

**ALSIP-MERRIONETTE PARK PUBLIC LIBRARY DISTRICT
11960 SOUTH PULASKI
ALSIP, ILLINOIS 60803**

REQUEST FOR PROPOSAL

2012 VOIP TELECOMMUNICATIONS SYSTEM PROJECT

ISSUE DATE: JULY 30, 2012

PROPOSAL DUE DATE: AUGUST 23, 2012

REQUEST FOR PROPOSAL

2012 VOIP TELECOMMUNICATIONS SYSTEM PROJECT

Advertisement for Proposal

PUBLIC NOTICE

RFP NOTICE

ALSIP-MERRIONETTE PARK PUBLIC LIBRARY DISTRICT
2012 VoIP Telecommunications System Project

The Alsip-Merrionette Park Public Library District will accept sealed proposals for equipment and services related to the installation of a VoIP telecommunications system for its renovated facility. Proposals shall be submitted on the specified proposals forms, accompanied by a 10% bid bond, in a sealed envelope marked: **Price Proposal for 2012 Telecommunications Equipment Project for the Alsip-Merrionette Park Public Library District**. Proposals shall be delivered to: Alsip-Merrionette Park Public Library District, 12838 South Cicero Avenue, Alsip, IL 60803, at or before **10:00 AM on August 23, 2012**, at which time such proposals will be publicly opened and read.

Beginning July 30, 2012, detailed specifications for the telecommunications equipment requirements can be obtained on Alsip-Merrionette Park Public Library District web site: <http://www.alsiplibrary.net> or in person at the Alsip-Merrionette Park Public Library District's temporary facilities at 12838 South Cicero Avenue, Alsip, Illinois. A pre-proposal meeting will be held on Wednesday, August 8, 2012, 9:00 AM at the Library's temporary facilities. Contact Mr. David Wilson for information at (630) 279-8700 or email at dwilson@wilsonconsulting.org.

The Alsip-Merrionette Park Public Library District Board of Library Trustees reserves the right to reject any proposal for failure to comply with all the requirements of this notice and request for proposals and further reserves the right to waive informalities and to accept or reject any and all or parts of any and all bids

REQUEST FOR PROPOSAL

2012 VOIP TELECOMMUNICATIONS EQUIPMENT PROJECT

ALSIP-MERRIONETTE PARK PUBLIC LIBRARY DISTRICT

July 30, 2012

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2012 VOIP TELECOMMUNICATIONS EQUIPMENT PROJECT

ALSIP-MERRIONETTE PARK PUBLIC LIBRARY DISTRICT

July 30, 2012

1.0 INTRODUCTION

The specifications provide technical guidelines and details for the 2012 VoIP Telecommunications Equipment Project for the Alsip-Merrionette Park Public Library District (hereinafter additionally referred to as "Library," "District," or "Owner"). The specifications are an integral part of the Library's formal Request for Proposal (RFP) dated July 30, 2012. Each responder (hereinafter additionally referred to as "Proposer," "Vendor," or "Bidder") is required to review this document in detail and acknowledge its understanding of the technical aspects of this project in order to be considered a responsible Proposer.

1.1 General Project Description

The project includes the replacement of telephony equipment and professional services for the Library facilities at 11960 South Pulaski Road, Alsip, Illinois.

1.2 Contact Information

Questions regarding this RFP can be addressed to:

Mr. David Wilson
Wilson Consulting
486 Prairie Avenue
Elmhurst, IL 60126
Telephone: (630) 279-8700
Facsimile: (630) 279-8710
Email: dwilson@wilsonconsulting.org

1.3 Scope of Work

Alsip-Merrionette Park Public Library District is replacing its telephone system. The primary objectives are:

1. To improve service to its patrons who contact the Library by telephone.
2. To provide uninterrupted and continuous service to constituents.
3. To comply with State of Illinois E911 legislation.
4. To provide the capability to expand the services it offers.
5. To replace outdated equipment, that can no longer be adequately serviced.

The project encompasses the following:

1. Modification of the Library's data network to support a VoIP telecommunications system.
2. Gathering end-user information to be used in programming the new system.
3. Providing, programming, installing and connecting all equipment necessary to provide a fully functioning telephone telecommunications system that meets the Library's voice call processing requirements.
4. Connecting the system and programming the system to external paging/intercom system.

5. Connection to AT&T services (new ISDN PRI and POTS lines).
6. Conduct end-user and system administration training.
7. Conduct system "fail-over" testing.
8. Provide on-site "post-cutover" support.
9. A bid bond in the amount of Ten Percent (10%) of the total base bid amount for the equipment price, installation, configuration and training and one year warranty.

The Proposer shall be responsible for the removal of all existing telephone system equipment (NEC Elite) from the temporary facility after the cutover of the new equipment.

The Library has identified the following features and functionality of particular importance in achieving the objectives:

1. Use of Automated Attendant and/or Call Queuing to process incoming calls to high volume destinations (Library's main number, Adult Services and Youth Services)
2. Direct calling to all departments as well as to selected individual staff members.
3. Program/Information Numbers (announcement mailboxes with individual DID numbers.)
4. Use of the Library's data network.
5. Web based system management.

1.4 Implementation Time Frame

Proposal Document Release:	July 30, 2012
Pre-Proposal Meeting:	August 8, 2012 - 9:00 AM
Proposal Due Date:	August 23, 2012 -10:00 AM
Projected Contract Award Date:	September, 2012
Installation	December, 2012

1.5 Proposal Response Requirements

Alsip-Merrionette Park Public Library District will accept sealed proposals for a VoIP telecommunications system for its existing facilities. Proposals will be accepted until 10:00 AM on August 23, 2012. Proposals are to be sealed and marked "**Price Proposal for 2012 Telecommunications Equipment Project for the Alsip-Merrionette Park Public Library District**" and delivered to the Library's temporary facilities at 12838 South Cicero, Alsip, IL. Fax Proposals will not be accepted. It is the sole responsibility of respondents to the Request for Proposal to deliver the proposals before the stated deadline.

- A. Each Proposer is required to submit the following articles to be considered a responsible Proposer:
 1. Section 6-Attachments (including attachments #1, #2, #3, #4 and #5).
 2. A narrative describing the proposed scope of services for the performance of this project.
 3. List of equipment proposed with manufacturer and model numbers and itemized pricing.
 4. A proposed implementation schedule showing milestones given in days from contract execution date.
 5. The names and qualifications of the project manager, lead technician, supporting technicians and all others who will be assigned to the project.
 6. List of any exceptions to the specifications, or a statement that no exceptions are being needed.
 7. List of references for similar projects with contact name, address, and telephone number.

8. Acknowledgment of receipt of these specifications and any RFP addenda.
- B. The vendor must provide detailed pricing to the fullest extent (to be submitted separately). While dependable service is of paramount concern to the Library, price is very important. A system cost analysis will include hardware acquisition, maintenance. After the proposals have been reviewed, selected vendors may be requested to make a presentation. Until that time, only the originally quoted price will be considered. Therefore, your quoted price should be as competitive as possible. Prices submitted after the receipt of proposals, unless requested by the Library, will not be considered valid.
- C. Responses to the Request for Proposal shall be in one volume. Any firm brochures and/or information pertaining to the qualifications of the vendor and/or manufacturer may be submitted, but all must be included in a single volume. **Three (3) copies are required, including one unbound copy. The Proposer shall also provide the response information in electronic format on a CD.**
- D. If a vendor omits from its Request for Proposal submission any of the materials described above, the Library will retain the right to eliminate the proposal from consideration.
- E. All costs incurred in the preparation and submission of the Request for Proposal shall be borne by the vendor.
- F. The Library is not obligated to return any responses or materials submitted by a vendor as a result of the Request for Proposal.
- G. Proposals will be accepted until **10:00 AM on August 23, 2012**. Proposals are to be sealed and marked "**Price Proposal for 2012 Telecommunications Equipment Project for the Alsip-Merrionette Park Public Library District**" and delivered to:

Ms. Ruthann Swanson
Alsip-Merrionette Park Public Library District
12838 South Cicero
Alsip, IL 60803

2.0 GENERAL CONDITIONS, QUALIFICATIONS, STANDARDS, & PROCEDURES

2.1 General Conditions

- A. The equipment and software proposed in response to this "Request for Proposal" must be capable of performing all functions described in the specifications. Where a vendor wishes to make a proposal that does not meet specifications, an **Exception Statement** shall be supplied stating all features and functions to which the exception is being taken, and the effect of this exception.
- B. The system components must be the latest model and software releases available at the date of installation. Should new products and/or software be announced prior to installation the vendor is required to inform the Library of the new products. The Library shall maintain the right to substitute the new products for those proposed.
- C. Competent personnel shall perform installation work. All work shall be done in a neat, craftsman-like manner and all cables shall be carefully laid with sufficient radius of curvature and protected at corners and bends to ensure that all applicable laws, ordinances, rules, regulations, and order of any public authority having jurisdiction for the installation of communications equipment are complied with.
- D. The Library reserves the right to approve any subcontractors for this project. Each proposing vendor must identify the name of and information (background and experience) about any subcontractors to be involved in this project. This includes a description of the work the subcontractor will perform.
- E. Alsip-Merrionette Park Public Library District shall have the express right to modify station requirements prior to cutover date at no increase in cost other than that defined in the **Additions and Deletions** section.
- F. Each vendor shall submit with its proposal sales and technical information that completely describes the equipment covered by the proposal. Copies of all contracts shall be included in the proposal, including, but not limited to, sales, warranty, maintenance, etc.
- G. The proposal must be firm for acceptance for a period of 120 days, and prices quoted must be firm for the entire contract period. The Bid Bond shall remain effective for the entire acceptance period.
- H. Alsip-Merrionette Park Public Library District reserves the right to determine whether a vendor is responsible and responsive, and has the ability and resources to perform the contract in full and to comply with the specifications. Alsip-Merrionette Park Public Library District reserves the right to request additional information from the vendor to satisfy any questions that might arise. Alsip-Merrionette Park Public Library District further reserves the right to reject any or all proposals or to issue an invitation for new proposals.
- I. Certificates of insurance in addition to other clauses in the contract protecting Alsip-Merrionette Park Public Library District from costs arising out of permits, patent protection, royalties, building damage clean up and subcontractor's work will be required of the successful vendor.

- J. Vendors shall comply with all State and Federal laws, including but not limited to the provisions of the Illinois Human Rights Act, 775 ILCS 5/1-101, et seq. and the Prevailing Wage Act, 820 ILCS 130/0.01, et seq., but nothing herein shall require the application of those Acts unless required by state law. In the event this contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/0.01 et seq. (the "Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the "prevailing rate of wages" (hourly cash wages plus fringe benefits) in the county where the work is performed. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website at: <http://www.state.il.us/agency/idol/rates/rates>. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice and record keeping duties. For the entire duration of his work under the Contract, the Contractor shall conform to the federal and the state statutes on equal opportunity and fair employment.
- K. By submitting a proposal, the Bidder is certifying that it is not barred from contracting with any unit of State or local government and they comply with all laws and regulations.
- L. Contractor's Liability Insurance must be provided in the minimum amounts set forth below. A Certificate of Insurance with the Library as named insured must be provided.
- A. Successful bidder shall provide Library with appropriate insurance coverage, including automobile liability, general liability, property insurance, etc. and name Library, as an additional insured. Original sets of certificates shall be on file with Library before work commences. Each such certificate of insurance shall provide for payment of not less than \$1,000,000.00 for injury or death of one person and \$2,000,000.00 for any one accident, and \$500,000.00 for property damage for any one accident, and a total aggregate property damage limit of \$1,000,000.00. Successful bidder shall also agree to protect Library against all claims, demands, expenses, suits, or judgments arising because of, or resulting from operations of contractors, his/her agents, or his/her employees during execution of contract.
- B. Successful bidder shall present evidence of insurance coverage by presenting the following prior to signing of a contract:
1. Authenticated copies of all insurance coverage.
 2. Authorization by the State of Illinois to do business in State of Illinois, if insurance company is not a corporation of the State of Illinois.
 3. Workmen's Compensation Certificate of State of Illinois.
- C. Insurance certificate shall be submitted with coverage as follows:
1. Claim under Workers' or Workmen's Compensation, disability benefit of other similar employee benefit acts;
 2. Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees;
 3. Claims for damages because of bodily injury, sickness or disease, or death of any person other than his/her employees;
 4. Claims for damages insured by usual personal injury liability coverage which are sustained by any person as a result of an offense directly or indirectly related to the employment of such person by the Contractor, or any other person;

5. Claims for damages, other than to work itself, because of injury to or destruction of tangible property, including loss of use resulting therefore; and claims for damages because of bodily injury or death of any person, or property damage arising out of ownership, maintenance, or use of any motor vehicle.
- M. Alsip-Merrionette Park Public Library District does not agree to waive the right of subrogation and it retains all rights to pursue claims against the other party or parties. No contract will be awarded that contains waiver of subrogation language.
 - N. Installation work will be coordinated with the Library. Generally, access to the new building will not be available until after December 1, 2012. Installation work must be completed by December 31, 2012, or a mutually agreed upon time.
 - O. Measurement and Payment: Partial payment shall be made upon completion of benchmarks stated within the contract and upon certification by the Library that said payment is due for work properly completed in accordance with the terms of the contract. It will be the Contractor's responsibility to furnish waivers of Lien and Contractor's Affidavits with partial payment estimates.
 - P. Contractors and vendors supplying equipment and materials to the Library shall not charge the Federal Excise Tax or State of Illinois Retailers Occupational Tax, since the Owner is exempt from these taxes. An exemption number will be provided at the Pre-Proposal Conference.

2.2 Applicable Regulations and Standards

All standards, regulations, work rules, product specifications and workmanship practices listed will apply to this project unless otherwise approved by the Library.

- National Electrical Code (NEC)
- Occupational Health & Safety Administration (OSHA) Standards
- American National Standards Institute (ANSI)
- Local Electrical and Safety Standards
- Underwriters Laboratory (UL)
- The Institute of Electrical and Electronics Engineers (IEEE)
- TIA/EIA 568-B Commercial Building Telecommunications Wiring Standards
- TIA/EIA 606 Building Infrastructure Administration Standard
- TIA/EIA 607 Grounding and Bonding Requirements

2.3 Proposal Evaluation and Vendor Selection

- A. Alsip-Merrionette Park Public Library District has a procedure by which proposals are reviewed; this approach allows the Library to evaluate the vendors based on the type of equipment proposed, the cost of their services and/or equipment, their ability to complete the work within a required amount of time, their past record in performing similar work and their ability to work with local staff. The following factors will be evaluated for each vendor that submits a proposal:
- B. The Library will select a vendor on the basis of the responsiveness of the proposal to the Request for Proposal requirements and willingness to negotiate and execute an acceptable written agreement. The Library reserves the right to reject any, some or all proposals and to request written clarification of proposals and supporting materials

- C. Responses may be rejected if the vendor fails to perform any of the following:
- To adhere to one or more of the provisions established in this RFP;
 - To submit a response and complete all required forms;
 - To demonstrate technical competence;
 - To submit a response on or before the deadline;
 - To fulfill a request for an oral presentation;
 - To provide references and contacts for customers currently utilizing your services
- D. Discussions may be conducted with responsible entities that have submitted proposals in order to clarify certain elements. Proposals shall be afforded fair and equal treatment with respect to any opportunity for discussion and revision. Any such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers at the discretion of the Library. In conducting discussions, there shall be no disclosure of information derived from proposals submitted by competing proposers. The selection shall be done by a review team and will be recommended to the Library Board for final approval.
- E. Alsip-Merrionette Park Public Library District reserves the right to negotiate with more than one potential awardee after the submission of all proposals.
- F. Alsip-Merrionette Park Public Library District may award a contract based on initial proposals received without discussing such proposals among the vendors.
- G. Alsip-Merrionette Park Public Library District reserves the right to accept any submittal, or any parts or parts thereof, or to reject any, some or all submittals.
- H. Alsip-Merrionette Park Public Library District reserves the right not to fund any of the respondents to this RFP.
- I. Alsip-Merrionette Park Public Library District in accordance with the laws of the State of Illinois, hereby notifies all respondents that it will affirmatively insure that the agreement entered into pursuant to this notice will be awarded to the successful firm without discrimination on the grounds of race, color or national origin.

2.4 Pre-Proposal Meeting

All interested vendors are encouraged to attend a vendor conference on Wednesday, August 8, 2012, at 9:00 AM at Alsip-Merrionette Park Public Library District's temporary facilities, 12838 South Cicero Avenue, Alsip, Illinois, to familiarize themselves with the project, and to pose questions or request additional information. Any failure by the contractor to do so will not relieve them from responsibility for successfully performing the work. The Library assumes no responsibility for any misunderstanding or representations concerning conditions made by its officers or employees prior to the execution of this contract, unless such understanding or representations made are specifically incorporated into the contract. No additional allowance will be granted because of lack of knowledge or such conditions.

In order to best accommodate attendees it is preferred that responders contact Mr. David Wilson at dwilson@wilsonconsulting.org via email at of their intention to attend prior to the meeting.

2.5 Vendor Questionnaire

In order to ensure the Library will have the necessary information to select an appropriate vendor/system, the vendor must address each of the following issues.

- A. If the vendor is a dealer/distributor, full information must be given about the manufacturer and the model of the system being proposed, as well as current financial and historic data on the manufacturer(s). Any other manufacturers involved in providing peripheral equipment should be noted.
- B. Indicate if a trade-in allowance is available should the Library decide to upgrade to a more technologically advanced system with the same manufacturer at a future date. Indicate the history of system upgrades and the costs incurred to maintain the most current system and software.
- C. A written statement from the manufacturer must be included indicating the availability of parts for the expected seven (7) year useful life of the system.
- D. Clearly state the warranty period during which service charges will not apply and what is covered. The period of the warranty will begin on the date of Library acceptance, not the cutover.
- E. State the names of the principals in your company.
- F. The provider, as a condition of award of the contract, must provide detailed financial information (2 years audited financial statements) on the company and be available to meet with Library personnel to provide additional information, if required.
- G. How many of the proposed systems has your company installed? How many Libraries?
- H. How many of the systems you are proposing have been installed nationally?
- I. Include a separate customer list, including contact name and telephone number, of systems installed by your office (**similar in size and application**).
- J. The vendor must disclose any formal complaints filed and/or judgements made by their municipal clients.
- K. Provide information concerning the number of years in business and the number of years your company has been installing the proposed system.
- L. Confirm that your company is a factory authorized representative for the equipment you are proposing. Also provide information on any certifications/designations (i.e. Gold, Platinum Dealer) issued by the manufacturer to your firm or members of your firm.
- M. State the address of the service and repair center that will install the system and provide maintenance for the proposed system.
- N. In the event of a natural disaster, fire, or other catastrophe, indicate the interval to install a working on-line system. Has your company either on a national or state basis been involved in this type of emergency? If yes, provide Customer reference.

3.0 SYSTEM REQUIREMENTS

The following subsections describe features and requirements based on the Library's operational needs and objectives.

3.1 System Architecture

- A. State the system, model, and software of the equipment you are proposing.
- B. Include a statement regarding the future manufacturer's plans for the proposed system design, (e.g., any enhancements or obsolescence being considered in the near future). Will the manufacturer support the proposed software for the life of the system? Is the proposed software capable of enhancement? Describe the history of the proposed system (date of introduction, dates of new software releases, dates of introduction of new station equipment, etc.)
- C. E911: When placing a 911 call from a Library telephone the system must send the building's main telephone number ((708) 371-5666) to the called party.
- D. Commercial Power Outage: All system components will connect to the Library's UPS.
- E. State any limitations on traffic handling capacity of the system. Describe what is necessary to raise the system's internal traffic handling capacity.
- F. State the process by which the proposed system is upgraded with additional software enhancements or a new software package. What is the associated cost (both software and technical assistance)? Will this work have to be completed "after hours"? Have hardware changes been required to accomplish upgrades in the past? If so, please describe what hardware had to be replaced and the cost to do so.
- G. All system components will be installed on Library provided equipment racks in the data center. State the physical requirements of the proposed system. This is to include actual rack space, power requirements, and heat generation.
- H. Provide the following information for the system:
 - 1. Number of telephones supported (hardware and licenses)
 - 2. Number of AT&T business lines and ISDN PRIs supported
 - 3. Software limitations (i.e. number of extensions (actual and virtual) or other limitations)
- I. Provide a complete software and hardware inventory of the systems proposed.
- J. Quality of Service: The Library requires that the system will provide "toll call" quality. 100% call completion and latency of 100 milliseconds or less is required.

3.2 System Applications and Programming

The proposal must include professional services to program and implement the following applications.

- A. The new system will provide direct dialing to selected staff and specific departments. Library staff must be able to distinguish calls for their department from calls to specific individuals. The system must be able to process these calls separately. For example, department calls will be programmed to be answered by other staff

whereas calls for a specific individual may be programmed to go to their personal voice mailbox. The directory number will have a separate voice mail box to be used in a no answer (busy, no answer, all) condition and will offer the caller a choice of leaving a message, trying another extension or reaching the receptionist.

- B. The system must provide basic ACD (Automatic Call Distribution) to be used for the Circulation Desk, Adult Services and Youth Services department pilot numbers. Unanswered calls to any one of these three (3) areas should be programmed to be provided an announcement and placed into a queue. A subsequent announcement should include the option of leaving a message, continuing to hold (maintain position in queue) or transfer out of the queue to another extension. The telephones included in each queue should be permanently available for calls. There should be no need for users to “log-in”, “log-out” or make themselves “unavailable” to receive a call. Reporting is not required for this application.
- C. **OPTIONAL APPLICATIONS - Provide the hardware and software for the following applications:**
 - The ability to determine the status (in a meeting, on the telephone, etc.) of other users from a desktop application “Presence”:
 - The application to utilize a mobile device (Windows, Android and Mac) as a fully functioning telephone on the Library’s system.
- D. The system will provide automatic call routing software to permit use of multiple trunk groups for outgoing calls. Outgoing calls will be routed to POTs lines in the event of an ISDN PRI circuit failure.
- E. The system will limit or “choke” the number of calls to specified DID numbers.
- F. The system must include the ability to select the number of rings (time) before a call is forwarded by individual instrument or to provide at least four (4) separate Classes of Service with different timers for this purpose.
- G. The system must provide an alert to a designated telephone at each building from which a 911 call has been placed.
- H. External Paging System interface. The Library will have an external, overhead paging system. The telephone system must be connected to this system and be programmed to access the paging system and utilize the systems’ codes from any telephone at that building.
- I. A “Night” mode to send calls to either an automated attendant greeting. Callers reaching an automated attendant greeting must be able to dial an extension or access a dial by name directory.
- J. The system must support calling party name display for external and internal calls. Caller ID to be displayed for all incoming calls (including new (second or third) call when off-hook on another call prior to answering the call). State the number of characters displayed.
- K. Music-On-Hold will be implemented. State whether an external “music” source is required for this feature.

3.3 System Management

The Library expects to continue to perform routine telephone and voice mail system changes utilizing in-house staff. System management software must be included.

- A. System administration and alarm monitoring functions will be accessible via the existing data network, thus permitting access from any Library computer workstation connected to the internal network. This requirement shall include proper security measures to prevent unauthorized access to system administration functions.
- B. The system administration software must be browser-based.
- C. The system must permit the Library to easily create and modify Automated “call trees”. Provide documentation that describes this process.
- D. The system must permit the Library to easily upload audio files (.wav) directly into the system for use as music/message on hold and for recorded greetings to be used with Automated Attendant call trees and informational mailboxes.
- E. Does the system have calendar year “holiday” scheduling? Please provide an example of the programming interface to populate this.
- F. The system must permit voice mailboxes to be programmed individually with specific message storage durations and specific maximum message lengths. Does the system permit this? If so, does the system provide the ability to establish voice mailbox “templates” with pre-established parameters?
- G. Describe the proposed system’s self-diagnostic and monitoring capabilities.
- H. What means are available to identify the source of system performance problems?
- I. How will Library staff be informed of any system problems short of experiencing them first hand?
- J. If additional programs are available to enhance the Library’s ability to monitor and diagnose problems with the telephone system please provide a description of their functions and the additional cost (System Pricing-Section 6).
- K. Alarm notification must be set-up to alert Library staff of a system problem.

4.0 SYSTEM CONFIGURATION & COMPONENTS

4.1 Telephone System Equipment

- A. The Library will deploy the following:

Quantity one (1) 48 port PoE switch; the switch will be dedicated to VoIP telephones.

(6) IP Self-labeling telephones with interactive display, full duplex speakerphone, call log and a minimum of 6 programmable (line) buttons. The telephones must be capable of attaching a cordless headset without modification.

(35) IP Self-labeling telephones with interactive display, full duplex speakerphone, call log and a minimum of 2 programmable (line) buttons. The telephones must be capable of attaching a cordless headset without modification.

(6) add-on modules with buttons to be programmed as BLF/DSS for other Library extensions. A minimum of 12 programmable buttons must be available.

Software application to illustrate other telephones' status (busy, DND).

(3) wall-mount kits

(5) Wireless telephones. Include battery and charger

(5) Virtual numbers (no telephone but an extension and/or DID number to reach a voicemail box)

UPS to provide 10 minutes of power as a bridge between a commercial power outage and when the building's generator provides power.

- B. Long handset and mounting cords are required. Assume approximately 20% of sets will require these.
- C. Equipment, software, programming and installation for:
One (1) ISDN PRI circuit
(2) POTs lines for back-up should the PRI circuit fail
- D. First year warranty and subsequent maintenance must include material and labor support for all system components except the telephone instruments. Coverage for critical components must be 24x7x365. Coverage must also include all software updates and new revisions. If it is recommended that manufacturer certified technicians perform the upgrades, the cost of labor to install the upgrades must be included in the cost.

4.2 Voicemail and Unified Messaging

The District requires an integrated voicemail system capable of supporting traditional voice messaging functions and provides a unified messaging with the Library's Bluehost hosted email service. Unified messaging is understood to be, at a minimum, delivery voice mail message waiting notification to individual's email inbox. The District seeks Vendor recommendations as to whether delivery of the message via attached file or with a link to the voice mail system would be advantageous.

The minimum requirements of the new system must include:

- A. The voice processing system must provide a minimum of 4 ports at installation.
- B. For the facilities included in the proposal the voicemail system must support 65 mailboxes and provide unified messaging. Unified messaging is meant to deliver voice mail messages to the Exchange server offering the user to access the message from their Outlook desktop application as well as their mobile device. Message waiting notification must be integrated so that the telephones message waiting indication will be updated upon the user's disposition of the message from either Outlook or the telephone instrument.
- C. A voice messaging system will be fully integrated with telephone system (i.e. message waiting notification by Message Waiting lamp); will transfer from the voice mail system to another telephone system extension; and the system will be programmed to permit callers to enter "0" to access a live operator and/or another extension particular to their location or default to the operator if the caller does not make an entry.
- D. Messages must include a "header" with date, time and caller ID. The system must permit users to turn off the header if desired.
- E. The system will be programmed with the ability to transfer a caller directly to a personalized voice mailbox. Provide a description of utilizing this feature.
- F. Individual users must be able to enable/disable pager or cell phone notification of voice mail messages via phone set or PC.
- G. The voice processing system will be programmed with multiple "V" trees (automated attendant) where callers can access information by selecting from menu items through several levels.
- H. The voice mail system will be programmed with group messages to be delivered to multiple mailboxes.
- I. Automated Attendant for "night answer," including dial by name or dialing an extension.
- J. A separate DID number ("back-door") for 24-hour access to automated attendant and voice mail without having to speak to a person.
- K. Night mode (activated by a key on a telephone(s) and by a internal system timer) that will direct all incoming calls to the Automated Attendant. Because the hours of operation vary, it will be required that multiple night greetings be pre-programmed. Night greeting must be programmed to permit staff to change the greeting locally or remotely.

5.0 IMPLEMENTATION

5.1 Installation Requirements

The vendor is required to perform all the tasks necessary to implement a VoIP telephone system solution with the following steps in mind:

- a) Ensure that all voice system components are installed and configured according to current manufacturer standards.
- b) Ensure that all switches are installed and configured according to current manufacturer standards.
- c) Coordinate and test all system components' functionality.
- d) Install and test any third party applications provided by the vendor.
- e) Allow Library IT staff to accompany and observe vendor staff as deemed appropriate by the Library. The intent of this requirement is to familiarize Library IT staff with the overall design, components, programming, operation and administration of the new system.

The new telephone system must be installed to serve users on the Library's data network. As part of the project the Library requires that the vendor perform a technical assessment, prior to installation, to confirm that the hardware and software provided in the proposal is sufficient to support the desired applications.

All installations must be performed in accordance with applicable building, safety, and FCC certification codes and regulations as well as all items mentioned in the general conditions section of this report. The vendor will be responsible for the following items:

- A. Installation of Data Network Components – The project includes the work necessary to create a network platform to support all of the Library's voice and data needs. The Library requires the vendor to provide certified technical staff that has experience with integrated VOIP and Data network design and implementation. The vendor's certified technical staff must have experience with the equipment proposed and will assist the Library with the network IP re-design/implementation work.
- B. Installation of Telephone System Components – Implementation includes installation and programming of all telephone system components and UPSs.
 1. Mount all system components in existing racks.
 2. Mount new network hardware (PoE data switch) in appropriate rack(s).
 3. Connect telephone system components to the network hardware.
 4. Connect PSTN services (ISDN PRIs/POTs lines) to Gateway.
 5. Configure the new telephone system as determined and documented by your company's Project Coordinator and approved by the Library.
 6. Connect telephone instruments to network and verify functionality.
 7. Mount phones on wall.
 8. Final testing of all telephone systems and equipment.
- C. Telephone System Programming – The data required to program the new telephone system will be developed jointly between Alsip-Merrionette Park Public Library District and the vendor.
 1. The vendor will provide a qualified project manager to meet with the Library. The purpose of the meeting is to describe the operation of the new telephone system and the information required to program the telephone system.

2. The Library will provide information required to attach other external devices to the system such as external paging systems.
 3. The vendor will provide a format (Excel spreadsheet) that will permit entry of information into an appropriate field.
 4. The vendor will meet with the Library at the end of the database gathering process to review the information and finalize the system programming.
 5. The vendor will perform all the programming necessary to accommodate the Library's telephone system requirements. These requirements include, but are not limited to, the following:
 - User Names
 - Extension Number
 - DID number
 - DID department number
 - Telephone Type
 - Class Restriction
 - Call Pick Up Groups
 - Page groups
 - Designated telephones to have voicemail
 - Voicemail "0" out target extensions for individual mailboxes
 - Line Appearances
 - Trunking information such as back up POTS trunks at each facility
 - Designated locations for main incoming numbers and rings
 - The number of calls that will be presented to each incoming number
 - Designated telephones for the Main Answering Position(s) for each department
 - Calls answered by Automated Attendant
 - Menu choices for Automated Attendant
 - MOH (Music on Hold)
 - 911 call outgoing ANI information
- D. Telephone Company Liaison - The Library will install a new ISDN PRI circuit. Provisioning information will be procured by the Library and communicated to the vendor. Vendor will be responsible for connecting these circuits and the analog business lines to the new system. The vendor is required to participate in a "test" of the ISDN PRI circuits prior to cutover to verify successful operation.
- E. Telephone handset and desktop installation – The vendor will be responsible for installing and testing all handsets. The vendor will also be responsible for installing all desktop applications that are included as part of the proposed system (i.e. Unified Messaging, Presence).
- F. Wiring – New, certified Alsip-Merrionette Park Public Library will install Category 6 wiring to each device.
- G. Cutover – Cutover of the new system is defined as the time scheduled to move (port) the Library's main and fax numbers to the new ISDN PRI circuits from existing POTS service.

Cutover will be conducted during normal business hours. The schedule will be developed at the Library's direction. The vendor must have qualified technician(s) on site at the designated cutover.

- H. Quality of Work - The installation shall disrupt the Library's routine as little as possible. The installation personnel will adhere to the Library's policies at all times. These policies will be communicated to the successful vendor at the time of contract signing. The installation personnel shall keep all equipment secure and will not block any essential passages. If a particular area needs to be closed, Alsip-Merrionette Park Public Library District must be notified 48 hours in advance to allow for proper preparation. Any major interruption of service other than an individual station being without telephone service must be coordinated **in advance** with Alsip-Merrionette Park Public Library District.
- I. Building Surfaces - All wall surfaces that are worked on will be properly covered, plastered or prepared for painting before Alsip-Merrionette Park Public Library District accepts project completion.
- J. Documentation - Vendor will submit the following items prior to system acceptance: One complete set of reproducible "as-installed" drawings, one set of technical manuals, current spare parts list, current database, and a list showing system trunk numbers, and Telco circuit number. All system components must be labeled. The Library must approve the labeling system in advance. The vendor must provide written documentation of all administrative "privileges" (level of administrative access and passwords).
- K. Assuming a contract is awarded September 2012 and installation must be completed by December 31, 2012, please complete a project installation milestone chart.
- L. Vendor will submit status report to Alsip-Merrionette Park Public Library District every week after installation begins.

5.2 Training

Attendant, station user, system, and maintenance training is an important aspect of the requirements for the proposed telephone system. State the method in which training requirements will be implemented.

- A. All station users have the need to understand the general use and capabilities of the new telephone system. The successful vendor will provide general education sessions for Library employees.
- B. The successful vendor will provide training for all staff. The training schedule will be coordinated with the Library.
- C. The successful vendor will provide **system administration training for three (3) Library employees**. Completion of the training will permit Library staff to complete station programming, traffic studies, etc. Please provide a list of the functions the training will permit Library staff to complete. Where will the training be conducted?
- D. Instruction materials (instruction manuals, manufacturer user guides, custom instruction guides, etc.) will be provided in sufficient quantity for all users with 20% extra for replacement and new hire purposes.
- E. Follow up training for the Library will be provided three weeks after cutover. A **minimum 1/2 day of training** will be allotted for this purpose.
- F. Indicate the material available to the Library to keep Library staff informed of new product services, and equipment that may be beneficial to their operation.
- G. Indicate the available training sessions and material to provide the Library with the ability to understand and utilize the traffic management usage and reporting systems proposed by your system.

5.3 Inspection and Acceptance

Prior to acceptance of the new system, the contractor, with the assistance of the Library, will conduct an acceptance test to validate that the system meets the contract specifications and that all components specified in the successful contractor's proposal have been installed. At a minimum, the following tests will be conducted.

- A. Public Network connectivity (outside dial tone and the ability to place an outside call).
- B. 911 calls to verify the PSAP receives the proper ANI and ALI information for the source of the call.
- C. DID calls to each department telephone number and selected individual stations.
- D. Receipt of Caller ID and Caller ID-Name on first and subsequent calls to selected stations.
- E. Calls to Automated Attendant call processors to verify proper routing of calls after each menu selection has been entered.
- F. Verify proper "0" destinations from selected voice mailboxes.
- G. Resiliency/Redundancy Tests including:
 - 1. Disconnecting individual PRI circuits from the system.
- H. The successful contractor shall, without charge, replace any material or correct any workmanship found by the Library not to conform to the contract requirements. If the Vendor does not promptly replace rejected material or workmanship, the Library may by contract or otherwise, replace such material or correct such workmanship and charge the cost thereof to the contractor.
- I. Any additional tests deemed necessary, and communicated in writing, by the Library to demonstrate the functionality of the system.

5.4 As-Built Documentation

- A. Upon completion of system testing, the Proposer will submit one (1) complete copy of the System Documentation. System Documentation shall include a spreadsheet (electronic) with the following station information.
 - 1. Room Number;
 - 2. Extension number;
 - 3. Jack number;
 - 4. Telephone model;
 - 5. IDF position;
 - 6. Telephone handset key layout;
 - 7. Summary (narrative) of call processing for each department; and
 - 8. Telephone company service connected to the system (circuit and telephone numbers).
- B. The documentation shall be the property of the Library. All system components must be labeled. The Library must approve the labeling system in advance.

5.5 Service and Maintenance

- A. The proposed system must be accessible remotely by your service center for diagnostic routines, minor system alarms major system failures, and minor program changes. Dispatch and contact procedures must be established as part of the implementation process.
- B. Establishing Library access of the system must be provided as part of the proposed system installation. Your company will be responsible for training the appropriate Library employee(s) to perform number changes, class of service changes, and other minor changes as are appropriate. Please detail the types of changes the Library personnel are capable of implementing.
- C. A two-hour maximum response time by the vendor is required for a major outage or total system failure. A major outage is defined as:
 - 1. System unable to process calls.
 - 2. 10% or more of administrative stations or trunks out of service.
- D. A next business day maximum on site response time for a normal type maintenance calls is required.
- E. The vendor must be willing to take responsibility for diagnosing equipment problems and notifying the telephone company should the trouble be determined to exist in the LEC facilities. Your company must be responsible for any service charge billed to the Library for service by the telephone company if it is determined that the trouble is in the interconnect equipment.
- F. Will the manufacturer of the proposed system offer a written assurance to the Library that they will stand behind your service? This includes the potential circumstance if your company were to fail or not fulfill your maintenance obligations. If yes, attach document.
- G. A maintenance contract must be made available for years two through five of this contract. State the annual maintenance contract price in **Section XVIII. (System Pricing)**. A warranty period of one year will be provided as part of the purchase cost. **Be specific in describing service offered, hours of operation, and conditions where the Library would be charged in addition to maintenance contract costs.** Please indicate any provisions and associated reduction in maintenance cost if the Library would assume responsibility for telephone instruments.
- H. Does your company offer per call maintenance? If yes, what is the cost and what services are included?
- I. Does your company perform all of your own maintenance? Will you commit to this? Please include an attachment as evidence to this guarantee.

6.0 ATTACHMENTS

6.1 System Pricing (Attachment #1)

	<u>Equipment Price</u>	<u>Installation. Configuration. & Training</u>	<u>One Year Warranty</u>
VoIP System Components	\$ _____	\$ _____	\$ _____
Credit for existing equipment	\$ _____	\$ _____	\$ _____
Shipping	\$ _____	\$ _____	\$ _____
TOTAL	\$ _____	\$ _____	\$ _____
<u>Optional Application Bundle</u>			
10 Users	\$ _____	\$ _____	\$ _____
20 users	\$ _____	\$ _____	\$ _____
40 users	\$ _____	\$ _____	\$ _____
Total	\$ _____	\$ _____	\$ _____

ATTACHMENT 6.2 - POST WARRANTY MAINTENANCE COST

	<u>Post Warranty Maintenance</u>			
	<u>2nd Year</u>	<u>3rd Year</u>	<u>4th Year</u>	<u>5th Year</u>
VoIP System Components	\$ _____	\$ _____	\$ _____	\$ _____
<u>Optional Application Bundle</u>				
10 Users	\$ _____	\$ _____	\$ _____	\$ _____
20 users	\$ _____	\$ _____	\$ _____	\$ _____
40 users	\$ _____	\$ _____	\$ _____	\$ _____

COMPANY NAME: _____

AUTHORIZED SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____ DATE: _____

(Warranty period of 12 months begins at System Acceptance)

6.2 Proposer Requirements Checklist (Attachment #2)

Indicate Comply or Not Comply with an "X".

1. Provided Proposal Form Attached and Signed by Authorized Representative

Comply _____ Not Comply _____

2. Proposer Provided List of Equipment Proposed with Manufacturer & Model No.

Comply _____ Not Comply _____

3. Proposer Provided List of Any Exceptions Taken to the Specifications
(or statement of no exceptions)

Comply _____ Not Comply _____

4. Proposer Provided List of References for Similar Projects with Name & Phone No.

Comply _____ Not Comply _____

Proposer Acknowledges Receipt of the Specifications, RFP, and RFP Addendums

COMPANY NAME: _____

AUTHORIZED SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____ DATE: _____

6.3 Certifications by Proposer (Attachment #3)

Complete and Sign Each Item

The undersigned hereby certifies that the Proposer is not barred from bidding on this contract as a result of a violation of either the bid-rigging or bid-rotating provisions of Article 33E of the Criminal Code of 1961, as amended.

Name of Proposer (Please Print)

Submitted By (Signature)

The undersigned hereby certifies that the Proposer is in compliance with the Equal Employment Opportunity Clause and the Illinois Fair Employment Practices Act.

Name of Proposer (Please Print)

Submitted By (Signature)

The undersigned hereby certifies that, pursuant to the policy of the State of Illinois, a wage of no less than the general prevailing hourly rate as paid for work of similar character in the locality in which the work is performed will be paid to all laborers, workers, and mechanics employed by or on behalf of any and all public bodies engaged in public works.

Name of Proposer (Please Print)

Submitted By (Signature)

The undersigned hereby certifies they have read, understand, and agree that acceptance of Alsip-Merrionette Park Public Library District of the Proposer's offer by issuance of a Purchase Order will create a binding contract.

COMPANY NAME: _____

AUTHORIZED SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____ DATE: _____

ADDRESS: _____

PHONE NUMBER: _____ FAX: _____

6.4 Itemized Pricing - Additions and Deletions (Attachment #4)

Vendor to provide addition and deletion price list showing installed cost of common control hardware, station equipment, etc.

Additions to or deletions from proposed equipment will be made in accordance with this list. If prices are different for changes made to the system prior to cutover please list both pre- and post-cutover prices.

6.5 Proposer's Warranty (Attachment 5)

By the act of submitting a bid for the proposed contract, the Proposer warrants that:

1. The Proposer and all subcontractors he intends to use have carefully and thoroughly reviewed the Drawings, Specifications and other Construction Contract Documents and have found them complete and free from ambiguities and sufficient for the purpose intended; further that,
2. The Proposer and all workmen, employees and subcontractors he intends to use are skilled and experience in the type of construction represented by the Construction Contract Documents bid upon; further that,
3. Neither the Proposer nor any of his employees, agents, intended suppliers or subcontractors have relied upon any verbal representations, allegedly authorized or unauthorized from the Owner, his employees, or agents including Architect, Engineers or Consultants, in assembling the bid figure; and further that,
4. The bid figure is based solely upon the Construction Contract Documents and properly issued written Addenda and not upon any other written representation.
5. The Proposer also warrants that he has carefully examined the site of the Work and that his own investigations he has satisfied himself as to the nature and location of the Work and the character, quality, quantities of materials and difficulties to be encountered, the kind and extent of equipment and other facilities needed for the performance of the Work, the general and local conditions, and other items which may, in any way, affect the Work or its performances, such as but not limited to: Additional Sub-contractors needed to perform all, and or portions of Work necessary to complete the Work whether or not shown on the Drawings or Specifications.