

REQUEST FOR PROPOSAL

INSTALLATION OF TELEPHONE SYSTEM and PHONE MAINTENANCE SERVICES FOR THE CITY OF BERWYN

City of Berwyn
6700 W. 26th St.
Berwyn, IL 60402
708-788-2660

REQUEST FOR PROPOSAL

June 27, 2006

The City Of Berwyn is issuing a Request for Proposal (RFP) for installation of a new phone system in replacement of the city's outdated telephone system. We seek dependable 24 hour service at competitive prices. In addition to the financial cost for various services, we seek clear and detailed explanations of both the scope of services and the transition plan to implement services.

The City of Berwyn is providing this Request for Proposal (RFP) for telephone related service and a variety of connectivity circuits that link various city government offices located throughout the City. Telephone service is currently provided by SBC using Centrex analog and ISDN lines. City telephone and most of the telephone lines use Centrex seven digit numbers with a 788 or 484 prefix. All telephone numbers are in area code 708. These Centrex lines carry voice, internet and fax/modem. SBC also provides Frame Relay Service for full T-1 circuits that connect servers at City Hall to servers at other City related facilities. The City also seeks costs for In State and Out of State long distance calling as well as proposals for broadband capabilities.

The City's Public Safety Assistance 911 services for the General Public are provided by a separate System. Public Safety Assistance lines will **not** be a part of this RFP.

Required System Services

Each respondent must provide prices for an existing Centrex DCOSS (dedicated central office switching service) or its equivalent for the following:

Approximate Number of Extensions required: 165

City Hall – 6700 W. 26th, 55 extensions including phone/fax.

Berwyn Public Library- 2700 Harlem 48 extensions including phone/fax.

Recreation Center – 31st and East, two extensions including one fax.

16th Street– 16th and Ridgeland, nine extensions including two fax.

Main Firehouse – located at City Hall, two extensions and fax/phone

Fire Station One - Windsor and Gunderson, two extensions and fax/phone

Fire Station Two – 16th St. and Clarence, two extensions and a fax/phone

Police Department - 31st and Ridgeland, fifty+ extensions including phone/fax. (Does not include 911 system)

Public Works – 1 Public Works Drive, four extensions including fax/phone

The opportunity to conduct onsite assessments of the system will be possible.

The system will be required to route inbound/outbound calls as specified below:

During business hours, calls placed to City Hall and many other departments will be answered by either a receptionist or an automated attendant when attendant is not available. The system must therefore have the ability to turn on and off “automated answering” from a single or group of department extensions.

After hours, calls to each department’s listed number will be answered by an Automated Attendant and callers will be given the option to (a) leave a message in the department mailbox, dial by department (b) dial a user’s extension number, or (c) reach a user by dialing their first or last name. The automated attendant design must accommodate a caller exiting the menu to reach a live operator(s) for each department and centrally for the City.

Ring Groups: option to allow staff to use ring groups, where all phones in a department ring at approximately the same time. Allow option to configure rings groups within an ACD group.

Call Forwarding: will allow user to route an incoming call to another station within the building, an outside telephone number or voice mail.

Call Transfer: will allow a call to be transferred to another station within the building or outside number not part of the system.

Call Splitting: will allow a single extension set to place a call on hold so second call can be answered

Caller ID: will allow all users to view the number and name of the person that is calling if provided by SBC

Voice Mail: Voicemail requirements

- a. Ability to program different calendar dates, days of week and time of day announcements to support different department operational dates, holidays and time, with no requirement to “record-over” standard greetings.
- b. Ability to implement greeting changes without a reboot of the voicemail system
- c. Support mailboxes for staff that do not have a physical phone
- d. Support ability for users to transfer callers directly into voicemail
- e. Support less than six (6) keystrokes to transfer callers directly into voicemail (i.e. one button to automatically transfer caller into voicemail, the 4-digit extension and a release button).will provide each station with ability to access our voice mailbox system.
- f. Provide a flashing light to notify user of a message in the user’s voice mailbox.

Conference Calling: enable user to couple up to three parties without outside assistance in achieving conference calls.

Do Not Disturb: prevent a ring for incoming calls; direct incoming calls to voice mail.

Distinct Ringing: i.e., provide a different tone ring to distinguish outside calls from calls that originate in the building on a system phone.

Call Pickup: allow user to pick up a call from another station within a group by dialing a command so call automatically transfers to user phone.

Feature Directory: allow user to look-up a variety of features and make adjustments through their station phone.

Speed Dialing: allow user to program speed dialing numbers

Training for City’s system administrators:

Detailed manuals for procedures for system administration, complete documentation of network implementation and training for end users.

System Administration

A secure, centralized point of administration (access terminal) is desired to administer all City of Berwyn phones. The system will allow the IT Department to manage basic system administration functions for all locations from City Hall.

System administration requirements include:

- a. Secure administration for all sites on the network available on the City’s LAN with system administrative authorization.
- b. Ability to run basic diagnostic checks and backup as well as restore data to include site telecom database, voicemail database, end user data and voicemail/email messages.
- c. Ability to support remote administration at all sites (terminal services, VPN).

d. Ability to program off site from dial up or high speed access.

Long distance and directory assistance security:

Vendor must explain ability to provide long distance calling and dialing method that allows user to dial long distance from any unrestricted phone in the City and School phone system. Cost for In State and Out of State calls must be given which will include the method of costing a call including cost per second and minimum number of minutes required per month, if any. Each user must be given a personal, four digit number to access long distance calling.

Mobile Handsets: Options to have cordless single line and multi-line telephones with a headset jack and a 300-foot range or mobile telephone sets for secretaries, supporting the ability to answer lines while away from the base station.

Wireless Internal:

The ability to support wireless protocol call handling devices for immediate or future deployment at each site. The preferred integration choice is an open standards wireless protocol supporting universal call traffic devices; second is a proprietary solution.

Wireless External:

- a. Transfer of calls off-site to non-networked devices – either fixed call forward or user activated call forward on demand.
- b. VPN access for voice and data calls - include network requirements and costs.
- c. Wireless LAN
- d. PDA synchronization

Frame Relay Service

Two Point-to-Point T1 Circuits are not covered by a multi-year contract. The circuits connect City Hall at 6700 W. 26th St. with the Police Department at 31st and Ridgeland. Both circuits' primary use is for data transmission. Cost for this service should be included as a City service.

Transition Plan

The successful bidder or bidders must provide a detailed plan in responding to this RFP that will set forth the process to achieve an orderly transition. That plan must contain information such as action steps to be taken, information that will be needed and a specific timetable of events that must occur so that there will be continuity of services without any disruptions or reduction of services. Other information or needs should also be included in this plan as the responder sees fit.

System Design Requirements

Telephone systems are sought that will support all sites based upon the same hardware, operating system and application software. All City of Berwyn users will have 3 to 4-digit dialing (with a uniform dial plan) between physical sites with shared access to all common system resources and a centralized and synchronized system database.

The City's voice systems must be configured for dependability to protect against service outage. If any network equipment is replaced, vendors are required to specify the software version implemented. This will include the ability to survive the loss of any critical component through duplication of common equipment that could otherwise be a single source of system failure. All equipment housed in the network computer department within City Hall are adequately backed by an uninterruptible power supply (UPS) but **not** backed by a separate emergency generator. The electrical supply is intermittently interrupted during electrical spikes and other unknown interruptions. *Any VOIP solution that is affected by this needs to be addressed in the RFP proposal.*

Sealed Proposals: Contractors will deliver one (1) original and **three (3)** copies in a sealed package to the following address by 5:00 p.m. on Friday October 6, 2006.

City Clerk of the City Of Berwyn
Attn: Scott Waguespack
Administrative Coordinator
6700 W. 26th St.
Berwyn, IL 60402
Re: Berwyn Telephone System RFP

Proposals received after the above-cited time will be considered a late bids and are not acceptable. Deadline for submission is 5:00 p.m., Friday, October 6, 2006.

Please label-sealed envelopes as "**Berwyn Telephone System RFP**".

Please direct questions regarding this RFP to Scott Waguespack at 708-788-2660.

Proposal Opening:

Proposals will be opened publicly at a regular scheduled Meeting of the Berwyn City Council located at 6700 West 26th St., Berwyn, IL 60402, on October 10, 2006. Proposals will be taken under advisement at that time and will be awarded as soon as the City has made a complete review and comparison of the proposals received.

PROPOSAL TERMS

The City of Berwyn reserves the right to reject any and all proposals received. If a proposal is selected, it will be the most advantageous for the City regarding quality of service and materials, price, qualifications and capabilities to provide the specified service, and will adhere to applicable City of Berwyn Ordinances and State of Illinois laws.

(see 65 ILCS 5/4-5-11)

The City reserves the right to consider proposals for modifications at any time before a contract will be awarded, and negotiations will be undertaken with that provider whose proposal is deemed to best meet the City's specifications and needs.

The City reserves the right to reject any or all bids, and to accept or further negotiate cost, terms, or conditions of any bid determined by the City to be in the best interests of the City even though not the lowest bid.

Proposals must be signed by an official authorized to bind the provider to its provisions. In the event it becomes necessary to revise any part of the RFP, addenda will be provided.

Proposals should be prepared by providing a straightforward, concise description of the contractor's ability to meet the requirements of the RFP.

CONTRACTOR INFORMATION

The proposal shall include all of the following information:

Contractor's Qualifications:

State years in business and experience in areas of time and material repair to phone systems.

(Attach as Addenda A)

References:

List three (3) references from current users of similar support services. Include name, contact name and phone number. **(Attach as Addenda B)**

Dispatch Location:

State the location from which support staff would be dispatched to provide on-site support services for equipment listed in this RFP. **(Attach as Addenda C)**

Procedures:

Describe your procedures for logging, dispatching, and resolving service calls or support services when on-site services are required. Include dedicated phone number(s) that City staff will call to request services, internal procedures for logging and dispatching calls, follow-up procedures, procedures for serious issues and any other relevant information. **(Attach as Addenda D)**

Review **Standard Provisions for Contracts** and concur that these provisions will be met. **(Attach statement as Addenda E)**

Time and Labor Costs:

Please provide pricing for the following items:

What is the minimum labor amount that will be charged for a service call? _____

What is the total labor cost for a service call of .5 hours? _____

What is the total labor cost for a service call of 1 hour? _____

What is the total labor cost for a service call of 1.5 hours? _____

What is the total labor cost for a service call of 2 hours? _____

Is travel time included in the time that is charged for a service call? (yes/no) _____

Provide a detailed explanation of how the labor cost of service calls is calculated.

(Attach as Addenda F)

Cost of Materials:

State the percentage over bidder's cost to be used to determine charges to the City for the materials used in repairs or for moves, adds, and changes services. _____%

What is the percentage that will be charged for year 2 of this contract? _____%

What is the percentage that will be charged for year 3 of this contract? _____%

(Attach as Addenda G)

Response Time:

Response Time: From time repair call is placed until vendor arrives at the location.

Please state Response Time, On Site for:

Emergency Repairs _____

Normal Repairs _____

(Attach as Addenda H)

CONTRACTOR ADHERENCE

The installation and termination of any cable and outlets shall comply with the applicable design rules developed by the manufacturers of the components provided and applicable industry standards.

All telecommunications services, equipment, cables, electronics power supplies, or systems in operation at the start of the project shall remain in service and may not be disconnected, removed or in any way impaired by the activities of the contractor unless those changes are part of the project and coordinated and scheduled with the City of Berwyn. The contractor shall be responsible for all coordination, costs and materials associated with restoration of services for any damaged systems.

The contractor is not authorized to remove any existing jumpers or patch cables unless directed otherwise as part of the project.

The contractor shall include in their proposal any costs necessary to protect or maintain systems, which must remain active unless these items are expressly addressed in RFP response documents.

Unless specifically excluded in writing elsewhere, the contractor shall be responsible to obtain all necessary installation permits, and shall be responsible for all inspection costs, coordination and inspector approval.

Nothing in this document shall be construed or understood to authorize or direct the contractor to deviate from any telecommunications industry standard, federal, state, or local safety law, standard, code or requirement.

Should the contractor make discovery of any inadequate infrastructure not identified at the beginning of this project, the contractor shall notify the City of Berwyn to determine resolution.

STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions, which will become a part of any formal agreement. These provisions are general principles, which apply to all contractors of service to The City of Berwyn such as the following:

REPORTING OF CONTRACTOR

- 1) City Business License - The contractor awarded the contract will be required to have a current City of Berwyn Business License in accordance with Berwyn Municipal Code
- 2) The Contractor is to report to designated city officials and will cooperate and confer with him/her as necessary to insure satisfactory work progress.
- 3) All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.
- 4) All reports made in connection with these services are subject to review and final approval by the City.
- 5) The City may review and inspect the Contractor's activities at any time during the term of this contract.
- 6) The Contractor will submit a final, written report to the City.

PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the City's written approval.

Section 2 - The Contractor will not hire any City employee for any of the required services.

Section 3 - The parties agree that the Contractor and any subcontractors are neither employees nor agents of the City for any purpose.

INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify The City of Berwyn, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of The City of Berwyn in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

Workers' Compensation Insurance with Illinois statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.

Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The City shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.

Insurance companies, named insured and policy forms shall be subject to the approval of the City of Berwyn. Insurance policies shall not contain endorsements or policy conditions, which reduce coverage provided to The City of Berwyn. Contractor shall be responsible to The City of Berwyn or insurance companies insuring The City of Berwyn for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the City with satisfactory certificates of insurance or a certified copy of the policy.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the City. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments may be suspended. Contractor shall furnish the City with certification of insurance evidencing such coverage and endorsements at least ten (10) working days before commencement of services under this contract.

Certificates shall be addressed to the Collectors Office, 6700 W 26th St. Berwyn, IL 60402.

COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA requirements and the Americans with Disabilities Act.

INTEREST OF CONTRACTOR AND CITY

The Contractor promises that it has no interest, which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the City Of Berwyn, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest.

CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the City may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, gift or contingent fee from the compensation due the Contractor.

OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be available to the public. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the City. Any publication of the information or results must be co-authored by the City.

TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

PREVAILING WAGE RATES

The Contractor agrees that all employees that work on this project shall, at a minimum, receive the prevailing wages and fringe benefits as specified under the laws of the State of Illinois.

CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the City and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Illinois. The parties agree that the proper forum for litigation arising out of this contract is in Illinois.

EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

COST OF REQUEST FOR PROPOSAL

The City of Berwyn will not be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.

ON-SITE REPAIR OF EQUIPMENT

The City requires that the contractor provide all support services at the City site where equipment is installed unless telephone or remote services can be used to solve an issue.

Signature Page

Signature Company Name

Print Name Company Address

Title City St. Zip

Telephone # Fax #

Email Address

Partnership _____

Federal Tax ID # Non Profit Corp. _____

Profit Corp. _____

Other _____

The above individual is authorized to sign on behalf of company submitting proposal.

RFP - Installation of Telephone System and Phone Maintenance Services

Prepared by:

Mayor's Office – City of Berwyn

Scott Waguespack

Administrative Coordinator

6700 W. 26th St.

Berwyn, IL 60402

708-788-2660 Ext. 291