



REQUEST FOR PROPOSALS

TOWN OF SILVERTHORNE TELEPHONE SYSTEM

The Town of Silverthorne, Colorado respectfully requests sealed proposals for the design, installation and maintenance of a new telephone system. Proposals will be received until 4:00 p.m., Thursday, May 22, 2008 in the office of the Town Manager, attention Mark DeBonville, Silverthorne Town Hall, 601 Center Circle, Silverthorne, Colorado or P.O. Box 1309, Silverthorne, CO 80498. Late and fax proposals will not be accepted under any circumstances.

The Town will award the contract to the firm exhibiting the most responsible and manageable proposal in the best interest of the Town. Selection will not be based on the lowest bid. The Town reserves the right to waive any irregularities in the proposals and to reject any or all proposals.

Questions concerning the project shall be directed to Mark DeBonville, IT Department, at mdebonville@silverthorne.org, by Wednesday May 14 4:00pm. Responses will be returned to all interested parties by Friday May 16th via e-mail.



REQUEST FOR PROPOSAL

TOWN OF SILVERTHORNE

Telephone System Design, Installation, and Maintenance

The Town of Silverthorne Administration Department is requesting proposals for a new Telephone System.

DESCRIPTION OF PROJECT

The Town of Silverthorne has budgeted for 2008 to replace the existing telephone system for all Town departments including the Blue River Water Treatment plant.

Physical Location

The Town of Silverthorne has 5 buildings with offices. The current locations are as follows.

- Town Hall is located at 601 Center Circle, Silverthorne, CO.
- Public Works building is located at 264 Brian Ave, Silverthorne, CO.
- Recreation Center is located at 430 Rainbow Drive, Silverthorne; CO.
- Pavilion is located at 400 Blue River Parkway, Silverthorne, CO
- Blue River Water Treatment plant is located at 26452 N. Highway 9, Silverthorne, CO.

Current Phone System:

Town Hall:

Merlin Legend - Auto-attendant with one PRI incoming line, and "Denver" toll-free lines.
57 Handsets Town Hall + 5 Faxes, most numbers are Direct Inward Dial numbers.

Public Works:

Merlin Magix – Connected via a point to point T1 with Town Hall
16 handsets and 1 fax

Recreation Center:

Merlin Magix – Connected via a point to point T1 with Town Hall
32 handsets and 1 fax

Pavilion:

One remote extension off of the Town Hall PBX

Blue River Water Treatment plant:

Panasonic - stand alone system. Currently not connected to the town phone system. One phone # and Fax #. About 8 handsets, all ring at once.

Current Data Network:

Internet ISP is Comcast cable coming into the Town Hall building.
The Town Hall building connects the Pavilion, Recreation Center and Public Works building with a wireless network using a Cisco WLSE 1030 controller with 4 Cisco Aironet 1242 (one at each site).

Town Hall - Two unmanaged 48 port switches
Recreation Center – One unmanaged 24 port switch and four 8 port hubs.
Public Works – Unmanaged hubs or switches, one 16 port, one 12 port, one 8 port and one 5 port.
Pavilion – one 8 port switch
JSA – one 16 port and one 8 port.

The wiring in each location needs attention. The Town Hall needs minor rewiring while the other location need compete re-wiring. Wiring estimates have already been received.

PROJECT OBJECTIVES

To obtain an efficient, easy to use telephone system. From the standpoint of the user; this transition should be easy with minimal disruption and easy for the user to set up with minimal instruction. The management (backend) system should be easy to manage with some training for the current IT staff.

SCOPE OF PROJECT

Design, install and maintain a new telephone system. Desired functions for the new system include, but are not limited to:

- Managed data network to support the new telephone system
- Support multiple sites with a single management interface
- Auto-attendant options with after hours messaging and scheduling for each deparment
- Direct Inward Dialing for all users (with adequate incoming trunks to avoid busy signals)
- Voicemail and the ability to access voicemail remotely
- Telephones with speakerphone for all users (most with displays)
- Two conference phones
- Ability to forward all calls from one phone to another phone within the system, or to a cell phone
- Ability to handle all our current faxes and other analog lines (or another proposed solution)
- Call history logs accessible by the user
- Call recording
- Conference call ability
- Wireless head set compatible

- Management Information System – monitors and logs call activity, permits canned report generation
- Ring Groups and Answer Groups
- Installation with minimal disruption of service
- Training for users and administrators
- What are the E911 capabilities
- Is the system SIP compatible
- Is it SIP trunking compatible for future needs
- Is the system ADA compliant
- Reliability – what is your systems reliability
- Redundancy – how is the redundancy and/or failover accomplished
- What is the scalability of the system for future updates
- Upgradable – Possibility to add functions at a later date
- Warranty terms

TIMEFRAME OF PROJECT

The Town intends to award a contract by June 2008 after Town Council approval. The Town expects to have the new system on-line prior to the end of 2008.

PROPOSAL CONTENT

All interested parties are encouraged to submit five copies of a proposal to include:

- **System Software and Hardware**
- **Training**
- **Conversion**
- **Support/Technical Services (written and expressed warranty, contractual)**
- **Warranty**
- **Fees for Services**
- **Expected on going support and services cost**
- **Projected Schedule**
- **Company History & financial status**
- **References**

EVALUATION PROCESS

A group comprised of department heads from all Town of Silverthorne departments will evaluate all proposals received in a timely manner for completeness. The evaluation group will short-list the firms whose proposals are considered to be in the best interest of the town based on function and overall cost. Those firms may be scheduled for an interview. Upon recommendation by the evaluation group, the contract will be presented to the Town Council at a scheduled public agenda meeting for approval. A notice of award will be issued to the successful bidder. Any final documentation necessary to complete the contract requirements will be requested at that time and the firm will be given ten days from date of notice of award to acknowledge and comply with these requirements. Once all required documentation is received, a fully executed copy of the contract will be sent to the successful firm.

Proposals must be received by the Town by 4:00 p.m., (Thursday) May 22, 2008. The Town of Silverthorne will award the contract to the firm exhibiting the most responsible and manageable proposal in the best interest of the Town and which meets the above described scope of project. The Town reserves the right to waive any irregularities in the proposals and to reject any or all proposals. Proposals shall be kept to a maximum of 25 pages. There will be no solicitation or demonstration to any Town employee prior to receipt of bid.

Please contact Mark DeBonville with any questions at 970-513-4906 or email mdebonville@silverthorne.org. Thank you for your interest.