



The Town of Pelham

Request for Proposal 2014

PHONE SYSTEM

Revision 2.0

1.0 INTRODUCTION

Town of Pelham invites vendors to submit proposals for a new phone system in accordance with the requirements, terms, and conditions of this request for proposal.

This RFP sets forth the requirements for all services and solicits a detailed response from vendors to include pricing and service descriptions in a specified format.

Our objectives are to reduce our current expenses for voice and data communications services, and optimize the use of our network's capabilities. The contract with our current vendor is a time and materials contract only.

This RFP is for equipment acquisition and initial installation services only and the length of the warranty period. Contract for on-going maintenance will be awarded separately.

2.0 VENDOR REQUIREMENTS

- 2.1 Vendor shall agree to commence work within seven days of contract award and to provide a project timeline to ensure that Town of Pelham can be up and operational on the new phone system by Month/Day/Year. Bidders must explain and detail how impact would be minimized during implementation and the expected amount of down time, if any.
- 2.1 Vendor shall agree not to use subcontractors on this project.
- 2.2 Vendor shall agree to obtain necessary insurance during the entire project and shall agree that the Town will be the named insured on all policies required. A certificate of insurance will be required of all vendors.
- 2.3 Vendor shall agree that all equipment and installation workmanship shall comply with specifications contained in Electronic Industries Association Standards and the Electrical Code and that all equipment shall be FCC certified FCC type accepted and/or UL listed. All work shall be conducted according to the standards of good engineering practices Vendor shall agree to repair or replace any Town property damaged during installation.
- 2.4 Vendor shall provide a copy of all normal contract documents and indicate standard terms of payment.
- 2.5 Vendor shall provide at least five (5) references that presently use the system proposed and indicate the system time in service.
- 2.6 Vendor shall agree to carry parts and labor warranties on all system components installed for a minimum of (2) years.
- 2.7 Vendor shall agree to give (1) free day of labor to the Town of Pelham for any emergency service call not responded to by an on-site visit within (2) hours. (1) Free day of labor will be added for each additional hour not responded to by an on-site visit.
- 2.8 Vendor shall agree to give (4) hours of free labor to The Town of Pelham for any standard service call not responded to by an on-site visit within (24) hours.
- 2.9 Vendor shall agree to give (2) hour of free labor to The Town of Pelham for any move, add, or change not responded to by an on-site visit within (72) hours.

- 2.10.1 Vendor shall agree to use only certified or experienced technicians in installing the communications systems at The Town of Pelham. Experienced installers should have no less than (5) years installing phone equipment. Technicians Work histories may be collected, and reviewed before award. As installation will occur in certain high security areas, installers will need to pass a police background check at the Town's expense.
- 2.11 Vendors shall agree that the local service office will not exceed 1-hour travel time from The Town of Pelham.
- 2.13 Vendors shall agree that a one-hour minimum billing is the maximum minimum requirement that can be charged for any service not covered under warranty.
- 2.14.1 Vendors shall agree that the costs associated with miss configuration, system under sizing or non-interpreting the necessary needs and applications associated with this document will be absorbed by the vendor.
- 2.15 Signatures from the CEO or equivalent, sales department head, and the engineering department head must be submitted with a cover letter that outlines the understanding of the overall project, pricing, and engineering configurations. All information in the response to The Town is accurate and will be held valid for the warranty period.

3.0 GENERAL CONDITIONS

Any changes or corrections to the specifications herein will be by Addendum to all Bidders in writing. The Town of Pelham will not be responsible for verbal instructions or oral interpretations.

3.1 RIGHT OF REJECTION

The Town may reject any or all bids, or the bid for any one or more commodities or contractual services included in the proposed contract, when the public interest will be served thereby. The Town reserves the right to waive any irregularities; to accept the whole, any part of, or reject any or all quotations; and to select the vendor who in the sole opinion of the Town best meets the Town's needs. The Town also reserves the right to negotiate with potential Bidders, so that its best interests are served.

The Town of Pelham reserves the right to solicit additional information from Bidders to determine which Bidder best meets the needs of the Town. Additional information may include (but is not limited to) past performance records, lists of available personnel and equipment, and a description of work that will be done simultaneously with Town projects, financial statements, on-site tours, evaluation by Town personnel, or any other pertinent information. Bids will be evaluated on cost of services, experience with comparable work, ability to perform, and ability to provide service and support after installation.

3.3 VALID PERIOD OF OFFER

All pricing, and terms stated by written vendor proposals in response to this RFP shall be valid for three (3) months to allow sufficient time for evaluation and contract negotiation.

3.4 CONFIDENTIALITY/ NON-DISCLOSURE

The information contained in this RFP (or accumulated through other written or verbal communication) is confidential. It is for the proposal purposes only and is not to be disclosed or used for any other purpose. Information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than our organization, without the express written consent of the vendor.

3.6 **BEST AND FINAL OFFER**

We The Town of Pelham reserve the right to request a best and final offer.

3.7 **COST OF PROPOSALS**

Expenses incurred in the preparation of proposals in response to this RFP are the vendor's sole responsibility.

4.0 **PROPOSAL INSTRUCTION AND TIME FRAMES**

Vendors are invited to bid on only those solutions they can fully support and that meet the long term needs of the Town. A single vendor total solution is preferred but not mandatory.

COPY OF YOUR BID RESPONSE MUST BE RECEIVED BY MAIL OR IN PERSON BY **2:00PM EST, Tuesday, September 2nd, 2014** AT The Town of Pelham Selectmen's Office, 6 VILLAGE GREEN, PELHAM, NH 03076, ATTN: Marie Maruca. Bids will be opened at 2:05PM on 9/2/2014.

BIDS WILL BE OPENED AND READ ALOUD AT THE BID OPENING. BIDS RECEIVED AFTER THE TIME SPECIFIED WILL NOT BE CONSIDERED. EACH BIDDER IS RESPONSIBLE FOR BID DELIVERY AT THE TIME AND PLACE DESIGNATED ON THE REQUEST FOR PROPOSAL. THE TOWN OF PELHAM CANNOT BE HELD RESPONSIBLE FOR ANY BID RECEIVED AFTER THE DESIGNATED TIME.

Bids must be submitted with the attached Bid Pricing sheet completed and signed by a corporate officer.

Any changes or corrections to the specifications herein will be by Addendum to all Bidders in writing. The Town of Pelham will not be responsible for verbal instructions or oral interpretations.

4.1 **INTENTION TO BID**

Vendors must notify the Town of Pelham of their intent to bid or not to bid by **August 07, 2014**. Notification can be by fax at 603-635-8274, email @ phoneRFP@pelhamweb.com, or mail Marie Maruca, Town of Pelham, Office of the Selectmen, 6 Village Green, Pelham, NH 03076. **No phone calls.**

Please provide the name, address, telephone, and fax numbers for the vendor contact who should receive answers to questions and RFP revisions and updates. Any vendor who elects not to bid is requested to destroy this bid.

4.2 **RFP QUESTIONS**

Questions regarding this RFP are encouraged and should be submitted in writing or e-mail.

All questions concerning this Request for Proposal should be directed to:

Mail: Marie Maruca
Town of Pelham
Office of the Selectmen
6 Village Green
Pelham, NH 03076
email: phoneRFP@pelhamweb.com

No Phone Calls

4.3 ORAL PRESENTATIONS

As a part of the evaluation process, we may require an oral presentation by the vendor.

4.4 SCHEDULE OF EVENTS

Dates	Activity
07/29/14	RFP Distribution
08/07/14	All questions due – in writing
08/12/14	Responses to questions due to vendors
09/02/14	Proposals Due
TBD	Oral Presentations (if needed)
TBD	Vendor selection
TBD	Implementation begins
TBD	Implementation (Prior to 12/31/2014)

5.0 PROPOSAL PREPARATION

The following chart details the required proposal outline and specifies the content of the proposal sections.

Section #	Section Title
1	Executive Summary
2	Corporate Profile
3	Telephone Design
4	Support Information
5	Required Documentation
6	Pricing
7	Appendices

5.1 GENERAL PREPARATION

- Hardcopy Proposal
- Number pages consecutively within each section.
- Provide copy to our organization.

5.2 EXECUTIVE SUMMARY

Briefly describe the key elements of your proposal. Highlight any major features, functions, or areas of support that differentiate your service offerings from your competitor's offerings.

5.3 CORPORATE PROFILE

5.3.1 COMPANY BACKGROUND

The respondent to this Request for Proposal must include:

Company Name
Representative's Name and Title
Office Address
Telephone Number, Fax Number, and e-mail address

5.3.1 (Cont.)

A brief but complete history of the company is required including but not limited to:

- A. Location of Corporate Headquarters
- B. Location of local Sales and Service Offices.
- C. Total number of support, technical, and service personnel in your organization.
- D. Experience of primary installation and service personnel.
- E. Experience with manufacturer and specific solution of proposed system.
- F. Years in business.
- G. Company overview.

5.3.2 Financial Information: Annual report if available

5.3.3 Reference Accounts: List (5) installed accounts with this particular SOLUTION. Please give company name, address, and company contacts.

5.4 TELEPHONE SYSTEMS INFORMATION

5.4.1 Scope of Work

5.4.2 Time Line for design, configuration, installation, and testing of all system components.

5.4.3 Relationship with the distributor or manufacturer

5.4.4 Completed Warranty Information

5.4.5 Project manager Contact Information

5.4.6 Administrative Training

5.4.7 User Training

5.4.8 Point of Sale Information for all pertinent Sales or Technical Product Information

5.5 SUPPORT INFORMATION

5.5.1 Support Plan – outline all costs of servicing the system

5.5.2 Operational Escalation Procedures – 24 X7 Coverage necessary

5.5.3 Location of Resources that will support the Town of Pelham

5.5.4 Remote Access (If you require)

5.6 REQUIRED DOCS

5.6.1 Letter of Understanding: CEO, Sales, Engineering department's heads. Signatures must be applied.

All information in this document is considered confidential and the property of The Town of Pelham. This document shall not be copied, shared, or distributed in any way without the express written consent of the Town of Pelham.

- 5.6.2 Certificate of insurance
- 5.6.3 All Contract Documents
- 5.6.4 All Maintenance and Service Documents
- 5.6.5 References (5) with contact names and numbers.

5.8 PRICING INFORMATION

- 5.8.1 Pricing Proposal for New Telephone Equipment: Provide unit, extended, labor, and warranty pricing for all components.
- 5.8.2 Pricing Proposal for re-conditioned Telephone Equipment: Provide unit, extended, labor, and warranty pricing for all components.
- 5.8.3 Asset inventory: Show unit and extended pricing for all components

6.0 EVALUATION CRITERIA

Factors used to evaluate proposals are listed below. The criteria for vendor selection are not in any particular order.

- Cost Effectiveness of the Overall Solution
- Capability of Vendor's Solution to Meet Present Requirements.
- Capability of Vendor's Solution to Meet Future Requirements.
- Experience and Capabilities of Account Support
- Demonstrated Commitment to Quality

7.0 PURPOSE

The intent of this document is to provide a standard specification that the Town of Pelham has determined to meet its requirements. This document provides the minimum performance criteria for the components and sub-systems comprising a complete phone system that shall accommodate The Town of Pelham requirements for a minimum period of (2) years.

The Town of Pelham is seeking bids built on an IP based phone system, equivalent systems may be considered. Warranty shall be facilitated by the Contractor and be established between The Town of Pelham and the phone system manufacturer.

The successful contractor is required to furnish all labor, supervision, tooling, miscellaneous mounting hardware and consumables for each system installed. The contractor shall maintain current status with the warranting supplier, including all training requirements, for the duration of the project. The Contractor shall staff each installation crew with the appropriate number of trained personnel, in accordance with their manufacturer/warranty contract. After installation, the Contractor shall submit all documentation to support the warranty in accordance with the supplier / manufacturer's warranty requirements, and to apply for said warranty on behalf of The Town of Pelham. The warranty will cover the components and labor associated with the repair/replacement of any failed link, within the warranty period that is a valid warranty claim.

8.0 SCOPE

This document defines the phone system and subsystem components to include switching equipment, voice messaging and auto-attendant system, call accounting system, termination hardware, supporting hardware, and miscellaneous equipment needed to furnish to install a complete telecommunications

8.0 (Cont.)

system supporting all telephony requirements. The intent of this document is to provide all pertinent information to allow the vendor to bid the labor, supervision, installation, and miscellaneous telephone hardware and consumables to install a complete system. However, it is the responsibility of the vendor to propose any and all items required for a complete system if not identified in the BOM (Bill of Materials) attached to this specification.

10.0 TELECOMMUNICATIONS SYSTEM REQUIREMENTS

The Town of Pelham desires to obtain a new Phone System to service all Town locations at the municipal center. This complex consists of three separate buildings. The Town offices and the Police department are at 6 Village Green, The Library is a separate facility, and the new Fire Department. The phone system will be located in the police department data center for the purposes of this document we will call the police data center the MDF1 or Master Distribution Frame One. A separate town MDF2 or secondary MDF closet will be located in the municipal communications closet. The telephone system will be able to connect all buildings in the campus. One centralized voice mail system will be installed with the ability to have multiple (4) auto attendants at any give time. The station sets will have the ability to page any other station set within the facility or connected to the system. The phone system will be able to accept a PRI circuit for ANI delivery. The phone system should allow for 25% station growth at installation.

10.1 VOICE MAIL AND AUTO ATTENDANT SYSTEM

The Town currently has a centralized voicemail system. Vendor will provide a new integrated voice mail system with the number of ports and storage capacity indicated in the system configuration. The Town intends to answer incoming calls to the Town Offices with an Automated Attendant allowing direct department and station calling. Callers will be forwarded to voice mail after transfer or transferred directly to a user's mailbox. The Police and Fire Department lines will not have Auto Attendant anytime.

10.2 CALL ACCOUNTING SYSTEM

There is currently no call accounting system. The Vendor will provide an option for a call accounting system with the new system capable of tracking incoming and outgoing call records for at least 100 stations. Describe the connectivity necessary to the system and the minimum PC requirements.

(CONTINUES ON NEXT PAGE)

10.3 TELEPHONE SYSTEM

The Town is currently using a Nortel Norstar MICS with equipment in 3 buildings. The Town's preference is to retire this system and install an IP Telephony Solution; however, the Town will consider any other solution that adds value. Sample IP Telephony Solution below which illustrates the necessary components – similar or like system components will be considered.

TOWN HALL –

QTY 5 CP-7962G EXECUTIVE HANDSETS
QTY 39 CP-7942G STANDARD HANDSETS
QTY 2 – WS-C2960-24PC-S CAT2960 24 10/100 POE

POLICE STATION –

QTY 5 CP-7962G EXECUTIVE HANDSETS
QTY 27 CP-7942G STANDARD HANDSETS
QTY 2 – WS-C2960-24PC-S CAT2960 24 10/100 POE

LIBRARY –

QTY 10 CP-7942G STANDARD HANDSETS
QTY 1 – WS-C2960-24PC-S CAT2960 24 10/100 POE

FIRE STATION –

QTY 2 CP-7962G EXECUTIVE HANDSETS
QTY 22 CP-7942G STANDARD HANDSETS
QTY 1 – WS-C2960-24PC-S CAT2960 24 10/100 POE

PHONE SYSTEM ROUTER

CISCO2951-V/K9 2951 VOICE BDL PVD3-32 UC LIC PK
SUPPORT PRI T1
SUPPORT QTY 6 ANALOG LINES

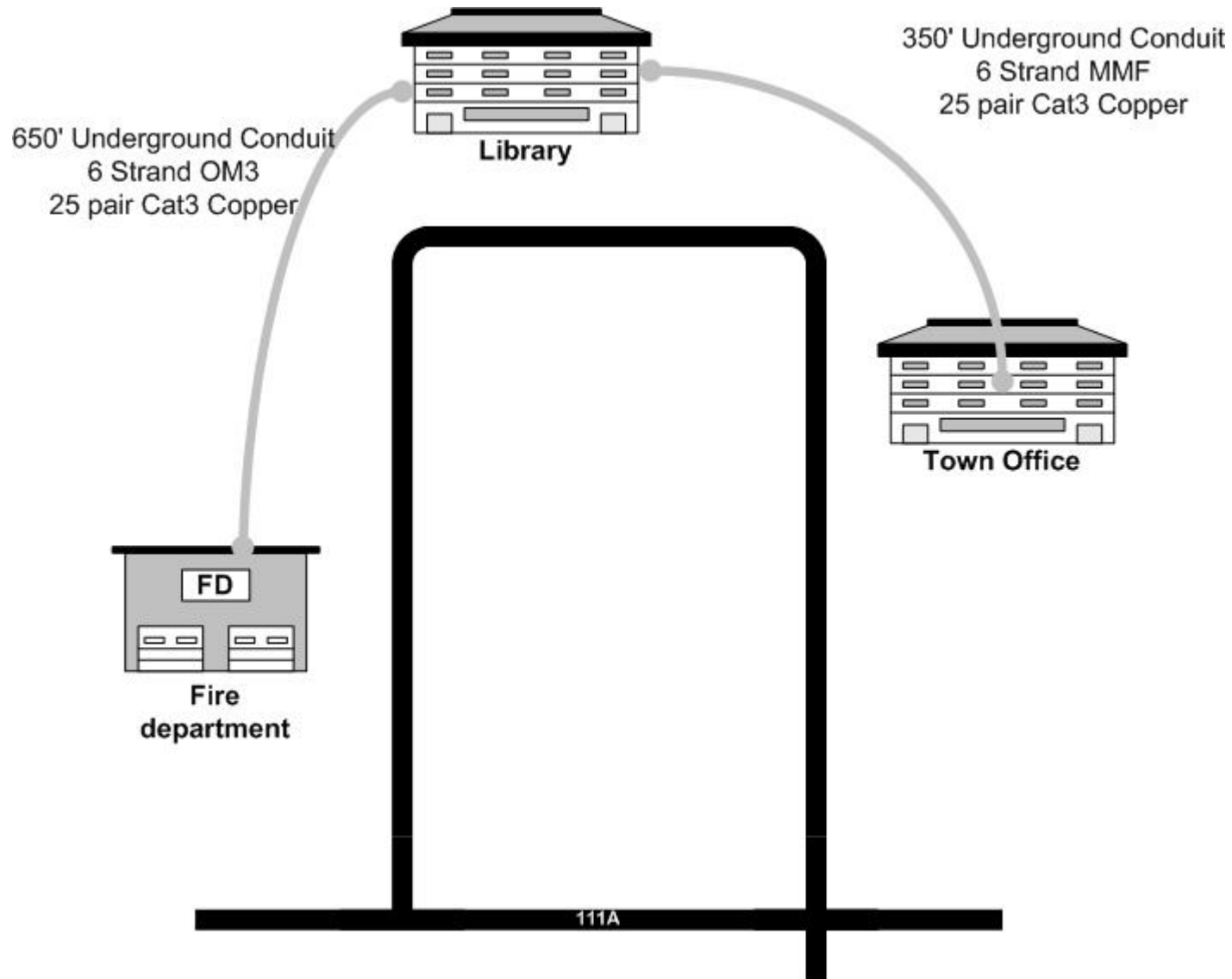
SECONDARY SYSTEM ROUTER

CISCO2901/K9 2901 W/2 GE 4 EHWIC 2 DSP 256MB CF 512MB DRAM IP
SUPPORT QTY 4 ANALOG LINES

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10.4 NETWORK TOPOLOGY

The Town currently has a Voice PRI in place at the Town Office. The network is extended out to the other building via Multimode Fiber as indicated in the drawing. Analog lines are also utilized in the Police Station for primary access to the Police emergency. The Fire Station also has analog lines for emergency purposes. All lines are extended to the main Closet that will host the Phone System Router.



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10.5 POWER BACKUP SYSTEMS

The main complex will have a generator in the building, however, the telephone system and voice mail system must have power backup for at least 15 minutes. Vendor shall explain how your system will be equipped to do this. In addition, Power Failure Transfer circuits located in the Police dispatch center will protect three emergency lines for Fire and Police.

10.6 SYSTEM ADMINISTRATION

Describe the options available to the Town for system administration of the telephone system and the voice mail both on site and remotely. Indicate whether additional outside lines would be required. Describe what security is available to prevent unauthorized access.

11.0 CURRENT TELECOMMUNICATIONS WIRING SYSTEM DESCRIPTION

The Town of Pelham deploys one data circuit and one voice circuit to each user outlet as a standard configuration. The data and voice circuits are provided via two Enhanced Category 5 cables to each outlet. Horizontal data cables are terminated on rack-mounted Enhanced Category 5 patch panels, and voice cables are terminated to wall-mounted 66 Connect frames from the Verizon interface and cross connected to the user field via a RJ45 patch cross connect system. Horizontal data circuits are connected to LAN electronics within each IDF. Horizontal voice circuits are cross connected to backbone riser frames within each IDF. Voice circuits are designated with a white colored cable while data circuits will be designated with a blue colored cable.

12.0 SYSTEM DOCUMENTATION

The following section describes the installation, administration, testing, and as-built documentation required to be produced and/or maintained by the contractor during the course of the installation. System documentation will include user and administrative guides for the phone system. In addition, a narrative will be provided that describes any areas of difficulty encountered during the installation that could potentially cause problems to the telecommunications system.

13.0 INSTALLATION WARRANTY

The contractor shall warrant the cabling system and phone system against defects in workmanship for a period of two years from the date of system acceptance. The warranty shall cover all labor and materials necessary to correct a failed portion of the system and to demonstrate performance within the original installation specifications after repairs are accomplished.

14.0 POST INSTALLATION MAINTENANCE

The contractor shall furnish an hourly rate with the proposal submittal, which shall be valid for a period of one year from the date of acceptance. This rate will be used when Phone System support is required to affect moves, additions, and changes to the system (Macs). Macs shall not void the Contractor or manufacturer's warranty.

15.0 PROJECT MANAGEMENT / GENERAL

The contractor shall establish a single point of contact with TTP who will be responsible for reporting progress and updating the Town's Technical Representative with issues that TTP must address to facilitate the cabling system installation.

15.0 (Cont.)

The contractor shall maintain the Town facility in a neat and orderly manner during the installation of the communications cabling system. All contractor's tools, materials and personal effects shall be stored in an Owner provided staging area when not in use. The Town's facilities shall be maintained in broom clean condition at the completion of work each day. At the completion of work in each area, the contractor will perform a final cleaning of debris prior to moving the installation crew to the next work area.

16.0 SERVICE AND SUPPORT**16.1 SYSTEM TRAINING**

Describe the training that will be provided on the new system. How many hours are included, and will training be available as each department moves in. What administrative training is available on the system and how many hours are included?

Vendor shall agree to supply the Town with all technical manuals and user guides for the system at no cost.

16.2 SOFTWARE SUPPORT AND MAINTENANCE

The Vendor shall be liable to the Town to supply information, materials, and labor for mandatory revisions and or software patches determined by the manufacturer to be necessary at no additional cost during the warranty period.

16.3 WARRANTY

During this warranty period, service must be available (7) days a week (24) hours a day including holidays for emergency service.

17.0 FUTURE CONSIDERATIONS

Bidders should discuss where they can expand on how their solution could accommodate conference room speaker phones, wireless phones that leverage existing WIFI networks and connect satellite locations like the Senior Center, Highway Department, Transfer Station Cemetery Offices, Veteran's Memorial Park and Muldoon Park in a cost efficient manner.