



City of Mercer Island

APPENDIX A: Telephony RFP Response Form

Instructions for Vendor Proposals:

- Submit all information on the attached RFP Response Form.
- If more than one solution is offered, issue a separate RFP Response Form for each solution.
- All responses to questions should be entered directly on the RFP Response Form. To make the proposal review process easier, please use a different font type than the questions (Arial) for your response.
- Proposals must be submitted according to the schedule listed within the RFP document.
- Upon completion, update the table of contents.
- Follow the format instructions from the RFP Section 1.9

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1. Title Page and Signatures

The undersigned agrees to furnish the enclosed items at the price stated, subject to the conditions and requirements of this proposal. The proposal must be signed by someone with the authority to legally bind the Vendor.

Bidder Identification and Authorized Signature:

System Proposed:

Firm Name:

Address:

Signed By: _____

Printed Name:

Title:

Date:

Proposal shall remain in effect for 90 days from date submitted.

Please indicate person to be contacted by the CITY OF MERCER ISLAND concerning this proposal:

Name:

Title:

Telephone:

Fax Number:

E-Mail:

Certifications and Assurances

I/we make the following certifications and assurances as a required element of the Proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. I/we declare that all answers and statements made in the Proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached Proposal is a firm offer for a period of 90 days following receipt, and it may be accepted by the CITY OF MERCER ISLAND without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 90-day period.
4. In preparing this Proposal, I/we have not been assisted by any current or former employee of City of Mercer Island whose duties relate (or did relate) to this proposal or prospective contract. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
5. I/we understand that the CITY OF MERCER ISLAND will not reimburse me/us for any costs incurred in the preparation of this Proposal. All proposals become the property of the CITY OF MERCER ISLAND, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Proposer or to any competitor.
7. I/we agree that submission of the attached Proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature of Proposer

Title

Date

2. Vendor Information and Qualifications

The Vendor understands and agrees to the requirements of Section 2 of the RFP:

- _____ Agrees/Comply without exception
- _____ Agrees/Comply with following clarification:
- _____ Take exception, as noted below:

1. Contact Information

Provide name, e-mail address, and telephone numbers for the following:

- a. Principals:
- b. Contract Executive:
- c. Account Executive:
- d. Project Manager:
- e. Sales Engineer:

2. Vendor Background Information

- a. Parent Company (if applicable):
- b. Organizational Type/Structure:
- c. State of incorporation:
- d. Vendor Experience:
 - 1. Years company in business in Washington:
 - 2. Years firm has represented the equipment manufacturer:
 - 3. Number of systems installed by the proposing office, same model:
 - 4. Other products/manufacturers represented:
 - 5. Number of certified technicians within 2 hour response time:

3. Telephone System Manufacturer's Background Information

- a. Manufacturers Name:
- b. Original release date of this family of systems:
- c. Release date of this model of system:
- d. Release date of the proposed level/version of software:

4. Voice Messaging System Background Information

- a. Manufacturers Name:
- b. Original release date of this family of systems:
- c. Release date of this model of system:
- d. Release date of the proposed level/version of software:

5. Sub-contractor Information (if applicable)

Provide a list of sub-contractors who will have responsibilities for work related to successful accomplishment of this project. Include:

- a. Brief background on each subcontractor involved
- b. Description of the subcontractor's activities
- c. Three references similar to the work they will be performing on this project.

6. Project Team Information / Certification

Using the chart on page 7, provide a list of the proposed project team members. The list shall include the Role and responsibility for each team member and any pertinent certifications they have obtained.

Specific roles that should be itemized include:

- a. Project Manager
- b. System design engineer,
- c. System database developer/programmer
- d. Trainer
- e. Installer/technician

Project Team Information / Certifications

Name	Normal Location	Travel Expense Post-Project?	Role /Tasks	Experience	Certification(s)
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7. Vendor's Customer References

Provide a minimum of four (maximum of eight) references where you have provided a similar system (same make and/or model) within the last two years. The system must be presently in use.

Company Name	Address	Contact Name	Telephone	System Type	System Size	Date of Installation
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3. Project Plan / Implementation Requirements

The Vendor understands and agrees to the requirements of Section 3 of the RFP:

- _____ Agrees/Comply without exception
- _____ Agrees/Comply with following clarification:
- _____ Take exception, as noted below

1. Project Approach

Provide a description of your project methodology, including planning, training, installation, testing and multi-site coordination to confirm each site's connectivity with the new system.

2. Implementation Schedule and Project Work Plan

Provide a high-level implementation plan which demonstrates your understanding of the scope of this project.

3. Service and Support Questions

- a. What is the Vendor's contractual definition of a major alarm and a minor alarm?
- b. State the Vendor's guaranteed service response time for:
 - Major Alarm:
 - Minor Alarm:
 - Standard M/A/C Service Request:
- c. Describe system's external hardware and/or facilities that provide remote alarm notification.
- d. Describe remote maintenance/troubleshooting operations supported. Include descriptions of any 24 hour response centers and how the system(s) automatically interact.
- e. Describe the type of support available from the manufacturer, including escalation of technical issues, remote dial-in access, auto alarm reporting and response, etc.
- f. Describe the System Environmental and Cutover Requirements.
- g. Describe the System Administrator Training (pricing to be included in Section V)
 - Length of training:
 - Location of training:
- h. Describe the Recommended User Training
- i. Professional and Technical Assistance from the Vendor
 - Per hour cost for additional training, beyond the stated requirements:
 - Other training options (Computer based, imbedded tutorials, etc):

4. Environmental Requirements

Attach environmental and cutover requirements for all proposed systems in Section 6.

4. Technical Requirements

The Vendor understands and agrees to the requirements of Section 4 of the RFP:

- _____ Agrees/Comply without exception
- _____ Agrees/Comply with following clarification:
- _____ Take exception, as noted below

1. Telephone System Questions

- a. Briefly describe the proposed telephone system capabilities and how the system meets the requirements stated in the RFP.

2. System Maintenance and Management

- a. What operating system does the software run on? What steps have been taken to “harden” the OS from failures and security risks, such as a virus or denial of service attack?
- b. Describe mechanisms or techniques used to ensure system uptime, including components and levels of redundancy options available.
- c. Describe how system maintenance functions, such as component change-outs, trouble-shooting, and loading of new software revisions are accomplished in the system (procedure overview, reboot requirements, impact on users, etc.).
- d. Are software upgrades included at no charge during warranty? Are they free if the client is covered under a maintenance agreement?
- e. Can the system management tasks be accessed via the LAN?
- f. Can the system be accessed and managed via a standard browser interface without additional client software loaded at the desktop?
- g. Can changes made in the voice system be applied to adjunct systems without additional entry?
- h. What capabilities do the individual users have to make changes to their own sets? How do they accomplish this (touch-tone pad, browser based, etc.)?
- i. Describe how the telephone system measures usage, quality and performance.
- j. Please state whether the system’s common telephone equipment components are SNMP compliant.
- k. Is the system LDAP compliant?
- l. Describe where the CDR records are stored; is there a requirement for an external server? If so, is this included or the responsibility of the City of Mercer Island to purchase?
- m. Are there multiple levels of administrative access for the telephone system? If so describe.

- n. Attach a referenced appendix showing a sample of the standard traffic/usage reports available.
- 3. Trunking, Signaling and E911 Capabilities
 - a. List the IP signaling protocols the proposed system supports. Describe how SIP is supported and if you use a proprietary version of SIP.
 - b. Will the system be able to provide outbound ANI identification via the ISDN trunks? Can a different ANI be provided on outbound calls to 911 other than the outbound ANI supplied on regular calls (for example, a department number for normal calls, but the user's DID number on 911 calls)?
 - c. Is the proposed E911 location solution integrated into the switching system or a stand-alone device/server?
 - d. How is E-911 supported for remote locations?
- 4. Reliability
 - a. Describe how your proposed system would survive the loss of any critical component or network failure. You must specify all associated additional costs to accomplish this, whether by duplication or load balancing of critical common equipment
- 5. VoIP Capabilities
 - a. Describe how the proposed system telephones share Ethernet ports with data devices, such as PCs.
 - b. If Gigabit speeds to the PC are available via the telephone set does this use a different set model with a built-in switch (identify the sets) or an external interface module? What is the price difference?
 - c. Are there any options for encryption of the IP voice traffic? Is this an extra cost item? Does it interfere with call recording / call monitoring features?
 - d. List the VOIP compression / encoding standards (G.711, G.723, G.729a, etc.) supported by the system. List any right-to-use (RTU) fees associated with using any of the specific codecs. Also, list the configuration issues or any restrictions for using a concurrent mix of codecs (for example, using G.711 on some WAN segments and G.729 on others).
 - e. Does the system allow for users to move their own IP set and automatically update location identification information? How is the VANI information updated? Is there a method of reporting user self moves? Is there an option to prevent users from moving their own sets?
 - f. Describe the music or message on hold (MOH) options, including the ability to handle multiple sources (mix of recorded music and messages, live broadcasts, etc) and define which groups (by the class of service, location, etc.) hear specific selections. What is the maximum capacity of sources and what hardware / software and interfaces are required?
- 6. Telephone Station Feature Questions
 - a. Describe the make, model and capabilities of the telephone sets proposed. Also describe the IP speakerphone set options and the "soft phone" options.

- b. What shows on a display telephone in idle mode (such as time of day, previous calls, etc)? Are any of these user changeable, or administrator changeable, including time-of-day?
 - c. What shows on the display when a call rings in when the phone is on-hook?
 - d. What will the user see on their display when a second call rings in while the user is on another call? Will they see ANI on outside calls? Will they see the name displayed on inside calls?
 - e. Does the system allow extension numbers to be used without actual hardware ports assigned (virtual or phantom numbers)? Are there any limitations to the number of software only numbers, including right-to-use fees?
 - f. Does the system provide a feature for ring-back (re-ring) of calls on hold when the hold time exceeds a threshold? Is the feature assignable by set, class of service, or system? Is the ring-back interval \set individually or as a system-wide timer?
 - g. Can the user change the information that shows as a button designation? If so, describe how. Can they change any button designations, or only certain types?
 - h. Will the BLF buttons also work as a Direct Station Selection (DSS) button?
 - i. When extensions are shared between multiple sets, is privacy automatic? If yes, is privacy release available?
 - j. What is the maximum number of sets on which a shared line may appear?
 - k. If the group call pick-up feature is used to retrieve a call, will the display show the extension number dialed by the caller (which line is being picked-up)?
 - l. Can QoS be fully implemented with the soft-phones such that call quality can be assured even when the PC is sending or receiving large data files? Does the system require any special interface electronics or unique NIC cards?
 - m. Is there an online directory accessible from the phone set? If so, can the user launch calls from the directory?
 - n. Do the telephones display a log of recently paced calls? If so, can the user launch calls from the log?
 - o. Do the telephones have the ability to display a system-wide visual message broadcast to the display phones (for emergency notices, bomb threat, etc)? Describe the process for creating a message, and is there an audible notification on the telephone set?
7. ACD Questions
- a. Briefly describe the proposed ACD design and how it meets the requirements stated in the RFP.
 - b. How does the system provide pre-recorded announcements for queue groups? Are they internal or external to the system? If internal, what are the capacity limits per message and per system or component? How many callers in queue can be simultaneously connected to an announcement message?

8. Attendant Console
 - a. Does the system have an option for both hard and soft consoles? Briefly describe each.
9. Voice Messaging System Questions
 - a. Briefly describe the voice mail systems and how they meet the requirements of the RFP.
 - b. What are the options to implement unified in a Microsoft Exchange environment? Describe the hardware, software and network components/requirements. Are messages stored in Exchange or is there an option for a separate Message Storage Server?
 - c. Does the proposed voice messaging system integrate with fax servers or provide fax server capability as part of the system?
 - d. Does the system support voice activation of features and functions (without DTMF input)?
 - e. What extra capabilities are available to support mobile or remote workers? For example, can a mobile employee use the system to listen to e-mail, respond via voice message to e-mail, listen to and make entries to their Outlook calendar, etc?
 - f. Can the voice messaging system management tasks be accessed via the LAN?
 - g. Can the system be accessed and managed via a standard browser interface without the installation of additional client software at the desktop?
 - h. Can the messaging and voice communications systems be managed simultaneously through a single common interface that integrates both databases? Does this feature reduce the normal requirement to administer the two systems separately, requiring some duplicate entries (such as user name)?
 - i. What capabilities do the individual users have to make changes to their own mailbox? How do they make such changes (method of interface)?
 - j. How many extensions can be associated with a voice mail box?
 - k. How does the system provide group and system-wide broadcast messages and what are the limits to the number of users in a group or the number of senders to a group?
 - l. Is there a capability to perform "Bulk" add, delete, or modify voice mail box's configurations, or complete voice mail boxes?
 - m. Describe the capability for time of day control for auto-attendants.

5. Pricing

Proposals shall be provided for systems that meet, at a minimum, the technical requirements listed in Section 4 and the configuration sizing from Section 5 of this RFP.

The City of Mercer Island may modify the final configurations after submission of proposals and prior to installation, using the itemized pricing provided to determine contract price adjustments.

1. Itemized System Costs

Item Description	Qty	Item Cost	Extended Cost
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TOTAL

\$

\$

2. Maintenance Cost

a. Maintenance Coverage Description

b. Subsequent Maintenance Costs

System Components	\$	per month
Desktop Components	\$	per month
Software	\$	per month
Voice Message System	\$	per month
 TOTAL	 \$	 per month

3. Post Cutover Pricing

Provide below a list of all commonly ordered add-on equipment, software packages, right-to-use charges, services, components, or additional options.

The following prices become effective _____ days after date of last cutover.

The rate charged will be (check one):

_____ individual amounts shown below for each item or

_____ will be charged at _____ per cent discount off of nationally published price lists.

The above discount rate or the following prices are good until _____.

(Specify date)

Item Description

Cost

TOTAL

\$

6. Terms and Conditions of Contract

The Vendor understands and agrees to the requirements of Section 5 of the RFP:

- ☐ Agrees/Comply without exception
- ☐ Agrees/Comply with following clarification:
- ☐ Take exception, as noted below

7. Attachments