



REQUEST FOR QUALIFICATIONS FOR TELEPHONE SYSTEMS CONSULTING SERVICES Issued July 6, 2010

A. Purpose and Goal

The purpose of this Request for Qualifications is to obtain from qualified firms, their experience, qualifications and pricing to assist the Village of Oak Park in upgrading its telephone equipment. The Village's goal is to contract with a consultant to do a needs analysis, and to thereafter to assist the Village with selection, implementation and maintenance of a new telephone system, in phases as described below.

B. Existing System

The Village of Oak Park is a full service municipality with 12 operating departments. The Village has approximately 375 employees who work at the locations listed below. The Village currently has a digital telephone system that is 10 years old and the components are no longer supported. The system serves multiple buildings in remote locations through a combination of fiber-optic and telephone cables. The primary phone switch is located at Oak Park Village Hall, 123 Madison St., Oak Park, IL. Facilities currently serviced directly within the municipal boundaries through the system include:

- Village Hall / Police – 123 Madison St
- Public Works Center – 201 South Blvd
- Fire Station 1 – 100 N Euclid Ave
- Fire Station 2 – 212 Augusta St
- Fire Station 3 – 900 S East Ave
- Central Pump Station – 129 Lake St
- North Pump Station – 1010 N Ridgeland Ave
- South Pump Station – 207 Garfield St
- Holley Court Garage – 1125 Ontario St
- Avenue Garage – 720 North Blvd
- Lake & Forest Garage – 938 Lake St
- OPRF High School Garage – 137 N Scoville Ave
- Health Family Case Management – 6026 Roosevelt Rd

Village current telephone services and components include:

- Nortel Digital PBX and components at Village Hall, Public Works Center and Main Fire Station
- Voice mail / auto-attendant system at Village Hall



- Phone queue at Village Hall
- Audio recording at Police department
- Desktop messaging

Village assets include:

- Limited overhead paging
- Intercom communications for elevators/lifts and entrance
- Village-owned fiber network to all facilities listed above except to the 6026 Roosevelt Rd location
- Village UPS and generator system
- Public Works Center generator system
- Telephone circuits at Village Hall, Public Works Center, Fire Station 1 and Health Clinic
- Miscellaneous POTS circuits at various locations

C. Scope of Work

The Village of Oak Park is seeking a qualified vendor for the following tasks, which will be performed in phases as described below.

1. Assess the existing telecommunication and data communication systems to maximize the existing technologies, i.e. village-owned fiber network.
2. Improve caller experience, i.e. auto-attendant, phone queues and voice mail system.
3. Reduce operational and maintenance cost, i.e. telephone circuits, MAC services, report generation and equipment replacement.
4. Improve operations management, i.e. activity and utilization reports, live status, and paging.
5. Maintain existing telephone numbers and extensions.
6. Maintain existing auto-attendant messages and process (not physical system).
7. Review present and future expansion and technology needs.
8. Adhere to all public safety communication requirements, i.e. PS/ALI (Private Switch/Automatic Location Identification)

The Village wishes to proceed in meeting its objectives across four discrete phases:

Phase 1: Current System Inventory and Analysis

Consultant will inventory all telephony and ancillary equipment at all Village locations. Consultant will determine the feasibility of connecting telephone services via village-owned fiber network into the new system.

Consultant will review current inventory and explore what, if any, of the current equipment is capable of being reused and upgraded to accommodate the new and recommended platforms.



Consultant will present findings and make a written report to the Village of equipment required to implement a completely new Village wide solution as designated.

Consultant will provide a cost analysis to implement the improvements. The cost analysis should include consideration of a phased implementation approach and projected costs for annual operation and maintenance.

The consultant will make recommendations (budgetary and design) in order to include all existing services and approved enhancements.

Phase 1 work product deliveries are expected within **21 calendar days** of Notice to Proceed.

The Village will review the consultant's Phase 1 work and provide the consultant with written notice to proceed on Phase 2. If the Village does not provide the Consultant with written notice to proceed, the engagement may terminate after Phase 1. The Village will be the owner of all end product deliverables and data accumulated by the consultant. The Village will have the right to use the Consultant's Phase 1 deliverables for work with any other vendors.

Phase 2. Recommendation of System(s)

After receiving notice to proceed on Phase 2, the consultant will use the findings in Phase 1, to recommend vendors and products which meet the Village's criteria.

The consultant will coordinate demonstrations of the potential systems including equipment, services and administration.

The consultant will draft specifications for a telephone equipment contracts for acquisition, implementation and maintenance for legal review.

The consultant will develop an implementation plan and schedule that identifies the Village resources required, including ancillary data communication equipment, new cable, training schedule and requirements for cut-over to new system.

The consultant will report on potential cost savings including monthly circuits, equipment leasing, maintenance and energy.

Phase 2 work product deliveries are expected within **21 calendar days** of Notice to Proceed.

The Village will review the consultant's Phase 2 work and provide the consultant with written notice to proceed on Phase 3. If the Village does not provide the Consultant with written notice to proceed, the engagement may terminate after Phase 2.



The Village will be the owner of all end product deliverables and data accumulated by the consultant. The Village will have the right to use the Consultant's Phase 2 deliverables for work with any other vendors.

Phase 3. Managing the Installation, Implementation and Training of the System

After the Village approves the purchase of telephone equipment, the consultant will manage the installation, implementation and training of the chosen system.

The Consultant will ensure that there are no service disruptions of the Police or Fire non-emergency lines in executing cut-over to new system.

The Consultant will assist the Village's non-emergency operating departments to ensure no service disruptions during operating hours in executing cut-over to new system.

The Consultant will coordinate with equipment installers to minimize office operation disruptions.

The Consultant will coordinate training and provide end-user documents for operating departments.

The Consultant will coordinate administration training and provide administration and system documents for Information Technology department.

Phase 3 work product deliveries are expected within **21 calendar days** of Notice to Proceed.

Phase 4. Removal of Old Equipment and Maintenance of New System Selected

The Consultant/vendor will provide on-going maintenance of the chosen system.

The Consultant will remove and dispose of all old equipment after the Village has formally accepted the new system.

The Consultant will provide call center contact information and process for business-hour and after-hour support.

The Village expects Phase 4 work product deliverables within **14 calendar days** of Notice to Proceed.



D. RFQ Procedure

1. Pre-Proposal Meeting and Proposal Submission

The Village will hold a mandatory pre-proposal meeting on Tuesday, **July 20, 2010 at 1:30 p.m.** in Village Hall's room 101 located at 123 Madison St., Oak Park, IL 60302. Responders are to submit business cards with contact information including email address at the pre-proposal meeting. Additional information will be distributed via email after the pre-proposal meeting.

2. Form of Responses

Responses are due by Tuesday, **August 3, 2010**. Responses should be sent to

Craig Lesner
Chief Finance Officer
Attention: RFQ - Telephone
Village of Oak Park
123 Madison St.
Oak Park, IL 60302

Interested firms should provide line item cost for each phase and indicate each item cost as fixed or estimated. Interested firms should submit three (3) printed copies and two (2) electronic copies in optical disc or USB device of their proposal to the Village of Oak Park Finance Department, 123 Madison St., Oak Park, IL 60302 **before 5:00 p.m. August 3, 2010**.

Technical question should be addressed to IT Director Alvin Nepomuceno at nepomuceno@oak-park.us. Other questions regarding the RFP should be addressed to Village CFO Craig Lesner at clesner@oak-park.us.

3. Minimum Requirements

Minimum requirements for RFQ responses are:

- **Firm's Experience:** The firm must have successful experience working with municipal governments or entities with similar requirements in this area. The firm should provide a summary of completed similar projects that includes the name and locations of the projects and other pertinent information should also be included.
- **References:** Provide a list of three (3) references. The list should include a specific contact name, address, phone number, and agency of employment. Each reference should include a brief description of the project developed with the reference.
- **Project Team:** Identification of the key members of the firm along with a brief biography of each person that will play a key role in the proposed project should be included.



4. Vendor Selection

The Village of Oak Park will review the responses and contact selected firms to be interviewed for this project.

The Village will award the contract to the vendor whose proposal and interview are most satisfactory to the Village, price, qualifications and other factors considered.

E. Contract Requirements

1. Form of Agreement

The Village will enter into an agreement with the selected vendor on a form approved by the Village Attorney and signed by the Village Manager.

2. Minimum Contract Terms

Invoices and Payment

The Village will pay the selected vendor upon receipt of the identified deliverables. The vendor shall submit an invoice together with the identified deliverable. The Village will pay all approved portions of invoices within 30 days as provided in the Local Government Prompt Payment Act.

Ownership of Deliverables

The Village will be the owner of all end product deliverables. The Village will have the right to use the vendor's deliverables with any other vendor.

Phased Work

The work shall be done in phases. The Village will have the right to terminate the services after each phase. The Village will have the right to select a different vendor for each phase of the work and to complete the project using multiple vendors.

Governing Law

The terms of any agreement entered into by the Village and any selected vendor will be governed by the Laws of the State of Illinois. Venue for any disputes shall be in the state and federal courts located in Cook County, IL.

Subletting of Contract

No contract awarded by the Village of Oak Park shall be assigned or any part sub-contracted without written consent. In no case shall such consent relieve the consultant from their obligations or change the terms of the contract.

Compliance with Laws

The vendor will at all times strictly comply with all Village of Oak Park ordinances, and all state and federal laws.