



# REQUEST FOR PROPOSALS No. R08-141JJ

## DATA CENTER EQUIPMENT AND TURN KEY PROJECT MANAGEMENT

FOR  
THE CITY OF COLORADO SPRINGS  
INFORMATION TECHNOLOGY DEPARTMENT

### **PRE-PROPOSAL CONFERENCE**

A Pre-Proposal Conference is scheduled. (See Schedule I, 1.2 for specific date and time)

**PROPOSALS ARE DUE NO LATER THAN CLOSE OF BUSINESS**

**January 2, 2009**

**Contact**

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REFERENCE ATTACHMENTS:

- City of Colorado Springs - Site Inventory
- City of Colorado Springs - Backbone
- City of Colorado Springs - Existing Voice Feature Set
- City of Colorado Springs - Cisco BOM
- City of Colorado Springs - New Data Center Layout
- City of Colorado Springs – Spares Inventory
- City of Colorado Springs – Capacity Planner
- City of Colorado Springs – New Data Center Network
- City of Colorado Springs - Voice Architecture

**SECTION I**

**1.0 PROPOSAL INFORMATION**

Funds have not yet been appropriated for this solicitation and award will not (and cannot) be made until funds are in place. The appropriation/funding ordinance is scheduled to be presented to City Council in mid-December 2008. Therefore, any resultant award is subject to City Council approval.

**1.1 RFP ISSUE DATE**

Request for Proposal (RFP) Number R08-141JJ is being issued and posted on the City's web-site [www.springsgov.com/contracting](http://www.springsgov.com/contracting) on November 20, 2008.

**1.2 PROPOSAL INFORMATION**

Section I provides general information to potential applicants on subjects such as where to submit proposals, number of copies, amendments, proprietary information designation, and other similar administrative elements.

**1.3 SUBMISSION OF PROPOSAL**

- a. **Sealed offers** are to be submitted to:  
Jennifer Jones, CPPB  
Contracting Specialist II  
30 S. Nevada Avenue, Suite 201  
Colorado Springs, CO 80903

\*\*\*\*\***NO LATE OFFERS WILL BE ACCEPTED**\*\*\*\*\*

- b. **Date/Time:** Proposals shall be received on or before **Close of Business, January 2, 2009.**
- c. **Identification of Proposal:**  
Proposals shall be submitted in a sealed envelope(s) or container(s) with the solicitation number, date for submission of offer and the offeror's name clearly marked on the outside of the envelope(s) or container(s).

**RFP No. R08-141JJ IT Relocation**  
**Due Date: January 2, 2009, Close of Business**  
**Company: \_\_\_\_\_**

- d. Any offer that is submitted without being properly marked may be opened for identification prior to the deadline for receipt of offerors and then resealed.

**1.4 PRE-PROPOSAL CONFERENCE**

A pre-proposal conference will be held for this project. The pre-proposal conference is scheduled for 9:00 A.M., December 8, 2008. This pre-proposal conference is not mandatory, however all prime contractors/consultants are urged to attend. The Pre-proposal conference will be held at the Police Operations Center (POC), 705 South Nevada Ave, (Community Room East) Colorado Springs, CO 80903.

**1.5 NUMBER OF COPIES**

Applicants shall submit **one (1) unbound original** set and **seven (7)** copies of the proposal documents. This will greatly facilitate the evaluation process. The proposal shall remain the property of the City of Colorado Springs. Proposers shall also submit two (2) digital versions (CD) of their complete proposal. The **unbound original** copy shall be clearly marked '**ORIGINAL**'.

**1.6 PROPOSAL INFORMATION**

- A. All questions regarding proposal preparation, the selection process, specifications, and interpretations

of the terms and conditions of the RFP shall be submitted in writing no later than **seven (7) calendar** days prior to the deadline for submission of offers.

- B. Following the award of a contract, responses to this solicitation may be subject to release as public information unless the response or specific parts of the response can be shown to be exempt from public information. Applicants are advised to consult with their legal counsel regarding disclosure issues and take the appropriate precautions to safeguard trade secrets or any other proprietary information. The City of Colorado Springs assumes no obligation or responsibility for asserting legal arguments on behalf of potential applicants.
- C. This is not a public bid opening, therefore, the City of Colorado Springs will not release any information pertaining to the number of offers received, names of respondents, or pricing until an award is made. The City of Colorado Springs will confirm receipt of your proposal if requested.

#### **1.7 CONFIDENTIAL OR PROPRIETARY INFORMATION**

If an applicant believes that parts of an offer are confidential, then the applicant must so specify. The applicant must stamp in bold letters the term CONFIDENTIAL on that part of the offer which the applicant believes to be confidential. The applicant must submit in writing specific detailed reasons, including any relevant legal authority, stating why the applicant believes the material to be confidential. Vague and general claims as to confidentiality will not be accepted. The City of Colorado Springs will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers, which are not marked as confidential, will be automatically considered public information after the contract is awarded. The successful offer may be considered public information even though parts are marked confidential.

#### **1.8 AMENDMENTS**

Amendments to this RFP may be issued at any time prior to the time set for receipt of proposals. The applicants are required to acknowledge receipt of any Amendments (addenda) issued to this RFP by returning a signed copy of each amendment issued. Signed copies must be received on or before the time set for receipt of offers (see 1.1 above).

The City of Colorado Springs will post all addenda on the City's web-site [www.springsgov.com/contracting](http://www.springsgov.com/contracting). It is the Offeror's responsibility to check the web-site for posted addenda or contact the Contracting Specialist listed to confirm the number of Amendments which have been issued.

#### **1.9 WITHDRAWAL OR MODIFICATION OF OFFERS**

Any applicant may modify or withdraw an offer in writing at any time prior to the deadline for submission of an offer (see 1.3 above).

#### **1.10 ACCEPTANCE**

- A. Any offer received shall be considered an offer, which may be accepted by the City of Colorado Springs based on initial submission without discussions or negotiations.
- B. By submitting an offer in response to this solicitation, the applicant agrees that any offer it submits may be accepted by the City of Colorado Springs at any time within 60 calendar days from the date of submission deadline (see 1.1 above). The acceptance period of 60 calendar days from the date of submission will automatically be extended for an additional 60 calendar days unless the offeror expressly states in its proposal that the acceptance period is limited to the initial 60 calendar day period.
- C. The City of Colorado Springs reserves the right to reject any or all offers and to waive informalities and minor irregularities in offers received, and/or to accept any portion of the offer if deemed in the best interest of the City of Colorado Springs. Failure of the applicant to provide in its offer any information requested in the RFP may result in rejection for non-responsiveness.

**1.11 PROPOSAL PREPARATION COST**

The cost of proposal preparation is not a reimbursable cost. Proposal preparation costs shall be at the applicant's expense and are the applicant's total responsibility.

**1.12 AWARD**

The City of Colorado Springs intends to make an award using the evaluation criteria listed in the RFP to determine the best value including price/lease rental payment amount and other factors in the proposal submitted (see Section IV for evaluation criteria).

**1.13 CONTRACT ADMINISTRATION**

The City of Colorado Springs Information Technology Department shall be responsible for the administration of the contract and for compliance with the interpretation of scope, scheduled services and cost compliance.

**1.14 INQUIRIES**

Questions about the RFP shall be in writing and directed to Jennifer Jones, at the following address. A written response to any inquiry will be provided in the form of an Amendment to the solicitation. See 1.8 Amendments.

Jennifer Jones, CPPB  
Contracting Specialist II  
City Contracts Office  
30 S. Nevada Ave. Suite 201  
Colorado Springs, CO 80903  
Telephone (719) 385-5265  
Fax: (719) 475-8477  
E-mail jjones@springsgov.com

**The preferred method of submitting questions is by e-mail to the Contracting Specialist.**

**All potential proposers and offerors are reminded that this process is a highly competitive process and in order to protect the integrity of this process all questions and inquiries should be directed to the City Contracting office only. All information will be disseminated equally to all potential offerors via amendment. If it is found that offerors have gained information which could lead to an unfair competitive advantage by circumventing the above stated process the City may disqualify their proposal.**

**1.15 PERFORMANCE PERIOD**

The performance period for this project is 240 calendar days or as negotiated with the successful contractor.

**1.16 DEBRIEFING**

Offerors not selected or placed on a short list may request a debriefing on the selection process as well as discussion of the strengths and weaknesses of their firm's proposal upon receipt of notification that their firm was not selected or short listed. Firms that were on the short list but not selected may request a debriefing after they have been notified that another firm was selected.

A debriefing may be scheduled by contacting the Contracting Specialist listed above in 1.14. The Contracting Specialist must receive a written request for debriefing no later than ten (10) calendar days after notification that your firm was not selected.

**1.17 SCHEDULE OF EVENTS**

The Request for Proposal schedule of events is tentatively scheduled as follows:

Advertise Requirement	November 20, 2008
Issue Request for Proposal	November 20, 2008



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Pre-proposal Conference	December 8, 2008
Written Questions Due Date	December 26, 2008
Proposal Submittal Due Date	January 2, 2009
Short List Selection (optional)	January 2009
Interviews/Demonstrations (optional)	January 2009
Award of Contract (Letter of Intent)	January 2009
Commence Full Service	January 2009

**1.18 TERMINOLOGY**

Throughout this solicitation the terms bidder, offeror or proposer shall mean the firm responding to this solicitation. The term Invitation for Bid (IFB) may be used within this solicitation, the Special Provisions, the General Provisions, the Specifications or the Plans. These references have not been individually corrected to indicate Request for Proposals due to formatting issues and time constraints only. However, all contractors responding to or reviewing this solicitation are hereby advised that this solicitation is a Request for Proposals (RFP) and shall be received, considered, evaluated and awarded based on the City's Procurement Rules and Regulations related to Requests for Proposals (RFP) and as indicated in Section IV of this solicitation..

By submitting a Proposal in response to this solicitation, contractors understand that this solicitation will be awarded based on "Best Value" to the City of Colorado Springs as specified in Section IV, evaluation Criteria and Contract Award.

## SECTION II

**2.0 PROJECT SUMMARY****2.1 CURRENT SITUATION**

The City's voice and data operations are housed in a facility that is over 26 years old and is in less than ideal condition to serve as a data center. The building is long past its prime and has a number of issues that limit the City's ability to satisfy its changing technology needs. The facility does not fit into the future plans to incorporate *green technologies* into the City's voice and data operations. As IT moves forward with plans to modernize its equipment and operations, the requirement for a new facility has reached the point of critical mass. The City has occupied the current data center building since 1982. During this 26 year period a number of issues have developed in regards to the building and its use by the City. In 2008 it was decided to move the data center into a City owned facility that has an existing data center.

**2.2 PROJECT CONCEPT**

The intent of this RFP is to select a single vendor to partner with the City of Colorado Springs to provide a turn-key solution to include entire project management, planning, design engineering, equipment, implementation, training and transition of operations for the following areas:

- Replacement and redesign of Cisco Core Networking Infrastructure
- Replacement of existing PBX to a new VoIP solution
- Consolidation and transition of existing server platforms to VMWare virtual environment
- Relocation of existing Server platforms that do not fit into the VMWare model
- Implementation of new tiered SAN storage environment
- Provide an enterprise Backup and Disaster Recovery (DR) platform to accommodate new storage and VM infrastructure
- Enterprise information security solution to safeguard the City's digital assets from Internet threats and internal sources

**2.3 SCOPE OF EFFORT**

The scope of work for each identified Project Concept Section 2.4, will include but is not limited to:

- Project management for entire scope of service
- Planning
  - Determine scope and priorities to accommodate implementation schedule (total project completed by Oct 23<sup>rd</sup> 2009)
  - Establish and identify critical objectives, milestones, tasks and critical success factors determined by the completion date of October 23<sup>rd</sup>, 2009
  - Establish comprehensive test plan to include designated functional users
- Design
  - Compliment and adhere to priorities established in planning phase
  - Accommodate future expansion of services
- Infrastructure build out
  - Compliment and adhere to priorities established in planning and design criteria
- Physical to Virtual migration
  - Establish prioritized outage schedule for production environment migrations
  - Minimize downtime resulting from migration and testing
- Virtual to Virtual migration
  - Establish prioritized outage schedule for production environment migrations
  - Minimize downtime resulting from migration and testing
- Physical relocations
  - Establish prioritized outage schedule for production environment relocations
- Minimize downtime resulting from physical moves and testing
- Installation of new hardware and software

- Establish prioritized schedule for production environment installations
  - Minimize downtime resulting from installation, migration and testing
- Remove old physical equipment from existing data center and deliver to a designated city storage facility for disposition by city staff
  - Provide trade-in program for old equipment
  - Tracking reports of removed and reallocated equipment
- Training and knowledge transfer
  - Establish comprehensive training and knowledge transfer schedule (minimum of six (6) months after initialization)
- Experience in but not limited to the following areas in a comparable municipal environment
  - VoIP implementation
  - Network refresh
  - lifecycle management of equipment
  - Fiber channel SAN
  - iSCSI SAN
  - Enterprise disk-to-disk-to-tape backup
- VMware Infrastructure 3 Enterprise Edition architecture
- Data center migration of applications from a virtual to virtual, physical to virtual and new physical hardware environment. Additional experience with migrating physical hardware from one data center to another
- Support personnel within a two hour travel time radius of 30 S. Nevada, Colorado Springs, CO 80903 for the duration of the implementation and until operations have been fully transitioned to City IT for the following services:
  - VoIP support
  - Network support
  - Fiber channel and iSCSI SAN support
  - Server support
  - VMWare support

## **2.4 PROJECT CONCEPT SECTIONS**

### **2.4.1 REPLACEMENT AND REDESIGN OF CISCO CORE NETWORKING INFRASTRUCTURE**

The City of Colorado Springs is seeking a solution to:

- Provide design engineering, implementation, training and transition of operations for a refresh of the City's existing network to meet the immediate demands of VoIP
- Provide a solution that allows for integrating equipment to minimize the number of devices to maintain. (i.e. integrating CSU/DSU's, POE switches, wireless, security components, voice gateways, etc).
- Provide a solution that removes the dependency for utilizing the Cisco ONS network for delivery of T1 and Ethernet connectivity.
- Provide added redundancy to include plans for a disaster recovery site
- Provide an upgrade to the City's Core network with support for a 10 Gbps backbone and MPLS
- Allow for future growth

### **2.4.2 REPLACEMENT OF EXISTING PBX WITH A NEW VOIP SOLUTION**

The City of Colorado Springs is seeking a solution to:

- Provide a Voice over IP (VoIP) solution that will accommodate all applications and features currently in place including all connections to other government agencies
- Provide for survivability in the event of a failure
- Allow for future growth

**2.4.3 IMPLEMENTATION OF NEW TIERED SAN STORAGE ENVIRONMENT AND PROVIDE AN ENTERPRISE BACKUP AND DR PLATFORM TO ACCOMMODATE NEW STORAGE AND VM INFRASTRUCTURE**

The City of Colorado Springs is seeking a solution to:

- Provide an enterprise SAN solution which will provide the platform required to consolidate servers and data for security, backup and disaster recovery in the new enterprise data center.
- Provide an enterprise disk-to-disk-to-tape backup solution which will provide full backup capabilities to the vendor proposed SAN storage solution proposed above as well as the proposed systems and application infrastructure for the new data center.

**2.4.4 CONSOLIDATION AND TRANSITION OF EXISTING SERVER PLATFORMS TO VMWARE VIRTUAL ENVIRONMENT**

The City of Colorado Springs is seeking a solution to:

- Provide a virtual environment which will provide the platform for systems and data consolidation in the new enterprise data center. This functionality will also provide easier and more cost effective migration from physical systems during the data center move.
- Provide a physical to virtual migration to the new VMWare ESX platform.
- Provide a virtual to virtual migration from the existing VMWare Infrastructure 3 Enterprise platform to the new Enterprise VMWare platform outlined above.

**2.4.5 RELOCATION OF EXISTING SERVER PLATFORMS THAT DO NOT FIT INTO THE VMWARE VIRTUAL MODEL TO NEW HARDWARE AND REUSABLE EXISTING HARDWARE**

The City of Colorado Springs is seeking a solution to:

- Provide new physical hardware to be purchased and installed at the new data center.
- Relocate 27 physical servers and equipment from current data center to the new data center.
- Relocate 14 Existing LeftHand SAN units and 2 mount point servers

**2.4.6 ENTERPRISE INFORMATION SECURITY SOLUTION TO SAFEGUARD THE CITY'S DIGITAL ASSETS FROM INTERNET THREATS AND INTERNAL SOURCES**

It is the goal of the City to consolidate existing enterprise multi-vendor security strategies into a well integrated data security model providing proactive and reactive alerting, configuration and administration. The City is seeking proposals for data security to address the problems previously described. The proposal should include the necessary hardware, software, installation and integration with the proposed systems in this overall RFP. The proposal should also include configuration, knowledge transfer and training to City staff members as well as on-site support during the transition to the new solution.

**2.5 THE FOLLOWING SERVICES ARE SPECIFICALLY EXCLUDED FROM THE SCOPE OF REQUESTED RFP SERVICES:**

- Facility engineering
- Facility construction
- Facility electrical upgrades
- Facility mechanical upgrades

However, the selected partner will be required to coordinate with the project manager and the City's new data center construction contractor.

## 2.6 TECHNICAL ENVIRONMENT

### 2.6.1 NETWORK REFRESH

Replacement of the existing network infrastructure to support the new voice system will be required.

- A site inventory (reference attachment City of Colorado Springs - Site Inventory) and backbone design (reference attachment City of Colorado Springs Backbone) have been provided.
- Cisco ONS network with 8 nodes providing
  - T1 connectivity to provide voice capabilities to 10 sites that are connected to the City's internal data network
  - An extension of the DMZ via Ethernet connectivity at 2 facilities.
- Two Adtran 890's with a single DS3 terminated to each CSU/DSU. These devices channelize the DS3's to fractional T1's and provide a breakout separating the data and TDM voice services.
- Adtran TA-750 CSU/DSU's at remote facilities fed by T1's used to mux the data and TDM voice services.
- Many sites connected to the City of Colorado Springs network have a combination of CAT3 and CAT5e wiring infrastructure (reference attachment City of Colorado Springs - Site Inventory).

### 2.6.2 FACILITY DESIGN REQUIREMENTS

- Three racks of E911 equipment.
- Four racks populated with a total of 40 servers.
- Location of existing equipment will be identified during the walk through at the pre-bid conference to assist with providing an accurate migration plan.

### 2.6.3 DATA CENTER NETWORK DESIGN REQUIREMENTS

The majority of the equipment will either be new or relocating from the existing data center. The following equipment exists in the new data center today and will need to be accounted for in the new design.

- Three racks of E911 equipment. This system is primarily self contained and requires a single 100/1000 copper connection with the option to upgrade to a fiber connection in the future.
- Four racks with 40 existing servers that require a total of 80 each 1Gbps ports, 40 each 100 Mbps ports across the four racks

### 2.6.4 VOIP DEPLOYMENT

The following is an overview of the City's current telephone systems (reference attachment City of Colorado Springs – Existing Voice Feature Set for the existing voice features supported):

- One dual Avaya S8700 Communications Server platform utilizing Communication Manager 3.1 software, BCMR Desktop R2.4, Integrated Enterprise Network Management R3.1. This telephony configuration consists of 3 main cabinets, 14 remote cabinets, and 3 IP gateways providing analog, digital, hybrid and ISDN telephones. There are 193 trunk ports across 8 DS1's, 2 CAMA trunks, 1 DS1 tie to an Edify IVR, 1 DS1 tie to a Microsoft OCS IVR thru a Dialogic gateway, 1721 extensions configured with port and 616 virtual numbers programmed without port within the PBX.
- One Avaya Definity Dual-Processor G3V6i.03.2.239.5 version. This telephony environment consists of analog and digital telephones. There are 22 analog trunks, 119 trunks across 5 DS1's, 1 DS1 tie to a Reverse 911 type system, 616 extensions configured with port and 75 virtual numbers programmed without port within the PBX.

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- One Avaya Definity software version G3V6i.03.3.246.1. This telephony environment consists of analog and digital Telephones. There are 3 analog trunks, 23 trunk ports across 1 DS1, 29 extensions configured with port and 2 virtual numbers programmed without port within the PBX.
- One Mitel 3300 IP Communications platform consisting of:
  - 2 each 3300 Controller Cabinets
  - Analog Services Unit
  - Network Services Unit
  - 88 ICP User Licenses
  - 88 ICP Device Licenses
  - 56 Mailboxes
- Four Avaya Merlin Majix Systems configured for approximately 100 stations each.
- Thirty-One Avaya Merlin II Key Systems with various configurations.(reference attached City of Colorado Springs – Site Inventory)
- One Avaya Intuity MAP40 Voicemail platform with software version 5.1.53, 30 ports and 211 hours of storage, equipped for 1400 subscribers. There are also a limited number of users (approximately 150) utilizing Message Manager version 5.1.
- One Avaya Intuity MAP5 Voicemail platform with software version 4.4.5, 18 ports and 40 hours of storage, equipped for 1200 subscribers.
- One Avaya Intuity MAP5 Voicemail platform with software version 4.4.5, 6 ports and 40 hours of storage, equipped for 100 subscribers.
- Three PC's running Enterprise Voice Mail systems with approximately 100 users each.

### **2.7 SYSTEMS, STORAGE AND BACKUP**

It is the ultimate goal of the City to consolidate all systems and data in the new enterprise data center during this data center move. Currently the City has servers distributed throughout City departments as well as the current data center. Most storage in the City is located on LeftHand or HP SAN storage, direct attached storage to distributed servers, or on desktops throughout the City.

The primary emphasis of the Systems section of the RFP is to provide the requirements for a new systems infrastructure to include storage, virtual platform and disaster recovery as well as replacing servers and equipment. In addition, this section identifies the requirements to relocate some existing equipment from Current data center to the new data center. The primary system goals for the City are to standardize, centralize and consolidate.

### **2.8 SECURITY ARCHITECTURE**

The City maintains the following data security environment:

- Utilizes ACLs, IPS and firewall feature sets on the Internet facing router.
- Enterprise firewall providing security against internet based threats, proxy of well known services and traffic management.
- Second enterprise firewall (in parallel) providing web publishing support for City internal websites as well as security against Internet based threats.

- Two internal enterprise firewalls providing security to City departments.
- Enterprise VPN solution providing user based Internet access to City digital resources.
- Centrally managed enterprise spam filter providing content filtering of email.
- Enterprise Internet content filter providing user access to web sites based on defined rules.
- Centrally managed platform for virus protection.
- Centrally managed platform for security updates from Microsoft.

## **2.9 SYSTEM DESIGN REQUIREMENTS**

### **2.9.1 NETWORK REFRESH**

A proposed Cisco Bill of Materials (BOM) (reference attachment City of Colorado Springs - Cisco BOM) has been included. The BOM should be used as guide to the type of Cisco equipment to be provided. Modifications should be made to accommodate the proposed solution.

VENDOR'S proposal and solution MUST:

- Provide a network capable of supporting your proposed VoIP services
- Include implementation of Quality of Service that supports industry standards for QoS, such as 802.1p, 802.1Q and Diffserv (differentiated services)
- Allow for integration of equipment to minimize the number of devices to maintain.
- Eliminate the dependency for utilizing the Cisco ONS network for delivery of T1 and Ethernet connectivity.
- Include implementation of MPLS on the core.
- Provide for growth to a 10 Gbps backbone
- Provide for centralized management and monitoring.
- Provide added redundancy to include plans for a disaster recovery site

Optional:

1. Provide recommendations for wireless equipment in the 4.9 GHz to 5.95 GHz frequency bands to allow redundant connectivity to public safety facilities. Please provide options for point to point and point to multi-point connectivity solutions.
2. Provide solutions for a high speed network connection between Public Safety facilities using over the air technology capable of handling up to 100 Mbps or higher throughput.
3. Provide solution to allow radios, IP phones and cellular phones to interoperate with the capability to listen in on selected radio channels and the ability to bridge multiple radio channels into a single talk group.

#### **2.9.1.1 BUSINESS REQUIREMENTS CONCERNING PROPOSED SOLUTION**

1. The successful contractor will be responsible for providing a solution for delivering Voice over IP services with the existing cabling infrastructure. If VoIP cannot be delivered with the existing cabling infrastructure at all facilities, propose a reliable solution (i.e. rewire facility, wireless deployment, other) that will allow for a successful deployment prior to the deadline of Oct. 23<sup>rd</sup>, 2009. Site surveys of targeted sites will be conducted with the

successful offeror both prior to and concurrently during the lease, contract, design and implementation schedule, and maintenance contract negotiations. These site surveys will ensure that any information inadvertently left out or discovered could be included in the final lease and maintenance agreements.

**Vendor Response:**

2. Can the proposed system be supported by Cat3 cabling?

**Vendor Response:**

3. Describe the secure IP transport capabilities of the proposed solution, including encryption capabilities

**Vendor Response:**

4. Describe how encryption will be activated with the proposed system.

**Vendor Response:**

5. Describe options for extending DMZ traffic across the protected network.

**Vendor Response:**

6. Describe the centralized configuration management and monitoring capabilities of the proposed solution.

**Vendor Response:**

7. Describe the proposed solution with respect to redundancy and growth requirements?

**Vendor Response:**

8. Describe the redundant architecture of your proposed solution fully disclosing its' strengths and limitations. Provide a detailed diagram and diagrams showing how each site will function based on the various possibilities.

**Vendor Response:**

## **2.9.2 FACILITY DESIGN REQUIREMENTS**

The room layout (reference attachment City of Colorado Springs - New Data Center Layout) is to be used as a starting point for the design. The room design to be finalized by accepted vendor and City IT.

VENDOR'S proposal and solution MUST:

- Provide a detailed design complete with costs to equip the room to accommodate both the other components of this RFP and the listed existing equipment using the requirements below.
- Provide an overall design that is scalable to allow a minimum 50% growth at installation.
- Include as an option an infrared temperature test probe and any other recommended test equipment for monitoring environmental conditions.



- Provide 56% perforated tiles with dampers as needed in the cold aisles during installation of new equipment cabinets.
- Seal all floor cut-outs with KoldLoc grommets to prevent air leakage.

### 2.9.3 EQUIPMENT RACKS:

VENDOR'S proposal and solution MUST:

- Populate the room with a minimum of 40 equipment cabinets.
- Provide 56% perforated tiles with dampers as needed in the cold aisles during installation of new equipment cabinets.
- Chatsworth Teraframe F-Series Black cabinets for equipment with front to back cooling air flow:
  - Cabinet height: 42 Rack Units.
  - Cabinet width: 23.6 inches.
  - Cabinet depth: 48.1 inches.
  - Square punched rails.
  - Single perforated metal front door and double perforated metal rear doors.
  - Two-point cam latch with key lock on both doors.
  - Top panel has 4 cable openings.
  - Two solid side panels.
  - Air dam kit to block mixing of cool and hot air.
  - Filler panels to cover all unused rack unit openings.
  - Vertical cable manager for one side of each rack.
  - Up to four multi-input 120 or 208 V vertical power strips with current meters depending on power load and connection requirements of equipment in cabinet.
  - Cage nuts and screws for equipment mounting.
- Chatsworth Teraframe N-Series Black cabinets for equipment requiring side to side cooling air flow:
  - Cabinet height: 42 Rack Units.
  - Cabinet depth: 48.1 inches.
  - Square punched rails.
  - Single perforated metal front door and double perforated metal rear doors.
  - Two-point cam latch with key lock on both doors.
  - Two solid side panels.
  - All network switch and power supply exhaust duct components required for compatibility with the network gear installed and to completely seal the air paths in the cabinet.
  - Filler panels to cover all unused rack unit openings.
  - Cage nuts and screws for equipment mounting.
- Include Chatsworth universal 2 post racks with horizontal and vertical wire management for mounting cable patch panels and KVM switches.
  - A minimum of two racks per row. Additional ones if needed to accommodate inter-row cabling.
  - Rack height: 78 inches.
  - Rack width: fits 19 inch equipment.
  - UL listed.
  - Horizontal cable management between copper patch panels.
  - Double sided vertical cable management on both sides of the rack capable of properly supporting both fiber and Category 6a cable.

**2.9.4 CABLING:**

VENDOR'S proposal and solution MUST:

- Provide a design where cables originate in patch panels in row C and terminate in patch panels in center of each rack row to provide connectivity from the network core to end devices.
  - Network core is expected to be in row C.
- Reflect the proper counts to accommodate the current connectivity requirements for the other RFP components and existing equipment, and allow for growth.
- Provide an end to end copper solution using Amp Netconnect XG Category 6a F/UTP including patch panels, jacks, and patch cords inside the data center. Cable color is blue.
  - Data cabling will need to be built overhead in trays just above the racks.
- Provide an end to end fiber solution using Amp Netconnect XG laser optimized 850 nm with LC connectors inside the data center.
  - Data cabling will need to be built overhead in trays just above the racks.
- Include all necessary fiber and Category 6a patch cords to connect new equipment specified in this RFP and the existing equipment listed above.
- Include Cablofil cable trays for all data cable pathways installed just above rack height using best industry practices and standards. Including to the demarcation room.
- Include grounding and bonding:
  - Will meet the EIA/ TIA- 607-A Standards for grounding & bonding in conjunction with the ANSI/EIA/TIA-568 B Telecommunications wiring standard and ANSI/EIA/TIA-569 B Telecommunications pathways and spaces standard. Part of the ground and bonding shall include the grounding of all the existing and new cabinets and equipment racks in the data center. The data center has an under floor grounding system and all the existing and new data center cabinets and equipment racks shall be attached to said grounding system.
- Include cabling system labeling:
  - The labeling system for the cable installation based on the TIA/EIA-606-A standards, with modifications from City IT. At a minimum, the labeling system shall clearly identify all components of the system: racks, cable, panels and outlets. The labeling system shall designate the cable origin and destination and a unique identifier for the cable within the system. Racks and patch panels shall be labeled to identify the location within the cabling system infrastructure. Details of the labeling format will be worked out between the accepted vendor and City IT prior to installation. All labeling information shall be recorded on the as-built drawings and all test documents shall reflect the appropriate labeling scheme. The drawings will be supplied to the customer in electronic format either in Auto-cad or Visio format.
- Include test documentation:
  - Test documentation shall be provided in both a three ring binder(s) and electronic format on appropriate media, within three weeks after the completion of the project.
- Include options for copper and fiber optic (SM and MM) test equipment capable of testing up to 10 GB speeds such as the Fluke DTX CableAnalyzer.

### 2.9.5 KVM REQUIREMENTS:

VENDOR'S proposal and solution MUST:

- Provide non-blocking multi-tier design based on existing Avocent AMX5010 switch as root node.
- Provide additional components are Avocent for consistency and compatibility.
- Provide appropriate connections from 2<sup>nd</sup> tier devices to root device to meet the non-blocking requirement.
- Provide a 2<sup>nd</sup> tier switch(s) located in each rack row to connect all devices' console ports in that row including, but not limited to, servers and network equipment. Possible options are:
  - AMX5000- 8 user, 32 port analog matrix switch.
  - AMX5010- 16 user, 64 port analog matrix switch.
- Provide two local / IP remote consoles which will be added to the existing ones for a total of six:
  - DSR1024- 1 local and 1 remote user, 1 port KVM over IP switch.
  - 19" Flat Panel display, keyboard, mouse to fit
- Provide enough dongles and cabling to accommodate all of the equipment specified in the other sections of this RFP and the City relocated equipment listed above:
  - AMIQ-PS2- Server interface module for VGA video, PS/2 keyboard and mouse.
  - AMIQ-USB- Server interface module for VGA video, USB keyboard and mouse.
  - AMIQ-SRL- Server interface module for VT100 serial devices.
    - Include appropriate number of UPD-AM power supplies (for AMIQ-SRL, AVRIQ-SRL and DSRIQ-SRL. Each UPD-AM can power up to four serial interface modules) to support the serial dongles.
- Include all necessary cabling and adapters for connecting components and devices.

### 2.9.6 DATA CENTER NETWORK DESIGN REQUIREMENTS

VENDOR'S proposal and solution MUST:

- Provide an overall design to be scalable to allow a minimum 50% growth at installation.
- Include out of band management design for Core network devices.
- Include options for monitoring and management tools to support and maintain the proposed design.
- Provide a design in which all devices support a 208 – 240 VAC supply voltage when possible.

The expected design incorporates a fully redundant configuration from the core to the edge. It includes a Metropolitan Area Network core, Data Center distribution core, Fibre Channel / iSCSI SAN switching component, and top of rack converged network switches for the edge connections. It is expected the provided design for this section will meet the connectivity requirements of the other sections of this RFP as well as accommodate the specified existing equipment in this section. A top level design can be referenced under attachment City of Colorado Springs - New Data Center Network. Additionally, an example bill of materials (BOM) has been provided under attachment City of Colorado Springs - Cisco BOM. This should be used as a guide to the type of Cisco equipment to be provided. Quantities and additional hardware should be added to accommodate the proposed solution.

### 2.9.7 VOIP DEPLOYMENT

VENDOR'S proposal and solution MUST:

- Provide integration of voice applications with a converged Internet Protocol (IP) solution. Ability to provide highly reliable and available switching systems, a wide variety of interfaces

to the PSTN, ability to connect to external agencies that may utilize legacy TDM equipment (i.e. 911, other State and local governmental agencies, etc) and support for analog endpoints including modems, fax machines, conference rooms, etc.

- Provide growth toward a unified communications solution.
- Provide a survivable solution that does not include a single point of failure; will allow outbound and inbound calls if the data network is down; and better than five-9's reliability. Vendor must supply phone sets with inline power (not local wall outlet) for power fail dial tone availability. Phones in remote locations may be required to maintain all features in the event of WAN outage.
- Provide toll quality voice.
- Support open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc. IP handsets must support standard signaling protocols. All system features must be available on analog sets. System must support and be certifiable with Cisco switches and routers.
- Provide a scalable, cost-effective voice messaging solution that supports industry standards for both telephone and desktop access, and supports unified messaging with standard desktop email solutions such as Microsoft Outlook and multi-system voice mail networking.
- Provide centralized management with access from any point on the network for all components including the PBX, voicemail, auto attendant, ACD, unified messaging system, etc. Maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.
- Provide the capability to monitor jitter, call delay/latency, packet loss, network congestion and network hardware utilization with detailed historical and real time reporting capability.
- Provide a modular, cost-effective solution to allow for growth in both phones and applications over the next ten years.
- Integrate with City's existing, Micro-Tel, Inc, Microcall v4.10 call accounting system or a newer version of the same product.
- Ease of installation and configuration will be important. Vendor should provide system project management tool for implementation planning.
- Provide a system that is intuitive, easy to use, learn, and administer.
- Provide for remote serviceability, technical support of the entire voice system and applications.
- Include an integrated data security model providing proactive and reactive alerting, configuration and administration.

## 2.10 BUSINESS REQUIREMENTS CONCERNING PROPOSED SOLUTION

### 2.10.1 SYSTEM CALL CENTER FEATURES - MANDATORY REQUIREMENTS

1. **Agent login and logout:** To receive ACD calls, an agent must log into the system. An agent can be logged into multiple splits/skills. If a hunt group is measured by the Call Management System or is a skill, an agent must enter a login ID; otherwise, the login ID is optional.

#### Vendor Response:

2. **Multiple Variable Announcements:** An announcement is a pre-recorded message delivered to a caller in queue requesting the caller to remain on-line, prompting the caller for information or directing the caller to another destination. When a call is in queue, depending on the length of time in queue, an automatic recording can encourage the caller to hang on, call back later, call another number, leave a message or can be used with call prompting to direct the caller to specific destinations. These announcements can be scheduled to occur periodically.

**Vendor Response:**

**3. ACD Agent Work Modes:**

Auto-In: Allows when disconnecting from a call, you are automatically available to receive an ACD call.

Manual-In: Allows agent to automatically enter an after call work mode when completing an ACD call.

After-Call-Work: Allows agent to be unavailable to receive ACD calls while completing ACD activities, such as completing paper work related to the call.

Auxiliary Work: Allows agent to be unavailable to receive ACD calls while completing non-ACD activities such as leaving their desk or completing an outgoing call.

**Vendor Response:**

**4. Agent answering options:**

Automatic Answer (zip tone) or Manual Answer with ringing options.

Multiple Call Handling; either forced or on request

**Vendor Response:**

**5. Call Distribution Methods:**

Direct Department Calling

Uniform Call Distribution-Most Idle Agent

Uniform Call Distribution-Least Occupied Agent)

Skills-Based Distribution-Least Occupied Agent

Skills-Based Distribution-Most Idle Agent

**Vendor Response:**

**6. Call Prompting:**

Call Prompting is a call management method that uses specialized call vector commands to provide flexible handling of incoming calls based on information collected from the caller. One example would be where the caller receives an announcement and is then prompted to select (via dialed number selection) a department or an option that was listed in the announcement.

**Vendor Response:**

**7. Call Vectoring:**

Allows processing of incoming calls according to a programmed set of commands. Call Vectoring provides a flexible service allowing direct calls to specific and/or unique call treatments.

**Vendor Response:**

**8. Call Queuing:**

Allows that if calls cannot be answered immediately, they are routed to a call collection point (split/skill queue or attendant queue) where calls are held until a split/skill agent or attendant can answer them. Calls are ordered as they arrive and they are served in that order. Depending on the time delay in answering the call, announcements, music, or prepared messages may be employed until the call is answered.

**Vendor Response:**

9. **Queue Status Indications:**

Both number of queued calls and time in queue of oldest call

**Vendor Response:**

10. **ACD Reporting Requirements:**

Minimum of five concurrent users.

**Vendor Response:**

11. **Real Time Reports:**

- Split Status – for individual splits and the agents staffing them.
- System Status – for a view of all splits that are administered for internal measurement.
- VDN Status – all the VDNs(Vector Directory Number) that are administered for internal measurement.

**Vendor Response:**

12. **Historical Reports:**

The historical reports must present data for hourly and daily results for the following:

- Agent (individual and groups)
- Agent summary
- Split (individual and groups)
- Split summary
- Trunk group (individual and group)
- Trunk group summary
- VDN (Vector Directory Number)
- VDN summary

**Vendor Response:**

13. Does your voice solution provide integrated call center functionality? Can the system support access for other agencies to call center functions that may not be IP compatible today?

**Vendor Response:**

14. Describe your call center applications and capability.

**Vendor Response:**

15. Describe your experience delivering Call Center solutions. Include market share, industry recognition, awards, etc.

**Vendor Response:**

16. Describe your call center scalability. How many call center agents can be supported on your system? How many servers are required?

**Vendor Response:**

17. How many ACD skill groups are supported on your system? Can you support up to 2,000 skill groups?

**Vendor Response:**

18. How many agent login IDs can be administered on your system? Can you support up to 20,000 IDs? How many skills can an agent be assigned? How many agents can be logged in simultaneously?

**Vendor Response:**

19. Describe your virtual call center environment. How are remote sites supported? What are your options for supporting remote sites? Is the call center transparent across sites for ACD call routing, supervisory and reporting functions, telephony features, and any additional call center applications such as call recording, multi-channel interaction, and CTI?

**Vendor Response:**

20. How can the load be balanced across multiple sites and avoid agents sitting idle at one site while other sites are overloaded and providing poor service?

**Vendor Response:**

21. How many announcements can be provided?

**Vendor Response:**

22. Please provide the maximum music and announcement source capacities for a single system. Please explain how announcements and music will be supported for our call center.

**Vendor Response:**

23. How many different music sources can be supported?

**Vendor Response:**

24. How do you handle feedback (music/announcements) for calls that are queued remotely? Can you connect audible feedback locally for calls that are queued remotely in order to decrease the number of packets sent over the IP trunk?

**Vendor Response:**

25. What level of redundancy or resiliency does the call center solution provide?

**Vendor Response:**

26. Describe your call center environment to handle IP (Hardphone and softphone) handsets.

**Vendor Response:**

27. Describe your ability to support remote, work at home, call center agents with IP softphones. Do they have full contact center functionality at home? How many can be supported?

**Vendor Response:**

28. Can remote agents be measured, service observed, recorded the same as local agents? Can they be members of the same ACD group, queue, split/skill?

**Vendor Response:**

29. Are all of the following standard ACD features provided to both local and remote agents?

- Agents can be members of multiple ACD groups, split/skills?
- Agents can be made automatically available immediately after each call?
- Agents can be made automatically unavailable after each call in order to complete work associated with the call before the next call is delivered? Can this time be specified and controlled? Is this unavailable state measured and tracked in ACD reports?
- Agents can make themselves unavailable temporarily and have this unavailable state be measured and tracked in ACD reports. Can the ACD agent enter a reason code to indicate why they are unavailable and have this unavailable state measured and tracked by reason code on ACD reports?
- Agents can handle multiple ACD calls (either by choice or can your force them to handle more than one call at a time?)

**Vendor Response:**

30. Can calls that ring at an available agent's station but are not answered automatically be redirected to the next available agent rather than letting the call ring unanswered until abandonment? For example, if an agent left their station without logging out, will the system automatically log the agent out or make them unavailable and notify the supervisor? Will this event be tracked by the reporting system?

**Vendor Response:**

31. Can supervisors logout agents remotely?

**Vendor Response:**



32. Can supervisors monitor and observe agents by agent ID? Can they listen and talk on an agent conversation? Can you monitor the entire customer experience including announcements, music, etc?

**Vendor Response:**

33. Can you route on current conditions in the call center? Can you route each call to different destinations based upon an accurate prediction of the expected wait time in queue for each call?

**Vendor Response:**

34. Can you route a call to the queue—and optionally to the location—that can provide the best service time for the caller?

**Vendor Response:**

35. Can you route to different destinations based upon number of calls in queue? Oldest call waiting in queue? Current average speed of answer? Number of agents staffed in a split/skill? Number of agents available in a split/skill?

**Vendor Response:**

36. Can you route based upon ANI, DNIS, CINFO digits provided by the network, II digits provided by the network, incoming trunk group? Can you recognize important customer numbers and route them accordingly to special agents or other destinations or provide special announcements? Can you recognize cellular phones or payphones and route accordingly?

**Vendor Response:**

37. Can you prompt the caller to enter digits to determine how a call should be routed and then route based upon their response? For example, can you prompt for an account code or zip code? Can you provide choices such as “Press 1 for Sales, Press 2 for service” or “If you know the extension of the party you are calling, you may enter it now...” Can this be done by your system without utilizing an adjunct IVR solution?

**Vendor Response:**

38. Can you include “conditionals” or user specified variables in your call routing programs that can be set by the user and/or external conditions? For example, can you specify variables (A, B, C, etc.) and specify their value and how they are set? Can you support both global (system wide) and local variables (for an individual call)? Please provide an example of how this programming works with an actual program example. Include sufficient comments so that we can understand the program flow and the complexity.

**Vendor Response:**

39. Can night service be implemented automatically at designated time of day, day of week?

**Vendor Response:**

40. Can alternate routing be provided based upon time of day, day of week, date of year?

**Vendor Response:**

41. Does your ACD solution depend upon overflowing to alternate destinations or can we predict overflow and distribute and load balance prior to queuing so that service objectives can be met? How can your solution accomplish this?

**Vendor Response:**

42. Can you maintain queue position while interacting with an IVR to make use of customer wait time?

**Vendor Response:**

43. Can you pass information such as expected wait time, queue position, ANI, customer prompted digits, etc., to an optional IVR for announcements, database lookups, etc.? Can your system receive and route to a destination provided by the IVR based upon a database lookup of the ANI or customer prompted digits?

**Vendor Response:**

44. Can multiple announcements and music treatment be provided to a call? Can announcements and music treatment be specific to each queue? Can the announcements and music treatment provided depend upon queue conditions or call related information? How many different announcements can be provided?

**Vendor Response:**

45. For agents who handle calls for multiple applications or who are visually impaired, can the system provide a brief announcement heard only by the agent indicating what type of call is arriving so that the agent can greet the caller appropriately? Can the voice terminal also display this information to the agent before delivery of the call?

**Vendor Response:**

46. Does your system offer skills-based routing? How many different skills can an agent be assigned? Can each skill be specified at a level to indicate proficiency? How many levels are supported? We require up to 60 skills for some of our agents.

**Vendor Response:**

47. Can agents free seat or be "logical agents", i.e., can they login with their agent ID from any system endpoint and take ACD calls?

**Vendor Response:**

48. Can your system distribute calls to agents based on ACD work occupancy instead of most idle or longest current idle time? An occupancy measurement would consider the total amount of time an agent has been occupied since logging on rather than just the longest time since the last call.

**Vendor Response:**

49. Can agents request supervisor assistance on a call?

**Vendor Response:**

50. Can ACD statistics and warning threshold indicators be provided on the voice terminal and the PC display?

**Vendor Response:**

51. Can agent personal greetings be provided so that incoming calls to the agent are answered automatically and the agent does not repeat their greeting for each caller over and over? How many greetings? How are these recorded? Can these be specific to the application dialed for agents that are members of multiple ACD groups?

**Vendor Response:**

52. Can calls be routed and queued directly for an agent?

**Vendor Response:**

53. Can we specify our service level for each call type in terms of “answer X% of this type of calls within Y seconds” and will your ACD routing algorithms use our specified X & Y service level factors to route and deliver specific calls accordingly to meet the specified objectives? In other words, if certain call types require a higher service level objective than others, this can be easily specified in our routing algorithms and your routing system will actually prioritize calls to achieve the objective for each call type and not just measure how close or far from the objective we are. Please explain your capabilities.

**Vendor Response:**

54. Optionally, can you specify desired service levels for each queue and have the ACD automatically prioritize and distribute calls in an order that assists each queue come closest to achieving their desired service objectives.

**Vendor Response:**

55. Optionally, can we specify the amount of time an agent spends handling each type of call?

**Vendor Response:**

56. Optionally, can your system automatically monitor expected wait times in the queue and automatically activate and move agents around in order to proactively be able to handle calls and avoid overload situations that result in bad service to our callers?

**Vendor Response:**

57. When interflowing calls between sites, can your system take advantage of Network Call Transfer and Deflection provided by the public switch telephone network to redirect an incoming ISDN call without requiring trunks to be tied up at the original destination after the call rerouting takes place?

**Vendor Response:**

58. Describe your management system.

**Vendor Response:**

59. Does your reporting system support the following:

- Track local and remote, IP and non-IP agents
- Windows-based graphical user interface
- Real-Time Monitoring (list standard reports provided)
- Reporting Exceptions
- Threshold Notification
- Viewing reports on the Web
- Historical Reporting (list standard reports provided)
- Custom Reporting
- Open DataBase Connectivity
- Exporting Data to other applications
- Moving multiple agents, changing skills for multiple agents
- Multisite reporting
- Local and remote access by supervisors

**Vendor Response:**

60. Is a single universal agent login ID supported across multiple sites?

**Vendor Response:**

61. Can a supervisor easily change agent split/skill group assignments?

**Vendor Response:**

62. Does your system offer a cradle to grave reporting option? Please describe capabilities.

**Vendor Response:**

63. How does your system integrate with Workforce Management applications?

**Vendor Response:**

64. How does your system integrate with wallboard applications?

**Vendor Response:**

65. Describe your ability to queue multiple channels to your call center agents. This includes voice calls, voice over IP, email, web chat, fax, as well as a blended outbound calling application. Does your system support a single agent interface to handle all media channels? Describe support for each channel.

**Vendor Response:**

66. Describe your ability to integrate with CRM systems. Describe your level of integration with PeopleSoft.

**Vendor Response:**

67. How does your system integrate with call recording solutions? Describe your recommended solutions for:

- an optional Total Call Recording Solution
- a Quality Assurance Call Recording Solution that supports capture of voice as well as screen data (option)
- a Record on Demand Solution

**Vendor Response:**

68. Do you offer an Outbound Calling solution? Describe your outbound calling options. (Example would be for Citizen surveys, Office of Emergency Management activation notification to key people, Snow day activation to all managers., etc.)

**Vendor Response:**

69. Provide system/architectural diagrams to support requirements to include number of servers, type of hardware, etc.

**Vendor Response:**

70. Clearly identify features that require additional hardware and/or software to meet the requirements outlined in this RFP.

**Vendor Response:**

71. The City expects the successful vendor will have had experience with municipalities, corporations and other businesses of the City's size and scope and will be able to provide consulting advice, input and insight into what other City's are using and to provide suggestions that will enhance the usability and functionality of the system.

**Vendor Response:**

#### **2.10.2 SYSTEM VOICE MESSAGING FEATURES- MANDATORY REQUIREMENTS**

1. Automated Attendants: Allows for automated call answering and routing based upon caller input. Must support multiple menu layers (up to six) and be able to route calls out to the PSTN.

**Vendor Response:**

2. Single Key Access: Allows for call routing based upon a single key input. Must support up to ten selections per menu layer.

**Vendor Response:**

3. Individualized Automated Attendant Greeting: Allows for different automated menus based upon number dialed (internal or external), i.e., DN or DNIS.

**Vendor Response:**

4. Automatic Message Scan: Allows subscribers to scan all message headers and/or messages at the touch of two buttons.

**Vendor Response:**

5. Answer Only Mailbox: Allows for creation of messaging boxes that provide information, but do not allow message taking.

**Vendor Response:**

6. Directed Call Transfer: Allows the system to attempt a transfer to a user's extension prior to coverage to personal voicemail box.

**Vendor Response:**

7. Call Coverage to Personal Greeting: Allows for calls covered to personal mailbox to be directed to the personalized greeting of the original recipient, regardless of interim forward or coverage points.

**Vendor Response:**

8. Message Creation: Allows subscribers to access the system from any telephone, record messages, and send them to other subscribers on the system.

**Vendor Response:**

9. Message Delivery scheduling: Allows subscribers to create and schedule delivery of messages to other subscribers.

**Vendor Response:**

10. Message Waiting Indication: Informs subscribers of new messages in their voice mailboxes. Can be a message-waiting lamp, stutter dial tone or other. Please explain.

**Vendor Response:**

11. Multiple Message Waiting Indicators: Provides multiple message waiting indicators on a single phone for shared stations.

**Vendor Response:**

12. Remote Notification of Message Waiting: Provides notification to a remote number (pager, cellphone, PSTN) of message waiting.

**Vendor Response:**

13. Personal Greeting: Allows subscribers to leave a personalized greeting to callers.

**Vendor Response:**

14. Alternate Personal Greeting: Allows for an alternate pre-recorded personal greeting (up to 6) for holiday, time of day, or other use.

**Vendor Response:**

15. Customized Operator: Provides a customized operator or "0" coverage point for callers choosing to exit voicemail. System must support customized function for each user's mailbox.

**Vendor Response:**

16. Message Forwarding: Allows a subscriber to forward messages to other subscriber mailboxes.

**Vendor Response:**

17. Message Reply: Allows users to reply to messages left by other subscribers.

**Vendor Response:**

18. Urgent Message Tagging: Allows messages to be tagged as urgent by callers allowing for prioritized playback.

**Vendor Response:**

19. Time and Date Stamp: Provides date and time stamp information for all messages.

**Vendor Response:**

20. Broadcast Messaging: Allows certain users to create a special announcement message and header for all subscribers of the system

**Vendor Response:**

21. Login Announcement: Enables administrator to create a special announcement that all other subscribers will hear when they log on the system. The message is independent of message retrieval and is repeated each time a subscriber logs on until it is removed.

**Vendor Response:**

22. Individual Mailing Lists: Allows subscribers to create Private lists of related VM users thus allowing one message to be created, addressed, and transmitted to each person on the list at the specified time and date.

**Vendor Response:**

23. Group Mailing Lists: Allows subscribers to create Public group lists of related VM users thus allowing one message to be created, addressed, and transmitted to each person on the list at the specified time and date.

**Vendor Response:**

24. Fax Messaging: Allows subscribers to forward received faxes; to printers; send or forward to internal extensions, or to system mailing lists.

**Vendor Response:**

25. Activity Logging: The ability of logs for the following activities for each mailbox;

**Vendor Response:**

26. Subscriber log-in/log-off. These entries include new, unopened, and old message counts.

**Vendor Response:**

27. Scheduled delivery of a message.

**Vendor Response:**

28. Receipt of a new message. These entries include new, unopened, and old message counts.

**Vendor Response:**

29. Canceled delivery of a scheduled message.

**Vendor Response:**

30. Status change of a message. A message can change category status (that is, from new to unopened, new to old, or from unopened to old) or be deleted.

**Vendor Response:**

**2.10.3 ADA REQUIREMENTS - MANDATORY**

**1. Federal Regulations**



All IP telephone instruments included in the design must be manufactured in accordance with Federal Communication Commission hearing aid compatibility technical standards contained in Section 68.316. and the Telecommunication Act of 1996.

Confirm that the proposed telephones meet these requirements.

**Vendor Response:**

**2. 508 Compliance**

All telephones and peripheral equipment shall be manufactured in accordance with Federal Communication Commission hearing aid compatibility technical standards contained in Section 68.316 and the Telecommunication Act of 1996 and Section 508 of the Rehabilitation Act of 1973, as amended.

- Vendor is required to provide upon request, documentation of manufacturer compliance to 508 specifications
- Vendor shall deliver to the GPO/DR the completed and certified Section 508 compliance documentation and shall successfully complete the Agency's Section 508 testing during the validation period.
- The manufacturer of the common equipment specific to the proposed system shall manufacture the telephone sets or demonstrate Section 508 compliance and compatibility with third party telephone sets.

**Vendor Response:**

**3. Instructions Relative to Section 508 Standards and Equivalent Facilitation**

To be considered eligible for award, vendors must propose products and/or services that meet the applicable provisions of the Section 508 standards as identified by the Agency. Alternatively, vendors may propose products and/or services that provide equivalent facilitation. Equivalent facilitation is recognition that technologies may be either developed or used in ways not envisioned by the original technical provisions, but still result in the same or better functional access as would be provided by strictly meeting the provisions as required by Agency. Functional outcome, not form, is the key to evaluating whether a technology results in "substantially equivalent or greater access."

If the vendor proposes to meet Section 508 standards in this manner, they will address Section 1194.31, Functional Performance Criteria, of Section 508. Furthermore, any associated costs must be identified.

Responses will be considered to have met the provisions of the Section 508 standards, for the feature or component providing equivalent facilitation.

**Vendor Response:**

**4. Assistive Technology Devices**

Assistive Technology Devices are designed primarily to ensure access to people with disabilities, e.g., hearing impaired. This includes compatibility with hearing aids, cochlear implants, assistive listening devices, and Text Telephones (TTS).

The vendor will provide a standard non-acoustic TTY connection point for telecommunication products that allow voice communication and also provide TTY functionality.

The vendor shall provide adjustable volume controls for output, product interface with hearing technologies, and the usability of keys and controls by people who may have impaired vision or limited dexterity or motor control.

The Vendor shall provide visual message indicators, advanced feature functionality and meet 508 Compliance.

**Vendor Response:**

5. **The vendor shall provide functionality to support 508 Compliance and the Agency's Employees with Disability (EWD) requirements. This shall include the following:**

Vendor shall provide a system that complies with Titles II, III, and IV of the Americans with Disabilities Act of 1990, Sections 251 and 255 of the Telecommunications Act of 1996, and Section 508 of the Workforce Investment Act of 1998 for a pure IP solution, for a TDM solution.

**Vendor Response:**

6. Vendor shall provide a designated point of contact for resolution of accessibility complaints. Vendor shall provide their point of contact background.

**Vendor Response:**

7. Vendor shall describe their support for Section 508, Requirement 1194.23.

**Vendor Response:**

8. Vendor shall insure calls that are forwarded to the voice mail system permit callers to leave a TTY message. Vendor shall provide a caller the capability to toggle between voice and TTY prompting. Vendor shall explain if this capability can be used with one phone number.

**Vendor Response:**

9. Vendor solution shall allow a visually impaired or blind person to get voice access to the same information that sighted person would see by looking at the phone's alphanumeric and LED display. For example, do your phones offer audible caller ID? Do your phones offer audible message waiting indication? How are functions such as caller ID, message waiting lamp, which lines are on hold, what lines are available and if "Send all calls" be determined by the visually impaired person?

**Vendor Response:**

10. Vendor shall describe features that would enable a person that is blind to work as an agent in a contact center. For example, how would this individual gain access to the information they need to do their job, such as the number of calls in queue, the mean waiting time for callers and the agent's current "split assignment" (i.e., the nature and types of the customer calls they will be expected to handle)?

**Vendor Response:**

11. Vendor shall describe how you ensure TTY transmission accuracy when packet loss

exceeds 0.5 percent. Vendor shall describe how they ensure TTY transmission accuracy when audio compression algorithms, such as G.729, are employed.

**Vendor Response:**

12. Vendor shall describe any additional equipment that may be needed, beyond what you are proposing in this bid, in order to ensure full compliance with Section 508. Vendor shall provide the cost of any additional equipment.

**Vendor Response:**

13. Vendor shall insure proposed solution is properly designed and configured to provide all the accessibility features required to be Section 508 compliant.

**Vendor Response:**

**2.10.4 VOIP SYSTEM SECURITY:**

1. Provide detailed information concerning the security of your Enterprise IP Telephony solutions for the following (As an option you may provide a detailed description of your communication system's security features as part of an attached appendix in WORD format):

- OS type and version
- Is the OS hardened?
- How is the OS hardened?
- Can server be part of Windows domain?
- Access rights
- Password authentication
- Security patches
- Remote access
- Data encryption
- Virus protection
- LAN requirements

**Vendor Response:**

2. Specify the security access standards and methods utilized in their IP voice system.

**Vendor Response:**

3. Where business continuity in the context of communications is dependent upon network components, recommended redundancy must be identified. The proposed solution will provide the City with a network architecture to eliminate single points of failure and ensure continued security and voice quality in the event of a disaster or major power failure. It is essential that the chosen system be evaluated for reliability from both the standpoint of historical 99.999% up-time to the survivability of remote sites.

**Vendor Response:**

**VOIP SYSTEM MANAGEMENT:**

1. Describe capabilities for system management.

**Vendor Response:**

2. Monitoring tools to ensure reliability

**Vendor Response:**

3. Describe the diagnostic tools available for monitoring and maintaining the system's performance.

**Vendor Response:**

**POWER**

1. Clearly state how the system provides power to the telephones and the associated impact to space and capacity keeping compliant with 802.3af standard. Refer to attachment City of Colorado Springs - Site Inventory and identify sites where a replacement UPS will be required to accommodate the additional power needs.

**Vendor Response:**

2. UPS should be sized based on closet equipment. Include pricing for two systems: one for a 30-minute hold time and one for a 60-minute hold time. Include a growth factor of 25% above what would be required to serve the original installation and list all electrical and environmental requirements

**Vendor Response:**

3. UPS must support SNMP management (v1 and v3), telnet and http access, provide network access security/controls. The proposed UPS must be supported by a centralized management system. Provide information concerning the management system, but it should not be costed in the proposal response.

**Vendor Response:**

4. Clearly state which site(s) require AC power upgrades to meet equipment and UPS needs.

**Vendor Response:**

5. Clearly identify additional cooling requirements for proposed UPS upgrades and anticipated reduction of UPS battery life where operating temperatures are likely to exceed UPS manufacturer recommended operating temperatures.

**Vendor Response:**

**NETWORK COMPATIBILITY**

1. Describe how your voice solution integrates with Cisco networking equipment to include capabilities for using Cisco routers as a voice gateway.

**Vendor Response:**

2. Explain how IP phones that are installed on the IP network are identified and added to the system?

**Vendor Response:**

3. The City intends to reduce port capacity and building wiring requirements by using a single cable to connect the user's IP phone and desktop to the network. Describe how the phone and desktop computer interact with Cisco POE switches.

**Vendor Response:**

4. Explain how you can provide easy addressing of the IP phones without having to change the addressing scheme of the existing IP data network.

**Vendor Response:**

**2.10.5 SYSTEMS, STORAGE AND BACKUP**

The following categories must be addressed in the Systems section of the RFP:

1. System equipment lifecycle management
  - a. Equipment purchasing portal
  - b. Equipment management
  - c. Equipment monitoring
2. Systems Infrastructure Build out
  - a. Build Enterprise Storage Area Network (SAN) (New)
  - b. Build Enterprise virtual tape library backup and disaster recovery system (New)
  - c. Build Enterprise Virtual VMWare Platform (New)
    - i. Build Enterprise Redundant VM SQL Server 2005 Platform (New)
3. System Disposition
  - a. Migrate physical to virtual platform
  - b. Migrate existing physical to new physical hardware
  - c. Relocation of existing physical hardware
  - d. Migrate current VM to New VM environment
4. Move existing LeftHand SAN
  - a. Current data center facility
  - b. Municipal Court facility (MUNICOURT)
  - c. Fire Operations facility (FOC)

**2.10.6 SYSTEM EQUIPMENT LIFECYCLE MANAGEMENT**

VENDOR'S proposal and solution MUST:

1. Provide a purchasing equipment vendor web portal
  - a. City customized site
  - b. Server and equipment model standards
  - c. Online equipment quotes
  - d. Online purchasing
  - e. Purchaser and approver security roles
  - f. Online assistance
  - g. Online purchase tracking and reporting
  - h. Warrantee tracking
  - i. Asset management through disposition of old equipment
2. Equipment monitoring
  - a. Centralized management console for all servers
  - b. SNMP alerting through email and page
  - c. Windows WMI integration with alerting through email and page

- d. Remote console
- e. Remote access console if system hangs (Lights out)
- f. Centralized Firmware monitoring and deployment

**2.10.6.1 BUSINESS REQUIREMENTS CONCERNING PROPOSED SOLUTION**

1. Describe your solution to provide lifecycle systems management for proposed equipment

**Vendor Response:**

2. Describe your solution to provide a vendors equipment web portal

**Vendor Response:**

3. Describe if your solution for a vendor web portal is customizable by the City

**Vendor Response:**

4. Describe your solution to provide equipment monitoring

**Vendor Response:**

5. Describe your solution for equipment firmware management, and deployment

**Vendor Response:**

**2.11 SYSTEMS INFRASTRUCTURE BUILD OUT**

**ENTERPRISE STORAGE AREA NETWORK (SAN)**

The City of Colorado Springs is seeking a solution to provide an enterprise SAN solution which will provide the platform required to consolidate servers and data for security, backup and disaster recovery in the new enterprise data center.

**2.12 PROJECT BACKGROUND**

The City currently has approximately 250 Windows 2003 servers across various departments in the City. Most storage in the city is direct attached. The City also has some SAN storage, i.e., LeftHand and HP, which is currently being used on a limited bases. Currently, there are 77 servers located at the Current data center. The emphasis of this RFP is to consolidate storage of the servers located at Current data center and provide enough capacity to consolidate all storage in the City once the data center move is complete.

Currently, a secondary data center site has not been formally designated and will not be addressed in this RFP. However, the SAN requirements include replication capabilities that need to be addressed for future replication.

The following identifies general storage requirements:

Type	Tier	TB	Tier Totals	Comment
Database	Tier 1	5		1 TB For PD
VM	Tier 1	4		250 VM's at 20 GB
Exchange	Tier 1	4		
Snap Shots	Tier 1	6	19	
File shares	Tier 2	25		10 TB For PD
Snapshots	Tier 2	10		

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Disk Backups	De-Dup	5	40	50 TB to 5
	Total	59		

VENDOR'S proposal and solution MUST:

1. Provide 20 TB of Tier 1 Fiber Channel storage
2. Provide 40 TB of Tier 2 lower cost storage, i.e., SATA, iSCSI through redundant SAN Cifs shares or redundant NAS heads
3. Provide exposure of storage to FC, FCoE and iSCSI
4. Simultaneously support Fiber Channel and SATA disk arrays
5. Provide required Cisco network and fabric to support SAN environment
6. Provide 8 GB capable distribution core
7. Provide support for Virtual Tape Libraries (VTL)
8. Provide for FC tapping and monitoring tools certified to work with proposed solution
9. Provide redundant pathing for failed pathing scenarios
10. Provide Manageability – Centrally manage all systems from a single, centralized interface
  - a. Fabric management
    - i. Data flow between hosts and storage devices
    - ii. Multiple paths to the disk drives within the storage subsystem
  - b. Storage management
    - i. LUN management
    - ii. Thin provisioning without pre-allocating physical disk space using a dynamic storage method where physical disk space is only used when data is written
    - iii. Automated tiered storage data movement at the block level based on defined rules
    - iv. All physical disk space on the SAN is managed as a single pool of storage
    - v. Unlimited, space-efficient snapshots without performance degradation
    - vi. Any snapshot can be mounted and written to at any time as a separate volume on any server
    - vii. Security access control to proper hosts
    - viii. RAID Levels ,i.e., 0,1,5,10 and 50
  - c. Data management - Available for recovery in case of an outage
    - i. Provide for replication to secondary array for off-site data protection
    - ii. Support replication to disparate SAN systems
      1. Remote synchronous and asynchronous data replication across a WAN for disaster recovery
      2. SANs can be disparate- different manufacturers, architectures, etc
      3. Application aware such as Exchange, SQL, Oracle to allow consistent replication of database data
      4. Remote sites are current and consistent and can be brought on-line in seconds to minutes
  - d. Usage and Performance
    - i. Appropriately loaded disks
    - ii. Appropriate number of spindles
    - iii. Sufficient throughput
    - iv. Demand segregation and allocation

- v. User share space utilization
- vi. Support for user space quotas on SAN Shares
- vii. Support for File share enumeration
- viii. Event notification
- e. Management Security
  - i. Role based security access to management tools
  - ii. Policy based security
- f. WEB tools – monitoring and performance
- 11. High availability and Redundancy of internal components
  - a. Add controllers, drives and shelves without downtime
  - b. Clustered controller architecture with redundant paths for all connections (no single point of failure)
  - c. Memory
  - d. Mirrored, battery backed cache
  - e. Controller failover has no data loss or dropped connections
  - f. Instant storage provision and expansion of LUNs on-line without disruption or downtime
  - g. Power components
- 12. Scalability
  - a. Adding Storage
  - b. Adding hosts connected to the sub-system
  - c. Provision storage as needed
- 13. Provide data de-duplication
- 14. Provide Snap shot capabilities
  - a. Provide GUI interface for VSS snapshot support for Exchange, SQL Server and Oracle
- 15. Provide support and certification for proposed Enterprise Virtual VMware platform
- 16. Provide redundant support for user and group shares through direct Cifs shares or redundant NAS heads (Approximately 3200 users)
- 17. Provide support for boot from SAN
- 18. Provide support and certification for the proposed backup solution in this RFP
- 19. Must be Microsoft certified for Windows 2000, 2003, XP and Vista
- 20. Must be Microsoft certified for SQL Server 2000, 2005 and 2008.
- 21. Must be Microsoft certified for Exchange 2003 and 2007
- 22. Must be Microsoft certified for Microsoft SharePoint Portal
- 23. Must have local hardware support, or spare parts available within 4 hours
- 24. Must have on-site technical support within 4 hours

**2.12.1 BUSINESS REQUIREMENTS CONCERNING PROPOSED SOLUTION**

1. Describe how your solution facilitates disaster recovery

**Vendor Response:**

2. Describe your solution requirements for bandwidth to achieve optimum network performance

**Vendor Response:**

3. Describe your solution to provide storage for redundant user and group shares through SAN Cifs shares or redundant NAS heads.



**Vendor Response:**

4. Describe the de-duplication methodology

**Vendor Response:**

5. Describe where in the storage process de-duplication occurs

**Vendor Response:**

6. Describe your administrative security within your solution to include users and role based security in controlling storage administrators access to data

**Vendor Response:**

7. Describe your ability to support Oracle databases

**Vendor Response:**

8. Describe your ability to support Microsoft SQL Server databases, i.e., 2000, 2005 and version 2008

**Vendor Response:**

9. Describe your ability to support VSS snapshots through a GUI interface

**Vendor Response:**

10. Describe your ability support an ESX host server

**Vendor Response:**

11. Describe your ability to support Microsoft Exchange 2003 and 2007

**Vendor Response:**

12. Describe your ability to provide reporting of information at a detail level

**Vendor Response:**

13. Describe the bidder solution's capabilities for error alert notification

**Vendor Response:**

14. Describe the bidder solution's product life cycle support.

**Vendor Response:**

15. Describe your process for distributing updates and product bulletins.

**Vendor Response:**

16. Describe the bidder solution’s capability for remote management

**Vendor Response:**

17. Describe your process for off-site replication

**Vendor Response:**

18. Describe how this solution can integrate with various e-discovery solutions and Exchange vaulting

**Vendor Response:**

**2.13 ENTERPRISE VIRTUAL TAPE LIBRARY BACKUP SOLUTION**

**2.13.1 PROJECT BACKGROUND**

It is the goal of the City to become more efficient in creating backups of their ever increasing amount of data. Currently the City performs disk-to-tape backups daily, Monday through Friday, with full backups on the weekend and incremental each week night. Tapes are then taken to an off-site location. The typical rotation is 6 weeks with the final weekly backup of each month pulled from the rotation for 1 year. With the consolidation of IT and the incorporation of centralized SAN storage, IT is now faced with backing up terabytes of enterprise data daily. With the large increase in data, the method currently employed for backing up, restoring and moving tapes to an offsite location is becoming a non-viable solution. With the dramatic increase in the amount of data, the City needs the ability to deliver faster backup and restore times as well as full disaster recovery capabilities. The City is seeking the vendor’s expertise and recommendations in this area to provide a viable long term solutions to backups and disaster recovery.

**2.13.2 SCOPE OF EFFORT**

The proposal should be a turn-key solution including the necessary hardware, software, installation and integration with the proposed SAN solution in this RFP. The proposal should also include solution recommendation, installation, configuration and knowledge transfer to City staff members.

**2.13.3 TECHNICAL ENVIRONMENT**

As identified earlier in the SAN section of this RFP, the City will have 20 TB of tier 1 storage along with 40 TB of tier 2 storage attached to approximately 200 servers. The following identifies the storage categories and estimated size:

Type	Tier	TB	Tier Totals	Comment
Database	Tier 1	5		1 TB For PD
VM	Tier 1	4		250 VM's at 20 GB

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Exchange	Tier 1	4		
Snap Shots	Tier 1	6	19	
File shares	Tier 2	25		10 TB For PD
Snapshots	Tier 2	10		
Disk Backups	De-Dup	5	40	50 TB to 5
	Total	59		

VENDOR'S proposal and solution MUST:

1. The Virtual Tape Library solution (disk to disk backup) must provide sustained backup and restore throughput performance of at least 2.5 TB/hour
2. Must provide an overall 6 week online disk to disk solution with a recommendation and solution to accommodate backup to tape for offsite storage.
3. Must provide fiber channel connectivity
4. Provide benchmarks supporting performance claims
5. The solution must be certified to work with the proposed SAN solution requirements described previously in this RFP.
6. Must be capable of backing up 60 terabytes
7. Must support Windows 2000, 2003, XP and Vista
8. Must have the ability during the backup process to VSS snapshot Oracle, SQL Server, SharePoint and Exchange
9. Must support backup capabilities for SQL Server 2000, 2005 and 2008.
10. Must support backup capabilities for Exchange 2003 and 2007
11. Must support backup capabilities for Microsoft SharePoint Portal
12. Must support backup capabilities for VMWare ESX
13. Disk-to-Disk solution must support VTL and de-duplication SAN solution requirements described previously in this RFP.
14. Provide for 6 weeks of Disk-to-Disk on-site backups
15. Solution must provide hardware redundancy for cooling fan, power supply, drive shelves, and network communication cards.
16. Must have local hardware support, or spare parts available within 4 hours
17. Must have on-site technical support within 4 hours
18. Provide proven turn-key enterprise class software solution, i.e., VERITAS, CommVault, etc.
19. Software solution must provide the ability for users to perform their own file restores through a Web enabled interface
20. Must provide the capability to perform bare-metal backup/restore
21. Provide the ability to continue from a point in time failure of a backup
22. Tape solution must support LTO4 tape technology
23. LTO4 tape library must provide adequate slots to maintain proposed backup solution to tape
24. LTO4 tape library must provide partitioning
25. LTO4 tape library must provide bar-coding of tapes
26. LTO4 tape library must provide hardware level encryption with multiple key management software support integrated with the proposed software solution
27. Provide e-discovery integration capabilities

**2.13.3.1 BUSINESS REQUIREMENTS CONCERNING BIDDER'S PROPOSED SOLUTION**

1. Describe the bidder solution's capability to backup and restore the City's enterprise storage to disk and to tape for offsite storage

**Vendor Response:**

2. Describe how your solution facilitates disaster recovery

**Vendor Response:**

3. Describe your solution requirements for bandwidth to achieve optimum network performance

**Vendor Response:**

4. Describe where in the backup process de-duplication happens

**Vendor Response:**

5. Describe your administrative security within your solution to include users and role based security.

**Vendor Response:**

6. Describe your ability to backup and restore Oracle databases

**Vendor Response:**

7. Describe your ability to backup and restore Microsoft SQL Server databases, i.e., 2000, 2005 and version 2008

**Vendor Response:**

8. Describe your ability to backup and restore an ESX host server

**Vendor Response:**

9. Describe your ability to backup and restore an ESX VM Windows 2003 server

**Vendor Response:**

10. Describe your ability to backup and restore Microsoft SharePoint server

**Vendor Response:**

11. Describe your ability to backup and restore Microsoft Exchange 2003 and 2007

**Vendor Response:**

12. Describe the bidder solution's ability for automated "vaulting" of information to offsite storage facility

**Vendor Response:**

13. Describe your ability to provide reporting of information at a detail level

**Vendor Response:**

14. Describe the bidder solution's capabilities for error alert notification

**Vendor Response:**

15. Describe the bidder solution's product life cycle support.

**Vendor Response:**

16. Describe your process for distributing updates and product bulletins.

**Vendor Response:**

17. Describe your solution's capability for remote management

**Vendor Response:**

18. Describe your process for off-site replication

**Vendor Response:**

19. Describe your process for doing a bare-metal restore

**Vendor Response:**

20. Describe how operating systems are backed up and how duplicate OS files are handled

**Vendor Response:**

21. Describe the types of drives and cartridges this virtual tape solution emulates

**Vendor Response:**

22. Describe tape libraries this virtual tape solution emulates

**Vendor Response:**

23. Describe how this solution can integrate with various e-discovery solutions

**Vendor Response:**

**2.14 ENTERPRISE VIRTUAL VMWARE PLATFORM**

**PROJECT BACKGROUND**

As part of this data center move, implementation of VMware Infrastructure 3 Enterprise Edition architecture will provide the platform required to consolidate servers and data as well as centralizing servers and data for security, backup and disaster recovery. The emphasis of this RFP is to consolidate servers located at Current data center but provide enough capacity to consolidate all servers in the City once the data center move is complete.

As part of the City's redundancy efforts, an enterprise SQL Server 2005 platform is required to host many of the smaller databases throughout the City. Rather than cluster this system, the City has decided to host this platform in a dedicated VM environment with redundancy capabilities. Through VM capacity planning, the City has identified 250 potential VM server candidates of which 22 physical servers are currently at Current data center. The City currently has 2 VMWare ESX servers supporting 16 virtual machines in a production environment. These virtual machines are hosted on the LeftHand SAN environment and must be migrated to the new proposed VM platform and enterprise SAN. Both migration requirements are detailed in a separate section below.

**SCOPE OF EFFORT**

This section of the proposal should include the necessary hardware, software, installation and service integration with the proposed systems in this section of the RFP. The proposal should also include configuration and knowledge transfer to City staff members.

1. Planning/design for virtual platform to accommodate 250 windows virtual machines in a conservative environment (One VM per CPU core).
2. Build out of virtual platform
3. Build enterprise VM SQL Server 2005 platform
4. Training and knowledge transfer

VENDOR'S proposal and solution MUST:

1. Must provide local hardware support, or spare parts available within 4 hours
2. Must provide on-site technical support within 4 hours
3. Virtual Environment support must be provided directly from VMware

**2.15 SYSTEM DISPOSITION**

**2.15.1 MIGRATE PHYSICAL TO VIRTUAL PLATFORM**

The proposal should include the necessary hardware, software, installation and service integration with the proposed systems in this section of the RFP. The proposal should also include configuration and knowledge transfer to City staff members.

1. Planning/design for physical to virtual migration of 22 identified servers
2. Physical to Virtual migration of 22 identified servers
3. Training and knowledge transfer
4. Removing old physical equipment from Current data center and delivering to City storage facility for disposition by City staff
5. Configuring to new lifecycle management system

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VENDOR'S proposal and solution MUST:

1. Provide migration of physical machines identified below to the new VMWare platform and migrating data to the new SAN architecture.

The following systems have been identified for Physical to Virtual migration from Current data center:

Old Server	OS	Mem GB	CPU Core	CPU GHz	# gig ports	# 100 mb Ports	Modem	Tier 1 GB	Tier 2 GB
PR PAYPROC	W2K3								10
PR SNAP	W2K3								10
CISCO	W2K3	2	1	2	2			80	
BES 1 OF 2	W2K3	2	1	2	1			20	20
BES 2 OF 2	W2K3	2	1	2	1			20	
MIME PS 1	W2K3	2	1	3	1			100	
MIME PS 2	W2K3	2	1	3	1			100	
EPO	W2K3	2	2	2.4	1			1	
WSUS	W2K3	2	2	2.4	1			1	
JIS APP	W2K3	4	2	3.2				50	
JIS WEB	W2K3	4	2	3.2				10	
IT PAY	W2K3	4	2	3	1			140	
IT INTERNET	W2K3	4	4	3	1			400	
IT INTRANET	W2K3	4	4	3	1			140	
MEDIA	W2K3	4	4	3	2			200	
CS AD 1	W2K3	2	2	2	2	1		40	
DC 02	W2K3	2	2	2	2	1		40	
DC 05	W2K3	2	2	2	2	1		40	
TC SNMP	W2K3	2	2	2	2	1	1	72	146
WHATSUP	W2K3	2	1	2	2	1		72	
Mime	W2K3	4	2	3	2	1		200	
IT DB1	W2K3 x64	64	4	3.6	1	1		1000	

The City will provide all Windows licenses.

MIGRATE EXISTING PHYSICAL TO NEW PHYSICAL HARDWARE

VENDOR'S proposal and solution MUST:

1. Provide necessary hardware to support the following server configurations:

The following systems have been identified for new hardware migration:

Old Server	Model	OS	Mem GB	CPU Core	CPU GHz	# gig ports	# 100 mb Ports	HBA	Tier 1 GB
HR DB	PE 6800	W2K3	32	8	3.6	1	1	2	400



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		x64							
HR App1	PV 220S	W2K3	4	4	3.6	1	1	2	200
HR App2	PE 2850	W2K3	4	4	3.6	1	1	2	40
HR File/Web	PE 2850	W2K3	4	4	3.6	1	1	2	40
HR Inter/Web	PE 2850	W2K3	4	4	3.6	1	1	2	40
BG DB	PE 6800	W2K3 x64	32	8	3.6	1	1	2	400
BG App1	PE 1950	W2K3	4	4	3.6	1	1	2	200
BG File/Web	PE 1950	W2K3	4	4	3.6	1	1	2	40
Stinger	PE 2850	W2K3	4	4	3.6	2	1	2	30
PROXY1	PE 1950	W2K3	4	4	3.6	2	1	2	75
PROXY2	PE 1950	W2K3	4	4	3.6	2	1	2	75

These servers represent the following 2 classes of servers:

9 - Servers with the following configuration:

- Boot from SAN
- 4 GB memory
- 8 CPU Cores
- CPU Rate: 3.6 GHz
- 2 GB NIC
- 1 Remote access port
- 2 HBA access to SAN

2 - Servers with the following SQL Server hardware configuration:

- Boot from SAN
- 32 GB memory
- 16 CPU Cores
- CPU Rate: 3.6 GHz
- 2 GB NIC
- 1 Remote access port
- 2 HBA access to SAN

The City will provide all Windows licenses and will be responsible for building and migrating current applications.

**2.15.2 RELOCATION OF EXISTING PHYSICAL HARDWARE**

The City of Colorado Springs is seeking a solution to relocate 27 physical servers and equipment from Current data center to the new data center.

VENDOR’S proposal and solution MUST:

1. Provide relocation services for the following servers:

The following systems have been identified for relocation:

Old Server Name	Model	# gig ports	# 100 mb Ports	HBA	Modem	kw max	Power Cords	Rack U's
PHR	DL 380 G5	1	1			2	2	2
FUN	DL 380	2	1			2	2	2

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	G5						
X	DL 380 G5	1	1			2	2
ZAM	DL 145 G3	2	1			0.8	1
EDIFY	ML 370 G2		2			1	4
E1	ML 370 G3	2	1			0.8	1
E2	ML 370 G3	2	1			0.8	1
Exchange	HP					21	24
LH01	PE 2850	2	1			1.4	2
PW	PE 2950	1	1			1.5	2
FSAP01P	PE 1950	1	1			1.4	1
FSAP02P	PE 1950	1	1			1.4	1
FSFS01P	PE 2950	1	1			1.5	2
FSD01P	PE R900	1	1			3.2	4
FSD01P - ARRAY1	MD1000					1.2	3
FSD01P - ARRAY2	MD1000					1.2	3
IVR	PE 1950	1	1			1.3	1
SQL-SVR	DL380	2				5	3
OPS-SVR	DL380	2				5	3
WEB-SVR	DL380	2				5	3
INFO-SVR	DL380	2				5	3
SDE	PE 2850	1				0.7	2
SDE ARRAY	MD1000					0.5	3
SCRW	PE 1950	1				0.3	1
SCRSVR	PE 2950	1				0.4	2
SCRSVRARRAY	MD 3000					0.6	3
(Cyclops)	PE 1950	1			1	0.4	1

**2.15.3 MIGRATE VIRTUAL TO VIRTUAL PLATFORM**

The City of Colorado Springs is seeking a solution to provide a virtual to virtual migration from the existing VMWare Infrastructure 3 Enterprise platform to the new Enterprise VMWare platform outlined above.

**SCOPE OF EFFORT**

The proposal should include the necessary hardware, software, installation and service integration with the proposed systems in this overall RFP. The proposal should also include configuration and knowledge transfer to City staff members.

1. Planning/design for virtual to virtual migration of 16 identified virtual servers
2. Virtual to virtual migration of 16 identified servers
3. Training and knowledge transfer
4. Removing old physical equipment from Current data center and delivering to City storage facility for disposition by City staff

VENDOR'S proposal and solution MUST:

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1. Provide migration of virtual machines identified below to the new VMWare ESX platform and migrating data to the new SAN architecture.

The following systems have been identified for Virtual to Virtual migration from Current data center:

Old Server	OS	Mem GB	vCPU Core	# vgig ports	Tier 1 GB	iSCSI Vol
CLRK TEST	W2K3	1	1	2	15	50
CLRK SERV	W2K3	2	1	2	20	150
DMCLRK	W2K	1	1	1	100	
CYBER	W2K	1	1	1	70	
DB1	W2K	1	2	1	106	
FUSION	W2K	1	1	2	38	
IT SERV	W2K3	1	1	2	60	1000
IT SERV2	W2K3	1	1	2	20	140
STAX	W2K3	1	1	2	20	25
MEDIA1	W2K3	1	1	2	20	5
MUSEUM	W2K3	1	1	2	20	30
IT MON	W2K3	2	1	1	30	
IT QUEST	W2K3	2	1	2	20	16
IT STAT	W2K3	1	1	1	60	
TRACKIT	W2K3	1	1	1	60	
IT VMC	W2K3	2	1	1	20	

**2.15.4 RELOCATE EXISTING LEFTHAND SAN**

The City of Colorado Springs is seeking services to move our existing Lefthand SAN environment which is spread out among 3 physical locations in the City. These locations are the Current data center, Municipal Court and the Fire operations center (FDC). These facilities are all within several miles of the new data center and the Current data center facility.

This section should include the necessary costs required to move the existing Lefthand SAN environment.

The following identifies the equipment to be physically relocated and their current locations:

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<b>NSM</b>	<b>Model</b>	<b>Location</b>	<b># gig ports</b>	<b>kw max</b>	<b>Power Cords</b>	<b>Rack U's</b>
NCC-IT-01	NSM 160	Old computer Center	2	1	2	1
MC-IT-01	NSM 160	D3	2	1	2	1
NCC-IT-02	NSM 160	Old computer Center	2	1	2	1
MC-IT-02	NSM 160	D3	2	1	2	1
NCC-AT-03	NSM 160	Old computer Center	2	1	2	1
MC-AT-03	NSM 160	D3	2	1	2	1
NCC-IT-04	DL 380	Old computer Center	2	1	2	2
MC-IT-LH04	DL 380	D3	2	1	2	2
NCC-IT-05	NSM 160	Old computer Center	2	1	2	1
MC-IT-05	NSM 160	D3	2	1	2	1
FD1	PE 2650	E3	2	0.3	2	2
FD2	NSM 200	E3	2	0.3	2	2
FD3	NSM 200	Old computer Center	2	0.3	2	2
FD4	NSM 160	Old computer Center	2	0.3	2	2
FD5	NSM 160	Old computer Center	2	0.3	2	2
ITSG01	PE 2850	Old computer Center	2	1.4	2	2

**2.16 SECURITY ARCHITECTURE**

VENDOR'S proposal and solution MUST:

25. Provide a comprehensive and enterprise class information security design that:

- a. Maximizes the usage of City internal and external address spaces to include DMZ configuration.
- b. Single vendor product line (in so much as possible) to support product integration and facilitate administration.
- c. Consolidation of security services into as few appliances as possible.
- d. Provides centralized monitoring, alerting and configuration.
- e. Enterprise class intrusion protection functionality
- f. Enterprise class firewall functionality.
- g. Enterprise class web content filtering
- h. Enterprise class email content filtering, virus, malicious content and spam filtering
- i. Enterprise class VPN (PPTP/L2TP) capability and client security. with active directory authentication, IPSEC and SSL with DES, 3DES and AES encryption options. Site to site and client/server (up to 5,000 users).

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- j. Internal City network centralized data monitoring, reporting and configuration.
  - k. Integration with Windows 2003 Active Directory or radius for authentication and configuration management
26. Provide configuration capabilities to minimally include:
- a. Ability to identify user groups and workstations to tailor data security.
  - b. Time periods to control access (i.e. weekdays, weekends, working hours, etc).
  - c. Traffic policing/shaping (i.e. allocate max bw for streaming media) + other QoS capabilities (DSCP and CoS support).
  - d. Remote management via SSH and GUI
  - e. Able to establish IPSEC (Kerberos and shared key) links to internal servers
  - f. Automatic update option for OS, AV signatures, IDS/IPS signatures and web filtering policy files
  - g. Granular reporting capabilities with the option to archive logs for up to 1 year. Historical/Real time event reporting to include active connections and detailed log data with source/destination addresses/ports, timestamps, duration for connection, rule traffic was associated to, bytes sent/received, etc.
  - h. Granular administration controls from view only to read/write privileges for each type of service (i.e. firewall rules, logs, web filtering/IDS/IPS/AV/Antispam configuration, etc.)
  - i. Event correlation and threat mitigation
  - j. Notification options via snmp and e-mail.
27. Availability
- a. 24x7x365 hardware/software premium/gold level support
  - b. 99.999% availability via HA/Cluster – active/active load balanced and active/standby modes or similar configuration to attain availability goal.
28. Hardware/Through-put capabilities
- a. Firewall - Fiber (10 Gbps and 1 Gbps) and copper (100/1000) based interfaces - Minimum 5 copper interfaces required – modular hardware to support different interface configuration options.
  - b. Firewall - Minimum throughput – 2 Gbps will all features enabled
  - c. Firewall - DNS security
  - d. Firewall – NAT/PAT
  - e. Firewall - Support dynamic routing (OSPF/BGP)
  - f. Firewall - VLAN + 802.1Q tagging
  - g. Firewall – MPLS
  - h. Firewall /IPS - HTTP-specific security - Scanning of incoming HTTP requests as well as outgoing responses and content for known exploits, injection attempts, etc. Blocking, logging and notification actions based on provided (and updatable) vulnerability signatures as well as custom rules
  - i. VPN - VPN Throughput - 1 Gbps and 1 million Concurrent connections

### **2.17 SCOPE OF SERVICES FOR POLICE OPERATIONS CENTER**

Police Operations Center (POC), 705 S. Nevada Street, Colorado Springs, CO 80903

1. Contractor will provide a trash dumpster for the removal of any and all project debris.

2. Owner will provide the following:
  - a. Temporary toilet facilities.
  - b. Utilities (water and electricity).
  - c. Staging area for materials
  - d. Security for staged materials.
  - e. Background checks on all contractor employees.
  - f. General cardkey access to the POC.
  
3. For on-site support and schedule resolutions the Contractor will coordinate with the following police personnel or their designated representative(s):
  - a. Primary site/facilities support coordinator: Joe Curro, Logistics Support Manager, Room #4412, Phone: 719.444.7430.
  - b. Alternate site/facilities support coordinator: Brenda McQuatters, Room #B502, Phone: 719.444.7973.
  
4. Parking: Contractor or sub-contractors will not park vehicles in the POC Visitor's Parking Lot on the east side of the facility (northeast corner of Rio Grande St. and Weber St) or immediately in front of the POC (along the south side of Rio Grande St). These areas are reserved for citizens on official police or emergency business. Violators are subject to towing at their own expense.

## **2.17.1 SECURITY BACKGROUND CHECKS & FACILITIES ACCESS**

### **1. CSPD Facilities Access**

The Police Operations Center (POC) is classified as a secure facility; access and egress is controlled. For the protection of the public, all persons and packages entering CSPD premises are subject to physical and electronic search. Persons are prohibited from carrying firearms, knives, drugs, explosives and other illegal contraband into Police Facilities. Illegal weapons and other contraband discovered during these search procedures will be seized. Persons with valid concealed handgun permits may carry concealed handguns on the premises in the public areas of Police Facilities. Contract officials or employees with valid concealed handgun permits are prohibited from carrying firearms into CSPD Facilities when discharging the contract terms/obligations. Except for authorized law enforcement personnel, firearms are prohibited in **all** secure areas of Police Facilities. Persons violating this prohibition will be subject to prosecution under state laws and local ordinances. Contractor vehicles and employees are subject to searches when leaving the secured facility.

### **2. Screening Process/Background Checks**

The successful Contractor will provide all required Contractor/Sub-contractor employee information and complete the Colorado Springs Police Department In-Processing Form (see Attachment 5 - Example) for access and egress into the POC. The Contractor is responsible for the collection and submittal of all Sub-Contractor background checks. Sub-contractors will submit requests for their employees through the Contractor.

For planning purposes a minimum of five (5) days is required from the time a background check is submitted until the request is processed, the results reviewed, and access is granted or denied. The contractor is notified of the results by the CSPD Human Resources Department. CSPD Human Resources will provide instructions to the Contractor on how and where each Contractor/Sub-contractor employee can pick-up their access card.

### **3. Access/Identification**

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One cardkey will be issued to each employee. Contractor/Sub-contractor employees must consent to a photograph to work at any Police Department facility. All Contract/Sub-contract employees will carry the picture Access/Identification Card issued by the CSPD. Each contract official or employee will carry the issued CSPD cardkey and wear it at a chest high visible location on their person at all times while performing services on CSPD premises. Contractor/Sub-Contractor employees may only enter the POC facility during the stipulated contract hours of operation: Monday through Friday, 7:00 AM to 5:00 PM (Access available 5 days a week / 10 hours a day).

The Access/Identification Card is non-transferable; the card may not be loaned to another individual. Contract officials and employees are prohibited from escorting personnel who are not cleared for access into CSPD controlled facility areas.

The Colorado Springs Police Department retains the right to have any contract employee removed from premises for any reason. Duplication of cardkeys by contracted employees is not allowed. The Contractor will immediately notify the Police Logistics Support Manager (Phone: 719.444.7430) of any lost, stolen, or defaced cards. If Contractor/Sub-contractor employees lose a cardkey, the Contractor/Sub-contractor or employee will pay \$15.00 for a replacement cardkey.

At the conclusion of the project all Contractor/Sub-contractor employee Access/Identification Cards will be turned in to the Police Logistics Support Manager. Access cards remain the sole property of the Colorado Springs Police Department.

**SECTION III**

**3.0 PROPOSAL CONTENT**

**3.1 PROPOSAL FORMAT**

Your written proposal should include the information in the format outlined below and be limited to no more than one-hundred twenty pages (120) pages. We recommend that you include concise and complete, information about your firm emphasizing why you believe your firm to be uniquely qualified to provide the required services. "Short listed" firms, if applicable, may be required to make a formal in-person presentation to the selection committee. **A page shall be defined as 8-1/2" x 11", single sided with a minimum font of 10.** Required schedules may be provided on 8.5" x 11" or 11" x 17" and attached to your proposal as an exhibit and will not be counted against the page limit.

**3.2 ORGANIZATIONAL BACKGROUND AND OVERVIEW**

Provide a brief history and overview of your company and its organizational structure, with special emphasis on how this project will fit within that structure. General description of your background and experience, on a company-wide basis, with accounts similar to this.

- Name, address, telephone, and fax number of the firm.
- Type of organization (individual, partnership, corporation, or other).
- Principals of your firm.
- Financial stability of the vendor's company
- Vendor must have implementation experience with a municipality of comparable size for the scope of services included in section II.
- Vendor must have vendor authorized support personnel within two hours travel time from the City of Colorado Springs (30 S. Nevada, Colorado Springs, CO 80903) for the services identified in section II, or be able to demonstrate how they plan to meet this requirement.

**3.3 QUALIFICATIONS**

The City regards its relationship with the vendor as a long-term partnership and as such seeks a respected organization with talented and responsive people. The City expects the vendor to have adequate, relevant experience with IP telephony systems and implementations and to offer a high quality product. Proposals will be evaluated based on qualities such as the following:

- Level of vendor's understanding, responsibility, motivation, and dedication to this project
- Implementation plan and timelines proposed
- Ability of the vendor to manage and coordinate activities – project management
- Technical qualifications, experience, availability, and people skills of the personnel assigned to the project
- Review of resumes of personnel assigned to the project
- Partner organizations/subcontractors working with the vendor
- User training plan, materials to be used
- Vendor's overall experience with IP telephony system implementations

**3.4 TECHNICAL DESIGN/SYSTEM ARCHITECTURE**

The proposal must contain sufficient information that will establish the viability of the vendor's work plan. The City must be assured that, when completed, all aspects of the project will meet or exceed the requirements identified in this RFP. The criteria and associated weighting to be applied by the City in evaluating the proposals will include, but are not limited to the items discussed below:

- Thoroughness and clarity of the proposal
- Interoperability with City's network equipment



- Scalability/modularity of proposed system
- Durability of proposed solution - adaptable, flexible, sustainable 5-10 years
- Redundancy of the architecture, power, survivability
- Level of reliability (documented 99.999%)
- Integration of the vendor's proposed systems
- Security considerations

### 3.5 PERSONNEL

The quality of personnel is extremely important in the City of Colorado Springs' decision-making process for awarding this contract. In this section, please submit brief resume(s) of key personnel in critical positions. If candidates have not yet been identified, please submit a description of the basic qualifications that such a person should have. Please feel free to attach copies of certifications, etc. Please provide the information below relating to the project team:

- Staff assigned to the Project:
  - Years of Experience in role
  - Education & Certifications
  - Last two accounts in role and references from those accounts
  - Years Employed by Vendor
- Address, Telephone Number and Email Address
- Product (s) Proposed (Ten pages or less)
- Design Architecture (Five Pages or Less)

### 3.6 ADEQUACY OF THE PROPOSAL

The vendor is expected to demonstrate via the thoughtfulness and clarity of their proposal, a thorough understanding of the RFP and the City's needs. The perceived adequacy of the proposed hardware/software and project implementation capabilities of the vendor relative to the defined system needs will be evaluated by the committee. The vendor must exhibit a thorough knowledge of the tasks required to implement their proposed system and achieve the City's stated project goals. Potential problem areas must be recognized and identified, and the project plan should include details as to how to deal with these potential problem areas.

### 3.7 FINANCIAL PROPOSAL

Proposals will be evaluated on a lease payment/value/capability basis (capability as determined by the technical evaluation of the systems proposed). Matters other than financial will also be considered in determining the award. The following figures will be evaluated in the financial proposal section:

- Lease rental payment- **Consideration will be given to firms who can provide "refresh" or innovative ways of replacing/upgrading the equipment during the finance period.**
- Discounts – The discount offered to the City on a supplier's catalog price list. Additional discounts for invoices paid in 30 days or less will be considered when the discounts between competing proposals on identical items are equal.
- Service Rates – The service rates for similar classes of service. A standard 40 hour work week will form the basis of evaluation.
- Project Cost – The total cost of materials, equipment, and services required for completing the project described in the Scope of Work.
  - Total Planning and Design Costs
  - Total Installation and configuration Services Costs
  - All hardware and related costs including shipping, service installation and configuration
  - Proposer should provide options for trade in of existing equipment and spares (reference attachments City of Colorado Springs - Site Inventory and City of Colorado Springs - Spares Inventory).
  - All required software and related costs including shipping, service installation and configuration

- Training required and costs
- Provide pricing for hardware and software maintenance, replacement and support on all equipment for the first year and remaining years of a ten (10) year period to include:
  - 8x5x4 hour
  - 24x7x4 hour
  - 8x5xNBD
  - 24x7xNBD
- Describe your firm's preferred approach to providing or arranging financing for the proposed project. Describe the mechanics of the financing arrangement, responsibilities/liabilities of each party, security interest required and any special terms and conditions that may be associated with the financing this project. Please comment on how you would work with the City of Colorado Springs to utilize tax-exempt financing if appropriate, or other methods to keep financing costs to a minimum.

### **3.8 PROJECT APPROACH/TIMELINE**

In this section, please address each of the detailed items listed in Section II, Scope of Work. The Project Approach should chronologically start at the Notice to Proceed and end at contract completion. Proposers must include a high-level project plan that addresses their approach to this project. The project plan should show major milestones, duration, proposer resources, and City IT resources.

### **3.9 VENDOR SUPPORT**

Proposer will provide support during the implementation and post-cutover support and will repair problems encountered during the transition of operations period identified in the implementation plan.

Products proposed must be available for purchase at the time of proposals. All orders placed must be deliverable within a maximum of 10 days. If quoting futures, indicate availability dates; these products must ship by the implementation date, or not be part of the proposed solution.

Proposer is responsible for procurement, storage and staging of equipment prior to deployment.

Proposers who are reselling equipment manufactured/branded by another vendor must indicate whether the support specified includes access to support technicians from the original manufacturer, the reseller, or both.

City wishes to ensure that vendors are capable of meeting the response time specified in its support agreements. To this end, vendors must provide information on its practices with regard to stocking and shipping spare parts.

Proposers must be prepared to agree to contractual terms calling for financial penalties in the event that a vendor fails to meet its specified response time for equipment replacement or repair.

Proposers must be prepared to agree to contractual terms calling for replacement, at no cost to the City, of any equipment bid that becomes unsupported during the term of this contract.

Proposers must describe the escalation path or process available to the City in the event of any support or maintenance issues.

Proposers must indicate any special site preparation requirements necessary for the successful operation of your products. Include all electrical, air conditioning, space requirements, rack mounts, and other requirements as appropriate

Proposers must indicate system tests and diagnostics available at time of setup, as well as normal boot procedures. Describe test methodology to be used in this installation.

**3.10 TRAINING**

The successful contractor is required to conduct end-user training on City premises, tailored specifically to City's particular requirements of the voice system proposed.

Vendor will also provide a training program and training materials for designated City personnel who will train future employees (i.e. Training the trainer).

For each technical component of the RFP, provide a detailed description of the training the vendor will provide for system administration.

**3.11 DOCUMENTATION**

Proposers will be responsible for providing documentation for the products installed to include:

- System administration manuals or electronic media
- As built drawings of the voice and data network

**3.12 REFERENCES**

Provide a list of clients and references, specifically including any clients whom you believe may be similar in nature to this RFP. Also include a list of current clients and current projects the firm is presently working on. Proposer must include a minimum of five references for demonstrating that it has successfully completed installations of similar size and complexity.

**3.13 WARRANTY PERIOD**

All work shall be constructed in compliance with standard construction codes, and all materials and workmanship must be guaranteed for a period of two (2) years from the date of final acceptance. The Contractor guarantee period (two-year warranty period) will not begin until the contract is 100 percent complete, as determined by City IT. Acceptance of the 100 percent complete contract shall be requested in writing by the Contractor. Any item requiring repair and/or replacement prior to expiration of the two-year warranty period shall be guaranteed for a period of one-year after the date of said correction or repair or for the remainder of the two-year warranty period, whichever is longer.

In placing orders for equipment, the Contractor shall purchase same only under a written guarantee from the respective manufacturers that the equipment supplied will function satisfactorily as an integral part of the completed project. Furthermore, the Contractor shall require that the manufacturer agree in writing at the time order of equipment is placed that manufacturer will be responsible for the proper functioning of the equipment in cooperation with the Contractor, and that whenever necessary during the installation period or tuning up period following construction period, the manufacturer will supply without additional cost to the City, such superintendence and mechanical labor and any adjustments and additional parts and labor needed to make the equipment function satisfactorily.

**3.14 SUBMITTALS**

Submit seven (7) copies and one (1)-**unbound original** of all information requested herein (reference Section 3.19 for further details), including all Attachments. Proposers shall also submit two (2) digital versions (CD) of their complete proposal.

**3.15 AWARD**

Proposals submitted which do not meet the requirements of this Request will be considered non-responsive and will not receive further consideration. Follow-up calls for missing or incomplete information will not be made.

All responsive proposals received for this project will be reviewed and ranked on a basis which would best serve the interests of the City of Colorado Springs based on the evaluation criteria defined in Section IV. The firm which is selected will be that which best serves the interests of the City of Colorado Springs

and will be given the first right to negotiate an agreement acceptable to the City. In the event that an agreement satisfactory to the City cannot be reached, the City may enter into contract negotiations with one or more of the remaining qualified firms.

**3.16 EXCEPTIONS**

Please note that all Offerors must complete and return with their proposal, Exhibit 2, Exceptions Form. All potential Offerors are hereby advised that exceptions taken may be considered during the evaluation phase which may effect the final scoring of proposals. Offerors stipulating that the City must use their contract or agreement may be determined non-responsive and their Proposal determined unacceptable.

**3.17 BOND REQUIREMENTS**

The Contractor shall furnish to the City of Colorado Springs one copy of; Performance Bond, Labor and Materials Payment Bond, in the amount of 100% of the total contract within ten (10) calendar days after notification of award of a contract. The cost of all bonds shall be included in Contractor's proposal offer.

3.16.1 Performance, Labor and Materials Payment, and Maintenance Bonds

The Contractor shall furnish to the City of Colorado Springs one copy of each; Performance Bond, Labor and Materials Payment Bond, and a Maintenance Bond in the amount of 100% of the total contract within ten (10) calendar days after notification of award of a contract. The cost of all bonds shall be included in Contractor's bid offer.

**3.18 INSURANCE REQUIREMENTS**

Please note that all Offerors must complete and return with their proposal, Exhibit 3, Insurance Requirements.

**3.19 PROPOSAL FORMAT/SUBMITTAL REQUIREMENTS**

In order to ensure that the evaluation of proposals is as equitable as possible, all proposals shall specifically list and contain, in this order and clearly identified, but not be limited to the information provided below:

1. Exhibit 2, Exceptions and signature page
2. Exhibit 3, signed Minimum Insurance requirement page
3. Technical Design and System Requirements (but not limited to):
  - i. Responses to Section 2.9.1, Network Refresh
  - ii. Responses to Section 2.9.6, Data Center
  - iii. Responses to Section 2.9.7, VoIP
  - iv. Responses to Section 2.10.1, System Call Center Features
  - v. Responses to Section 2.10.2, System Voice Messaging Features
  - vi. Responses to Section 2.10.3, ADA Requirements
  - vii. Responses to Section 2.10.4, VoIP System Security
  - viii. Responses to Section 2.10.6.1, Lifecycle Management
  - ix. Responses to Section 2.12.1, Infrastructure Build Out
  - x. Responses to Section 2.13.3.1, Enterprise Virtual Tape Library Backup
4. Proposed additional system architectural requirements
5. Exhibit 7, completed Lease Payment Offer and Documentation Requirements Form
6. Project approach and timeline
7. Warranty support

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8. Statement of firm's qualifications
9. Assigned personnel/team
10. Subcontractor(s)
11. Contractor Contact Person

**SECTION IV**

**4.0 EVALUATION CRITERIA**

The following criteria listed in order of importance will be used in the evaluation of proposals.

**4.0.1 TECHNICAL DESIGN/SYSTEM ARCHITECTURE**

**4.0.2 FINANCIAL PROPOSAL/LEASE PAYMENT AMOUNT**

**4.0.3 PROJECT APPROACH/TIMELINE**

**4.0.4 WARRANTY SUPPORT**

**4.0.5 PERSONNEL/QUALIFICATIONS**

**4.0.6 PROPOSAL CONTENT**

**4.1 SELECTION COMMITTEE**

A selection committee will screen all proposals. Proposals will be ranked according to evaluation criteria, as outlined in the Request for Proposal. Through this process, the City will determine which proposals are acceptable or unacceptable. The City will notify, in writing, the participating firms whose proposals are deemed to be unacceptable. Those firms offering proposals deemed to be acceptable by the City will be evaluated by the selection committee. The selection committee may determine it necessary to require oral presentations or interviews or demonstrations of the proposed equipment with the "short listed" proposers considered to be in the competitive range.

If oral presentations/interviews or demonstrations are conducted, they will also be scored. The selection committee may request revisions to the proposal from each of the proposers at the conclusion of the interviews. However, if it is deemed necessary to seek revisions to the proposals at the conclusion of the interviews, then all interviewed applicants will be requested to submit revisions; and the revisions will be scored accordingly.

- Quality of presentation/demonstration
- Responses to provided questions/clarifications
- Ability to respond to general questions
- Requested revisions (if applicable)

**4.2 SELECTION PROCESS**

The City reserves the right to award this contract not necessarily to the proposer with the most advantageous price, but to the firm that demonstrates the best ability to fulfill the requirements of this Request for Proposal. The City will select the most qualified firm that was proven to understand the needs and scope of the study. A contract prepared by the City will then be negotiated with the successful firm. In the event a contract cannot be negotiated with the top ranked firm, the City may enter into negotiations with the second highest ranked firm or the City may decide to call for new proposals. Immediately after the notice of award, the contractor will begin planning in conjunction with the City of Colorado Springs staff (to be designated by the City) to insure fulfillment of all its obligations. The contractor may be expected to attend regular meetings as required by the City to assist in the preparation for startup.

**SECTION V**

**5.0 CONTRACT TERMS AND CONDITIONS**

**5.1 CONTRACTOR'S CONDUCT**

- 5.1.1 The contractor shall not display signs, or other advertising matter of any kind within or outside of the City limits of Colorado Springs area without the prior written permission of the City.
- 5.1.2 The contractor shall ensure that the contractor's personnel are courteous to the public, patrons, and all other persons.
- 5.1.3 All employees or other personnel of the contractor working on City property shall be of lawful working age. The contractor shall comply with all federal, state, and local labor and employment laws; and all personnel of the contractor shall be competent to do the work assigned to them by the contractor.

**5.2 ASSIGNMENT**

The contractor shall not assign or otherwise transfer this agreement or any right or obligation hereunder without the prior written consent of the City.

**5.3 LAW**

This agreement is subject to and shall be interpreted under the law of the State of Colorado and the charter, city code, ordinances, rules, and regulations of the City of Colorado Springs, Colorado (a Colorado Home Rule City). Court jurisdiction shall exclusively be in the District Court for El Paso County. The contractor shall insure that the contractor is familiar with and complies with applicable federal, state, and local laws and regulations as now written or hereafter amended.

**5.4 INTEGRATION**

Any resultant contract will be a completely integrated contract and contain the entire agreement between the parties. Prior written or oral agreements, if any, shall be deemed of no effect and shall not be binding upon either party, unless incorporated by reference into the resultant contract. That contract may not be amended except in writing signed by all parties to the contract.

**SECTION VI**

**6.0 APPENDICES/EXHIBITS**

Exhibit 1	Proposal Check Sheet
Exhibit 2	Exceptions
Exhibit 3	Minimum Insurance Requirements
Exhibit 4	Sample Contract
Exhibit 5	Cost Forms
Exhibit 6	CSPD In-Processing Form
Exhibit 7	Lease Payment Offer and Documentation Requirements



**EXHIBIT 1 PROPOSAL CHECK SHEET**

**PLACE A CHECK BY EACH ITEM SUBMITTED.**

1. \_\_\_ The ability to provide a certificate of insurance evidencing the required coverage types and limits specified in exhibit 4. (It will be necessary that this certificate reflect the City of Colorado Springs as an Additional Insured.)

Indicate your ability to comply with the following requirements:

The City shall be added as an Additional Insured to all liability policies:

Yes\_\_\_ No\_\_\_

Your property and liability insurance company is licensed to do business in Colorado:

Yes\_\_\_ No\_\_\_

Indicate the name of your property and liability insurance company here:

Name: \_\_\_\_\_

Your property and liability insurance company has an AM best rating of not less than B+ and/or VII:

Yes\_\_\_ No\_\_\_

2. \_\_\_ One (1) copy of the current financial statements (if required). Enclose financial information in a separate envelope; do not bind with the other proposal copies. If review of the information is to be restricted to the City's financial officer, it must be marked accordingly.

Provide a response to the following: Are any lawsuits; federal, state or local tax liens; or any potential claims or liabilities pending against you, the firm, or the officers of the firm at this time?

Yes\_\_\_ No\_\_\_

If yes, provide details on a separate piece of paper and attach to your proposal.

3. \_\_\_ The completed and signed proposal. (Proposals must be identified according to the outline of this RFP document.)

1. \_\_\_ The completed Exhibits included in the RFP.

\_\_\_ Exhibit 1 Business Questionnaire/Proposal Check Sheet

\_\_\_ Exhibit 2 Exceptions

\_\_\_ Exhibit 3 Insurance Requirements

**EXHIBIT 2      EXCEPTIONS**

**EXCEPTIONS:**

Print the words "no exceptions"(here)\_\_\_\_\_ if there are no exceptions taken to any of the terms, conditions, or specifications of these proposal documents or contract.

If there are exceptions taken to any of the terms, conditions, or specifications of the proposal document or contract, they must be clearly stated on a separate sheet of paper attached to this sheet and returned with your proposal.

**Note:** All potential Offerors are hereby advised that exceptions taken may be considered during the evaluation phase which may effect the final scoring of proposals. Offerors stipulating that the City must use their contract or agreement may be determined non-responsive and their Proposal determined unacceptable.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
(City, State and Zip Code)

Federal Tax ID#: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name/Title: \_\_\_\_\_

***Return this form with your Proposal.***

**EXHIBIT 3 MINIMUM INSURANCE REQUIREMENTS**

**Contract No.** \_\_\_\_\_

The following listed minimum insurance requirements shall be carried by all contractors and consultants unless otherwise specified in the City's solicitation package, Special Provisions or Standard Specifications.

1.  Workers' Compensation and Employers Liability as required by statute. Employers Liability coverage is to be carried for a minimum limit of \$100,000.
2.  Automobile Liability for limits not less than \$1,000,000 combined single limit for bodily injury and property damage for each occurrence. Coverage shall include owned, non-owned and hired automobiles.
3.  Commercial General Liability for limits not less than \$1,000,000 combined single limit for bodily injury and property damage for each occurrence and not less than \$2,000,000 aggregate. Coverage shall include premises and operations liability, blanket contractual, broad form property damage, products and completed operations and personal injury endorsements.
4. \_\_\_\_\_ Builders Risk or Installation Floater Insurance will be provided by the Owner (excluding earthquake or flood). This insurance shall insure and protect from all insurable risks of physical loss or damage. Contractors and subcontractors will be covered, excluding their own machinery, tools and equipment. The deductible under The Builders Risk or Installation Floater shall be sustained and borne by the Contractor. Losses will be adjusted with and made payable to the Owner and others as their interests may appear.
5. \_\_\_\_\_ Professional Liability Insurance providing coverage for acts, errors or omissions committed or alleged to have been committed by architects and engineers arising out of the conduct of their professional practice. The coverage shall carry a project limit of \$500,000. The coverage shall have an extended reporting period of 2 years following the date of substantial completion of the project for reporting of claims.
6. \_\_\_\_\_ Pollution Legal Liability Insurance for limits not less than \$1,000,000 per occurrence (or claims made) and not less than \$1,000,000 aggregate for bodily Injury, Personal Injury and Property Damage. This coverage must include any losses arising from transit exposures and also include all costs associated with clean-up, containment, and disposal of any hazardous liquids or materials.
7.  Except for workers compensation and employer's liability insurance, the City of Colorado Springs must be named as an additional insured. Certificates of Insurance must be submitted before commencing the work and provide 30 days notice prior to any cancellation.
8. \_\_\_\_\_ Medical Malpractice Liability Insurance for limits not less than \$1,000,000 per occurrence.
9.  All coverage furnished by contractor is primary, and that any insurance held by the City of Colorado Springs is excess and non-contributory.

**The undersigned certifies and agrees to carry and maintain the insurance requirements indicated above throughout the contract Period of Performance.**

\_\_\_\_\_  
(Name of Company)

\_\_\_\_\_  
(Signature) (Date)

EXHIBIT 4 SAMPLE CONTRACT



<p><b>SAMPLE CONTRACT</b>                  City of Colorado Springs                  City Contract Division                  30 S Nevada Ave. Suite 201                  Colorado Springs, CO 80903                  Phone (719) 385-5910 FAX 475-8477</p>
--

**MUNICIPAL SERVICE CONTRACT**

<b>CONTRACT NUMBER:</b>		<b>PROJECT NAME/TITLE</b>	
<b>VENDOR/CONTRACTOR</b>			
<b>CONTACT NAME:</b>		<b>TELEPHONE</b>	<b>FAX</b>
<b>ADDRESS:</b>			
<b>FEDERAL TAX ID #</b>		<b>PLEASE CHECK ONE:</b>	<input type="checkbox"/> CORPORATION <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> PARTNERSHIP
<b>CITY CONTRACTING SPECIALIST</b>	<i>NAME &amp; PHONE#</i>	<b>CITY DEPT REP</b>	<i>Name &amp; Phone# &amp; Department Name</i>
<b>NOT TO EXCEED CONTRACT AMOUNT:</b>		<b>CITY ACCOUNT #</b>	<i>Acct Code (5) Fund (3) Dept (4) Project (7)</i>

**This CONTRACT** is made and entered into by and between the City of Colorado Springs, a Colorado home rule city and municipal corporation, hereinafter referred to as "City" and \_\_\_\_\_

As an independent contractor, hereinafter referred to as "Contractor", as follows:

**1. CONTRACTOR SHALL PROVIDE ALL MATERIALS, LABOR, AND EQUIPMENT TO PERFORM SAID SERVICES FOR THE CITY OF COLORADO SPRINGS:**

\_\_\_\_\_

**2. COMPENSATION.** In consideration of the services, work, equipment, supplies or materials provided herein, the City agrees to pay the Contractor the sum of :

NOT TO EXCEED \$ \_\_\_\_\_ as follows: \_\_\_\_\_

In consideration of said compensation payments, the Contractor agrees to perform all services, work, and/or provide all materials, supplies and equipment, and to carry out the provisions of this Contract in a good and workmanlike manner to the satisfaction of the City. If the performance of this Contract involves the services of others or the furnishing of equipment, supplies or materials, the Contractor agrees to pay for the same in full and at the time of payment by the City, to certify in writing to the City that said payments have been so made.

**3. INSURANCE** Contractor understands and agrees that Contractor shall have no right of coverage under and all existing or future City comprehensive, self or personal injury policies. Contractor shall provide insurance

coverage for and on behalf of Contract that will sufficiently protect Contractor, or Contractor's agents, employees, servants or other personnel, in connection with the services work which are to be provided by Contractor pursuant to this contract, including protection from claims for bodily injury, death, property damage and lost income. Contractor shall provide worker's compensation insurance coverage for Contractor and all Contractor personnel. Contractor shall file applicable insurance certificates with the City and shall also provide additional insurance as follows: **A CURRENT CERTIFICATE OF INSURANCE IS REQUIRED PRIOR TO COMMENCEMENT OF SERVICES LISTING THE CITY AS ADDITIONALLY INSURED.**

**4. TERM OF CONTRACT.** The term of this contract shall commence on \_\_\_\_ and shall terminate on \_\_\_\_ unless earlier terminated under this contract, or otherwise changed by Contract modification. The City shall have the unilateral option of extending services beyond the term of the contract, including all options, for a period not to exceed a total of six (6) months if additional time is necessary to solicit and award a new contract. Options to extend services shall be exercised upon written notification (mailed or otherwise furnished) to the contractor at least fifteen (15) days prior to the expiration date of the contract.

**5. NOTICE.** Any notice to the parties required under this contract shall be in writing delivered to the person designated below as Contract Coordinator at the indicated address unless otherwise designated in writing. Only postage by United States mail or in hand delivery shall be utilized.

FOR THE CITY	FOR THE CONTRACTOR
Contact: _____	Contact: _____
Address: _____	Address: _____
City/State: _____	City/State: _____
Zip: _____	Zip: _____

**6. ADDITIONAL TERMS AND PROVISIONS.** The following listed additional provisions are made a part of this contract and attached hereto, \_\_\_\_\_

**7. COMPLIANCES.** In the conduct of the said services/work or the labor, supplies, equipment or materials contemplated hereunder, the Contractor shall comply will all applicable state, federal and local law, rules and regulations, technical standards or specifications issued by the City. Contract must qualify for and obtain any required licenses prior to commencement of work.

**8. INDEPENDENT CONTRACTOR.** Contractor understands and agrees that the Contractor and Contractor's employees, agents, servants or other personnel are not City employees. Contractor shall be solely responsible for payment of salaries, wages, payroll taxes, unemployment benefits or any other form of compensation or benefit to Contractor or any of Contractor's employees, agents, servants or other personnel performing the service or work or supplying equipment or materials specified herein, whether it be of a direct or indirect nature. Further in that regard, it is expressly understood and agreed that for such purposes neither Contractor nor Contractor's employees, agents, servants or other personnel shall be entitled to any City payroll, insurance, unemployment, worker's compensation, retirement or any other benefits whatsoever.

**9. NON-DISCRIMINATION.** Contractor will not discriminate against any employee or applicant for employment because of race, color, sex, national origin, religion, age, handicap or veteran status. Contractor will, where appropriate or required, take affirmative action to ensure that applicants are employed, and that employees are treated, during employment, without regard to their race, color, sex, or national origin. Contractor will cooperate with the City in using Contractor's best efforts to ensure that Disadvantaged Business Enterprises are afforded the maximum opportunity to compete for subcontracts or work under this contract.

**10. HOLD HARMLESS.** Contractor shall indemnify, defend and hold harmless the City, its officers, agents and employees from and against any and all loss, damages, injuries, claims, cause or causes of action, or any liability

of any kind whatsoever resulting from, or arising out of or in connection with the services/work or equipment/materials provided by Contractor pursuant to this contract.

**11. ASSIGNMENT.** Contractor shall not assign or otherwise transfer this contract of any right or obligations therein without first receiving prior written consent of the City.

**12. APPROPRIATION OF FUNDS.** In accord with the City Charter, performance of the City's obligations under this Contract are expressly subject to appropriations of funds by the City Council. Further, in the event funds are not appropriated in whole or in part sufficient for performance of the City's obligations under this contract, or appropriated funds may not be expended due the City Charter spending limitations, then the City may terminate this Contract without compensation to the Contractor.

**13. CHANGE ORDERS.** The funds appropriated for this contract are equal to or exceed the awarded contract amount. The Contractor and the City agree and acknowledge as a part of this contract, that no change order or other form or order or directive may be issued by the City which requires additional compensable work to be performed, which work causes the aggregate amount payable under the contract to exceed the amount appropriated for this contract as listed above, unless the Contractor has been given a written assurance by the City that lawful appropriations to cover the costs of the additional work have been made or unless such work is covered under a remedy-granting provision in this contract. The Contractor and the City further agree and acknowledge as a part of this contract that no change order or other form or order or directive which requires additional compensable work to be performed under this contract shall be issued by the City unless funds are available to pay such additional costs, and regardless of any remedy-granting provision included within this contract, the Contractor shall not be entitled to any additional compensation for any additional compensable work performed under this contract, and expressly waives any rights to additional compensation, whether by law or equity, unless prior to commencing the additional work, the Contractor was given a written change order describing the additional compensable work to be performed, and setting forth the amount of compensation to be paid, which change order was signed by the authorized City representative. It is the Contractor's sole responsibility to know, determine, and ascertain the authority of the City representative signing any change order under this contract.

**14. CONTRACT INTERPRETATION.** No amendment or modification of this contract shall be valid unless expressed in writing and executed by the parties hereto in the same manner as the execution of this contract. The laws of the State of Colorado shall govern this contract. This is a completely integrated contract and contains the entire contract of the parties, and any prior written or oral contracts which are different from the terms, conditions and provisions of this contract shall be of no effect and shall not be binding upon either party. Any judicial action under the terms of this contract shall be exclusively in the District Court for El Paso County, Colorado.

**15. COMPLIANCE WITH IMMIGRATION AND CONTROL ACT.** Contractor certifies that Contractor has complied with the United States Immigration and Control Act of 1986. All persons employed by Contractor for performance of this contract have completed and signed Form I-9 verifying their identities and authorization for employment.

**16. TERMINATION OF CONTRACT.**

- A. In the event of default by the Contractor, the City may give ten (10) days written notice to the Contractor of the City's intent to terminate the contract. Contractor shall have ten (10) days from notification to remedy the conditions constituting the default. Failure to cure may result in immediate termination for default.
- B. The City may terminate the contract at any time it is found that reason beyond the control of either the City or Contractor make it impossible or against the City's interest to complete the contract. The City may also terminate this contract at any time if it is found that the Contractor has violated any term or condition of this contract or that Contractor has failed to maintain worker's compensation insurance or other insurances provided for in this contract. In such case the Contractor shall have no claims against the City except for the value of the work performed up to the date the contract is terminated.
- C. In the event that this contract is terminated in accordance with the section, the City may take possession of any work and may complete any work by whatever means the City may select.

- D. The City may terminate performance of this contract in whole, or from time to time, in part if the City determines that a termination is in the City's interest. The Contractor after receipt of a Notice of Termination shall stop work as specified under the contract, place no further subcontracts or orders for materials terminate all subcontracts to the extent they relate to the termination, assign title and interest of all work and material used in the work.
- E. If the contract is terminated for convenience, The City will conduct an audit of the Contractor's costs to determine reasonable costs expended to date of termination, or the City may determine the contractor's costs based on the schedule of values or exact cost of any bid item (s) completed and accepted. The Contractor will not be reimbursed for any anticipated profit. The cost that is most advantageous to the City will be used for determining final payment to Contractor.

**17. DELIVERY AND TAXES.** The City may cancel this contract or any portion thereof if delivery is not made when and as specified, time being the essence of this contract. Contractor shall pay the City for any loss or damage sustained by the City because of failure to perform in accordance with this contract. The contractor shall pay all sales and use taxes required to be paid to the State of Colorado on the work covered by this contract. The Contractor shall execute and deliver and shall cause his subcontractors to execute and deliver to the City, certificates as required, to permit the City to make application for refunds of said sales and use taxes as applicable. The City is a municipal corporation and therefore, not subject to state and local sales tax, use tax or federal excise taxes.

**18. BOOKS OF ACCOUNT AND AUDITING.** The Contractor shall make available to the City if requested, true and complete records, which support billing statements, reports, performance indices, and all other related documentation. The City's authorized representatives shall have access during reasonable hours to all records, which are deemed appropriate to auditing billing statements, reports, performance indices, and all other related documentation. The Contractor agrees that it will keep and preserve for at least seven years all documents related to the Contract which are routinely prepared, collected or compiled by the Contractor during the performance of this contract. The City's Auditor and the Auditor's authorized representatives shall have the right at any time to audit all of the related documentation. The Contractor shall make all documentation available for examination at the Auditor's request at either the Auditor's or Contractor's offices, and without expense to the City.

**19. GRATUITIES:**

- A. The right of the Contractor to proceed or otherwise perform this Contract, and this Contract may be terminated if the City Manager and/or the City Contracting Manager determine, in their sole discretion, that the Contractor or any officer, employee, agent, or other representative whatsoever, of the Contractor offered or gave a gift or hospitality to a City officer, employee, agent or contractor for the purpose of influencing any decision to grant a City Contract or to obtain favorable treatment under any City Contract.
- B. The terms "hospitality" and "gift" include, but are not limited to, any payment, subscription, advance, forbearance, acceptance, rendering or deposit of money, services, or any thing of value given or offered, including but not limited to food, lodging, transportation, recreation or entertainment, token or award.
- C. Contract termination under this provision shall constitute a breach of contract by the Contractor, and the Contractor shall be liable to the city for all costs of reletting the contract or completion of the contract. Further, if the Contractor is terminated under this provision, or violates this provision but is not terminated, the Contractor shall be subject to debarment under the City's Procurement Regulations. The rights and remedies of the City provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract."

**20. PAYMENTS.** The City shall pay the Contractor, upon submission of proper invoices, the prices stipulated in the contract for services rendered and accepted, less any deductions provided in this contract within 30 days. Unless otherwise specified in this contract, payment shall be made on partial deliveries accepted by the City if

- A. The amount due on the deliveries warrants it; or
- B. The Contractor requests it and the amount due on the deliveries is at least \$1,000 or 50 percent of the total contract price.

**21. SUB-CONTRACTORS, OUT-SIDE ASSOCIATES, AND OTHER CONTRACTORS**

- A. Any Sub-Contractor, outside associates, or other Contractors used by the Contractor in connection with Contractor's work under this Contract shall be limited to individuals or firms that are specifically identified by the Contractor in the Contractor's proposal and agreed to by the City. The Contractor shall obtain the City delegated Project Manager or Representative's written consent before making any substitution of these sub-Contractors, associates, or other Contractors.
- B. The Contractor shall include a flow down clause in all of its sub-contracts, agreements with outside associates, and agreements with other Contractors. The flow down clause shall cause all of the terms and conditions of this Contract, including all of the applicable parts of this Contract document, to be incorporated in all subcontracts, agreements with outside associates, and agreements with other Contractors. The flow down clause shall provide clearly that there is no privity of contract between the City and the Contractor's Sub-Contractors, outside associates, and other Contractors.

**22. INSPECTION OF SERVICES.** The Contractor is responsible for performing or having performed all inspections and tests necessary to substantiate that the services furnished under this contract conform to contract requirements, including any applicable technical requirements for specified manufacturers' parts. This clause takes precedence over any City inspection and testing required in the contract's specifications, except for specialized inspections or tests specified to be performed solely by the City.

- A. Definition of "services", as used in this clause, includes services performed, workmanship, and material furnished or utilized in the performance of services.
- B. The Contractor shall provide and maintain an inspection system acceptable to the City covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the City during contract performance and for as long afterwards as the contract requires.
- C. The City has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The City shall perform inspections and tests in a manner that will not unduly delay the work.
- D. If the City performs inspections or test on the premises of the Contractor or a subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of these duties.
- E. If any of the services do not conform to contract requirements, the City may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When defects in services cannot be correct by re-performance, the City may (1) require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to reflect and reduced value of the services performed.
- F. If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the City may (1) by contract or otherwise, perform the services and charge to the Contractor any cost incurred by the City that is directly related to the performance of such service or (2) terminate the contract for default.

**23. DRUG FREE WORKPLACE.**

- A. The Contractor, if other than an individual, shall—within 30 days after award, or as soon as possible for contracts of less than 30 days performance duration --
  - (1) Publish a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition:
  - (2) Establish an ongoing drug-free awareness program to inform such employees about --
    - (i) The dangers of drug abuse in the workplace,
    - (ii) The Contractor's policy of maintaining a drug free workplace,
    - (iii) Any available drug counseling, rehabilitation, and employee assistance programs, and
    - (iv) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
  - (3) Provide all employees engaged in performance of the contract with a copy of the statement required by paragraph 1 of this clause.



## CITY OF COLORADO SPRINGS

- (4) Notify such employees in writing in the statement required by paragraph 1 of this clause that, as a condition of continued employment on this contract, the employee will –
    - (i) Abide by the terms of the statement
    - (ii) Notify the employer in writing of the employee's conviction under a criminal drug statute for a violation occurring in the workplace no later than 5 days after such conviction.
  - (5) Notify the City in writing within 10 days after receiving notice under Paragraph 4 (ii) of this clause, from an employee of otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee;
  - (6) Within 30 days after receiving notice under Paragraph 4 (ii) of this clause of a conviction, take one of the following actions with respect to any employee who is convicted of a drug abuse violation occurring in the workplace;
    - (i) Taking appropriate personnel action against such employee, up to and including termination; or
    - (ii) require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency; and
  - (7) Make a good faith effort to maintain a drug-free workplace through implementation of paragraphs 1 through 6 of this clause.
- B. The Contractor, if an individual, agrees by award of this contract, not to engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance while performing this contract.
- C. In addition to other remedies available to the City, the Contractor's failure to comply with the requirements of Paragraphs A and B of this clause may render the Contractor subject to suspension of the contract payments, termination of the contract for default, and suspension or debarment.

### **24. ILLEGAL IMMIGRATION ACT**

Illegal Aliens - Public Contracts for Services - Compliance with Title 8, Article 17.5, Colorado Revised Statutes: The Contractor acknowledges, understands and agrees that:

- A. In the performance of any work or the provision of any services by the Contractor under this Contract, the Contractor shall not knowingly employ or contract with an illegal alien to perform work under this contract; or
- B. Enter into a contract with any subcontractor that fails to certify to the contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Contract or under the subcontract to this contract;
- C. The contractor has verified or attempted to verify through participation in the basic pilot program that the contractor does not employ any illegal aliens and, if the contractor is not accepted into the basic pilot program prior to entering into a public contract for services, that the contractor shall apply to participate in the basic pilot program every three months until the contractor is accepted or the public contract for services has been completed, whichever is earlier. This provision shall not be required or effective in this Contract if the basic pilot program is discontinued. "Basic pilot program" means the basic pilot employment verification program created in Public Law 208, 104th Congress, as amended, and expanded in Public Law 156, 108th Congress, as amended, that is administered by the United States department of homeland security.
- D. The contractor is expressly prohibited from using basic pilot program procedures to undertake pre-employment screening of job applicants while this Contract and any services under this Contract are being performed.
- E. If the contractor obtains actual knowledge that a subcontractor performing work under the public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall:
  - (1) Notify the subcontractor and the City within three days that the contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and
  - (2) Terminate the subcontract with the subcontractor if within three days of receiving the notice the subcontractor does not stop employing or contracting with the illegal alien; except that the contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor

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provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

- F. The Contractor shall comply with any reasonable request by the Department of Labor and Employment made in the course of an investigation that the department may undertake pursuant to the authority established in Section 8-17.5-102 C.R.S.
- G. If the contractor violates or fails to comply with any provision of C.R.S. 8-17-101 et seq, the City may terminate this Contract for breach of contract. If this contract is so terminated, the Contractor shall be liable for any actual and consequential damages to the City.

**CONTRACT SIGNATURE PAGE**

**WHEREOF THE PARTIES HAVE EXECUTED THIS CONTRACT:**

This Contract is executed in one (1) original copy.

**THE CITY OF COLORADO SPRINGS**

**SECOND PARTY**

---

Steve Gess, City Contracts Manager

---

Corporate Name

---

Date

---

Signature, Title

---

Witness/Date

**Exhibit 5**

Cost forms

Form 1 General Cost

**Total Cost**

Application Software Cost	
License Fees	
Installation/Implementation cost	
Training Cost	
Documentation cost	
Maintenance/Support Cost	
Project Management Cost	
Other Cost	

Form 2 Devices Cost

Product ID	Description	Qty	Unit Price	Discount	Total	Maintenance/ Support Cost						
						Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7

Submit as many worksheets as necessary. Provide one total for multiple worksheets, if applicable.

Form 3 Installation Implementation Cost

Product ID	Description	Qty	Unit Price	Discount	Total

Submit as many worksheets as necessary. Provide one total for multiple worksheets, if applicable.

Form 4 Other Cost

Product ID	Description	Qty	Unit Price	Discount	Total

EXHIBIT 6

EXAMPLE

COLORADO SPRINGS POLICE DEPARTMENT IN-PROCESSING FORM

Welcome to the CSPD. As part of the processing for your Access or ID card, the following information is needed:

**\*APPLICANT COMPLETES TOP BLOCK\***

**Complete only the information in the top box below**

NAME	Applicant's Printed Full Name (Print Clearly!)	AKA	Applicant's Alias
	Last Sawyer First Thomas MI T.	Maiden/Any Other Names Ever Used	Leo
HOME ADDRESS	Applicant's Full Home Address		
	Street 123 Buffalo Dr.	City Colorado Springs	State CO Zip 80920
MAILING ADDRESS	Applicant's Full Mailing Address		
(If different)	Street 23 Bird Lane	City Fountain	State CO Zip 80945
HOME PHONE:	(719) 111-1111	WORK PHONE:	(719) 222-2222
		CELL PHONE:	333-3333
DRIVER'S LICENSE #:	076-95-5463	STATE:	CO
		EXP DATE:	06-24-2009
RACE:	White	EYES:	Hazel
		HAIR:	Brown
SEX:	Male	PLACE OF BIRTH:	Topeka, Kansas
HEIGHT:	6-2	DATE OF BIRTH:	06-23-1969
WEIGHT:	195	SOCIAL SECURITY #:	123-45-6789

**\*STOP!!!\***

*Below this line for Internal Police Department use only*

**CHOOSE APPROPRIATE CATEGORY**

<input type="checkbox"/> Department Sworn
<input type="checkbox"/> Retired Sworn
<input type="checkbox"/> Outside Sworn Law Enforcement Agency _____ Exp Date (if indicated): _____
<input type="checkbox"/> Civilian: <input type="checkbox"/> Regular <input type="checkbox"/> Temporary <input type="checkbox"/> Special
<input type="checkbox"/> Volunteer: <input type="checkbox"/> Chaplain <input type="checkbox"/> SVAT <input type="checkbox"/> Cadet <input type="checkbox"/> H.P.E.U. <input type="checkbox"/> ESP <input type="checkbox"/> Other _____
<input checked="" type="checkbox"/> Contractor Company Name: General Contractor Name
<input type="checkbox"/> Outside Civilian Agency _____ Exp Date (if indicated): _____

<input checked="" type="checkbox"/> ACCESS CARD REQUESTED
<input type="checkbox"/> ID CARD REQUESTED
ID #: _____ JOB TITLE: _____
UNIT(S) ASSIGNED: _____ DEPT ASSIGNED: _____
CARD KEY #: _____ APPROVED BY: _____ DATE: _____

**Records and ID Section use only**

**IF "YES" IN ANY CATEGORY, ATTACH COPY OF WANTS/WARRANTS AND HISTORY**

CITY OF COLORADO SPRINGS

<b>WANTS/WARRANTS</b>	<b>CRIMINAL HISTORY CHECK</b>
-----------------------	-------------------------------

LOCAL YES/NO	FOR: <input type="checkbox"/> CRIMINAL	✓ EMPLOYMENT
NCIC/CCIC YES/NO	NCIC/CCIC CRIMINAL HISTORY?	YES/NO
CJIS/CRIMINAL RECORD YES/NO	TERMINAL OPERATOR NAME _____	
CJIS/TRAFFIC RECORD YES/NO	IBM #:	Telephone <b>719.444.7430</b>
COLO TRAFFIC RECORD YES/NO	REQUESTED BY: <b>Joe Curro</b>	
FINGERPRINTED: DATE: _____ BY: _____		
FINGERPRINTED FOR OSN: YES/NO DATE: _____		

FOR VOLUNTEERS: PLEASE RETURN FORM TO VOLUNTEER OFFICE (ROOM 4427, MAIL CODE SRS)  
 ALL OTHERS: PLEASE RETURN FORM TO STAFF RESOURCES OFFICE (ROOM 4428, MAIL CODE SRS)

**OUTSIDE AGENCY/CONTRACTOR APPLICATION** (NOTE: BOTH SIDES OF FORM MUST BE COMPLETED)

**RETURN FORM TO:**

COLORADO SPRINGS POLICE DEPARTMENT  
 LOGISTICS SUPPORT MANAGER (ROOM #4412)  
 705 S. NEVADA AVENUE  
 COLORADO SPRINGS, CO 80903

**\*AGENCY OFFICIAL COMPLETES TOP TWO BLOCKS\***

Request for: <input checked="" type="checkbox"/> Card Key Access <input type="checkbox"/> Identification Card
AGENCY NAME: Contractor or Agency Name TELEPHONE: (719) 444-4444
ADDRESS: Full Contractor or Agency Full Address
Street 45 Colt St. City Colorado Springs State CO Zip 80918
AGENCY HEAD: Contractor Official's Name TITLE: Operations Manager

If request is for Card Key Access, indicate building(s) you will need access to:

- POC  Falcon  Gold Hill  Sand Creek  Stetson Hills  Training Academy  Firing Range  Hangar  
 Impound Lot  DVERT

Indicate areas in building(s) you will need access to below:
1. Police Impound Lot
2.
3.
4.
5.
Indicate approximate number of times per week you will be entering the building(s):

**\*AGENCY OFFICIAL/APPLICANT COMPLETES NEXT BLOCK\***

**I agree to the following terms:**

1. Upon termination of employment with the above listed agency, applicant or agency head will immediately return the access card key or identification card to the Staff Inspections Office (Police Operations Center, Room 4306, Mail Code 1565, Telephone Number 444-7411)
2. Loss of issued card will immediately be reported to the Staff Inspections Office (Police Operations Center, Room 4306, Mail Code 1565, Telephone Number 444-7411).
3. The cost for a replacement access card key or identification card that is not returned as stated above is \$15.00. The agency of the employee is responsible for the return of the card or payment if the card is lost/not returned.
4. Applicant agrees to immediately surrender the access card key or identification card upon request from the Chief of Police (or his designee).

CITY OF COLORADO SPRINGS

5. Applicant will use this card for official business only and will not allow any other person to use the card.

Applicant Name: Applicant's Printed Name  
(Print Clearly!)

Applicant Signature: Applicant's Signature

Date: June 15, 2006

Applicant's Agency Head: Contractor or Agency Official's Full Signature Date: June 16, 2006

**\*STOP!!!\***  
**CSPD USE ONLY**

Access Card Key Information:

Card Key Number

Issued By

Date

Identification Card Information:

Approved By

Issued By

Date

**EXHIBIT 7**

**LEASE PAYMENT OFFER AND DOCUMENTATION REQUIREMENTS**

**Note:** Given the critical time constraints that we are currently facing, the City reserves the right to enter into negotiations with other lenders if a mutually acceptable form of agreement cannot be reached within fourteen (14) days with the selected lender.

**Special Consideration:**

Consideration will be given to firms who can provide “fresh” or innovative ways of replacing/upgrading the equipment during the finance period.

**Please use the form provided in submitting your offer.** The City of Colorado Springs "Lease with Option to Purchase Agreement" is incorporated in this request for quote as if bound herein. **Please contact me at this e-mail address: [jjones@springsgov.com](mailto:jjones@springsgov.com) for a copy of the lease document.**

**General Information**

- Frequency of payments: Yearly beginning approximately December 2009. Estimated lease commencement date/interest accrual start date: 1/1/09 (to be used for quoting purposes; actual date will be negotiated prior to finalized lease documents).
- The City is self-insured in relation to the Colorado Governmental Immunity Act, Section 21-10-101 and can list the lender as a certificate holder but **cannot** list the lender as an additional insured.
- The accelerated response due date for this project is due to the fact that the City needs to move quickly in order to meet 2009 move deadlines. The City would like to have a final agreement executed and in place as soon as possible, but no later than mid January 2009.

**MISCELLANEOUS TERMS & CONDITIONS**

- The quoted rate must be available for at least 45 days from the response due date. Indicate the index that the interest rate is tied to in the event that the resultant transaction takes longer than 45 days.
- Interest rate and payments must be calculated on a 30 day month, 360 day calendar basis.
- Prepayment must be allowed without penalty.
- Basis in the award process and a criteria in the evaluation of responses will be:  
Yearly payment and APR, acceptance of City's lease agreement terms & conditions, and acceptance of City's self-insurance.



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**LEASE PURCHASE SUBMITTAL REQUIREMENTS**

**Seven (7) annual payments commencing approximately December 1, 2009.  
(this annual payment is based on the proposed total cost for the IT move to the POC)**

**Yearly Rental Payment Amount \$ \_\_\_\_\_ yr.**

**Percentage rate: \_\_\_\_\_ apr**

1. A sample payment schedule must be included with your submittal. The schedule must include, at a minimum, the following items: payment date, payment amount (interest & principal portions), and pay-off for each annual payment. Each column should be totaled at the bottom.
2. In addition, submit a general disclosure of additional fees and/or closing costs, including, but not limited to: legal fees, lessor fee, escrow agent fee, etc. These costs must be set forth in the proposal submittal and not added on later as a documentation fee.

**COMPANY PROVIDING FINANCING: \_\_\_\_\_**