

# REQUEST FOR PROPOSAL

Bid # EP091007

City of East Providence

Telecommunications Infrastructure  
And  
Phone System Replacement

## TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>1. SECTION 1: INTRODUCTION .....</b>   | <b>3</b>  |
| 1.1. Purpose and Scope .....  | 3         |
| 1.2. Evaluation Process .....   | 4         |
| 1.3. Schedule .....   | 4         |
| 1.4. Mandatory Pre-Proposal Vendor Meeting .....                                    | 4         |
| 1.5. RFP Submission .....   | 5         |
| 1.6. Response Validity Period .....   | 5         |
| 1.7. Vendor Communication .....   | 5         |
| 1.8. Right Of Selection/Rejection – Waiver of Informalities or Irregularities ..... | 5         |
| 1.9. RFP Revisions .....  | 6         |
| 1.10. Compensation .....  | 6         |
| 1.11. Commitments .....   | 6         |
| 1.12. Contract Award and Execution .....  | 6         |
| 1.13. Payment Terms and Conditions .....  | 7         |
| 1.14. Exceptions .....  | 7         |
| 1.15. Visits, Conferences and Provision of Facilities .....                         | 7         |
| 1.16. Primary Provide of all Services .....   | 7         |
| <b>2. SECTION 2: OVERVIEW OF CURRENT ENVIRONMENT .....</b>                          | <b>9</b>  |
| 2.1. Telecommunication Services .....   | 9         |
| 2.2. Data Network .....   | 10        |
| 2.3. Current Cable Infrastructure .....   | 10        |
| 2.4. Network Topology .....   | 11        |
| <b>3. SECTION 3: SYSTEM DESIGN REQUIREMENTS.....</b>                                | <b>12</b> |
| 3.1. Telecommunication Services .....   | 12        |
| 3.2. Voice System .....   | 17        |
| <b>4. SECTION 4: RESPONSE FORMAT AND CONTENTS.....</b>                              | <b>25</b> |
| 4.1. Title Page .....   | 25        |
| 4.2. Section 1 – Vendor Overview .....  | 25        |
| 4.3. Section 2 – Service Information .....  | 25        |
| 4.4. Section 3 - References .....   | 26        |
| 4.5. Section 4 – Manufacturer Overview .....  | 27        |
| 4.6. Section 5 – System Design Requirements Response .....                          | 27        |
| 4.7. Section 6 – System Implementation .....  | 27        |
| 4.8. Section 7 – System Description .....   | 28        |
| <b>5. SECTION 5 – PRICE SHEET.....</b>  | <b>40</b> |
| <b>6. SECTION 6 – APPENDICES .....</b>  | <b>42</b> |
| 6.1. Appendix A – Current Verizon Centrex Phones .....                              | 42        |
| 6.2. Appendix B – Network Map .....   | 43        |
| 6.3. Appendix C – Surplus Equipment .....   | 44        |

## SECTION 1: INTRODUCTION

### 1.1 Purpose and Scope

The purpose of this Request for Proposal (RFP) is to solicit responses from vendors for the selection of new telecommunications services and a voice system for the City of East Providence (The City), in The State of Rhode Island. General Information about the City can be found on the City's website <http://www.eastprovidenceri.net>.

Goals of this RFP process are to improve productivity, increase functionality and reduce overall cost. The City's current Centrex system is outdated and costly. The City currently averages about \$5k/month in Centrex charges and believes a VoIP solution should see a 2-3 year Return on Investment (ROI). Vendors must address the topic of ROI in their proposal indicating the number of years before ROI is realized and what savings the City will attain.

The City will develop a wide area network to support voice and data communications and install state-of-the-art telephone systems for all locations currently connected to the City Hall via optical fiber (data), business cable connections (data), Cox (Internet) and Verizon Centrex lines (voice). The acquisition will include IP telephony architecture (VoIP) systems that are:

- a. Supported by a highly qualified and reliable vendor with at five (5) years experience in complex VoIP implementations. A minimum of ten (10) projects of similar size and scope must be submitted as references. References of other municipal, educational or Public Safety projects are preferable.
- b. Mainstream products with strong manufacturer commitment and vendor support. Vendor must hold manufacturer certifications in the area of IP Telephony to be considered.
- c. Easy to use and readily accepted.
- d. Open system industry standards based – H.323, 802.1p and 802.1q, TAPI, MGCP, LDAP.
- e. Easy to upgrade to newer standards as they become readily accepted – SIP.
- f. Easily maintained by network administrators through standards based interface.

A copy of this Request for Proposal (RFP) may be obtained from the City's web site (<http://www.eastprovidenceri.net>). It is the sole responsibility of the 'proposer' to monitor the City's web site for any amendments to the RFP. For the purpose of this document the terms proposer, vendor and contractor are those entities representing the submission of a response to this RFP.

The RFP contains two components: Telecommunications Services and Voice System.

## 1.2 Evaluation Process

The evaluators will consider how well the vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement and form. It is important that the responses be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal in a succinct fashion. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the City select the right vendor with the best combination of professional attributes, experience and relevant skill-sets, including that of price, based on the evaluation factors. The City reserves the right to require that a subset of finalists make a presentation to the evaluation team for consideration.

This RFP provides general and technical information as well as the required format for responses. Your submitted response will be the primary source of information used for system evaluation and selection. Please include all required and appropriate information with your proposal. No other source of information submitted, written or verbal, will be considered part of your proposal.

At the completion of the RFP process, the City of East Providence will complete contract negotiations with the chosen vendor to provide equipment and services, representing, but not limited to, solutions that best meet the City's criteria in design, cost, vendor requirements and references.

## 1.3 Schedule

Hard copy responses and related materials must be delivered by 4:00 PM May 19<sup>th</sup>, 2010 as specified in the RFP. Late responses will be rejected at the sole discretion of the City of East Providence.

An approximate schedule for selection is as follows:

|  |                               |
|--|-------------------------------|
| Issue RFP/ Publish to City of East Providence Website:   | April 9 <sup>th</sup> , 2010  |
| Pre-Proposal Meeting and tour of sites                   | April 28 <sup>th</sup> , 2010 |
| Responses Due:   | May 19 <sup>th</sup> , 2010   |
| Tentative Vendor Selection to City Council for Approval: | June 15 <sup>th</sup> , 2010  |
| Contract Completion:                                     | June 22 <sup>nd</sup> , 2010  |

## 1.4 Mandatory Pre-Proposal Vendor Meeting

There will be a formal mandatory pre-proposal meeting conducted prior to the RFP due date by the City of East Providence. The meeting will be held April 28<sup>th</sup>, 2010 in the East Providence City Hall Council Chambers from 1:00pm until 4:00pm. The pre-proposal meeting will take place from 1:00pm until 1:30pm to address questions. A tour of the sites in East Providence will be available from 1:30pm until 4:00pm in order to obtain

first-hand exposure to the implementation environment, if necessary. Sites that will be available for visit will be the City Hall, Police Station, Fire Stations (4), DPW complex, Animal Control Office, Senior Center, Community Policing Office, Breed Hall, Libraries (4), Recreation Center and Weaver House.

### 1.5 RFP Submission

Please submit three (3) hard copies and one (1) CD copy of the response, in its entirety, to the contact and address below **no later than May 19<sup>th</sup>, 2010 by 4PM.**

|   |
|---|
| <b>City of East Providence</b>  |
| RFP # EP091907<br>Phone System Replacement<br>Attn: City Manager, Room 102, City Hall,<br>145 Taunton Avenue<br>East Providence, Rhode Island 02914 |

### 1.6 Response Validity Period

Submission of the response will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

### 1.7 Vendor Communication

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with City employees will not help. Any oral communications will be considered unofficial and non-binding on the City.

Vendors should rely only on written statements issued by the RFP Coordinator.  
Name: Paul Airozo, Purchasing Agent

### 1.8 Right of Selection/Rejection – Waiver of Informalities or Irregularities

The City reserves the right to reject any or all responses, to waive any minor informalities or irregularities contained in any response, and to accept any response deemed to be in the best interest of the City. Selection of a vendor solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to the contract price proposed.

## **1.9 RFP Revisions**

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be posted to the City's web site. It is the sole responsibility of the responder to monitor the City's web site for the posting of such information.

## **1.10 Compensation**

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

## **1.11 Commitments**

All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected vendor's proposal may, at the City of East Providence's option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the system as described.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package, which can be considered independently of any other proposals from the same vendor.

## **1.12 Contract Award and Execution**

**Awarding Authority:** The East Providence City Council will act as the awarding authority with the recommendation of the City Manager pursuant to R. I. State Law.

The City reserves the right to make an award without further discussion of the response submitted. Therefore, the response should be initially submitted on the most favorable terms the vendors can offer. It is understood that the response will become a part of the official file on this matter without obligation to the City.

The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the response. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the City on terms similar to those presented in the copy of the City's

standard Professional Services Agreement. If the selected vendor fails to sign and return the contract within ten (10) business days of delivery of the final contract, the City may elect to cancel the award and award the contract to the next-highest-ranked vendor.

No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.

### **1.13 Payment Terms and Conditions**

The proposal must contain a fee schedule that includes line items for equipment, software, professional services, warranties, project management, installation and training fees. The City wishes to explore a 24 or 36 month lease/purchase option for all equipment with a \$1 buyout at the conclusion of the lease term.

### **1.14 Exceptions**

Respondents may take exception to any of the stated requirements as long as all such exceptions are expressly noted and clarified in the response. Alternatives may be shown and quoted as options.

### **1.15 Visits, Conferences and Provision of Facilities**

City of East Providence team members may elect to visit vendor facilities or installed customer locations as part of their evaluation. Vendors should be prepared to provide information on appropriate locations and to arrange for such visits.

### **1.16 Primary Provider of all Services**

If a vendor's proposal includes equipment, hardware, software, or services to be supplied by entities other than the proposing vendor, it is mandatory for the proposing vendor to act as the prime contractor for the entire procurement of all products and services proposed with the possible exceptions noted below. The vendor acting as the prime contractor must be the sole point of contact with regard to contract stipulations including payment of any and all charges resulting from the purchasing of the proposed equipment, hardware, software, and/or services. The vendor acting as the primary contractor must take full responsibility for the demonstration, delivery, installation, and acceptance testing of the items proposed to be supplied by its subcontractor.

#### **1.16.1 Servers**

Whenever possible the City prefers to purchase their own servers to take advantage of government pricing unless the vendor's proposed servers meet or are below the government pricing available to the City. The City's server preference is the Dell manufacturer.

### **1.16.2 Cabling Vendor**

The City often contracts directly with cable contractors. However, each vendor is welcome to provide alternative cabling choices where required. If the City accepts the primary proposing vendor's cable pricing, it will be mandatory to maintain the same cabling guidelines and standards presently approved by the City.

## SECTION 2: OVERVIEW OF CURRENT ENVIRONMENT

### 2.1 Telecommunications Services

All City locations are currently served by Verizon Centrex system. Appendix A contains a listing of the current phone lines supporting the multiple locations in the City. A table of the locations is as follows:

| Building   | Location              | Phone Lines | Dedicated 911 | Current Connection |
|--|-----------------------|-------------|---------------|--------------------|
| City Hall  | 145 Taunton Av        | 143         |               | Fiber              |
| Police Department  | 750 Waterman Av       | 70          | 10-12         | Fiber              |
| Public Works Complex<br>(includes Highway, Water,<br>Central Garage and Park<br>departments) | 60 Commercial Way     | 26          |               | Fiber              |
| Recreation Center  | 100 Bullocks Point Av | 8           |               | Cox<br>Internet    |
| Animal Control   | 62 Commercial Way     | 2           |               | Cox VAN            |
| Fire Station 1/HQ  | 913 Broadway          | 14          |               | Fiber              |
| Fire Station 2   | 329 Bullocks Point Av | 2           |               | Fiber              |
| Fire Station 3/EOC   | 30 N Broadway         | 14          | 10-12         | Cox VAN            |
| Fire Station 4   | 66 Wampanoag Trail    | 2           |               | Fiber              |
| Senior Center  | 610 Waterman Av       | 20          |               |                    |
| Community Policing Office  | 610 Waterman Av       | 4           |               | Fiber              |
| Municipal Court  | 610 Waterman Av       | 4           |               | Fiber              |
| Breed Hall   | 610 Waterman Av       | 1           |               | TBD                |
| Weaver Library   | 41 Grove Street       | 31          |               | TBD                |
| Fuller Library   | 260 Dover Av          | 3           |               | TBD                |
| Riverside Library  | 475 Bullocks Point Av | 4           |               | TBD                |
| Rumford Library  | 1392 Pawtucket Av     | 3           |               | TBD                |
| Weaver House (Potential Site)  | 39 Grove Street       | 0           |               | Fiber              |
| Total number of lines:   |                       | 351         |               |                    |

#### Special Considerations

- Bidders are requested to indicate whether pricing could also be extended to other Rhode Island municipal or educational agencies/entities if so desired by the City of East Providence and the requesting agencies/entities.
- The Water Department utilizes approximately 23 POTS lines for their telemetry systems. The vendor can propose another alternate line type that could replace the cost to the City.

- Included in the above totals are Centrex, POTS, alarm lines and ringdown types of lines. The vendor must look into whether other types of phones lines can be used to further reduce cost to the City.
- Weaver House  
This City building has recently been renovated but currently has no phone system. The City may elect to add this site if City staff is assigned to this building.
- In-State / Out-of-State Long Distance  
Qwest provides both In-State and Out-of-State Long Distance support to the City of East Providence.
- Police Department  
The dispatch area has 10 lines currently configured into 1 hunt group. All lines will need to ring at any of the 4 phones in dispatch as well as be recorded. 911 lines are also located here.
- Fire Station 3/EOC  
The EOC dispatch area, when authorized, will need to simulate the dispatch area of the Police department in every way including 911 lines.
- Public Safety (Police and Fire locations):  
The City has six (6) Police and Fire locations that must be available 24x7. This includes a combined dispatch area with 911 lines as well as Emergency Operation Center (EOC). Reliability and redundancy across these locations is paramount. Vendors must address this in their response.

## **2.2 Data Network**

The City of East Providence's data network is a switched and routed network using a combination of 10/100/1000-megabit per second (Mbps) Fast Ethernet topologies. The City has standardized on a Cisco platform. In addition the City Hall, Police, Fire Stations 1, 2 and 4, the DPW complex, Senior Center and Community Policing are all connected by SM strands of fiber optic. Fire Station 3 utilizes Cox VAN and wireless connections.

The Animal Control site utilizes Internet access that is provided over Cox Communications business-level cable but fiber is available to the building.

Within the different buildings, the City uses Cisco switches supporting the Ethernet backbone. The City also has a preference for Dell servers.

## **2.3 Current Cable Infrastructure**

Most typical workstations consist of one (1) Category 3 and one (1) Category 5/5e cable from the associated Telecom Room (TR) to each workstation. Currently the City of East

Providence is utilizing the Category 3 infrastructure for voice applications and the Category 5/5e infrastructure for data applications. It is anticipated that the Category 5/5e infrastructure at these facilities will be re-allocated to support both the voice and data needs in the new IP Telephony environment. The existing Category 3 infrastructure shall be either removed or abandoned in conformance to current State electrical code. Vendor must assess current cabling and determine the need for any additional cabling (cat 5/5e/6).

The City recognizes that some cable may need to be replaced. The vendor will compile a list of necessary cable needs and provide the City with a cost estimate and suggested provider.

## **2.4 Network Topology**

Reference Appendix B – Network Map

## SECTION 3: SYSTEM DESIGN REQUIREMENTS

**Objective:** The City of East Providence would like to move from the Verizon Centrex voice and piece-meal data communication solution to a scalable Wide Area Network (WAN) solution supporting both voice and data communications. Redundant copper lines will be needed to ensure there is adequate support for the Police and Fire Departments. The City of East Providence is expecting to increase overall bandwidth for Internet access, utilize VoIP technology wherever possible, improve voice communication level of service (voice mail, fax, unified messaging, etc.) and build a redundant system to the extent that failure in one location will not affect the entire network.

An Emergency Operations Center (EOC) is required and should be considered as a component of the Telecommunications Services requirements. The Voice System solution should also be able to support the EOC.

### 3.1 Telecommunications Services

#### A. Length of service contract

Vendor shall propose pricing and terms for the following durations:

- 1 year
- 3 year
- 5 year

#### B. Project manager

It is expected that the Vendor's on-site project manager (PM) and supervisory personnel will remain constant throughout the project. Any changes in project management personnel must have prior approval from the City of East Providence. Certified PMP, Six-Sigma or some equivalent certification is desirable.

#### C. Addition or modification of services

The Vendor's representative will take the lead and be responsible for the installation and coordination of all new services or modification to existing services.

#### D. Problem escalation

Please detail escalation procedures for installation and maintenance issues for each type of service being proposed. Please include names and phone numbers of all personnel involved in escalating installation and maintenance issues.

#### E. Service interdependence

If there are any services proposed where requirements to purchase include the acquisition of any other service, please explain the relationship in detail in the appropriate section.

#### F. Price Protection

Vendor shall affirm that the pricing offered the Customer should be the lowest pricing offered by vendor to any similarly situated customer. Further, if during the contract period or subsequent renewals, the vendor should offer lower pricing to other customers, the vendor shall make these lower rates available to the City of East Providence. Vendor is responsible for notifying the City of East Providence in writing of the lower rate availability, and the City may take advantage of the new rates, effective immediately, by written acceptance of the new rates. Other terms and conditions of the contract will remain in effect.

#### G. Subcontracting

Vendor must identify any portions of the project that will be subcontracted to another entity for completion. If subcontractors are to be used, any information requests in this RFP should be answered for both the contractor and any subcontractors.

#### H. Technical/Service Information

1. Describe whether your company offers a Competitive Local Exchange Carrier (CLEC) as a “Reseller” service or a “Facilities-Based” service.
2. Respond (regardless of service type) to the following technical/service related issues/questions:
  - Availability of service/repair personnel on a 24/7, 365 days a year basis.
  - Vendor must provide a toll free number for service calls.
  - Describe the geographical boundaries of the coverage area of the maintenance depot that would be responding to service calls from the City of East Providence.
  - How does the City of East Providence summon emergency service on weekends, holidays or during non-standard working hours? Provide telephone numbers, alternate telephone numbers and identify parties who will respond.
  - What service assurance guarantees are provided? What is the guaranteed response time?
  - In an extraordinary circumstance, such as an equipment room fire, how will the vendor respond to patch in a temporary replacement? What is your disaster plan and ability to deal with hurricanes and major outages?
  - Is your company ISO certified? Provide a copy of your ISO certificate as part of this RFP.

- How are all adds, moves and changes supported to insure accuracy with the 911 database?
  - How are listings in the white or blue pages handled?
  - How are information (411) calls handled and at what rate? The City prefers no charges for 411 calls. Can this feature be restricted by user?
  - Described the process for transition to another vendor should the proposed service be unacceptable to the City of East Providence for any reason (including costs and time frame).
3. If your company provides Facilities-Based services, provide responses to the following additional questions/issues:
- How many voice switch locations are available to process calls?
  - Where are the voice switches located (local and remote)? Who owns the switches?
  - Are the switches provided within a secured area, with fire protection, in compliance with construction standards, and with appropriate environmental controls?
  - Does the switch have battery and generator backup?
  - Is there a spare switch available if a disaster occurs? How quickly can it be deployed?
4. Reports and Documentation
- Can you provide access to communications reports through a web portal?
  - Is a Call detail report available?
  - Are monthly expense reports by category (local, intrastate toll, interstate toll, international, other) available?
  - Can monthly expenses be broken down by City departments?
  - Are real time traffic reports (by same categories) available?
  - List any other documentation/reports that will be provided to the City of East Providence under the vendor's program.
  - Provide sample reports.

5. Insurance

The successful vendor shall maintain such liability insurance as to protect both itself and the City of East Providence from any claims or damages to property and personal injury, including death, which may arise from operations under this contract, whether such operations are by themselves, sub-contractors, or anyone directly employed by, or under the direction of, either of them. Certificates of Insurance listing the City of East Providence as additional insured shall be provided to City before commencing work on this project.

I. Billing and Fee Schedule

1. Rate Structure

Based on the current configuration described under “Overview of Current Environment” and in consideration of the description in the “Objective” provide rate structures for the services offered in response to this RFP. The rate structures shall be provided for each of the length of contract provisions outlined under “General Requirements.”

2. Other Expenses

Based on the services offered in response to this RFP, provided detailed information on equipment, labor, installation and other expenses associated with implementation of this project.

3. Toll Fraud

What is the Vendor's commitment in supporting the City of East Providence’s ability to protect against toll fraud? Does the Vendor provide an intelligent surveillance of customer calling patterns? Please define and explain programs, vendor and customer liability, and protection options and associated costs.

4. Billing Methods

The billing date shall be on or about the 28<sup>th</sup> of each month (but no later than the last day of the month).

4.1. Paper Billing

Please detail the method and formats for delivering monthly billing statements and call detail.

4.2. Electronic Billing

The City of East Providence is interested in the economic advantages of using electronic delivery of monthly billing detail. Methods can include secure web server access and/or E-mail receipt. Detail the financial impact of eliminating paper billing and mailing from the program.

## J. Implementation Plan

1. For each service being proposed, provide a detailed implementation plan that describes and/or graphically displays the order and interdependence of all activities to complete the proposed project and the sequence in which each activity is to be accomplished. Include a timeline with major milestones, and list the responsibilities of all parties (including the City of East Providence).
2. The City plans to implement in phases but will work with the selected vendor on the most efficient implementation plan. Suggested Rollout:
  - a. City Hall, Public Works Complex, Recreation Center, Senior Center, Animal Control, Breed Hall and Weaver House
  - b. Weaver, Riverside, Fuller and Rumford Libraries
  - c. Police Station, Fire Stations 1, 2, 3 and 4 and Community Policing/Municipal Court buildings
3. Submit an organizational chart of your proposed operations and sales/technical support of the City of East Providence.
4. Provide documentation of the preventive maintenance programs for all equipment and services under consideration.
5. What is the service escalation policy for the equipment under consideration? In response, provide a detail escalation procedure for installation and maintenance issues for each type of service being proposed. Your response should also include provision of 'loaner' equipment when applicable.
6. Identify current remote diagnostic capabilities for services being proposed. Provide information and relevant data with regard to equipment applications support through remote capabilities.
7. What recourse does the City have if the implementation plan is not followed?

## 3.2 Voice System

### A. Toll-Quality Voice

The proposed system must be able at the time of installation to support a maximum acceptable toll-quality voice of 80 ms for calls between two or more handsets at the same location. The maximum acceptable transmission delay is 180 ms for any off-premises IP-based call between two or more station users at different locations.

*Please provide sufficient details how your proposed system will meet this requirement. Include in your discussion any and all means used to reduce the affects of jitter and IP packet loss to minimize degradation. The discussion should address QoS issues at the following system connection points: desktop handsets and port interface cards.*

### B. Call Processing Functionality

1. The proposed system, at a minimum, must support the following fault-tolerant common control components: main call processor, generic software, and customer database.

*Briefly describe how the proposed solution fulfills this specification.*

2. Identify any other redundant common control component *options* (e.g., I/O ports, registers).

*Briefly describe how the proposed solution fulfills this specification.*

3. The proposed system must support seamless switchover from a failed common control component to a standby, redundant component without impacting established calls and user-programmed features.

*Briefly describe how the proposed solution fulfills this specification.*

4. It must support different WAN service options (i.e., fiber, ISDN-PRI trunks, T-1) with 2-way DID support.
5. The existing 4-digit extension numbering plan must be supported across the network.
6. The system must provide software to route long distance calls over the appropriate, least costly trunk.
7. The proposed system must support blocking of specific numbers.
8. The system should support a Telecommute and SOHO (Small Office/Home Office) function. Assume that each home office has high-speed digital access (DSL, Cable Modem, ISDN-BRI). Assume the SOHO/telecommute user is an extension of the

individual's primary City station. Calls to primary number should also ring at the SOHO desktop.

9. Proposed system must be E911 compatible; passing extension number and location (such as but not limited to floor and room number) when dialing 911.
10. The system should be equipped with a minimum 30 minutes battery backup for the common control equipment in the event of power loss. *Note: **Provide option in your pricing for 30 minute UPS.***
11. Listed below are the functional specifications required for network switches. These specifications are not to represent an all inclusive list of requirements, but to provide vendors with an understanding of City of East Providence's network switch requirements when recommending a VoIP solution:
  - Support for spanning tree
  - Support OS recovery via Ethernet, not just from console port
  - Desire Cisco MIBS compatibility
  - Support 802.1Q
  - Support for 802.3AF (Power Over Ethernet)
  - Support for redundant link between switches in a stack
  - Support redundant power supply
  - Support for GUI and command line interface
  - Support MTRJ connector, up to 2 GBIC interfaces per switch for fiber redundancy to switch stack
  - Support VLAN

### C. System Management

1. The proposed system must be able to support centralized systems management and administration. It will be physically located in the City Hall and allow for administrating and managing operations across the network. The desired solution must be capable of supporting a single database containing all user, handset and trunk profiles for all sites.
2. System must produce standard and customizable reports (e.g., call detail records, "hacker" attempts).
3. The system should provide the option for call accounting to collect call detail records and for call costing.
4. The system should provide the option for toll restriction, to limit long distance calls from phones located in public areas.

#### D. Questions about the Proposed System

1. What operating system is used for the main processing unit for processing calls?
2. How is the system backed up and restored?
3. When a remote site depends upon IP WAN transmission to support common control call processor control signaling and feature provisioning, what standard or optional redundant hardware/software is needed to provide non-stop call processing and switching in the event of an IP WAN failure? Show these costs as separate line items on price sheet.
5. Provide MTBF estimate for the proposed common control equipment.
6. Will the system work over Category 5 cabling?
7. In the case of system failure due to power loss and other cause, describe procedures for reinitializing. This must be accomplished automatically.
8. What methods and procedures are used to detect, diagnose and report potential and actual problems and component failures?
9. Does the proposed solution provide for redundancy of system memory? What type of error detection/correction is utilized by the proposed system? List as an optional cost for processor redundancy.
10. Can analog fax machines be connected to the system? If additional cost, vendor must list on the price sheet.
11. What is the maximum number of users supported by the System Management solution?
12. Can the System Management solution integrate management and administration of the voice messaging systems?
13. What system administration is required when an IP handset is moved from one location to another?
14. Does the system support SNMP?
15. Describe any remote administration capability.
16. Identify any single points of failure for the hardware proposed at each location.
17. Describe the proposed system requirements regarding its operation at Layer 2 and Layer 3 of the OSI Model. Are DNS and DHCP services required at either Layer? Is subnetting required at either Layer?

18. Describe your VoIP firewall solution.

#### E. Migration Strategy

To provide a converged City-wide network, vendors are to recommend upgrading the City of East Providence's existing data network to a network with the necessary QoS mechanisms in place to ensure toll-quality voice. The recommendation must adhere to the functional and technical design specifications stated above. The solution must have the capability for providing a single-image solution across all sites to include 4-digit dialing between all internal stations and a high degree of transparent operation.

In addition, the solution must be scalable. Currently, approximately 225 users exist. Vendors should design their solution for 250 seats. Total system capacity shall allow for no less than fifty-five (55) simultaneous lines in use at one time.

A resilient (redundant) voice architecture at the central site (City Hall) is required. At the remote sites, basic call functionality must survive a failure of the main switching platform. The City of East Providence is ready to sustain about 10 minutes of downtime per year (99.99 percent uptime). A secondary controller or other redundancy feature must be utilized. Basic system features must be operational when the secondary control is utilized. These features are outlined in the System Features table below.

Network switches must support at least the following functions:

- Support for spanning tree
- Support OS recovery via Ethernet, not just from console port
- Desire Cisco MIBS compatibility
- Support 802.1Q or Cisco VTPS for QoS
- Support for 802.3AF (Power over Ethernet)
- Support for redundant link between switches in a stack
- Support redundant power supply
- Support for GUI and command line interface
- Support MTRJ connector and up to 2 GBIC interfaces per switch for fiber redundancy to switch stack Support VLAN

#### F. Installation Requirements

The selected vendor will be fully responsible for equipment installation, configuration and testing.

When transitioning out old systems, vendor will be required to:

- Reconnect existing cabling schemes to maintain existing voice service.
- Provide all VoIP-to-handset and VoIP-to-trunk cross connects.
- Properly label, address and document all existing and new connections.

- Provide a phased cutover. Suggested department transition:
  - Phase I: City Hall, DPW Complex, Senior Center, Recreation Center, Animal Control Office and Weaver House
  - Phase II: Library locations (4)
  - Phase III: Community Policing Office, Police Department and Fire Stations.

Other vendor duties and responsibilities, which may include, but not limited to:

- Provide, as part of the installation cost, all software translations that are required at each site designated. This includes translations relating to the coordinated dial plan, network configuration, and any other translations required.
- Document all configurations and interface assignments.
- Provide installation support before, during and after installation including a toll free number for support assistance.
- Provide technical training on configuration and maintenance support to City technical staff.
- Vendor must have a NOC located within 50 miles of the City of East Providence to provide a 1-2 hour response time.
- Vendor must have remote access (such as web ex, logmein, etc.) to the proposed system for system assistance.
- Provide ongoing maintenance via maintenance agreement.
- Concerning meeting room conference phones, provide an option in your pricing for eight (8) VoIP conference phones to support 1-10 persons. (City Hall (4), Police Department (1), Emergency Operation Center (1) , Senior Center (1) and Weaver Library (1))
- All available handset models and options shall be noted on the cost schedule

The selected vendor will be fully responsible for phone replacement, installation and testing. When, transitioning in new phones, the vendor will be required to properly document phone placement. Listed below are vendor duties and responsibilities, which may include, but not limited to:

- Recommend, bid and install IP handsets required for communications.
- Provide installation support before, during and after the implementation of handsets.
- Provide technical training on installation and maintenance support to City technical staff.
- Provide ongoing handset maintenance support via maintenance support contract.

The City of East Providence wants to provide auto-attendant functionality to all sites. The typical configuration for auto-attendant operation will be to have callers directed to the auto-attendant and presented with a menu of choices. In addition, the caller must be able to contact the operator, dial an extension, or access a directory at any time. The auto-attendant must provide multiple choices on a menu along with sub-menus where required.

*How many levels or choices are available within one menu, within each sub-menu, and how many levels of sub-menu are available? How can the voice mail administrator access the*

*voice mail system to change the announcement or menu? Does the system support other languages?*

Describe if and how the proposed system can provide the ability to have calls answered by an operator during the day and have an auto-attendant handle the calls at night. Can the operator manually implement this functionality during the day to accommodate breaks and lunch periods? Can the change be accomplished based on time of day? Can these changes be initiated from individual remote sites for the auto attendant designated for their site? Can the auto-attendant be activated after an allowed number of rings?

#### G. Voice Mail Features

The following Voice Mail Features are desired. Vendors shall note all exceptions to these requirements on the following table and include these pages in their Qualification.

The voice mail system is required to provide network-wide access to all features and functionality that would be available if the voice mail system were installed locally. How are voice message notification made to remote users? Are there any scenarios in which multiple lines would be used in handling a voicemail call delivery?

*Briefly describe how the proposed solution fulfills this specification.*

The proposed system must provide access, for the purpose of updating or changing messages, from any phone within or external to City offices. To prevent unauthorized access to the system, password protection must be provided. The password protection must be capable of restricting access to selected portions of the voice bulletin system.

*Briefly describe how the proposed solution fulfills this specification.*

#### H. Broadcasts

Provide a detailed description of the broadcast capabilities of the proposed system. How many broadcast lists are supported? Are these system lists, group lists, or personal lists?

#### I. Panic Button Functionality

The proposed system should contain a panic button function that allows City departments to silently notify Police in the event of an emergency. Text message options should be available.

*Briefly describe how the proposed system handles this function.*

#### J. Peak Traffic

Describe how the proposed system handles callers that try to access the system when all ports are busy. Are the callers presented with a busy? Are they put in queue? What do callers actually hear? What options exist, if any?

K. Announcement or Voice Bulletin Functionality

The proposed system must provide system or group announcement or voice bulletin. Also messages used for voice bulletins must be able to be of varying lengths and of high quality.

*Briefly describe how the proposed solution fulfills this specification.*

L. Reliability

The proposed system must protect all messages, data and software during outages; must restart automatically once power is restored after a power outage; must run system diagnostics 24 hours per day without disrupting the system operation; must allow for mailbox numbers to be changed without losing messages, mailing lists, or subscribers names; must alert subscribers when their mailbox space gets low; and must provide prompts which give the user all options available from any point either on or off the network.

*Briefly describe how the proposed solution fulfills these specifications.*

M. Security

It must not be possible for a caller passing through the attendant to reach an outside line.

N. Audit Trail

It must be possible for a user to designate a necessary written record of message destination, input time and receipt. This audit trail will be printed on the administrator's console together with daily reports.

O. Network Routing

The proposed system must be able to transfer messages between mailboxes on individual voice mail system located at different sites.

P. Remote Diagnostics

The system must be equipped with remote maintenance access port to all remote maintenance by the manufacturer and City of East Providence's administrator. The remote diagnostics port must have security features.

Q. System Reports

The proposed system must provide reports on system performance and traffic.

R. Integrated (aka Unified) Messaging for email/voicemail/fax messages

The City of East Providence is interested in integrated messaging. Explain what is necessary for City of East Providence's Microsoft Exchange system to retrieve voice mail and fax messages from e-mail mailbox. Include Integrated Messaging as an option in your pricing.

S. Installation Requirements

The selected vendor will be fully responsible for recommending, replacing, installing and testing of all voice mail, auto-attendant and IVR systems. Listed below are vendor duties and responsibilities, which may include, but not limited to:

- Recommend, bid and install voice-messaging systems required for Citywide communications.
- Provide installation support before, during and after the implementation of the messaging systems.
- Provide technical training on installation and maintenance support to City staff.
- Provide ongoing maintenance support via support contract and on a time and material basis.

## **SECTION 4: RESPONSE FORMAT AND CONTENTS**

Organize proposals with separately tabbed sections corresponding to the following format. Number each page consecutively. Provide a concise response to each point. References may then be made for further clarification. Wherever a table or spreadsheet is provided, please title the section and utilize the table/spreadsheet.

### **Title Page**

- a. Title page (no initial tabbed divider)
- b. Customer name
- c. Vendor name, address, telephone number and email
- d. Contact's name, signature, title and date

### **Section 1 - Vendor Overview**

Provide a maximum three-paragraph description for each category subsections below, or where specified, utilize the table or spreadsheet. This is intended for general overview and should highlight the reasons your product, design and company are best suited for the City of East Providence.

1. Company
2. Product (s) Proposed
3. Local Inventory For:
  - a. Emergency replacement inventory
  - b. Additional equipment orders
4. Design Architecture
5. Historical Background
6. Financial Status
7. Service/Info
8. Describe your company, identifying the number of employees in a local office (service, installation, and administrative) in or nearest to East Providence, RI.
9. Indicate distance from your offices to East Providence, RI. A network operation center must be based within 50 miles of the City. Provide a detailed plan to service the system. List other systems in which you are using a similar arrangement.
10. If you are an independent dealer, provide a list of VoIP, PBX and voice mail brands sold by your company and the percentage of each brand sold. If you are an independent dealer representing different manufacturers, or product types, explain why you have selected this manufacturer and product described in your response.
11. Provide a copy of your sales agreement/contract form that will act as the governing instrument of this business relationship.

### **Section 2 – Service Information**

1. Identify emergency response average for the past 12 months.
2. What is the City of East Providence's recourse if this response guarantee is not met?

3. If City of East Providence determines that any piece of equipment is unreliable, what recourse does it have to rectify the problem?
4. Describe your service escalation procedures that would be available to City of East Providence if you are the selected vendor.
5. State your policy and guaranteed unit prices for adds, moves, and changes before, during, and one (1) year after installation period. These prices shall be detailed to identify parts and labor.
6. Provide a list of suggested spares that should be maintained.

**Section 3 - References**

Please provide no more than ten (10) references that match the following criteria:

- a. Complex multi-site VoIP implementations
- b. E911 installs
- c. Government/municipal/Public Safety (preferred) or educational setting

Provide the principle contact, email and telephone number, as well as the associated system type, size and customer application for each. All references must be users of the proposed system, including voice mail and any other specified hardware/software requirements. References must be from the last 3 calendar years.

**References**

| Company Name | Contact | Telephone & Email | System(s) & Number of Sites and Phones |
|--------------|---------|-------------------|--|
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |
|              |         |                   |  |

## **Section 4 - Manufacturer Overview**

Provide a maximum three-paragraph description for each category subsection below. This is intended for general overview and should highlight the reasons the proposed products and design are the best suited for the City of East Providence.

### **A. Company**

### **B. Product Proposed**

1. Design architecture
  - i. One line topology diagrams for City Hall and remote connections
  - ii. Include and label a sample topology for each application server, gateways, routers, switches, telephones etc.
2. Brief history of product proposed

### **C. Manufacturer Guarantee**

From the manufacturer (for each system proposed) that factory-trained technicians will perform the installations, will be available in the local area (within 50 miles of City of East Providence), and will be supplied with a manufacturer recommended local parts inventory for 10 years.

### **D. Replacement Components**

Manufacturer support for advance replacements for software and hardware problems discovered to be a technical and/or manufacturing defect by the manufacturer.

### **E. Manufacturer Support During Implementation, Installation and Post Installation**

Manufacturer support for advance replacements for software and hardware problems discovered to be a technical and/or manufacturing defect by the manufacturer.

## **Section 5 - System Design Requirements Response**

Please copy and insert Section 3 – System Design Requirements here. If you cannot comply, or require clarification with a requirement(s), insert a comment directly below the required item.

## **Section 6 - System Implementation**

Describe your implementation process referencing the requirements with specific attention to Project Planning and Documentation. Limit the number of pages to a maximum of three (3). Charts/tables are acceptable. Indicate details on personnel who will be implementing this project. Specify if your Project Manger possesses a PMP, Six Sigma or similar certification.

## Section 7 - System Description

A table is included for your use. Please complete each section. If a section or question does not apply to your proposed solution fill in the response with NA. Requests for information that are left blank may be considered in default at the discretion of the City of East Providence. Please utilize the designated column for comments and clarifications.

### System Features

| System Features   | Complies / Not Supported | Comments / Clarifications |
|---|--------------------------|---------------------------|
| Manufacture/Model   |                          |                           |
| Operating System  |                          |                           |
| Software Revision   |                          |                           |
| Documented 99.999 History   |                          |                           |
| <b>Virtualization</b>   |                          |                           |
| Is the proposed system certified to run in a virtualized environment? <ul style="list-style-type: none"> <li>Specify the virtual environments supported</li> </ul>    |                          |                           |
| <b>E-911 Support</b>  |                          |                           |
| Is the proposed system E-911 complaint? <ul style="list-style-type: none"> <li>Does the system provide floor and room location details to 911 dispatchers?</li> </ul> |                          |                           |
| <b>EOC Support</b>  |                          |                           |
| Pre-defined programming for EOC   |                          |                           |
| Digital Ports – Specify number required   |                          |                           |
| ACD Ports – Specify number required   |                          |                           |
| Back office phones  |                          |                           |
| <b>Standards Supported</b>  |                          |                           |
| H.323   |                          |                           |
| 802.1q/p  |                          |                           |
| TAPI  |                          |                           |
| 802.11 a/b/g  |                          |                           |
| MGCP  |                          |                           |
| LDAP  |                          |                           |
| SIP   |                          |                           |
| Support for additional protocols noted  |                          |                           |
| <b>Trunking</b>   |                          |                           |
| IP trunking   |                          |                           |
| Supports traditional trunking from LEC  |                          |                           |
| Analog  |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| T1   |                          |                           |
| PRI  |                          |                           |
| E & M  |                          |                           |
| Other  |                          |                           |
| <b>Desk Dialing</b>  |                          |                           |
| Describe the integration between the desktop office applications (Outlook/Word) and the proposed system so that staff can dial numbers from a contact manager. |                          |                           |
| <b>System Administration</b>   |                          |                           |
| GUI Application  |                          |                           |
| Security/Authorization   |                          |                           |
| Diagnostics  |                          |                           |
| Backup/Restore   |                          |                           |
| VoIP system  |                          |                           |
| Voicemail  |                          |                           |
| Build/modify station/trunk groups/routing tables   |                          |                           |
| Synchronization of all databases at all sites  |                          |                           |
| Perform station move, adds, changes  |                          |                           |
| Reporting  |                          |                           |
| Traffic measurements   |                          |                           |
| Processor busy levels  |                          |                           |
| Quality of Service   |                          |                           |
| Alarm notifications to internal extensions and external telephone numbers  |                          |                           |
| Remote capability via dial up or high speed connection   |                          |                           |
| Program changes w/o system reboot  |                          |                           |
| VoIP system  |                          |                           |
| Voicemail  |                          |                           |
| <b>Power</b>   |                          |                           |
| Over Ethernet  |                          |                           |
| Other  |                          |                           |
| <b>General</b>   |                          |                           |
| Support 4 digit verified account codes   |                          |                           |
| Support Toll Fraud restrictions  |                          |                           |
| # of MOH sources & # of zones  |                          |                           |
| Number of key strokes to transfer to voicemail   |                          |                           |

| System Features   | Complies / Not Supported | Comments / Clarifications |
|---|--------------------------|---------------------------|
| Minimum 5 party conference (1 internal/4 external)– give internal/external parameters |                          |                           |
| User/department setting of call forward timers for # of rings to VM or call overflow  |                          |                           |
| Automatic call back   |                          |                           |
| Connection to external loud bell  |                          |                           |
| <b>Intercom Functionality</b>   |                          |                           |
| System must provide intercom capability   |                          |                           |
| <b>Call Forwarding</b>  |                          |                           |
| Fixed forwarding, busy/no answer (3-4 rings)  |                          |                           |
| Manual forwarding   |                          |                           |
| Call forward calls to an off-site phone number (cell, home...)                        |                          |                           |
| Type of call forwarding   |                          |                           |
| Internal calls  |                          |                           |
| External calls  |                          |                           |
| Forced forward of a ringing call to answer coverage                                   |                          |                           |
| <b>Transfer</b>   |                          |                           |
| One button transfer to voicemail plus 4 digit mailbox number                          |                          |                           |
| List number of keystroke operations to transfer to a voicemail box                    |                          |                           |
| Transfer calls off network site   |                          |                           |
| <b>Route Selection</b>  |                          |                           |
| Automatic route selection   |                          |                           |
| Least cost routing  |                          |                           |
| <b>Paging</b>   |                          |                           |
| Through idle telephones   |                          |                           |
| Utilize existing external paging equipment (if not, explain alternative)              |                          |                           |
| <b>Call Pickup</b>  |                          |                           |
| For a department/group  |                          |                           |
| Direct – for specific extension   |                          |                           |
| <b>Call Park</b>  |                          |                           |
| System wide & # of stalls   |                          |                           |
| To specific extension   |                          |                           |
| <b>Speed Dial</b>   |                          |                           |
| System – list number available  |                          |                           |

| System Features   | Complies / Not Supported | Comments / Clarifications |
|---|--------------------------|---------------------------|
| Personal number in list   |                          |                           |
| <b>Station Features</b>   |                          |                           |
| IP telephones   |                          |                           |
| Analog telephones   |                          |                           |
| Client software for telephone on PC   |                          |                           |
| Headset integration (both wired or wireless)  |                          |                           |
| Group pick-up   |                          |                           |
| Directed pick-up  |                          |                           |
| One-button access to get into voicemail box   |                          |                           |
| BLF/DSS options per multi-line stations/LCD w/user status i.e. out to lunch, in meeting, etc. w/users status indication |                          |                           |
| CID indication of type of call prior to answer  |                          |                           |
| Internal  |                          |                           |
| External  |                          |                           |
| Voicemail   |                          |                           |
| Display CID info on the second incoming line  |                          |                           |
| Single Button Feature Access - List each one i.e. hold, transfer, conf, redial, etc.)                                   |                          |                           |
| Display day/date/time in idle state   |                          |                           |
| Call timer with elapsed call duration   |                          |                           |
| Visual display of activated features DND, call forward on user telephones   |                          |                           |
| Speakerphones proposed  |                          |                           |
| Full duplex   |                          |                           |
| Half duplex   |                          |                           |
| Monitoring  |                          |                           |
| Mute handset  |                          |                           |
| Confirming tone or display of dropped conference party  |                          |                           |
| Display user status (at lunch, out of office...)  |                          |                           |
| Key system emulation for departments  |                          |                           |
| Answer multi-user lines   |                          |                           |
| ADA Compliance  |                          |                           |
| Amplified handset   |                          |                           |

| System Features   | Complies / Not Supported | Comments / Clarifications |
|---|--------------------------|---------------------------|
| TTY devices   |                          |                           |
| Busy retry internal/external  |                          |                           |
| Unique ring per telephone - list number of choices                      |                          |                           |
| Volume control  |                          |                           |
| Handset   |                          |                           |
| Speaker   |                          |                           |
| Ringling  |                          |                           |
| Individual VM MW indication for users sharing a telephone               |                          |                           |
| MW light or stutter tone across network                                 |                          |                           |
| <b>Cordless</b>   |                          |                           |
| Proprietary, range & cost   |                          |                           |
| Analog & range  |                          |                           |
| <b>Receptionist/Console Design</b>                                      |                          |                           |
| Call display info source/destination                                    |                          |                           |
| Display number of calls waiting   |                          |                           |
| Audible/visual call waiting indication                                  |                          |                           |
| Audible reminder of calls holding                                       |                          |                           |
| Ability to query system for station status (at lunch, out of office...) |                          |                           |
| Barge-in  |                          |                           |
| Simple conference set-up  |                          |                           |
| Ability to distinguish source of call                                   |                          |                           |
| Internal  |                          |                           |
| External  |                          |                           |
| From Voicemail  |                          |                           |
| Quick connect meet-me conference  |                          |                           |
| <b>Voicemail/Automated Attendant</b>                                    |                          |                           |
| Manufacturer/Model  |                          |                           |
| Operating System  |                          |                           |
| Type of Integration   |                          |                           |
| Automated attendant   |                          |                           |
| Dial users by first/last name   |                          |                           |
| Unlimited voice recording times   |                          |                           |
| Multiple attendant menus  |                          |                           |
| Maximum # of "0" to operator destinations                               |                          |                           |
| Pre programmed & remote programming Holiday/Disaster                    |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| Recovery Greetings per multiple departments/groups   |                          |                           |
| Voicemail  |                          |                           |
| Ability to offer caller the option to have the person paged  |                          |                           |
| Ability to exit a mailbox and traverse to other extensions/voicemail boxes   |                          |                           |
| Multiple and cascading notification options  |                          |                           |
| Multiple greeting options  |                          |                           |
| Mailboxes for departments/ staff without phones accessed via 7-digit DID   |                          |                           |
| Information only mailboxes   |                          |                           |
| Separately stored voicemail greetings  |                          |                           |
| Change greetings remotely  |                          |                           |
| No reboot to execute new/change of greetings   |                          |                           |
| Personal Greetings/Name - Each mailbox user can record subscriber name and a personal greeting   |                          |                           |
| Message Prologue - Informs subscribers when they access their mailbox how many new or saved messages they have (if any)  |                          |                           |
| Temporary greeting - Each subscriber can record a persona greeting set for a specific number of days (with automatic expiration)   |                          |                           |
| Password Protected Mailboxes - Access to subscriber mailboxes requires a password. Password length system-wide can be from three to six digits. Callers shall have three chances to enter a valid password before they are disconnected. |                          |                           |
| Message Envelope - Played prior to beginning of each message, containing priority type, date, and time (including caller identification  |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| for internal and external calls).<br>Mailboxes can be individually configured to play the envelope only in response to a key press. (i.e., at the request of the subscriber)   |                          |                           |
| Message Length - Unlimited message length with a 5-minute continuation prompt. Minimum message length shall be two seconds.  |                          |                           |
| Saved Messages - A subscriber may save messages. They shall be automatically purged from the system after 15 days (or as reprogrammed by the system administrator) or they can be marked as "never deleted". New messages shall never be purged automatically. The saved messages shall be played in last-in first played order. |                          |                           |
| Message Review - Allows immediate replay of a message, including message envelope (timestamp, calling party information)   |                          |                           |
| Message Erase - Allows immediate deletion of a message from the system. The message cannot be subsequently restores; deletion is immediate and permanent.  |                          |                           |
| Message Reply - Allows immediate reply to a message received from another internal mailbox subscriber  |                          |                           |
| Message Forward - Allows messages to be forwarded to other subscribers and distribution lists with or without a pre-pended comment.  |                          |                           |
| Message Rewind/Hold/Fast Forward - Allows subscribers to rewind, fast forward, or pause messages for several seconds   |                          |                           |
| Message Keep / Skip - Allows subscribers while listening to a  |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| message to advance to the next new message (if any). Each new message played is marked as "saved".   |                          |                           |
| Multi – Level Auto Attendant - Allows a hierarchical menu to be programmed on the auto attendant providing callers with better self-service access to the person or department they are calling.   |                          |                           |
| Urgent Messages - The message receives priority placement in the listener's mailbox  |                          |                           |
| Private Messages - The message cannot be forwarded to another subscriber's mailbox   |                          |                           |
| Certified Messages - On internal calls, the sender is notified when the recipient has read the message.  |                          |                           |
| Message Record / Send Actions - Callers have the ability to pause during recording, review, re-record and append to a message before sending it. A message can also be cancelled prior to sending.   |                          |                           |
| Message Addressing - Subscribers can address messages to multiple recipients and hear the recipient's name played back to confirm valid entry of mailbox numbers   |                          |                           |
| Memo - Subscribers have single-digit access to send a message to their own mailbox, for future reminders and memo-type messaging   |                          |                           |
| <p>Message Notification:<br/> The subscriber is notified that they have received a message by the message light on their phone (MWI), and optionally by setting the notification type to one of the following options, which causes the voice mail system to call:</p> <ul style="list-style-type: none"> <li>• the mailbox's associated extension number, for analog</li> </ul> |                          |                           |

| System Features   | Complies / Not Supported | Comments / Clarifications |
|---|--------------------------|---------------------------|
| <p>phone extensions or phones without a message light (prompts called party to log into their mailbox)</p> <ul style="list-style-type: none"> <li>• an outside number (prompts called party to log into their mailbox)</li> <li>• a message pager (plays an audio message indicating messages are waiting)</li> <li>• a tone-only player (simply hangs up after a far connection is made)</li> <li>• a digital pager (plays DTMF digits corresponding to a system-wide callback number along with a specific mailbox number)</li> </ul> <p>The system administrator may change notification options. The mailbox owner may also modify them if the system administrator grants permission. In addition to the notification type, the phone number and schedule are configurable. The schedule determines whether paging occurs:</p> <ul style="list-style-type: none"> <li>• around the clock, regardless of the business schedule</li> <li>• only during open business hours</li> <li>• only during closed business hours</li> <li>• never (disabled until the schedule is changed to one of the three previous schedule options)</li> </ul> <p>Finally, a mailbox may be configured to do non-MWI notification only in response to urgent messages (as opposed to all messages). By default, a busy or no</p> |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| <p>answer condition detected on a notification call shall result in two additional retries occurring at 15-minute intervals.</p> <p>All notification results shall be posted to the system log file.</p>   |                          |                           |
| <p>Outside Message Notification Calls - The administrator shall configure a trunk access code for use in all outside notification calls. The trunk access code shall control the lines to be used for notification</p>   |                          |                           |
| <p>Distribution List, Broadcast Message - Allows four system-wide and five (per mailbox) personal distribution lists as well as a broadcast message facility to deliver a message to all mailboxes.</p> <p>Individual subscribers can belong to any number of distribution lists.</p>  |                          |                           |
| <p>New Mailbox Tutorial - The system guides the user through the steps required for initial configuration of mailbox, including specification of a (non-default) passcode and recording of a personal greeting and name</p>  |                          |                           |
| <p>Mailbox Types</p> <p>The following mailbox types shall be available:</p> <p><b>Extension</b> - the auto-attendant transfers a caller to the mailbox's associated extension. If the called party is busy or does not answer, the caller is prompted to leave a message in the mailbox. The extension mailbox may be linked to other mailboxes for transfer only (dual mailboxes). This permits the caller to transfer to other mailboxes in the same department.</p> <p><b>Message-Only</b> - the auto-attendant does not attempt a transfer but immediately prompts the caller to</p> |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| <p>leave a message in the mailbox.</p> <p><b>Transfer-Only</b> - the auto-attendant transfers a caller to the mailbox's associated extension but does not take a message if the called party is busy or does not answer.</p> <p><b>Information-Only</b> - the auto-attendant only plays the mailbox greeting; no transfer or prompt to leave a message occurs.</p> <p><b>Administrator</b> - for accessing administrative functions such as greetings recording.</p> |                          |                           |
| <p>Record A Call - Using Voice Mail as a recorder, this feature allows a subscriber to record a live conversation between themselves and another party.</p>  |                          |                           |
| <p>Softkey Integration - Users with IP telephones call press softkeys instead of dialing codes to select menu options.</p>   |                          |                           |
| <p>Dual Mailboxes - A transfer-only mailbox can be linked to the same extension as an existing extension-type mailbox. This enables a single mailbox for a group of individuals.</p>   |                          |                           |
| <p>Mailbox Administration via OPS Manager - Mailbox administration (adds, moves, changes) can be performed using a management application that works seamlessly with the VoIP embedded system management.</p>  |                          |                           |
| <b>Mobility</b>  |                          |                           |
| <p>Ability to support 802.11 a/b/g/n standard protocols</p>  |                          |                           |
| <p>Internal</p>  |                          |                           |
| <p>External</p>  |                          |                           |
| <p>VPN Access for voice/data calls</p>   |                          |                           |
| <p>List equipment necessary &amp; costs</p>  |                          |                           |
| <p>PDA synchronization</p>   |                          |                           |

| System Features  | Complies / Not Supported | Comments / Clarifications |
|--|--------------------------|---------------------------|
| List devices your product synchronization supports                   |                          |                           |
| <b>Headsets</b>  |                          |                           |
| Recommended wired & cost   |                          |                           |
| Recommended wireless & cost  |                          |                           |
| <b>Call Accounting</b>   |                          |                           |
| Sorted in order of Long Distance Access                              |                          |                           |
| Exceptions, undefined  |                          |                           |
| By extension   |                          |                           |
| By length of call w/greater/less than <variable>                     |                          |                           |
| Origination through transfers  |                          |                           |
| Export data from phone/fax/email/voicemail into SQL, Access or Excel |                          |                           |

**SECTION 5: PRICE SHEET**

**BIDDING FIRM:** \_\_\_\_\_

**NUMBER & STREET:** \_\_\_\_\_

**CITY/STATE/ZIP:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **TITLE:** \_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**FAX NO:** \_\_\_\_\_

**PHONE NO.:** \_\_\_\_\_

**Phone System: (In Dollars)**

Hardware: \$ \_\_\_\_\_

Software: \$ \_\_\_\_\_

System Redundancy Costs: \$ \_\_\_\_\_

Unified Messaging \$ \_\_\_\_\_

Project Management: \$ \_\_\_\_\_

Training: \$ \_\_\_\_\_

Professional Services/Installation: \$ \_\_\_\_\_

| <b>Phone sets (price per unit):</b> | <b>Unit Price</b> | <b>Units</b> | <b>Extended Price</b> |
|-------------------------------------|-------------------|--------------|-----------------------|
| 2 line phone:                       | \$ _____          | _____        | \$ _____              |
| 4 line phone:                       | \$ _____          | _____        | \$ _____              |
| Switchboard-type phone:             | \$ _____          | _____        | \$ _____              |
| Conference Room phone:              | \$ _____          | _____        | \$ _____              |
| Wireless headsets:                  | \$ _____          | _____        | \$ _____              |

**Cabling Costs: (per drop)**

Cat 5e: \$ \_\_\_\_\_ **Drops** \_\_\_\_\_ **Extended** \$ \_\_\_\_\_

Cat 6: \$ \_\_\_\_\_ **Drops** \_\_\_\_\_ **Extended** \$ \_\_\_\_\_

**Fax Integration Costs:** \$ \_\_\_\_\_

**Telecommunication Services:**

**1 Year Contract:**

In-state cost of call per minute: \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

Long distance cost of call per min. \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

PRIs: \$ \_\_\_\_\_

DIDs (\$ per # of DIDs) \$ \_\_\_\_\_ **per** \_\_\_\_\_ **DIDs**

**3 Year Contract:**

In-state cost of call per minute: \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

Long distance cost of call per min. \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

PRIs: \$ \_\_\_\_\_

DIDs (\$ per # of DIDs) \$ \_\_\_\_\_ **per** \_\_\_\_\_ **DIDs**

**5 Year Contract:**

In-state cost of call per minute: \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

Long distance cost of call per min. \$ \_\_\_\_\_

Connection cost of call: \$ \_\_\_\_\_

PRIs: \$ \_\_\_\_\_

DIDs (\$ per # of DIDs) \$ \_\_\_\_\_ **per** \_\_\_\_\_ **DIDs**

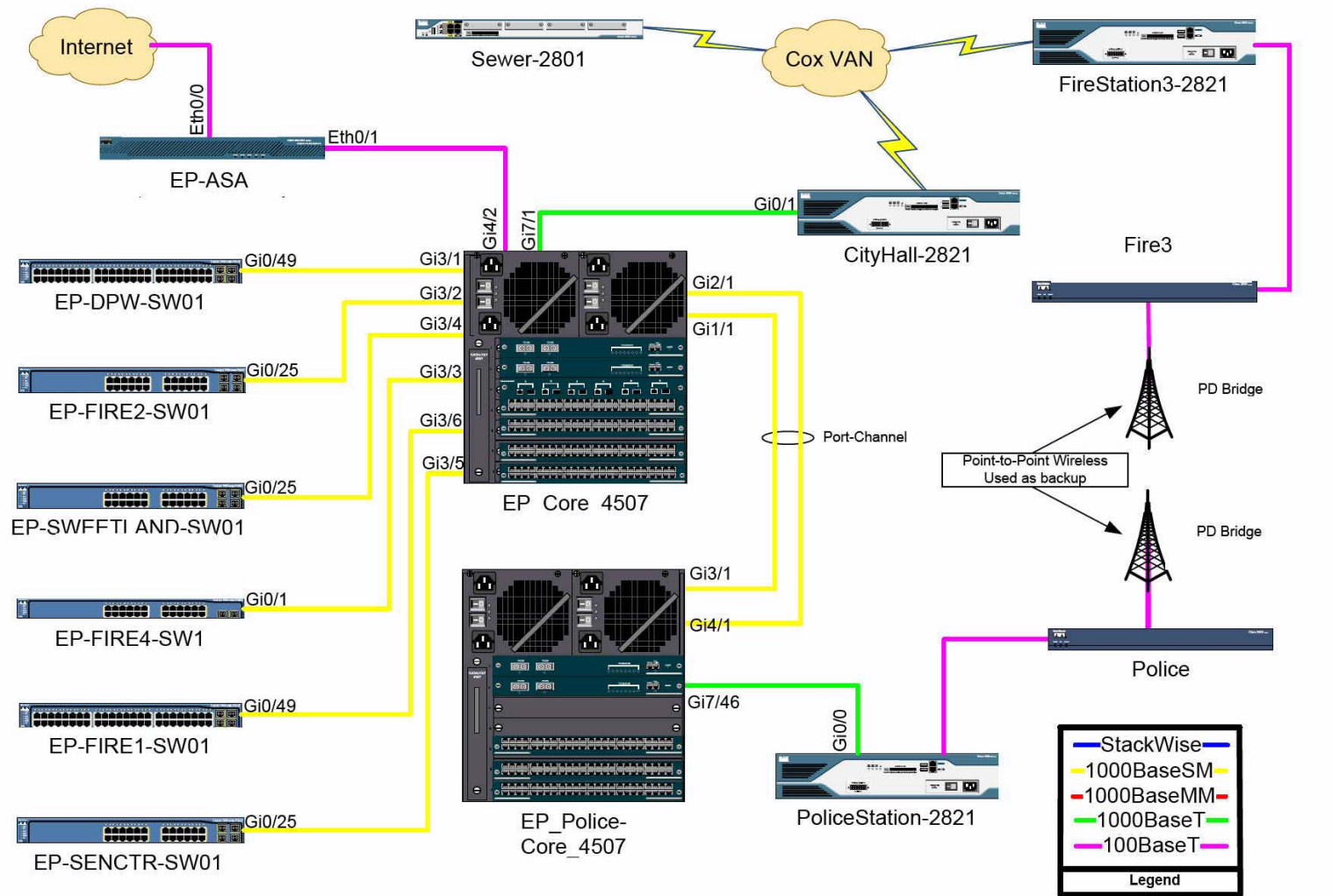
**SECTION 6: APPENDIX A**

**Current Centrex Phones**

The selected vendor will be provided access to the Customer Service Records (CSRs) detailing all lines and phone numbers. It is the City’s intention to retain existing phone numbers and DIDs.

| <b>City of East Providence - Number of Circuits</b> |   |
|---|---|
| <b>Location</b>                                     | <b>Current Configuration</b>                |
| City Hall   | Centrex (133)                               |
|   | POTS (6)                                    |
|   | Alarm (2)                                   |
|   | Ringdown (2)                                |
| Police  | Centrex (65)                                |
|   | POTS (5)                                    |
| Community Policing Office                           | Centrex (4)                                 |
| Animal Control                                      | Centrex (1)                                 |
|   | POTS (1)                                    |
| Fire  |   |
| Station 1   | Centrex (12)                                |
|   | POTS (1)                                    |
|   | Alarm (1)                                   |
| Station 2   | Centrex (2)                                 |
| Station 3   | Centrex (5)                                 |
|   | Centrex - EOC (9)                           |
| Station 4   | Centrex (2)                                 |
| Fire/Police Radio Network                           | Leased circuits to connect radio sites (30) |
| Municipal Court                                     | Centrex (3)                                 |
|   | POTS (1)                                    |
| Recreation Center                                   | Centrex (8)                                 |
| Libraries   |   |
| Fuller  | Centrex (3)                                 |
| Weaver  | Centrex (31)                                |
| Riverside   | Centrex (4)                                 |
| Rumford   | Centrex (3)                                 |
| Public Works Complex                                | Centrex (23)                                |
|   | POTS (1)                                    |
|   | Alarm (2)                                   |
| Senior Center                                       | Centrex (19)                                |
|   | POTS (1)                                    |
| Breed Hall  | Centrex (1)                                 |
| <b>TOTAL</b>  | <b>351</b>                                  |

## Appendix B – City of East Providence Network Map



NOTE: Outlying offices have a Cisco 2801 or 2821. EP\_Core 4507 is located at City Hall (which is the main hub for all buildings). The selected vendor will be given more details on the network.

Appendix C – Surplus Equipment

The City would like all vendors to submit a cost proposal on the below surplus equipment. The value of these components should work as a credit towards items purchased as part of this RFP.

| <b>Make/Model</b>                   | <b>Serial Number (SN)</b> | <b>Port count</b> |
|-------------------------------------|---------------------------|-------------------|
| Cisco 2611                          | SN - JAB033680PW          |                   |
| Cisco PIX515                        | SN – 4403340344           |                   |
| Cisco 2950G                         | SN – FOC0929Z2AV          | 48 ports          |
| Cisco 2600                          | SN – JMX0529K8CP          |                   |
| Cisco 1900                          | SN – FAB0332T033          | 12 ports          |
| Smart Stack FE Switch               |                           | 24 ports          |
| SMC EZ Stack 10/100                 |                           | 16 ports          |
| HP ProCurve Switch                  | SN – SG406NV0VJ           | 24 ports          |
| CentreCOM MR815T                    | 2 – 8 port hubs           | 16 ports          |
| Dlink 10/100 Switch                 | Qty 4                     | 96 ports          |
| Hawking 10/100 Switch               |                           | 16 ports          |
| Xyplex 10bT Hub                     |                           | 24 ports          |
|                                     |                           |                   |
| <b><i>TOTAL PORT COUNT: 276</i></b> |                           |                   |