



City of Fountain

Request for Proposal

Telephone System Replacement

The City of Fountain ("City") is soliciting proposals from qualified firms for a VoIP PBX system.

All prospective vendors will be afforded full opportunity to submit statements of qualifications in response to this request and will not be discriminated against on the grounds of race, religion, color, national origin, age, sex, or disability in consideration for an award of any contract entered into pursuant to this notice.

This Request for Proposal (RFP) is an invitation by the City of Fountain for vendors to submit an offer, which may be subject to subsequent discussion; however, it is a request for a competitive proposal. Submittal of a proposal does not create any right in or expectation of a contract with the City. The City reserves the right to reject any or all proposals and the City will not incur a financial obligation for costs incurred by any company in preparation of its proposal.

City of Fountain

The City of Fountain is a rapidly growing community of approximately 28,000 residents located ten miles south of Colorado Springs. The City of Fountain is a home rule municipality with a Council/Manager form of government. The City has evolved from an agriculturally based community to a regional presence in El Paso County.

The City employs over 200 employees in the following departments: Administration, Economic Development, Finance, Human Resources, Information Technology, Municipal Court, Code Enforcement, Police, Fire, Ambulance Transport, Communications, Planning, Engineering, Public Works, Parks & Cemetery, Fleet, GIS, Electric, Water, and Utilities Customer Service.

Background Information

The City currently maintains a number of NEC NEAX 2000 IPS PBX switches at various facilities throughout the City. These switches are networked together in a star topology with the central site being located at City Hall, 116 S. Main Street. Sites are networked together via leased T-1 circuits or City-owned fiber optic trunks. It is the ultimate goal that all leased T-1s will be eventually replaced with fiber trunks or point-to-point RF links.

Connectivity to the public switched telephone network is provided by a PRI circuit and ten analog (POTS) lines at City Hall leased from CenturyLink.

The City also maintains or is in the process of developing a number of adjunct telecom technologies. These services operate on a number of third-party platforms. Prospective

vendors will need to be capable of coordinating with Fountain IT staff to interface these applications to the proposed system.

Statement of Qualifications and Approach

To be considered, a prospective vendor must have prior experience in the design, installation and maintenance of VoIP based PBX systems. As this system is intended to coexist alongside an existing NEC NEAX 2000 IPS PBX (“legacy PBX”) during a multi-year transition period, the selected vendor must have sufficient knowledge of products in the NEC NEAX product line to support the interfacing and maintenance of the new system with the legacy PBX. The City is already under contract for maintenance of the legacy PBX; support services for the NEC systems are outside of the scope of this RFP.

Prior experience working with municipal or county governments, while desirable, is not a requirement.

Scope of Work

The proposal is for PBX equipment, voicemail systems, an automated call distribution application and telephone devices to initially support two sites; City Hall, located at 116 S. Main St., and Fountain Utilities Customer Service, located at 101 N. Main St.

The intent of the City is to ultimately migrate six additional sites onto the system during the transition period; as such, the proposal shall be scalable to accommodate these future site additions.

In the interim, the proposed solution will need to interface with the existing NEC NEAX 2000 IPS system, which will remain in place to support sites that will not be included in this initial installation. The vendor, as part of their proposal, will be responsible for providing a method for inbound call traffic coming in from the CenturyLink PRI trunk and ten analog (POTS) lines to be routed to the appropriate system until all sites are transitioned onto the new system.

Details and requirements for each element are indicated below.

PBX System

Proposal shall include the equipment, software, licenses, services, and all associated costs for initial installation at both sites.

The requirements listed below are indicated as “mandatory” or “optional”. Mandatory requirements are the minimum capabilities of the equipment requested, while optional requirements are features desired beyond the minimum mandatory requirements. The requirements of the PBX system are as follows:

PBX System Requirement	Mandatory	Optional
Support interfacing into legacy phone systems to route traffic (NEC NEAX)	X	
Redundant operation capabilities in event of site hardware failure	X	

Support the use of both VoIP and analog (POTS) telephone equipment	X	
Support use of SIP internal trunks		X
Interfacing of SIP-capable devices		X
"Follow-me" features to forward calls to mobile users		X
Site-to-site fiber trunking via TCP/IP or other means	X	
Require the use of call accounting codes for long distance calling	X	
External telco trunks:		
PRI	X	
T-1	X	
SIP	X	
POTS (1FB)	X	
Ability to route traffic from DID number blocks to internal extensions	X	
Call forward:		
on busy	X	
on no answer	X	
on all calls	X	
to external numbers	X	
System wide speed dialing	X	
Hunt groups	X	
Call accounting capabilities:		
departmental long distance billing	X	
911 Abuse	X	
historical tracking of inbound and outbound call traffic by caller ID	X	
ability to monitor external trunk activity in real time and historically	X	
Support ringdown (hotline) phones, preferably analog (POTS) type phones, to ring to either an internal or external number	X	
Offer day/night operational modes	X	
Least cost routing for multiple external trunks	X	
Automatic time synchronization with either Windows Server time source or NTP time source (including automatic DST)	X	
Ability to filter or route nuisance calls site-wide by caller ID	X	
Site-level 911 response either by use of analog trunks or through E911 features	X	
Expanded support for room- or office-level 911 response through E911 features		X
Conference bridge capabilities		X
System configuration must be capable of automatic backup, either by internal process or accessible to external backup mechanisms (e.g. Backup Exec server)		X
Paging via phone speakers	X	
Paging via overhead speakers		X

Station Equipment

Proposal shall include end-user telephone devices for both sites and state costs for each site individually. The quantity and types of each phone are as follows:

101 N Main St	Quantity
Standard display phone	22
Call Center Agent display Phone	10
POTS/Fax lines - Internal	2

116 S Main St	Column1
Standard display phone	38
Admin Assistant/Operator phone	2
POTS/Fax lines - Internal	13

The requirements listed below are indicated as "mandatory" or "optional". Mandatory requirements are the minimum capabilities of the equipment requested, while optional requirements are features desired beyond the minimum mandatory requirements. The requirements of the end-user telephone devices are as follows:

Station Equipment Requirement	Mandatory	Optional
Display Caller ID and store up to at least 10 numbers	X	
Handle multiple instances of assigned number	X	
Station-based speed dialing	X	
Ethernet passthrough to allow shared use of network connectivity by phone and PC	X	
Function soft keys are programmable	X	
Allow users to view and/or redial from a list of previous calls	X	
3-way/conference calling	X	
Selection of multiple ringtones to distinguish ringing phones in a densely populated office environment	X	
Transfer calls on demand to internal or external numbers	X	
Support appearances of lines other than the line assigned to the phone (e.g. departmental lines)	X	
Park calls for pickup at any desired station	X	
Filter or route calls by caller ID		X
Headset interface	X	

Voicemail System

Proposal for the voicemail solution shall include the equipment, software, licenses, services, and associated costs to support the initial installation, with the ability to expand to support the addition of other sites as they are migrated on the platform during the transition period.

The requirements listed below are indicated as “mandatory” or “optional”. Mandatory requirements are the minimum capabilities of the equipment requested, while optional requirements are features desired beyond the minimum mandatory requirements. The requirements of the voicemail system are as follows:

Voicemail/ACD Requirement	Mandatory	Optional
Supports ACD features including:		
Call queuing with individual agent logons	X	
Task based routing	X	
Allow for multiple call routing algorithms (longest idle, round robin, first to answer, etc.)	X	
Keep statistical records on call traffic per agent (average call time, queue depth, min/max call time, total daily calls, etc.)	X	
Custom report creation		X
Multiple queues with different routing for each	X	
Store received voicemail messages with timestamp and caller ID	X	
Update voicemail and ACD greetings:		
during busy traffic times	X	
remotely via phone	X	
via web interface	X	
Set up shared voicemail boxes for departmental needs - must:		
be able to present a time- or schedule-based greeting	X	
present alternate greetings as desired (office closures, holidays, etc.)	X	
allow routing to other mailboxes or internal/external numbers based on keypress	X	
Allow interface to external music on hold sources or support multiple channels of music on hold via digital files	X	
Support recording of phone calls, particularly on ACD:		
on demand - initiated by internal user	X	
automatic for all ACD calls - for quality assurance		X
Received voicemail notification to:		
email (notification only)	X	
voice call to one or more numbers	X	
email (with copy of message)		X
SMS or MMS text message		X
smartphone app		X
desktop client		X
Scheduled after hours and holidays routing and greetings	X	
Allow for ability to route calls after hours to external sources	X	
Automatic time synchronization with either Windows Server time source or NTP time source (including automatic daylight saving time)	X	
Multiple language support	X	

Support Services

Because City operations depend heavily on a functional telecommunications system, the proposal shall include a clearly-stated service level agreement that includes the following response time commitments:

- 1. Low-priority requests:** This includes failure of individual phones, endpoint devices, servers or software problems which results in an inconvenience to operations but not total system failure or downtime. Initial response to request shall not exceed 24 hours and problem resolution shall not exceed 72 hours unless otherwise approved by the IT Manager to accommodate extenuating circumstances. In cases where spares stock can be kept onsite, the City is open to an agreement allowing the exchange of replacement parts via USPS, UPS or FedEx. Terms of the support contract shall cover the replacement of the equipment as well as any associated labor.
- 2. High-priority requests:** This includes catastrophic hardware or software failure on PBX switches, line cards, servers or other components that cause partial or total communications failure for at least one site. Initial response to request shall not exceed 2 hours and problem resolution shall not exceed 12 hours unless otherwise approved by the IT Manager to accommodate extenuating circumstances. Terms of the contract shall cover the replacement of the equipment as well as any associated labor.
- 3. General support/consultation:** This would cover projects where the City would seek out the vendor's assistance on a non-exclusive basis in the design, installation and implementation of new equipment or capabilities. These services would be billable on a time and materials basis that would be negotiated with the City at the beginning of the project. Inclusion of any new hardware or software that would be added to the existing support contract would also be negotiated at this time.

No time commitments for this type of work are specified outside of what is agreed upon between the City and the Vendor at the beginning of the project. Vendor's support, however, shall be reasonably timely with respect the City's business needs.

Information Security

Because of the criticality of the City's telecommunication infrastructure, the proposed solution must be capable of providing sufficient security measures to prevent compromise and fraudulent use.

The requirements listed below are indicated as "mandatory" or "optional". Mandatory requirements are the minimum capabilities of the equipment requested, while optional requirements are features desired beyond the minimum mandatory requirements. The security requirements for the proposed solution are as follows:

Information Security Requirement	Mandatory	Optional
Ability to support and apply system and security updates in a timely manner	X	
Granular permissions for user and administration tasks	X	
Voicemail and switch security features must prevent toll fraud	X	
System configuration must be capable of automatic backup, either by internal process or accessible to external backup mechanisms (e.g. Backup Exec server)	X	
Manufacturer default passwords for systems will be changed upon installation	X	
Notify support staff of system failure by:		
email	X	
SMS or MMS text message		X
voice call		X
Allow access to all configuration options by city IT staff	X	
Does not advertise product or manufacturer name to callers	X	

Cost, Contract Terms and Fee Arrangements

The vendor shall provide a proposal with maximum cost for purchase of equipment and an annual support contract based on the configuration as described herein. Costs specific to each site, as well as costs common to both sites, shall be indicated separately.

The duration of the support contract shall be one calendar year and shall not include a provision for automatic renewal. At the option of the City at the end of the proposed contract term, renewal of the contract may be negotiated with the incumbent vendor without a formal RFP process.

City of Fountain Support

The City of Fountain will, upon request, provide the following information in support of this RFP:

1. Answer specific questions relating to the design of the current system, to the best of the City's ability. Questions asked and answers provided shall be published as part of the RFP's posting on the City's website for review by all potential vendors.
2. Access to in-house contact persons Paul Lavelle, IT Manager, and members of his staff to discuss technical details and requirements and act as a liaison between the City of Fountain and the Vendor.

Specification for Proposals

Each proposal will be prepared simply and economically avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate and reliable presentation. All proposals submitted in response to this request for proposal must contain the

following information in the stated order:

1. Name, address and telephone number of the firm.
2. Description of the firm (corporation, partnership, etc.) and year established.
3. State of incorporation, if any, and type of ownership.
4. Name, title and business address of person responsible for submitting this proposal.
5. Description of the scope of involvement of City staff.
6. Narrative proposal on scope of work as identified above.
7. Examples of major projects and support services performed for other customers, particularly with requirements similar to those outlined in this RFP. While not required, examples supporting other governmental entities are desirable.
8. Additional exhibits as outlined below.
9. Any pages containing copyrighted material, trade secrets, or other proprietary information shall be indicated on each such page with the words in caps "CONFIDENTIAL OR PROPRIETARY INFORMATION" in 14 point or larger type.

Exhibits

In addition to the proposal, the following exhibits shall be incorporated with your response:

Exhibit 1 – Proposed Support Contract Terms

Exhibit 1 is a copy of the proposed contract for providing support services for the proposed system.

Exhibit 2 – Authorized Dealer Certification

Exhibit 2 should include copies of any documentation that validates the vendor's status as an Authorized Reseller of the proposed solution.

Exhibit 3 – Support Technician Certification

Exhibit 3 should include copies of any documentation that validates the certification of technicians to be assigned to supporting the City under the contract.

Exhibit 4 – Business References

Exhibit 4 should include at least three (3) references, including individual contact name, name of company and phone number that the City may contact.

Contact with City Personnel

From the date of this RFP until a determination is made regarding the selection of a proposal, all contacts between the City employees associated with the project and respondent must be cleared through the IT Manager or his designee. At no time shall the vendor, its agents, or representatives contact or otherwise communicate with City department personnel without prior arrangement with the IT Manager, or his designee, for the purposes of negotiating, modifying, changing or interpreting the proposal or specifications. Any changes, modifications or interpretations must be handled by one source uniformly for all vendors. All questions relating to the statements contained in the RFP are to be addressed in writing to Paul Lavelle, IT Manager.

Letter of Transmittal

The letter of transmittal should be physically signed by an officer of the firm(s) and include the following:

1. Name, address, telephone, fax number and website address, if applicable.
2. Name, title, and telephone number of the individual authorized to commit the respondent.
3. Name, title, telephone and fax numbers of the individual to be the official contact person regarding all matters concerning the proposal.
4. A statement ensuring validity of the proposal for at least ninety (90) days.

Disposition and Disclosure of Proposals

All proposals submitted in response to this RFP will become the property of the City of Fountain and a matter of public record. The vendor must identify, in writing, all copyrighted material, trade secrets, or other proprietary information that it claims is exempt from disclosure by highlighting the proprietary or confidential information and indicating on each such page with the words in caps "CONFIDENTIAL OR PROPRIETARY INFORMATION" in 14 point or larger type. Any firm claiming such an exemption must also state in its proposal that the firm agrees to hold harmless, indemnify and defend the City and its agents, officials, and employees in any action or claim brought against the City for its refusal to disclose such materials, trade secrets or other proprietary information to any party making a request therefore. Any firm failing to include such a statement shall be deemed to have waived its right to an exemption from disclosure. In any claim for confidential information, the City will be deemed to have complied if the City timely informs the firm of the request, and the City may produce or release any information deemed confidential unless a protective order is issued by a court of competent jurisdiction.

Addenda to the RFP

If it becomes necessary to revise any part of this RFP, addenda will be supplied to all firms receiving this Request for Proposal.

Presentations

Any vendor who submits a proposal may be required to make an onsite presentation of its capability to perform as described in its proposal to the City. Such a presentation will be at the vendor's expense and will provide an opportunity for the firm to clarify its proposal to ensure a thorough mutual understanding and also to present compelling arguments for selection. The IT Manager, Paul Lavelle, will schedule such presentation if deemed necessary.

Verbal Communication

In no case will verbal communication between Paul Lavelle, IT Manager, and a respondent override written communications or documentation via e-mail. All communications must be in

writing via e-mail to be considered part of this RFP if deemed appropriate.

Compliance with Laws

Vendor shall comply with all Federal, State, and Local laws, ordinances and regulations applicable to the work. Vendor, at its own expense, shall secure all occupational and professional licenses and permits from public or private sources necessary for the fulfillment of this project.

Modification or Withdrawal of Proposals

Responses to this RFP may be modified or withdrawn by the vendor or its authorized representative in person, or by written, email or fax notice prior to the exact hour and date as specified for receipt of proposals. Telephone withdrawals are not permitted.

Reservation of Rights

The City of Fountain reserves the right to:

1. Accept or reject any and all proposals received in response to this RFP, and to re-advertise for new submittals.
2. Waive or modify any irregularities in proposals received after prior notification to the vendor.
3. Accept any proposal in part, or defer any part of the proposal to a later date at the City's discretion.
4. Request the submission of proposal modifications at any time before the award is made, if such is in the best interest in the City.
5. Consider proposals or modifications received at any time before the award is made, if such is in the best interest of the City.
6. Request clarification and additional information from the vendor during the evaluation process.
7. Utilize any and all ideas submitted in the proposals received unless those ideas are covered by legal patent or proprietary rights and the patent of those rights is indicated by the vendor. Proposals will become the property of the City of Fountain.
8. Enter negotiations with the successful vendor after the selection process is complete to finalize the terms of the purchase and support contract.
9. In the event of termination of negotiations with the successful vendor, to enter into negotiations with other qualified firms that submitted acceptable proposals, rather than restarting the proposal process for the project.
10. Negotiate with the selected vendor to include further services not identified in this RFP.
11. The final decision is the sole decision of the City of Fountain, and the respondents to this formal request have no appeal rights or procedures guaranteed to them.

Criteria for Selection

Members of a selection committee will evaluate each submitted proposal to determine those firms who may be invited for an oral interview. The selection committee will recommend a contract with one firm to the City Manager for City Council approval.

ALL PROPOSALS SUBMITTED WILL BE EVALUATED USING THE FOLLOWING CRITERIA AND WEIGHTED AS INDICATED:

- 15% - Compliance with the RFP
- 25% - Suitability of the systems proposed to the needs of the City
- 25% - Understanding of and expertise with required applications and equipment
- 15% - Qualifications of the firm, including but not limited to its experience and personnel to be assigned for support services
- 10% - Services to be provided, to include response time commitments in cases of critical outages
- 10% - Cost

Qualified firms may submit their proposal responses to:

**City of Fountain
Attn: Silvia Mascarenas, City Clerk
116 S. Main Street
Fountain, CO 80817**

on or before: 5:00 p.m. on Friday, June 6th, 2014. Proposals received after this date and time will be returned to the proposing vendor unopened and without consideration. Envelope must be marked, in all caps, "PBX REPLACEMENT PROPOSAL ENCLOSED."

Please direct any questions to Paul Lavelle, at 116 South Main Street, Fountain, CO 80817, or by e-mail at paul@fountaincolorado.org.

THANK YOU FOR YOUR INTEREST IN THE CITY OF FOUNTAIN