Where will spare parts/inventory be stored?

PRICING

SYSTEMS	INVESTMENT COSTS	MAINTENANCE FOR YEARS 2-5, 24x7 Following the first year Warranty Period. This MUST INCLUDE all labor, material including phones, software upgrades with labor and remote moves, adds and changes at no charge.
Voice Over IP Telephone System		
Total Telephone Equipment and Software Purchase Price with Installation		
On Site Training (Including Written Documentation)		
Performance and Bid Bond		
Sub total		
VOICE MAIL SYSTEM		
Total Voice Mail Equipment and Software Purchase Price with Installation		
Performance and Bid Bond		
Sub total		
TOTAL PURCHASE PRICE		

***Enter the TOTAL SYSTEM COST on the Bid Sheet in Section 1**

BID SHEET

(PLACE IN SECTION 1 OF YOUR RESPONSE and PLACE COPY OF BID BOND BEHIND BID SHEET)

Name of Company: _____

Contact: _____

TOTAL SYSTEM COST* _____