

City Of Fenton

Request for Proposal (RFP)

Voice Over IP Phone System



Responses Submitted To:

City of Fenton, MI

301 S. Leroy St.

Fenton, MI 48430

(810) 629-2261

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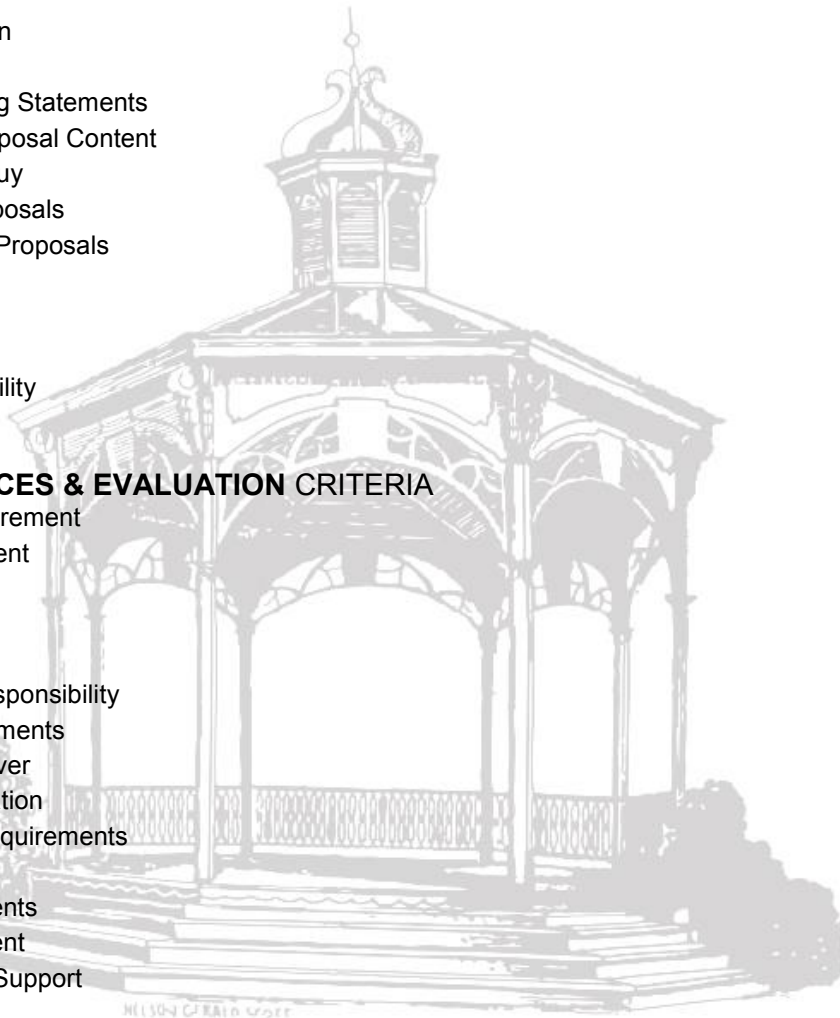
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SECTION 1 – Introduction:

Background Information:

The City of Fenton is conveniently located in lower mid-Michigan with access to the U.S. 23 expressway from three locations in the city at Owen, Silver Lake and North roads. Major cities including Ann Arbor, Flint, Lansing and Detroit can be reached within one hour.

The boundaries of Fenton have expanded considerably since Robert LeRoy, one of the founders, drew the first plat in the mid-1800s. The population of the City of Fenton, according to 2010 U.S. Census Bureau figures, is 11,576 but that number has continued to climb over the past two years.

The median age of Fenton residents is 34 years old, according to 2000 Census figures. The average household is made up of 2.38 individuals, with the average family size of 3.01 persons.

Median household income in the City of Fenton is \$47,400, and median family income is \$55,637. The majority of Fenton residents earn their livings in the field of education, health and social services, which is followed closely by the employment in the manufacturing industry.

Since 1995, the City of Fenton has experienced a boom in both housing and business. Silver Lake Village is the largest commercial shopping district in the city, located on its western borders across U.S. 23. Many new single-family residential communities have been constructed over the years, and the trend today is toward apartment and condominium living.

RFP Purpose and Scope:

The City of Fenton seeks a Voice over Internet Protocol (VoIP) integrated voice and data system. The new system shall include Unified Messaging and integrate with The City of Fenton's existing Strata CIX/iPledge EC phone system and proposed Office 365 E-mail System. All existing telephones will be replaced with devices that support basic VoIP telephony features. An employee will be able to log in anywhere on or off the company network (home phone, cell phone or computer) and automatically receive calls without administrative intervention.

The City of Fenton requires the new telephone system have the capability to service remote locations with the same features and functionality as the main office, should the need arise. Each location will be able to access all the features and functionality available at the main site even in the event of service interruption. Reliability and performance must meet public safety answering point (MUNICIPAL IT SERVICE LEVEL AGREEMENTS) up-time requirements. System directories, class of service for telephony capabilities, and trunk group access will apply to all locations. An automatic fail-over redundancy requiring no intervention in the event of the failure of any primary system components is mandatory.

The selected vendor will be expected to work directly with The City of Fenton to ensure compatibility/call quality/reliability. The City of Fenton also requires a “failover/backup system” that operates in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues. This “failover/backup system” may reside in The City of Fenton or at an off-site center. The City of Fenton will select or agrees to utilize with the requirement for MUNICIPAL IT SERVICE LEVEL AGREEMENTS reliability.

The City of Fenton seeks to leverage the functional and cost benefits that a VoIP system that can be premise based, hosted, cloud based or a combination thereof provides. The proposed solution must also satisfy the requirements set forth herein and be in the best interest of The City of Fenton with specific emphasis upon MUNICIPAL IT SERVICE LEVEL AGREEMENTS reliability, redundancy and compatibility.

Each respondent’s proposal shall articulate the benefits its system provides including, but not limited to: increased efficiencies that staff will realize; reliability; redundant capacity and flexibility of functionality that satisfies the requirements of the MUNICIPAL IT SERVICE LEVEL AGREEMENTS as well as those of municipal office employees.

The successful respondent for this contract will be the sole authority and responsible party for this installation. The City of Fenton’s goal is to establish a relationship with a single point of contact for all support and maintenance necessary for the lifespan of this project.

If the vendor utilizes any sub-contractors for any part of the system architecture, design, planning, installation or support, the successful respondent will be held accountable and responsible for the performance of any/all sub-contractors as the sole responsible party for all activities. All subcontractors must be separately identified.

It is agreed that the successful vendor shall not assign, transfer, convey, or otherwise dispose of the contract or its rights, title or interest in any part thereof, without previous written consent of the City.

The rights and obligations of the vendor in connection with this project will be binding upon its heirs and successors except that the City reserves the right to terminate the contract with the vendor, if it is in whole or in significant part acquired by another entity during the term of this contract.

Vendors shall adhere to all applicable federal, state, and local laws, ordinances, and regulations while rendering services pursuant to any contract entered into as a result of its proposal including, but not limited to, applicable provisions of the Michigan civil rights acts, and Michigan law as it pertains to public contracts.

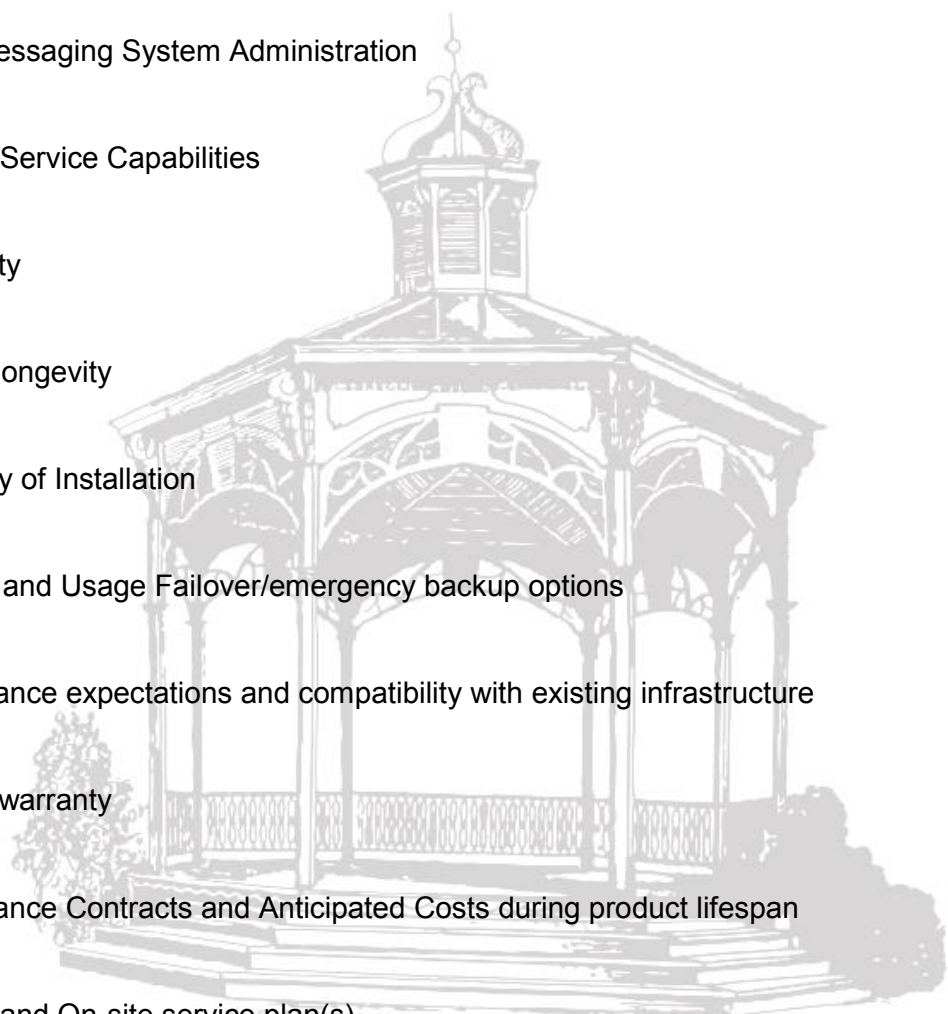
It is the intent of this Request for Proposal (RFP) that the respondent shall provide a complete, end to end solution for the proposed installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post-installation support for the project. The City of Fenton staff will act in an oversight and advisory capacity only.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that The City of Fenton staff will require technical training at various levels and that line staff will require training on the new systems and all functionalities pertinent to the scope and use of the that employee. City of Fenton staff will work with the vendor to develop a training plan that achieves these objectives. The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff. It is a requirement that any interruption to MUNICIPAL IT SERVICE LEVEL AGREEMENTS telephone communications be minimized to assure public safety. Staff will work closely with the vendor to create a working project plan that will achieve these goals.



Vendor Response to this RFP should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality Experience and References
- Voice Messaging System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Training and Usage Failover/emergency backup options
- Performance expectations and compatibility with existing infrastructure
- Product warranty
- Maintenance Contracts and Anticipated Costs during product lifespan
- Remote and On-site service plan(s)



SECTION 2 – RFP INSTRUCTIONS, RESPONSE AND SUBMITTAL CHECKLIST:

Vendor shall submit a response in the following format:

- 1 Vendor shall create one (1) original response (labeled “original”) with original signature, eight (8) duplicate original responses and one (1) digital PDF copy for a total of 10 responses.
- 2 The submission shall be sent to the contact at the address listed on the RFP, on or before the date shown.
- 3 The original submission shall be indexed with tabs as follows:
 - Section 1: RFP Cover Sheet (1page) & Summary Letter (1 page only)
 - Section 2: Scope of services
 - Section 3: Answers to Questions
 - Section 4: Pricing Schedule
 - Section 5: Additional Support Materials of Vendor

The proposal must be in writing, and must be delivered by mail or in person. Oral, telephonic, facsimile, telegraphic, or electronically transmitted proposals are invalid and will not be accepted or considered.

Proposals may be filed in person at the Fenton City Hall, 301 S. Leroy St, Fenton, MI 48430; ATTN: City Manager, or by mail, but in any case must be received at Fenton City Hall by 5:00 p.m. on May 1, 2016. Late proposals or postmarks will not be accepted. All proposals received will be retained by The City of Fenton.

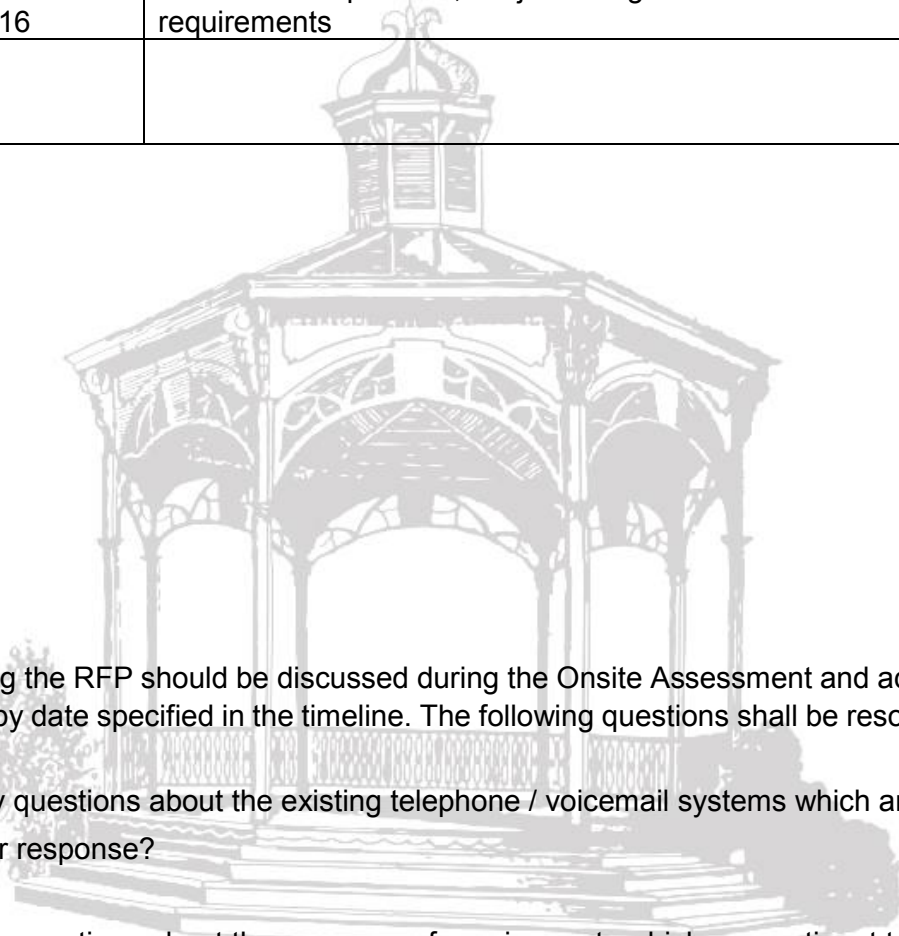
Proposals should be submitted in a sealed envelope bearing the name “Request for Proposal for Phone System” and be submitted to:

Lynn Markland, City Manager 301 S. Leroy St, Fenton, MI 48430

The City of Fenton reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarification; to accept or negotiate any modifications to any proposal following the deadline for receipt of all proposals, and to waive any irregularities, if such is deemed in the best interest of the City, as determined by the City Manager and or City Council.

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DATE	DESCRIPTION
April 15, 2016	RFPs available to vendors
May 15, 2016	Onsite Network Assessment (Attendance Required to Respond to RFP)
June 1, 2016	Written questions from vendors due
June 7, 2016	Answers from City of Fenton, MI
June 15, 2016	RFP submissions due to City of Fenton by 1:30 PM
June 15-21, 2016	Evaluation of Proposals Top Vendors may be asked to provide 30 minute presentation
July 5, 2016	Recommendation to City Council
August 1, 2016	Notification to proceed, subject to signed documents and insurance requirements



RFP Timeline

Questions regarding the RFP should be discussed during the Onsite Assessment and additional written questions are due by date specified in the timeline. The following questions shall be resolved before the RFP is submitted:

- Do you have any questions about the existing telephone / voicemail systems which are pertinent to your response?
- Do you have any questions about the summary of requirements which are pertinent to your response?

RFP Contacts:

All questions regarding the scope of work shall be submitted to Fenton City Hall,

ATTN: Lynn Markland. 810-629-2261 RFP@cityoffenton.org OR

ATTN: Mike Burns, (810) 629-2261 RFP@cityoffenton.org

RFP Evaluation:

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to The City of Fenton with price and other factors considered. These include responses to the RFP questions; demonstrated technical ability and expertise; system performance; system reliability; system redundancy; MUNICIPAL IT SERVICE LEVEL AGREEMENTS performance and compatibility; respondent financial stability; reference calls and/or recommendations; memberships, licenses, ISO Certifications or any other applicable membership or certifications; presentations to the evaluation team (if applicable); on-site visits at vendor’s site (if applicable), product samples which The City of Fenton may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by City of Fenton which would lend itself to establishing the Service Provider’s viability to perform the work as outlined in this RFP.



The City of Fenton may require all vendors/business partners to provide financial statements for the past two years to determine each vendor's financial ability to provide long term service for The City of Fenton. Proposals will become public record and those documents that are confidential or trade secrets must be marked accordingly.

RFP's that include the option of 0% financing/lease, whether manufacturer or self-financed will receive priority consideration.

Ongoing service agreements included with the RFP must include specific performance response times and financial penalties for the vendor if Service Level Agreement commitments are not met.

The City of Fenton will require all vendors to provide cost estimates for required software upgrades and maintenance for the next five (5) years if these expenses are not included in an ongoing service agreement.

Evaluation Criteria:

1. Qualifications of Firm and Business Partner–

Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.

2. Qualifications of Personnel –

Qualifications, education and experience of project staff; key personnel's level of involvement in performing related work.

3. Related Experience –

Experience in providing services similar to those requested herein; experience working with public agencies with specific attention to MUNICIPAL IT SERVICE LEVEL AGREEMENTS environment with assessment by client references.

4. Completeness of Response –

Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.

5. Reasonableness of Cost and Price –

Reasonableness of the individual firm-fixed prices and/or hourly rates, and Competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.

False or Misleading Statements:

Vendors must take great care to ensure that sufficient information has been provided to allow The City of Fenton to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendor understands that if, in the opinion of The City of Fenton, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, The City of Fenton reserves the right, in its sole discretion, to reject the proposal. Vendors also understand that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, The City of Fenton may reject the proposal and any work conducted to that point wherein the vendor assumes the sole responsibility of said work and or related expense. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

Acceptance of Proposal Content:

Vendor understands that The City of Fenton reserves the right to award a contract without further discussions or clarification with Vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the proposal by The City of Fenton, the successful proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted proposal.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to The City of Fenton and satisfies all requirements set forth herein.

No Obligation to Buy:

The City of Fenton reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel The City of Fenton to purchase.

Withdrawal of Proposals:

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals:

The City of Fenton is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations and or needs analysis, site assessments submitted in response to this RFP

Damage Liability:

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris. The vendor shall be responsible to The City of Fenton or related third party for any property damage or bodily injury caused by it, any of its sub-contractors, employees or agents in the performance of, or as a result of, the work performed. Vendor will furnish copies of, and maintain in full force and effect general liability insurance, to wit, liability insurance naming The City of Fenton as payee in the amount of not less than \$1,000,000. Vendor shall defend, indemnify and hold harmless The City of Fenton from and against claims arising directly or indirectly from the contract and associated work performed. Vendor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers' Compensation, and income tax laws.

Permits:

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to The City of Fenton.

Insurance:

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and The City of Fenton against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

The City of Fenton will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company(ies) authorized to do business in the State of Michigan. Insurance policies, not certificates, must be provided and must name The City of Fenton as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by The City of Fenton and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to The City of Fenton. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless The City of Fenton, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility:

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

Conflict of Interest:

Section 5.13 of the Fenton City Charter provides that “no contract or purchase involving an amount in excess of one hundred dollars shall be made by the city in which any elective or appointive officer or any member of his [or her] family has any pecuniary interest, direct or indirect” unless the City Council determines, by unanimous vote, that it is in “the best interests of the City” to enter into such contract. Section 5.13 further provides that “an officer shall be deemed to have a pecuniary interest in a contract if he [or she] or any member of his [or her] family is an employee, partner, officer, director or sales representative of the person, firm or corporation with which such contract is made, or of a sales representative of such person, firm or corporation.”

In accordance with Section 5.13, the bidder shall disclose and describe any business, financial, pecuniary or familial relationship existing between the Bidder (or any officer, agent, or employee of the Bidder) and any officer, employee, or agent of the City. For purposes of this provision, “familial relationship” and “relative” are defined as: father, mother, husband, wife, son, daughter, sister, brother, father-in-law, mother-in-law, son-in-law, daughter-in-law, sister-in-law, or brother-in-law. If there are no such relationships to be disclosed as required by Section 5.13, the vendor’s submission shall so certify.

RFP Responses:

All materials submitted by the vendor in response to this RFP become the sole property of The City of Fenton upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. The City of Fenton shall not reimburse any vendor for the cost of responding to this RFP. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of The City of Fenton.

SECTION 3**Summary of Scope of Services Requirements:**

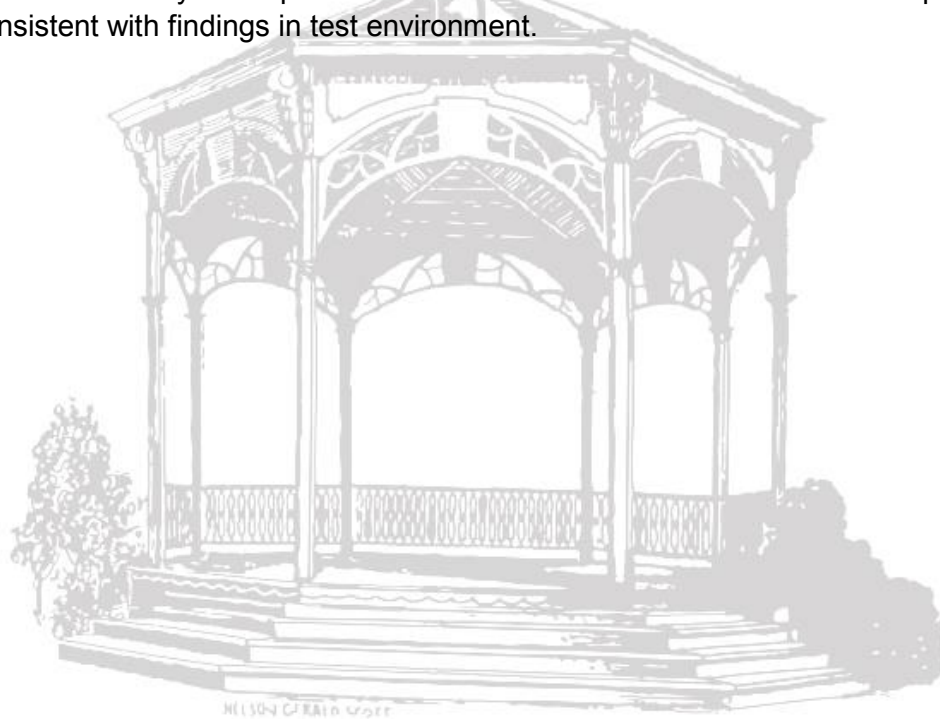
The new Telephone, Voicemail and Unified Messaging system design shall provide a uniform communication system for all City of Fenton facilities and shall be expandable at the convenience of The City of Fenton. The new system must provide a single system in terms of dialing, feature access, and administration. The City of Fenton intends to have the new Telephone System administered from City Hall. The City of Fenton believes that a Voice over Internet Protocol (VoIP) solution would be advantageous and wishes all respondents to make their proposals accordingly. The City of Fenton will consider a premise, hosted, cloud or a hybrid of any of these phone system options be made available in the proposal with cost breakdown. Reliability, redundancy and seamless continuity of service in the event

of failure of any component in the primary system is required consistent with MUNICIPAL IT SERVICE LEVEL AGREEMENTS applications and standards.

The estimated total number of handsets, endpoints, and ports needed for each location can be found on Page 16: **Telephone and Location List**.

Network Assessment:

The City of Fenton understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The needs and expectations of a converged network do place different requirements on the network in terms of Quality of Service (QOS), packet prioritization, cable quality, termination specifications, etc. Although The City of Fenton believes that the network is Voice ready, we desire the Vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each. Any test or use of test environment must clearly state performance results in actual environment and perform in actual environment consistent with findings in test environment.



Cable:

The network assessment shall include the cost to test existing network cabling. Vendor will provide cable from the wall to the phone. As the installation is expected to be “in-line” with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the vendor. The respondent will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system. Respondent is responsible for re-termination of services from existing system to the new VoIP system. Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

Required Services:

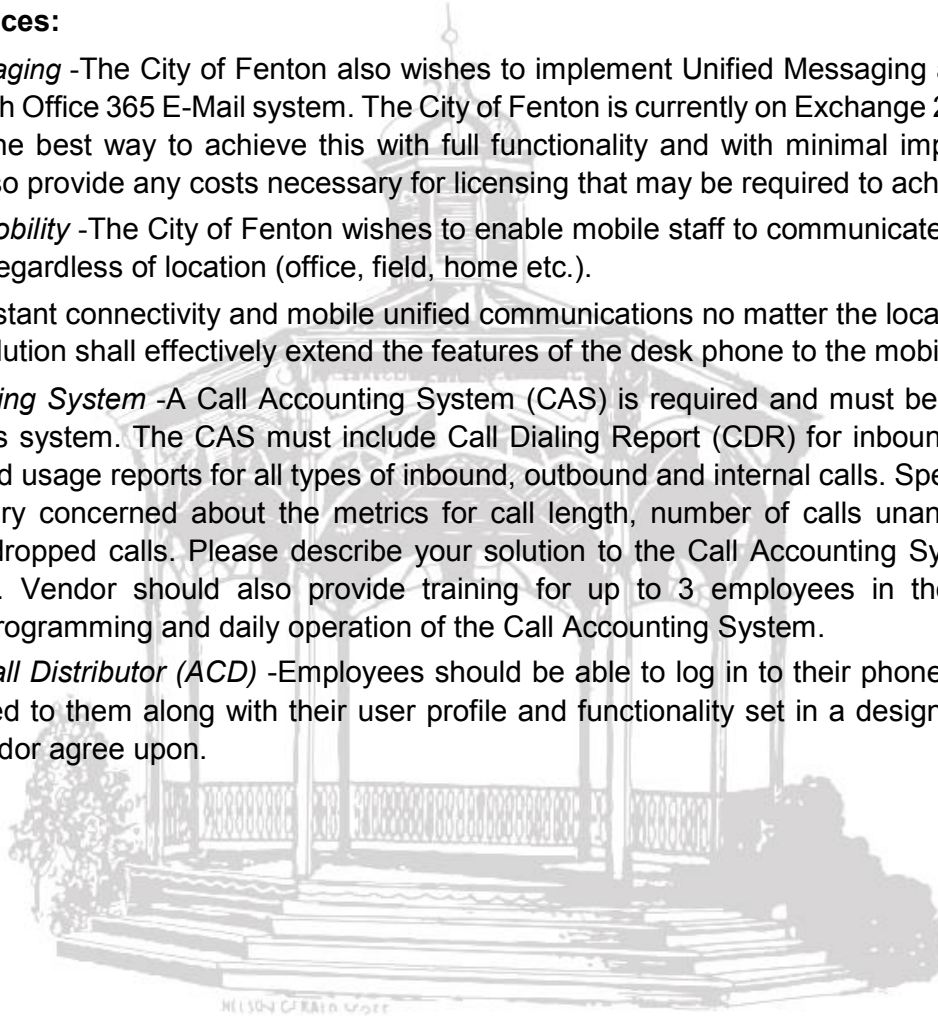
Unified Messaging -The City of Fenton also wishes to implement Unified Messaging and integrate the VoIP system with Office 365 E-Mail system. The City of Fenton is currently on Exchange 2010. The vendor shall propose the best way to achieve this with full functionality and with minimal impact on services. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.

Enterprise Mobility -The City of Fenton wishes to enable mobile staff to communicate on the device of their choosing regardless of location (office, field, home etc.).

The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution shall effectively extend the features of the desk phone to the mobile device.

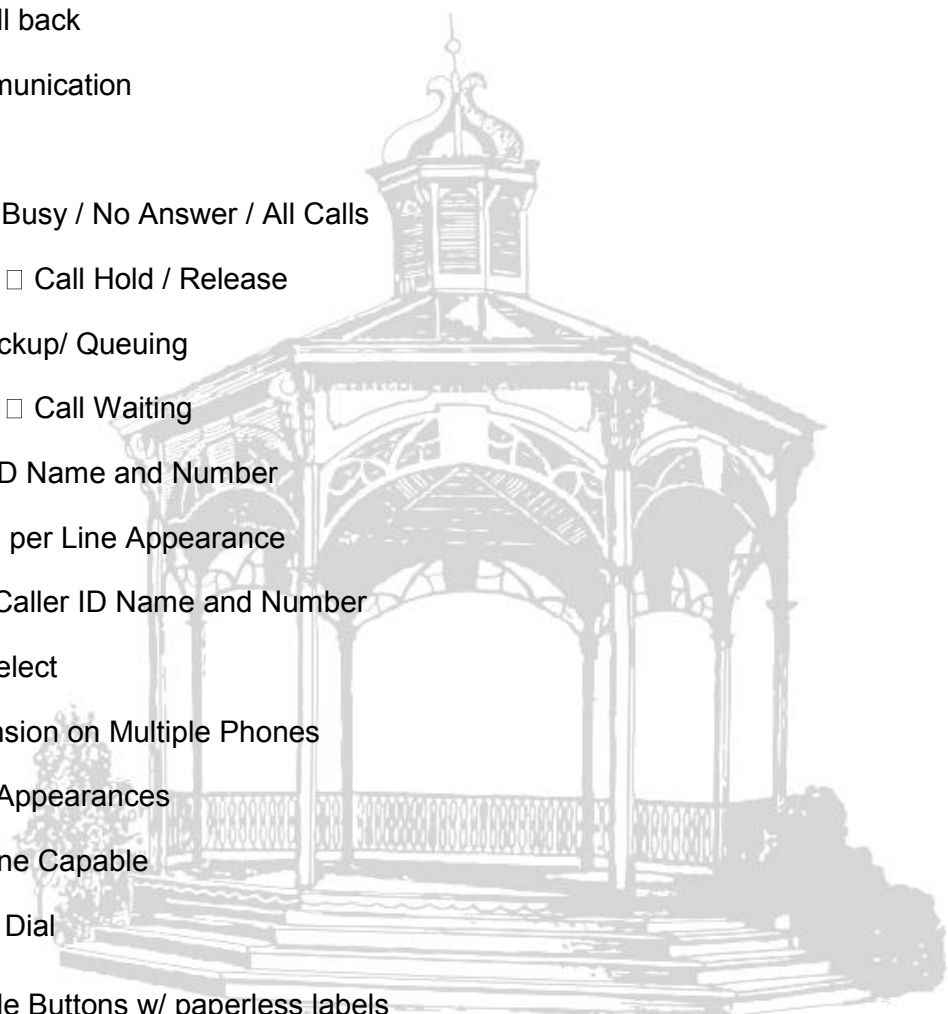
Call Accounting System -A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically The City of Fenton is very concerned about the metrics for call length, number of calls unanswered going to voicemail and dropped calls. Please describe your solution to the Call Accounting System and attach sample reports. Vendor should also provide training for up to 3 employees in the administration, maintenance, programming and daily operation of the Call Accounting System.

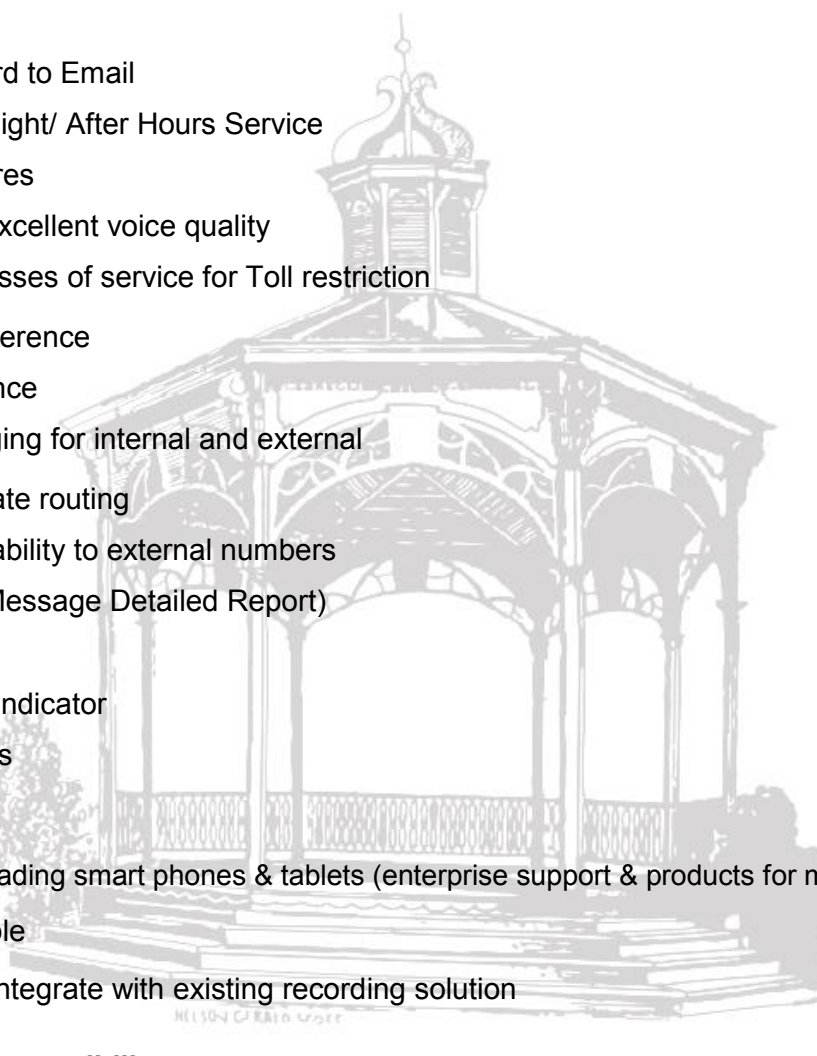
Automatic Call Distributor (ACD) -Employees should be able to log in to their phone/workstation and have calls routed to them along with their user profile and functionality set in a design that The City of Fenton and vendor agree upon.



Feature Set: The list below is a **partial** list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. The City of Fenton expects the successful vendor will have had experience with municipalities, corporations and other businesses of The City of Fenton's size and scope and will be able to provide consulting advice, input and insight regarding feature sets utilized by similar and like sized and compatible municipalities and or other organizations to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost. Some of these features may exist within the functionality of the proposed Microsoft Office/Lync integration.

- Automatic call back
- Unified Communication
- Call Waiting
- Call Forward Busy / No Answer / All Calls
- Call Redirect Call Hold / Release
- Call Park / Pickup/ Queuing
- Call Transfer Call Waiting
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto / Speed Dial
- Programmable Buttons w/ paperless labels
- Paging & Group Paging
- Direct Inward Dial (DID)
- Extension Dialing between Locations
- Automatic Call Distribution (ACD) Groups



- 
- Custom Call Routing (CCR)
 - Find Me/Follow Me
 - Group Call Pickup
 - Fax/eFax Management/Fax to email/Fax Server
 - Remote Maintenance / Administration
 - Voice Mail
 - Voice Mail forward to Email
 - Auto Attendant/Night/ After Hours Service
 - Soft phone features
 - Consistent and excellent voice quality
 - Toll Charges, classes of service for Toll restriction
 - Make/ Drop Conference
 - Add On Conference
 - Conference bridging for internal and external
 - Automatic alternate routing
 - Call forward capability to external numbers
 - SMDR (Station Message Detailed Report)
 - Music on Hold
 - Voice Mail Light Indicator
 - Remote Handsets
 - Voice over VPN
 - Integration with leading smart phones & tablets (enterprise support & products for mobile)
 - SIP Client Capable
 - Call Recording/ Integrate with existing recording solution

Single Point of Responsibility:

The City of Fenton expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. The City of Fenton will not enter into any agreement that does not provide a single point of accountability for the installation and performance of the system. Any delineation between a business partner and manufacturer responsibilities with respect to these requirements should be enumerated and clearly distinguished.

Technical Requirements:

The vendor must provide a complete system design depicting the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality and accessibility throughout the system. Core system servers, switches, call managers and other equipment will be installed on The City of Fenton servers. Remote site equipment will be installed in secure data closets at each remote site subject to review and acceptance by The City of Fenton. Vendor will provide recommendations and drawings showing the placement of the equipment in the appropriate network racks or cabinets. If the amount of rack space is insufficient, Vendor shall ensure additional racks or cabinets are included in the bid. If respondent proposes a switching solution based on Power over Ethernet (POE), respondent shall provide detailed specifications for the switching equipment, pricing and placement for the equipment. Maintenance costs of this equipment shall be reflected in the maintenance section of the response.

Redundancy/Failover

This proposal shall include a system that has seamless, no user intervention required, failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the system is operational 24/7 and performance and reliability including system up-time is compatible with public safety answering point requirements. The City of Fenton reserves the right to explore the possibility of installing another “backup” system or redundant layer at another location that will handle all calls, which will be automatically re-routed to in the event of a main system failure and or evacuation of the Fenton Public Safety Complex. This system may reside in data center The City of Fenton has selected for this purpose or within The City of Fenton. It must also be able to process additional calls during peak calls-for-service and during emergency operations center activations.

System Administration:

The City of Fenton staff will administer the system. Installation of the new system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

System Design Requirements:

The City of Fenton uses a 4-digit internal dialing plan. Three (3) digit dialing and the ability to identify users are online or available through Microsoft Lync or other proposed hardware/software is desired.

Security:

The system shall have security set features inherent to protect the system and network from intrusion and unauthorized access as well as allow the administrator to remotely administer security levels of users. It shall fully integrate with The City of Fenton Active Directory and shall allow the administrator to control class of service and class of restriction. The winning bidder will also supply ALL system level passwords to The City of Fenton. Premise-based system notwithstanding, any cloud based solution offered by vendor/business partner must contain a proposed solution to providing security of data from any and all outside intrusion.

Vendor Requirements:

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment. Such documentation may either be in hard copy form or electronic submission.

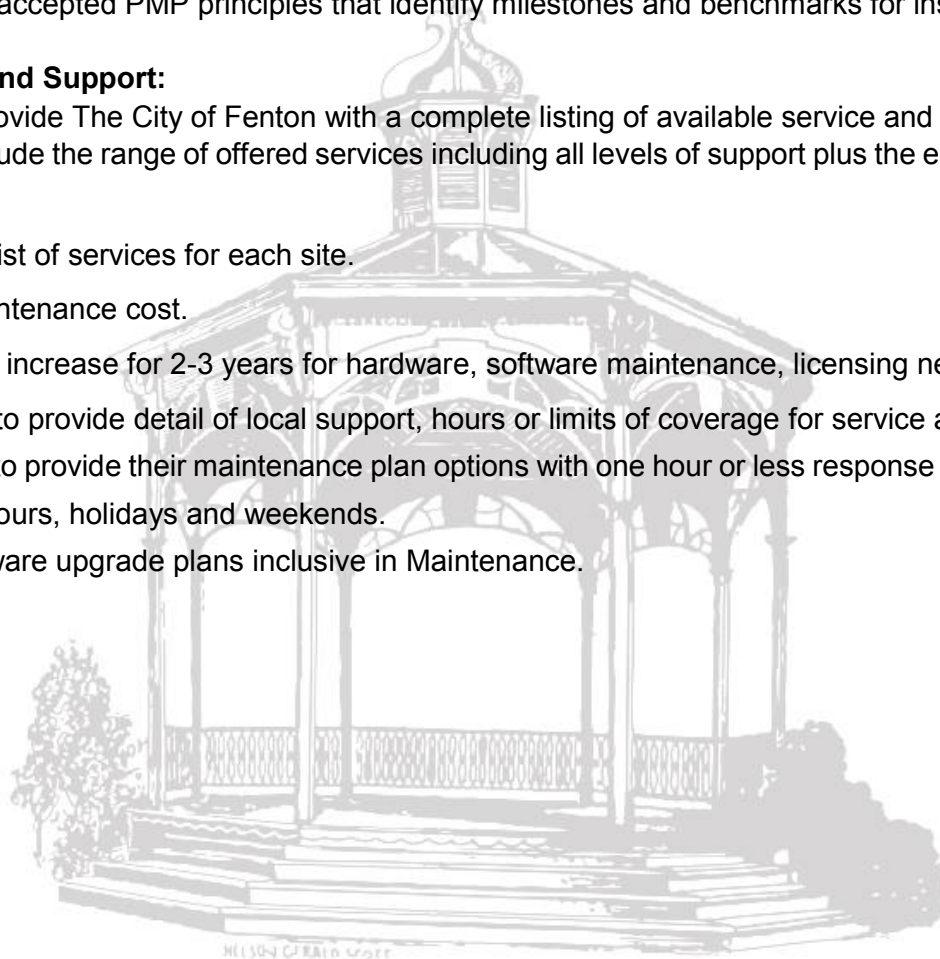
Project Management:

Vendor/business partner is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to The City of Fenton throughout the life of the project. The City of Fenton reserves the right to request a change in project management based on performance. Vendor shall provide a project timeline consistent with accepted PMP principles that identify milestones and benchmarks for installation.

Maintenance and Support:

Vendor shall provide The City of Fenton with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site.
- Ongoing Maintenance cost.
- Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs.
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondent to provide their maintenance plan options with one hour or less response times including non-business hours, holidays and weekends.
- Provide software upgrade plans inclusive in Maintenance.



Transition Plan:

The City of Fenton expects the installation of the new system to have little or no impact to ongoing operations and seamless integration with public safety operations. Vendor is expected to have experience in this area and to provide The City of Fenton with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how (and validate procedure) the parallel process will migrate old to new.
- All documentation, installation, reports and materials must be provided to The City of Fenton prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).
- The City of Fenton currently works with CCI South, Inc. for their phone service and Tri-County Wireless for internet needs. Respondent will be expected to interface as needed with both companies.

Telephone Locations and Count:

See attached addendum inventory list for details.

Police Department: N/A

Fire Department: 10

Water: 5

City Hall: 23

City Council: 4

Library: N/A

Department of Public Works: 8

Total Projected Phones: 62

SECTION 4

Provide a pricing matrix similar to the one found below for all equipment and services, including switches, telephones, telephone cabling, labor, etc. All prices on equipment must be itemized as shown. The pricing must also reflect the cost of taxes, shipping and handling or any other costs of implementation, installation or service. Additionally, The City of Fenton reserves the right to purchase all or some of the proposed solution. The City of Fenton wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, the percentage of mark up on any materials.

Equipment (Hardware & Software)

1. Item Description
2. Quantity
3. Unit Price
4. Total (Must Include Tax, S&H or Other Charges)
5. (Vendor add additional lines as needed)

Labor

1. Item Description
2. # of Hours
3. Hourly Rate
4. Total (Must Include Tax, S&H or Other Charges)
5. (Vendor add additional lines as needed)

Training - Indicate training that will be at no additional charge

1. Item Description
2. # of Classes
3. Cost of Classes
4. Total (Must Include Tax, S&H or Other Charges)
5. (Vendor add additional lines as needed)

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

1. Item Description,
2. Discount,
3. Length of Term,
4. Total (Must Include Tax, S&H or Other Charges)
5. (Vendor add additional lines as needed)

1 Full maintenance: supporting hardware and software 7am-6pm Mon-Fri with 4 hour onsite response

2 Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour on-site response .

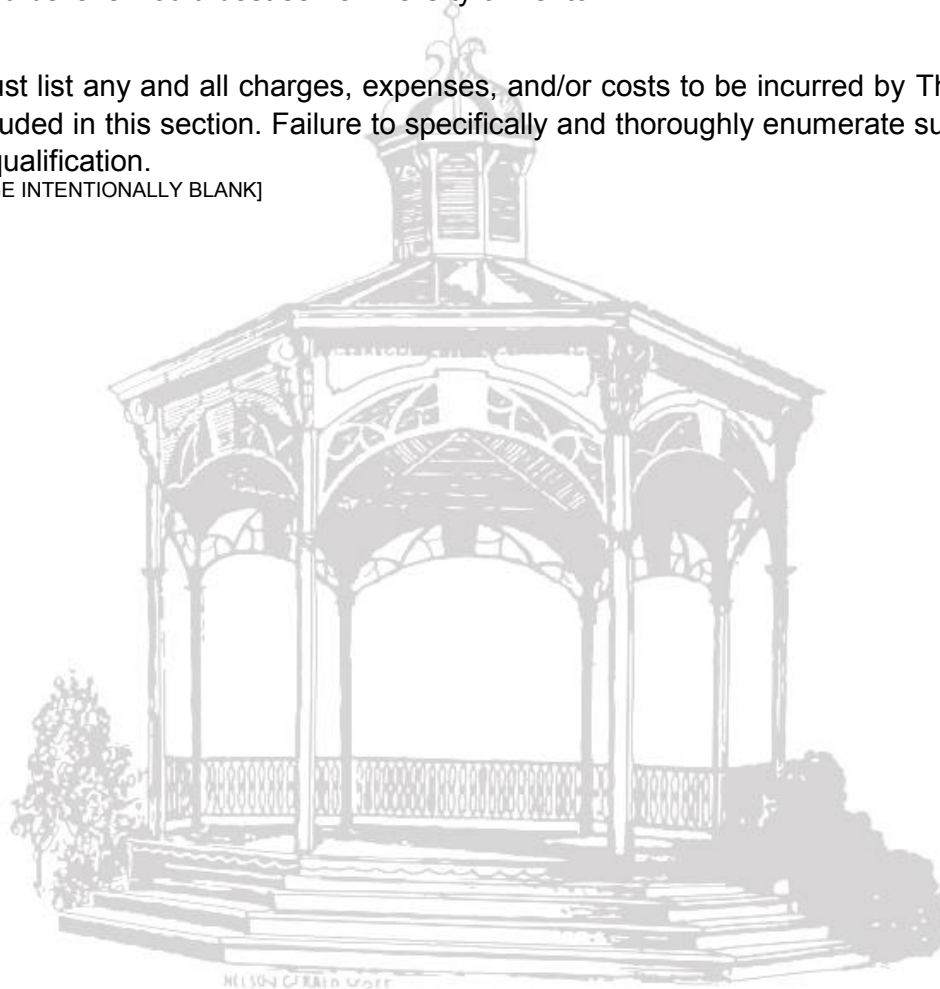
3 What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate. 4 If the City of Fenton chooses time and materials coverage, what is the rate for standard business hours and after hours? State your definition of business hours.

5 Will your company support a maintenance contract that covers core components only (e.g. servers, software, switch's and common control cards) with no peripherals, or station sets? 6 Propose the maintenance you believe would best serve The City of Fenton

Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by The City of Fenton that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

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SECTION 5

Please include in your application your responses to the questions asked below:

1. Introduction

- a. Describe the full network assessment you will provide.
- b. Indicate your ability to perform the cable installation and connections.

2. Required Services

- a. Indicate your plan of action to perform and your experience in performing the services required as set forth herein.
- b. Describe your solution to the Call Accounting System
- c. Describe your solution to comply with The City of Fenton proposed Unified Messaging and migration to VoIP and Office 365 (Exchange)

3. Training

- a. Indicate your comprehensive training solution to train The City of Fenton employees. Indicate if this is a “train the trainer” implementation.
- b. Indicate your comprehensive training solution to train employees, with recommendations relative to staff time requirements.
- c. Provide a complete list of off-premise training classes including description, time required, location and target audience. Are the costs for these serviced in the Pricing Schedule (section 4)?
- d. Provide a summary of in-house training for end users and administrators.
- e. Indicate the number of manuals and operation handbooks to be provided to each employee on site at each location, at no additional cost to The City of Fenton.
- f. Indicate the method that The City of Fenton will use to obtain additional manuals and /or handbooks.

4. Feature Set

- a. A list of features was provided in Section 3, Scope of Service that outlined the “Feature Set.” Please indicate your inability to furnish a feature by listing it out. In addition, as this is not a complete list, please indicate any additional features that you feel are important for The City of Fenton to note.

5. Single Point of Responsibility / Accountability

- a. The City of Fenton requires a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement. Said point of contact may be either business partner or manufacturer, but should be identified as such.

6. Technical Requirements

- a. Provide required / recommended connectivity to implement the proposed solution and pricing for recommended connectivity.
- b. Provide a complete system design and methodology for assuring system wide voice quality and accessibility.
- c. Recommend and illustrate equipment to be installed by The City of Fenton

d. Provide a solution to redundancy / failover in case of system wide failure, ensuring the system is continually operational.

e. VoIP will require specialized training for system administration staff. Vendor will supply ALL additional equipment and software for system programming and operation. Indicate your solution to this requirement.

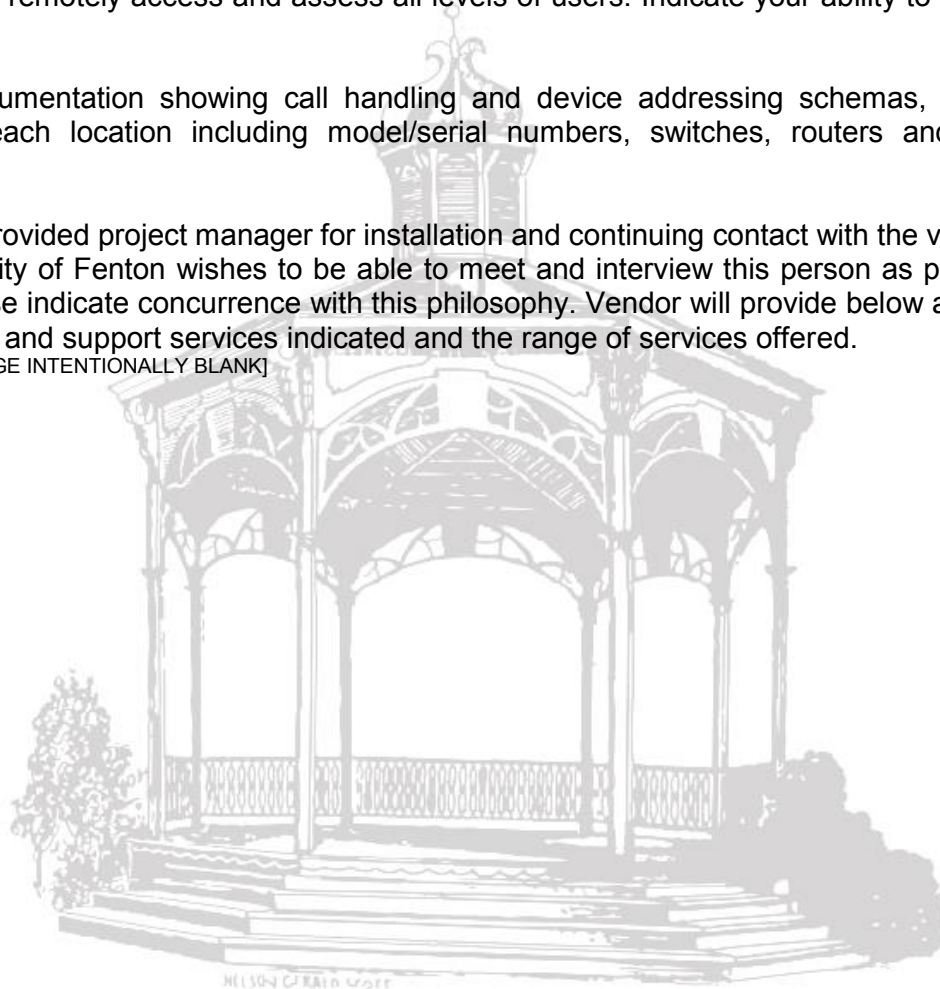
f. The City of Fenton will migrate the existing number schema/extensions. Vendor will complete this migration.

g. System security features need to be built in to prevent unauthorized intrusion and allow the administrator to remotely access and assess all levels of users. Indicate your ability to provide this level of security.

h. Provide documentation showing call handling and device addressing schemas, initial equipment inventory for each location including model/serial numbers, switches, routers and other relevant equipment.

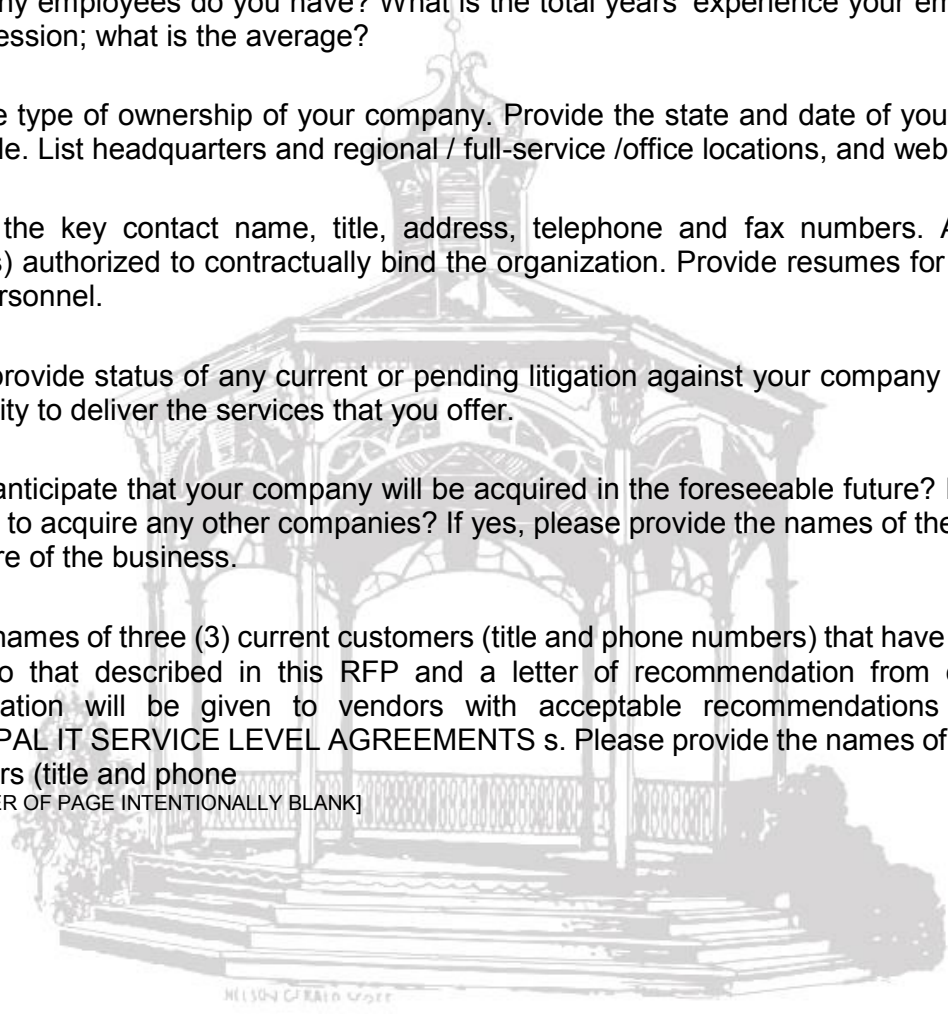
i. The vendor-provided project manager for installation and continuing contact with the vendor is a critical position. The City of Fenton wishes to be able to meet and interview this person as part of any finalist interview. Please indicate concurrence with this philosophy. Vendor will provide below a complete listing of maintenance and support services indicated and the range of services offered.

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7. General Questions

- a. How many years has your company been in business? How long have you been providing telephone systems? What is your company's primary line of business? What percentage of your business is telephony?
- b. Provide a brief overview of your company (furnish your business philosophy, mission statement, management structure, organization chart, etc.).
- c. How many employees do you have? What is the total years' experience your employees have in this profession; what is the average?
- d. State the type of ownership of your company. Provide the state and date of your incorporation if applicable. List headquarters and regional / full-service /office locations, and website address.
- e. Provide the key contact name, title, address, telephone and fax numbers. Also identify the person(s) authorized to contractually bind the organization. Provide resumes for owners and key sales personnel.
- f. Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services that you offer.
- g. Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire any other companies? If yes, please provide the names of the companies and the nature of the business.
- h. Include names of three (3) current customers (title and phone numbers) that have had installations similar to that described in this RFP and a letter of recommendation from each. Additional consideration will be given to vendors with acceptable recommendations from like-sized MUNICIPAL IT SERVICE LEVEL AGREEMENTS s. Please provide the names of three (3) current customers (title and phone
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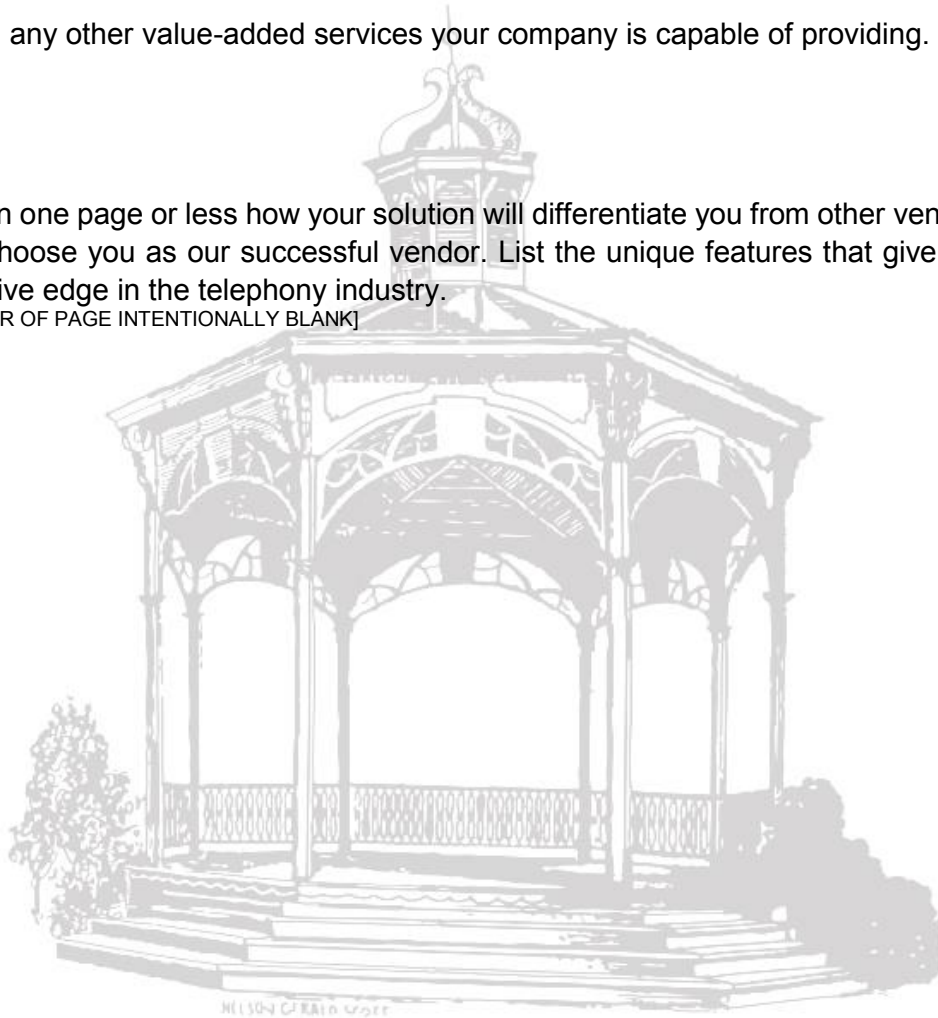


numbers) that have had Police/Fire Communications Center installations similar to that described in this RFP and a letter of recommendation from each.

- i. Please include reference names of former customers, if any, (title and phone numbers) and the reasons for disengagement of your services.
- j. What type of insurance coverage do you carry? Describe the amount of coverage.
- k. Describe any other value-added services your company is capable of providing.

8. Summary

- a. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features that give your company a competitive edge in the telephony industry.
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Addendum

