



## VILLAGE OF HARWOOD HEIGHTS, ILLINOIS

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### **Request for Proposals Phone System Maintenance Agreement**

**Posted March 2, 2007**

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Proposals will be received by the Village of Harwood Heights for a Phone System Maintenance Agreement for the Village Hall, Police Department, and Public Works.

Interested vendors shall submit an original and ten (10) copies of the proposal response documents and any additional information to:

Village of Harwood Heights  
Attention: Manager of Finance and Information Technology  
RE: Phone System RFP  
7300 W Wilson Avenue  
Harwood Heights, IL 60706

Proposals must be submitted by Friday, March 23, 2007. There will be an optional pre-proposal conference on Thursday, March 8, 2007 at 10:00 AM.

Vendors are cautioned to provide as much detail as possible in their proposal pertaining to their capability and experience among other considerations. The Village will use a qualification based selection process to select a vendor for this project.

The Village of Harwood Heights reserves the right to reject any or all proposals, to waive informalities in the proposal process, or to accept any proposal considered most advantageous to the Village of Harwood Heights. Proposals will be public information after contract award.

Please direct all inquiries to:

Larry Noller  
Manager of Finance and Information Technology  
7300 W Wilson Avenue  
Harwood Heights, IL  
708.867.7200  
nollerl@harwoodheights.org

# VILLAGE OF HARWOOD HEIGHTS, ILLINOIS

## Request for Proposals Phone System Support Services

### INTRODUCTION

#### Overview

The Village of Harwood Heights provides municipal services to approximately 8,300 residents. The Village has phone systems located in the Village Hall, Police Department and the Public Works building. The Village contracts with a consultant to provide ongoing support, maintenance and troubleshooting of the existing Vertical Comdial systems and coordinate troubleshooting and repair of services provided by AT&T.

#### Current Equipment Inventory

##### *Village Hall*

- 1 Vertical Comdial FXII System with Main Cabinet, CPU card, Services Card, (3) Sixteen Port Digital Station Card, Sixteen Port CO Card, Network Card, Sync Card
- 21 12-Line LCD Speakerphones
- 5 24 Line LCD Speakerphones
- 1 Attendant Console with 48 button DSS/BLF
- 1 Polycom Speakerphone
- 1 64-port Cat 5e patch panel and wall bracket
- 50 Wired/Jacked locations
- 1 Voice Processing system (8-ports, 10,000 Universal Voice Mail boxes) shared with Police Dept.
- 1 Tie Cable between Village Hall and Police Department
- 1 UPS Surge Protection Battery Backup Unit

##### *Police Department*

- 1 Vertical Comdial FXII System with Main Cabinet, CPU card, Services Card, (3) Sixteen Port Digital Station Card, Sixteen Port CO Card, 16-Port Analog Station Card, DTMF Receiver Card, Network Card, Sync Card
- 37 24 Line LCD Speakerphones
- 1 Attendant Console with 48 button DSS/BLF
- 1 Four Line Cordless Phone
- 1 Spectrum Phone
- 1 48-port Cat 5e patch panel and wall bracket
- 51 Wired/Jacked locations
- 1 25-Pair Cable run for Voice Recorders
- 1 Voice Processing system (8-ports, 10,000 Universal Voice Mail boxes) shared with Village Hall.
- 1 Tie Cable between Village Hall and Police Department
- 1 UPS Surge Protection Battery Backup Unit

##### *Public Works*

- 1 Vertical Comdial DX80 Phone System
- 1 Vertical Comdial DX80 Flash Voice Mail System
- 6 Vertical Telephones

### **Scope of Work**

The successful vendor will be on call to provide technical assistance and system administration to the Village and provide general professional services on an as-needed basis primarily during normal business hours: Monday to Friday 8:00 a.m. to 5:00 p.m. Vendor must guarantee a 2-hour response time for emergency situations at all hours.

Specific responsibilities include, but are not limited to, the following:

1. Vendor will act as the liaison on behalf of the Village with the Village's Service Provider (currently AT&T). Vendor's duties will include taking verbal or written orders, via telephone, mail, email or facsimile from authorized Village personnel to initiate order processes, placing orders on behalf of Village with Service Provider for moves, adds, changes to existing services, requests for service and repairs, placing new orders for service and monitoring of completion accuracy on new orders and repair requests. Vendor will keep accurate tracking records and generate reports of activities on a quarterly basis, if requested. Vendor will review billing discrepancies from Service Provider and will provide intervention with Service Provider, if necessary, towards resolution of conflicts or discrepancies.
2. Vendor will maintain all Village phone equipment as described in this RFP. This agreement will cover all labor charges, on site service charges, remote labor charges, material and material repairs at no additional costs to Village for equipment malfunction. Replacement equipment must be available within 24 hours. Vendor must be FXII/MP5000 certified with Vertical Communications.
3. Vendor will maintain Village's internal voice wiring. Vendor will maintain, repair or replace covered wiring and jacks without additional service, material or hourly labor charges under warranty conditions. Handset and headset cords are also covered.

### **Schedule of RFP Activities**

The following table presents the planned schedule for major activities associated with the RFP process. The Village reserves the right to change the schedule of activities.

<b>Activity</b>	<b>Date</b>
Issue RFP to vendors	March 2, 2007
Optional Pre-Proposal Conference at Village Hall	March 8, 2007 10:00 AM
Proposal due from vendors	March 23, 2007
Interviews with selected vendors	Week of March 26
Recommendation to Village Board	April 4, 2007
Contract award	April 26, 2007

### **Evaluation of Proposals**

The Village plans to evaluate proposals based on the criteria listed below. Each vendor must include in their proposal a detailed response to all criteria. Proposals must specifically reference each criteria number.

1. Approach and Methodology: A description of how the consultant will complete the scope of work described in this RFP document.

2. **Work Plan and Availability:** Details on approach to the support required, how staff will be assigned.
3. **Profile:** Provide a description of vendor and its history.
4. **Project Staffing:** Identification of the qualifications and experience of key staff who will be directly involved in supporting the Village. Indicate specific software and hardware knowledge level.
5. **Price:** The Village is seeking a single contract price to cover the scope of work described in this proposal for the period of May 1, 2007 to April 30, 2008 with an option to renew for two additional years. The proposal price shall be broken down by amount attributed to Village Hall, Police Department and Public Works. Vendors must specifically list any services not covered in the proposal price. Vendors must include a list of hourly rates for any services outside the scope of this proposal. Vendors must also complete the Price Response Form included with this packet.
6. **References:** Provide the names and contact persons of at least five clients where similar work has been provided as contained in this RFP.
7. **Statement of Material Litigation:** Provide a statement on whether or not the vendor is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.
8. **Compliance with General Terms and Conditions:** The successful vendor will be required to meet the following conditions for a contract award: EEO statement, Certificate of Insurance for Liability and Workman's Compensation Insurance.

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## Request for Proposals Phone System Support Services

### Response Documents

<b>VENDOR NAME</b>

<b>CONTACT NAME</b>

<b>CONTACT PHONE NUMBER</b>

<b>CONTACT EMAIL ADDRESS</b>

<b>CONTACT FAX NUMBER</b>

<b>CONTACT ADDRESS</b>

<b>PROPOSAL PRICE</b>
Total: \$ _____
Village Hall: \$ _____ Police Department: \$ _____ Public Works: \$ _____

<b>I HAVE READ AND UNDERSTAND THE RFP INSTRUCTIONS AND AGREE TO THE TERMS DEFINED WITHIN.</b>
Signature: _____ Date: _____