

## IP TELEPHONE SYSTEM

### **Request for Proposal – “RFP”**

#### TO ALL PROPOSERS

You are invited to submit a proposal to provide a replacement IP telephone system as described herein. All proposals shall be submitted in sealed envelopes or packages showing the name and address of the proposer and addressed to:

City Of Lafayette  
1290 South Public Road  
Lafayette, CO 80026  
Attention: Dennis Marquardt

1. Questions from Vendors are due by December 7, 2012
2. Responses to Questions will be provided by December 21, 2012
3. Final Vendor Proposals must be received by the City of Lafayette no later than 1:00 p.m. (Mountain Time) on January 4, 2013

Should you have any questions concerning the preparation of your proposal, please do not hesitate to contact us.

Contact: Dennis Marquardt  
Phone: (303) 665-5588 Extension 3319  
Fax: (303) 665-2153  
Email: [dennism@cityoflafayette.com](mailto:dennism@cityoflafayette.com)

Please note that this Request for Proposal letter does not constitute a guarantee on the part of the City of Lafayette that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

City of Lafayette  
Information Technology Division  
1290 South Public Road  
Lafayette, CO 80026

REQUEST FOR PROPOSAL

- 1. SUBMISSION OF OFFERS:** For each Offer, four (4) printed copies must be received at the time and place specified on the Cover Page of this Solicitation. For further details on the specific submission format, please see Project Overview and Requirements, Sections 5 and 6, page 12.
- 2. SCHEDULE OF ACTIVITIES:** The following activities and dates are an outline of the process to be used to solicit vendor responses and to evaluate each vendor proposal.

November 19, 2012.....Issue Request for Proposal  
December 7, 2012.....Deadline for submitting clarification requests  
December 21, 2012 .....Responses to Questions will be provided  
January 4, 2013.....Proposal submittal deadline  
January 25, 2013.....Award contract

- 3. METHOD OF AWARD - BEST EVALUATIVE SCORE BASED ON WRITTEN RESPONSE:** It is the intent of the City to award this Contract to the Vendor who receives the highest score when the responses submitted by interested Vendors are reviewed by the City's response evaluation committee. For this Solicitation, the evaluation committee will score responses based on the following criteria:

- Overall technical solution
- Vendor experience and references
- Desired features
- Project Management and methodology
- Quality of proposal
- Price of required features

Note: "Proof of concept" demonstrations may be requested after reviewing the RFP proposals. If so, the scores from these demonstrations will be added to the scores from the written responses and the final decision will be based on the cumulative scores.

The City reserves the right to conduct negotiations with Vendors and to accept revisions of proposals. During this negotiation period, the City will not disclose any information derived from proposals submitted, or from discussions with other Vendors. Once an award is made, the solicitation file and the proposals contained therein are in the public record.

- 4. COMPETENCY OF VENDORS:** Pre-award inspection of the Vendor's facility may be made prior to award of contract. Responses will only be considered from firms which have been engaged in the business of manufacturing or distributing the goods and/or performing services as described in this Solicitation for a minimum period of five (5) years prior to the date of this Solicitation. The Vendors must be able to produce evidence that they have an established satisfactory record of performance for a reasonable period of time and have sufficient financial support, equipment and organization to ensure that they can satisfactorily execute the services if awarded a contract. The term "equipment and organization" as used herein shall be construed to mean a fully equipped and well established company in line with the best business practices in the industry and as determined by the proper authorities of the City. The City reserves the right, before awarding the contract, to require a Vendor to submit such evidence of its qualifications as it may deem necessary, and may consider any evidence available to it (including, but not limited to, the financial, technical and other qualifications and abilities of the Vendor, including past performance and experience with the City) in making the award in the best interests of the City.
  
- 5. EQUAL OPPORTUNITY:** The City of Lafayette intends and expects that the contracting processes of the City and its Vendors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Vendors make available equal opportunities to the extent third parties are engaged to provide goods and services to the City as subcontractors, vendors, or otherwise. Accordingly, the Vendor shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract. The Vendor shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The Vendor shall maintain records demonstrating its compliance with this article and shall make such records available to the City upon the City's request. The City of Lafayette intends and expects that the contracting processes of the City and its Vendors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Vendors make available equal opportunities to the extent third parties are engaged to provide goods and services to the City as subcontractors, vendors, or otherwise. Accordingly, the Vendor shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract (joint ventures are encouraged). The Vendor shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The Vendor shall maintain records demonstrating its compliance with this article and shall make such records available to the City upon the City's request.

6. **FURNISH AND INSTALL REQUIREMENTS:** These Specifications may describe the various functions and types of work required to install the equipment purchased in conjunction with this Solicitation. Any technical omissions of functions or types of work within these Specifications shall not relieve the Vendor from furnishing, installing or performing such work where required to the satisfactory completion of the project. The Vendor shall include all costs associated with installation in its proposed unit cost to the City and shall not identify installation costs as a separate item unless specifically allowed on the Project Overview and Requirements.
7. **HOURLY RATE DEFINED:** The hourly rate quoted by the Vendor shall include full compensation for labor, equipment use, travel time, and any other costs incurred by the Vendor. This rate is assumed to be at straight-time for all labor. If overtime is allowable under this Solicitation, it will be covered as a separate item in the terms and conditions.
8. **COMPLETION OF WORK FROM DATE OF PURCHASE ORDER:** The Vendor shall state in its Response the number of calendar days from the date of the Purchase Order issued by the City in which it will guarantee to complete the work, repair, and/or service. Time for completion may be considered a factor in determining the successful Vendor. The completion date shall not exceed sixty (60) calendar days after the date of the Purchase Order. All work shall be performed in accordance with good commercial practice and the work schedule and completion dates shall be adhered to by the successful Vendor(s), except in such cases where the completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the Vendor. In these cases, the Vendor shall notify the City of the delays in advance of the original completion date so that a revised completion date can be negotiated. Should the Vendor(s) to whom the contract(s) is awarded fail to complete the work within the number of days as stated in its Response, it is hereby agreed and understood that the City reserves the right to cancel the contract with the Vendor and to secure the services of another vendor to complete the work. If the City exercises this right, the City shall be responsible for reimbursing the Vendor for work which was completed and found acceptable to the City in accordance with the Specifications. In addition, the City may, at its sole discretion, request payment from the Vendor, through an invoice or credit memo, for any additional costs over and beyond the original Response price which were incurred by the City as a result of having to secure the services of another vendor.
9. **BACK ORDERS ARE NOT ALLOWED:** The City shall not accept any back orders of deliveries from the Vendor. Accordingly, the Vendor is required to deliver all items to the City within the time specified in this solicitation. In the event that the Vendor fails to deliver the goods within the time specified, the City reserves the right to cancel the order, seek the items from another vendor, and charge the Vendor for any re-procurement costs.

- 10. DEFICIENCIES, DEFECTS AND/OR DAMAGES TO PRODUCTS SHALL BE CORRECTED BY VENDOR:** The successful Vendor shall promptly correct all deficiencies, defects and/or damages in equipment or products delivered to the City in accordance with this Solicitation. All corrections shall be made within fourteen (14) calendar days after such deficiencies, defects and/or damages are verbally reported to the Vendor by the City. The Vendor shall be responsible for filing, processing and collecting all damage claims against the shipper when applicable.
- 11. RESPONSE TO QUESTIONS:** Questions which arise during the Response preparation period regarding issues around this Solicitation, purchasing and/or award should be directed, in writing, via fax, email or U.S. mail, to Dennis Marquardt, Information Technology Manager, City of Lafayette, 1290 South Public Road, Lafayette, Colorado 80026, [dennism@cityoflafayette.com](mailto:dennism@cityoflafayette.com), or fax number 303-665-2153. The vendor submitting the question shall be responsible for ensuring that the question is received no later than 5:00 p.m., December 7, 2012.

Any official interpretation of this Solicitation must be made by the City's Information Technology Manger. The City shall not be responsible for interpretations offered by employees of the City who are not authorized agents of the City's Information Technology Division.

City of Lafayette  
Information Technology Division  
1290 South Public Road  
Lafayette, CO 80026

## PROJECT OVERVIEW AND REQUIREMENTS

### 1. PURPOSE AND OVERVIEW:

**1.1 RFP Purpose:** This request is seeking a multi-site, integrated IP telephony system to service all the major facilities of the City of Lafayette.

The City is currently building a second Fire Station. Due to the new facility's need for a phone system, and because of the age of the current PBX serving the City, we decided at this time to combine both efforts into one project. We expect that each facility's installation will be done as a separate phase of the project.

- i. Phase one of the project will include the Library and Fire Station #1. The Library and Fire Station #1 will need to be complete no later than February 28<sup>th</sup>, 2013.
- ii. We expect the new Fire Station will be ready for equipment by March 1<sup>st</sup>, 2013. We expect the entire system to be finished by March 8<sup>th</sup>, 2013. Date subject to change as building completion gets closer to finish date.
- iii. Additional phases will be scheduled as time and budget permits.

**1.2 Organizational Overview:** The City of Lafayette is a Colorado municipal government responsible for an area encompassing more than 8 square miles and with a current population greater than 25,000 citizens.

The City employs more than 300 people (full and part-time) working across thirteen separate facilities, including City Hall, a Police building, a recreation center, library, Golf Pro Shop, golf maintenance facility, water treatment plant, water reclamation plant, public works service center, senior center, Lamont Does pool, Boat House and a Fire Station. The City will be opening a second Fire Station in the spring of 2013.

The information technology infrastructure consists generally of 325 workstations.

### 2. CURRENT STANDARDS AND ENVIRONMENT:

**2.1 Phone System:** The City of Lafayette currently uses two NEC IPS VoIP systems (City Hall and Police station) and one NEC IVS switch (Library). We use an NEC Univerge UM8700 8-port voicemail server, based at the Police station. The City

of Lafayette utilizes leased fiber connections between City Hall and Police as well as City Hall and Library. All other facilities utilize a proprietary wireless point-to-point system for inter-facility connectivity. Through-put for the wireless connections range from 3 Mb to 108 Mb half duplex. A T-1 PRI line resides at our Police station for dial tone.

Handset Counts (estimated):

- New Fire Station #2 – 8
- City Hall – 64
- Police – 67
- Recreation Center – 37
- Library – 39
- Golf Pro Shop - 8
- Golf Maintenance Shop - 9
- Water Treatment Plant - 19
- Water Reclamation Plant - 8
- Public Works service center – 14
- Senior Center - 11
- Lamont Does pool - 2
- Boat House - 2
- Fire Station #1 - 16
- Total: 304

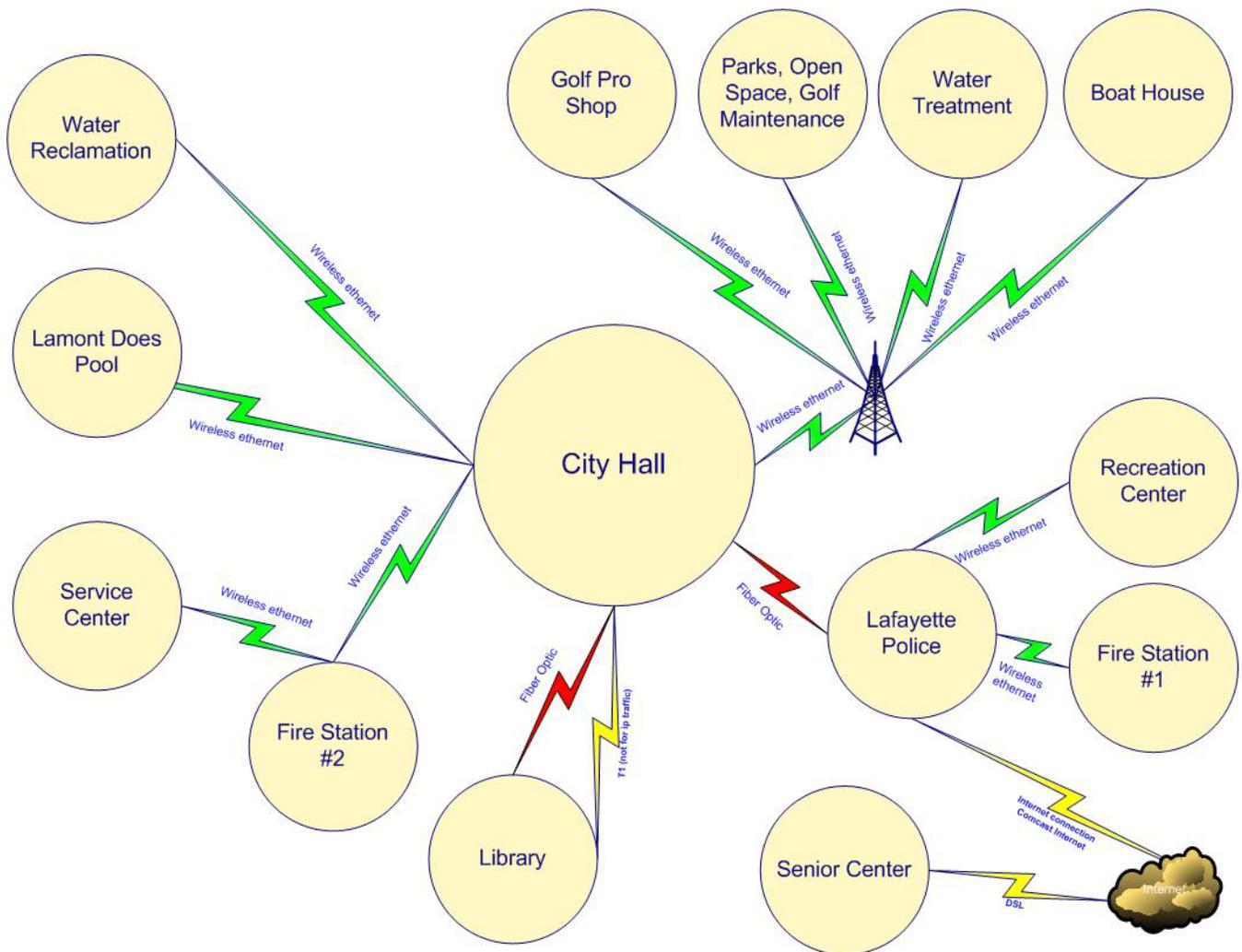
**2.2 Hardware:** The City of Lafayette I.T. Department uses Dell servers as a standard. We employ a mix of Dell PowerEdge 1950, 2750, 2850, 2950, R805, R905 rack-mount servers, with a few older units still in production.

**2.3 Software:** All servers within the City run Microsoft Windows server operating systems. Most are running Windows Server 2008, with a few Windows 2003 Servers still in production. Microsoft Windows 2008 R2 Hyper-V is utilized where possible. Windows 2008 terminal server is used to provide a consistent desktop to all end-user's desks.

The City runs many line-of-business applications, but most are based around Microsoft products. We run Microsoft SQL 2005 and 2008 servers and one Microsoft Exchange 2010 Standard server for email.

**2.4 Networking Equipment:** The City has standardized on HP Procurve switchgear for both core and edge switching and routing.

**2.5 Wide Area Network:** The City employs several technologies to create the WAN that links our facilities together. Here is a diagram of the current links between facilities.



- 2.6** Police station Data center: This is our primary data center; we plan to maintain this location as our primary datacenter. The room does have adequate cooling and conditioned 120V power outlets available in three server racks. An APC UPS is available for each rack with room power backed up by a building generator. We expect to maintain this location for dial tone and voicemail.
- 2.7** City Hall Data center: As the second-largest City data facility, we plan to maintain this location as a possible redundant site for some servers and data storage. The room does have adequate cooling and conditioned 120V power outlets available in two server racks. An APC UPS is available for each rack with room power backup expected to be installed in 2013.
- 2.8** New Fire Station, Fire Station #1, and Library: We have a small telecomm closet in each facility to house equipment. An APC UPS with 120V power outlets is available.

### **3. REQUIREMENTS:**

#### **3.1 Mandatory Vendor Requirements:**

- 3.1.1** Provide a local presence and personnel in the greater Denver metro area with the necessary training, expertise and access to spare parts to support and troubleshoot any issues with the IP phone system.
- 3.1.2** Currently maintain a support infrastructure capable of providing both on-site and telephone support 24 hours per day, 7 days per week. Provide a maximum four-hour response for on-site support of any critical issues with the system reported by the City of Lafayette I.T. Department.
- 3.1.3** Have a proven history of successful on-time and on-budget implementations of the proposed solution with the functionality required by the City, for entities similar in size and configuration to the City of Lafayette.
- 3.1.4** Provide a Project Manager, technical and functional staff with 3 to 5 years of experience performing similar work.

#### **3.2 Mandatory Solution Requirements:** The proposed solution provided by the Vendor must meet these requirements:

- 3.2.1** Shoretel IP phone system (no hybrids).
- 3.2.2** Phones pass-through network connection to computer.
- 3.2.3** Maintain 4-digit extension dialing to every facility and desk.
- 3.2.4** Maintain current extension numbering plan for all facilities. Implement DID for all extensions as stations are upgraded to new phone system.
- 3.2.5** Customizable outgoing caller-id for each handset.
- 3.2.6** Full access to all voicemail functions at every facility.
- 3.2.7** Voicemail system includes integration with Microsoft Exchange and Outlook. However, we do not desire audio files stored as attachments to email.
- 3.2.8** Desktop call-manager client that runs on Microsoft Windows XP, Vista, Windows 7 and Windows Server 2008 terminal services.

- 3.2.9** Ability to use existing wireless and fiber WAN links for voice traffic between facilities.
  - 3.2.10** Use of Quality of Service to prioritize voice traffic if/where needed.
  - 3.2.11** Ports available for analog POTS devices.
  - 3.2.12** Ability to integrate with building PA systems (where applicable) or utilize paging through the phone handsets.
  - 3.2.13** Handsets can accommodate wired and/or wireless headsets without extra amplification equipment.
  - 3.2.14** Handsets designed appropriately for any public phone locations.
  - 3.2.15** Wireless handsets available for short-range and WiFi connectivity.
  - 3.2.16** WiFi wireless handsets, when logged in, will maintain the user's DID and caller-id information.
  - 3.2.17** Multiple greeting tables available for all facility/departmental auto-attendants.
  - 3.2.18** All phone system administrative functions can be accessed through a web-based administration portal.
  - 3.2.19** Support/maintenance agreement costs cover handset replacement.
  - 3.2.20** Training will be provided for all City of Lafayette employees.
  - 3.2.21** Include on-site personal training for all City of Lafayette I.T. Department Staff who will be configuring, managing, maintaining and troubleshooting the entire system.
- 3.3** Desired Solution Features: The proposed solution provided by the Vendor would ideally have these features:
- 3.3.1** Adhere to the City standards for hardware, software and networking equipment manufacturers as specified in Current Standards and Environment, Section 2.
    - 3.3.1.1** The City will accept proposals that include hardware, software and networking equipment manufactured by other companies, but

the Vendor must provide written justification as to the reason for the substitution.

**3.3.1.2** Any significant substitutions may adversely affect the score of the proposal during evaluation by the City.

**3.3.2** Allow the new IP phone system to interact with the other current NEC PBX's with respect to four-digit extension dialing between facilities during the transition.

**3.3.3** Record phone conversations into voicemail or some other centralized storage location, and allow administrators to retrieve them. The audio files must be in a standard format such as MP3, WAV, etc.

**3.3.4** Handsets that include a pass-through gigabit Ethernet speed capability. This can be listed as an add-alternate in the system pricing.

**3.3.5** Six-way conference calling.

**3.3.6** Ability to receive faxes on all DID lines and route those faxes to the appropriate email address.

**3.3.7** Ability to send faxes directly from the desktop workstations through the phone system.

**3.3.8** Option to pair Bluetooth-compatible headsets directly with the handsets and use them as a wireless headset.

**3.4 Additional Solution Features:**

**3.4.1** The proposed solution by the vendor can also have additional features and capabilities not mentioned above. The Vendor may include a list of any such additional features and capabilities they feel are important to the evaluation process. The Vendor-provided list should contain descriptions of the functions and benefits of those features and capabilities.

**4. PROJECT DELIVERABLES:**

**4.1** An integrated, multi-site IP phone system with voicemail completely implemented, configured and tested to the satisfaction of City of Lafayette I.T. Department project members.

**4.1.1** This includes all hardware, software and licensing necessary for the system to function according to the specifications contained in this RFP.

- 4.2** On-site, personal training for all City of Lafayette I.T. Department Staff who will be configuring, managing, maintaining and troubleshooting the entire system.
- 4.3** End-user training for City of Lafayette employees, including both electronic and on-site personal training.
- 4.4** Detailed documentation and other software, in electronic format on physical media (CD, DVD, or equivalent storage), to include:
  - 4.4.1** As-built drawings, including one-line diagrams showing all City facilities and the connections being utilized between them. Include all IP subnets utilized and relevant individual IP addresses for infrastructure equipment.
  - 4.4.2** Vendor-provided configuration sheets, detailing how the entire system (hardware, software, network and security configuration, including any passwords) is configured at the close of the project.
    - 4.4.2.1** This includes a master dial-plan, preferably in Microsoft Excel format, showing all relevant information about PRI lines, POTS lines, rollovers, hunt groups, all IDs and all extensions programmed into each system at each facility. This document must give a clear indication of the current physical location of each phone extension (office number or reasonable location description), and which extensions/DIDs are available for future use.
  - 4.4.3** Backup copies of all programming code and/or configuration files necessary for the full recovery of the system.
  - 4.4.4** All relevant manufacturer documentation for the system and all its components.
  - 4.4.5** End-user and administrator training documents and presentation materials.
  - 4.4.6** All configuration, client and administrator software necessary for operation and disaster recovery of the system.

## **5. OFFER SUBMITTAL FORMAT:**

- 5.1** An unbound, three-hole punched original (clearly marked "Original") and three (3) bound copies of each Proposal must be received no later than 1:00 p.m., Mountain Time, Friday, January 4, 2013.

- 5.2 Three-ring binders or plastic comb binding are the only acceptable means of binding.

**6. MANDATORY DOCUMENTS FOR SUBMISSION:**

- 6.1 The submission must include a completed and signed Solicitation Cover Sheet.
- 6.2 A separate document clearly marked with the title “Executive Overview.”
  - 6.2.1 This document should serve as an introduction and summary of the solution being proposed by the Vendor.
  - 6.2.2 The information should be structured such that anyone reading just the overview will have a clear understanding of the scope of work, equipment and project methodology being proposed.
  - 6.2.3 This document should ideally be kept to less than two pages in length.
- 6.3 A separate document clearly marked with the title “Company Information and References.”
  - 6.3.1 Provide the name of the company, type of business, years in business, number of current employees and proof of reasonable financial stability.
  - 6.3.2 Provide proof of authorization from all manufacturer(s) that the Vendor is certified to sell and support all products being proposed.
  - 6.3.3 Provide qualifications of vendor staff to be assigned to the project and define the roles each will play and the estimated hours each will be on site during the project, including the Project Manager. Include resumes of the proposed project resources, including the Project Manager. Also provide the resumes of the trainers, if applicable.
  - 6.3.4 List three (3) references from agencies where the Vendor has provided similar services to that requested in this RFP, which included the same general staff that will be assigned to the project for the City. Provide the following information for all three references: Company Name, Contact Name, Contact Phone Number, Contact Fax Number and Contact Email Address.
- 6.4 An itemized price list of all project costs. Due to the fact that the phone system for the new Fire station facility and the remaining City facilities were budgeted separately (different phases), we will require that the price sheets be broken out separately also. The pricing lists for each phase shall be further broken down into two categories, and will include totals for each category.

**6.4.1** Mandatory Solution Requirements:

- 6.4.1.1** Hardware (show each major piece of hardware as a separate line item)
- 6.4.1.2** Software (show each major software package as a separate line item)
- 6.4.1.3** Licensing (show each license as a separate line item)
- 6.4.1.4** Professional Services for Implementation (including travel, lodging and meals, if necessary)
- 6.4.1.5** Training (both for IT staff and for the City staff)
- 6.4.1.6** Any other costs associated with full implementation, along with a brief explanation of why these other costs are included.

**6.4.2** Desired Solution Features:

- 6.4.2.1** Provide “a-la-carte” pricing for each desired feature your system supports, allowing the City to properly evaluate the value gained by adding that feature versus the cost to implement.
- 6.4.2.2** The pricing for each feature must include all necessary hardware, software and licensing to fully implement it.

**6.5** A separate document clearly marked with the title “Mandatory Solution Requirements Justification”.

**6.5.1** This document will include the list of all the mandatory solution requirements provided in Requirements, Section 3.2 of this RFP.

**6.5.2** Below each requirement, there must be a written justification of how the Vendor’s proposed solution satisfies that requirement.

- 6.5.2.1** Each requirement justification must have a descriptive, full-sentence answer. Along with each answer you may, at your discretion, also refer to other materials included in your submission. A submission can be summarily rejected if any of the requirements justifications do not meet these criteria.

**6.6** A project plan clearly marked with the title “Project Plan.” This document should include all of the following:

- 6.6.1** Approach for implementation.
- 6.6.2** List of objectives and deliverables.
- 6.6.3** Estimated timelines of work schedule, including milestones.
- 6.6.4** A master project schedule along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks City of Lafayette IT personnel are expected to perform to successfully implement the new system.
- 6.6.5** Any City resources (Facilities [work space], Technology, and Staff Resources) needed to assist with the project.
- 6.6.6** A written process to monitor project progress (milestones, coordination meetings, regular project “health checks”).
- 6.6.7** A clear and concise system for change control management.
- 6.7** Product specification sheets (also known as “cut sheets”) for all proposed phones, hardware, and software components.
  - 6.7.1** Include large photographs (preferably in full-color) of all phone handsets that will be part of the project.
- 6.8** The Vendor may submit any other documentation they feel is prudent or necessary for the City of Lafayette to properly understand and evaluate their proposal.
  - 6.8.1** These documents will not be scored separately, however they will be considered as part of the overall score for Quality of the Proposal.