

PROPOSALS REQUESTED

BY

THE TOWN OF OLD ORCHARD BEACH POLICE DEPARTMENT

FOR

IP-BASED VOICE COMMUNICATION SYSTEM

The Town of Old Orchard Beach will receive sealed bids for an IP based phone system. The project will consist of installation, configuration, and training of a Voice over IP phone system.

- **Specifications/Requirements may be obtained from and any inquiries directed to:**

Deputy Chief Keith Babin at 207-934-4911

- **Proposals will be received at:**

Town of Old Orchard Beach Town Hall
1 Portland Ave
Old Orchard Beach, Me 04064
Attn: Louise Reed
Phone: (207) 934-5714

- **Proposals are due Thursday September 23, 2010 no later than 12:00 Noon they will be publicly opened in the Town Hall Conference Room on Friday, September 24, 2010 at 9:00AM.**
- **The Town reserves the right to reject any or all proposals. Any objections to the specifications/requirements as set forth should be filed in writing prior to the proposal deadline.**

Town of Old Orchard Beach
Request for Proposals
For
IP-based Voice Communications System

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A Introduction

The Town of Old Orchard Beach is requesting proposals for an IP-based voice communications system that can be utilized by the Police and Fire departments, and can be expanded to incorporate all Town departments. This system will replace the Town's current voice system in Police Department as well as provide IP Trunking at the Town Hall. The proposed solution must be able to support all specifications and requirements identified in this RFP as well as provide for anticipated growth as we add new sites in the coming years.

B Scope of Work

Current System:

Town of Old Orchard Beach is composed of multiple departments located at multiple physical sites. The Town currently does not have a central voice system in which services are supplied to all departments. The Town utilizes flat rate business line services, and PBX systems for voice applications. Voice features are not uniform throughout the Town.

The Town does have a data infrastructure that provides services and applications to all Town departments. The Town's data network is designed as a hub and spoke layout. The Town has several Local Area Networks that connect to a central site.

Desired System:

Town of Old Orchard Beach PD seeks an IP-based voice system that will provide a central system solution for the Town in the future. The PD currently has multiple lines providing dial tone to the existing PBX. The proposed system must be capable of integrated voice and data communications with a PRI-T1.

The PD requires a system that provides redundancy and stability. The system must be able to support telephones that connect to a Local Area Network Ethernet. Each handset must be movable without any additional configuration changes. The system should provide voice mail, statistical reports, and easy administration. The system must be scalable to anticipated future growth. Existing cabling will be utilized in the current building and conduit will be provided in the new building for dual data cable runs. The system must be compatible with Exchange 2007. This system will include upgrading our existing switches to switches that can provide QOS and Power over Ethernet to the phone. Required features are in **Section D**

Bidder will install and configure IP Trunking from new system to the Town Hall. Please explain how this will be accomplished.

The system must include three door entry phones or door boxes, three large display phones for dispatch, and 54 smaller display phones. An overhead paging system with 25 ceiling speakers and 2 horns will be required in the new building. The paging system in the old building will need to be connected to the new system.

C Requirements for Proposal I (General)

The Town of Old Orchard Beach prefers proposals to be concise and easy to understand. Do not include unnecessary or extraneous information. Please format the proposal with the following sections. Include all information requested.

Section I – Executive Summary

This section should include a brief overview of the key elements of your proposal. Highlight any features or areas that differentiate your services and products from competitors.

Section II – Corporate Profile

This section should include a brief overview and history of your company. Include the organizational structure and target technologies. Include information about knowledge and experience in Voice Over IP technologies. Provide the number of Voice Over IP installations your company has performed. Provide proof of general liability insurance in the amount of \$1,000,000.00 .

Also include a list of at least three customer references with similar installations as the proposed system. Include company name, address, phone number, and point of contact.

Section III – Technical Specifications

Provide the technical information about the proposed system requested in section ‘**D – Requirements for Proposal II (Technical)**’ of this Request for Proposal. Include all points requested. Information provided should be explained as it relates to the **Town of Old Orchard Beach**. Do not simply include brochures or technical documents as an explanation of the system proposed. Also provide, under the heading “Technical Limitations / Differences”, the known drawbacks using Voice Over IP in relation to existing services, i.e., special phones required, impact of power outages; 911 limitations, etc.

Section IV – Implementation

Include an approximate timeline for installation of each phase. Include a single point of contact for each stage of implementation. Include any requirements requested of the Town of Old Orchard Beach for implementation. Implementation will be complete with the end result being a fully configured and completely working system. The system wiring must commence as soon after the bid award as practical (anticipated date October 5, 2010) in order to insure that all rough-in work is completed by November 12, 2010, the anticipated date for building insulation.

Section V – Training

Explain how training will be provided for key Town of Old Orchard Beach personnel. The training should include at a minimum technical training for IT staff that covers topics such as installation, configuration, and maintenance of the proposed system. Also at a minimum, handset usage and feature training should be provided to end users of the proposed system. Please list, in specific terms, the technical and end user training elements with expected timeframes and implementation schedules using general benchmarks, i.e., upon delivery, the next working day after installation, etc.

Section VI – Warranties and Support

Provide on-site equipment warranty information. Provide support services options. Include information about customer support services, trouble reporting, maintenance agreements and costs, and whether field support is local, area, or regional and expected on-site support response times.

Section VII – Pricing

Pricing must be submitted in a sealed envelope.

Provide pricing information itemizing equipment and installation costs with a not-to-exceed project total. Do not include maintenance agreement cost and other optional costs in total cost of project. Maintenance and options costs should be provided separately under the heading “Options”. Provide pricing for on-site warranties. Provide manufacturer and part numbers for all equipment to be made available to the Town under the proposal.

Section VIII

All bidders must provide Trade- in- allowances for the current phone system. The Town of Old Orchard Beach reserves the right to refuse all offers for current system, and may seek other options for disposing/selling the current system.

Section IX -- Appendixes

Include any additional information relevant to the proposal.

D Requirements for Proposal II (Technical)

Please provide the following information in the submitted proposal.

Required features in system: Please specify if you system complies yes or no

1. A CTI Client Software integration to put on each station's PC to control phone using both Windows and Mac.
2. A multi party Conference Bridge capable of emailing out invite to outlook contacts.
3. The capability of dialing from Outlook contacts.
4. A built in outbound and inbound fax server to users desktop.
5. Visual voicemail
6. Each user must have the capability to record calls easily.
7. System must integrate with existing Recording equipment for dispatch.
8. Each user must have the capability to change the routing of their call settings easily.
9. Each user must be able to log onto any device (phone).
10. Client software to use with Blackberry and iPhones so they become part of the system.

System Specifications:

1. Provide a brief description of the proposed system.
2. Describe the architecture of the proposed system. Include the system's ability to support other vendor equipment. Include an explanation of how the system will interface with the Local and Long Distance networks.
3. State the port types that the system supports and the maximum number of ports in various combinations.
4. State the total number of users that the system can support.
5. Describe the system's central processor.
6. Describe the process in which call processing/call routing occurs.
7. Describe the process in which calls are routed across a frame-relay Wide Area Network. Include a diagram if necessary for clarification.
8. Describe how scalability is achieved with the proposed system.
9. Identify any single points of failure in the proposed system
10. Identify all components in the proposed system that can be duplicated.
11. Describe how databases are synchronized in redundant systems.

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12. State the power requirements for the proposed system.
13. Describe cable requirements for the proposed system.
14. Explain the system's ability to provide redundancy and survivability of remote sites.
15. Identify all traffic and status reports the proposed system can generate. Explain ability to generate departmental phone usage reports for billing purposes. Please provide sample reports.
16. Describe how system administration is accomplished. Include an explanation of how the system is accessed and maintained.
17. Describe methods used to detect, diagnose, and report troubles and component failures. Please include how alarm notification is provided.
18. Include information about bandwidth requirements and utilization for voice calls. Provide an explanation about how voice quality is guaranteed.
19. Explain any VLAN configuration to separate phones and computers.

Explain any limitations/configuration issues associated with true local E-911 access.

Station Specifications:

1. Provide a description of each IP telephone available with the proposed system. Include information about headset compatibility.
2. Describe how the telephones access the network. Please provide details on phone wiring, addressing, and configuration.
3. List all features available for each IP telephone.
4. Describe all forwarding and call coverage options available.
5. Describe how power is provided to IP telephones.

Provide a summary of model features in a table format. If more than one phone model is proposed, include all models and associated features in the table.

Messaging Specifications:

- 1 Describe the proposed voice mail system.

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- 2 List all available voice mail features.
- 3 Explain how security is provided to an individual user's voice mailbox.
- 4 Describe message length limitations, forwarding standards, and mailbox features.
- 5 List reports that can be compiled from the voice message system. Provide samples if available.
- 6 Identify and describe any unified messaging service available. Please provide a brief description of features available in a proposed unified messaging system. Explain ability to interface with Microsoft Exchange 2003.
- 7 Describe any automated attendant features available. Explain the system's ability to provide separate automated attendant services for multiple departments. Include any directory services available.

E Additional Information

1. The proposed system will utilize the current cabling to the extent possible in the old building. New dual data cables will be required in the new building. A 12strand multi mode fiber and a 50pr communication cable will need to be installed between the new and old buildings, a conduit will be provided.
2. The Town of Old Orchard Beach does not have a customer call center. The proposed system does not need to include software or equipment designed to handle large-scale call centers.
3. The current Town Hall system will be incorporated into the new system at a later date. The current Town Hall lines will be placed into the DID on the new PRI at the Police Department then connected back through IP, a gateway will be needed to accomplish this.

Current Town Hall system Sprint Protégé LTX digital with copper trunks.

4. A **weekly mandatory** meeting will be required between Town of Old Orchard Beach personnel and key members of the installation team until project completion. If the vendor's primary point of contact is unavailable for a particular meeting, another representative from the company must be available to attend the meeting. Include the name, office location, phone number, and project title of all primary and alternate contacts assigned to the project (proposed).
5. Vendors may submit multiple proposals.

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6. Proposals must include a list of proposed subcontractors and their proposed responsibility under the proposal.
7. All work shall be performed in a workmanship like manner. Architect, Engineer, and/or Owner may observe the work procedures and workmanship of the Contractor but such observation will not relieve the contractor from responsibility for performance.

F Procedures for Submitting Proposals

Questions about the R.F.P. should be directed to:

Deputy Chief Keith Babin at 207-934-4911

- 1 Proposals must arrive at the above listed address no later than 12:00 noon September 23 , 2010 to be considered. Responses received after this time may be marked “LATE” and will remain unopened. No faxed or emailed responses will be received.
- 2 No questions will be accepted after 4:00 pm on September 22, 2010.
- 3 Four copies of the proposal should be furnished on or before the deadline. Responses will be retained as property of the Town of Old Orchard Beach.
- 4 Proposals must contain a manual signature of an authorized representative of the responding firm(s).
- 5 The **Town of Old Orchard Beach** is not liable for any costs incurred by the bidders prior to the issuance of a written Notice to Proceed.
- 6 Firms responding to this RFP must be available for presentations and/or interviews.
- 7 The contents of the Proposal of the successful firm may become part of any subsequent contractual obligation.

G Terms and Conditions

1. The Town of Old Orchard Beach reserves the right to accept or reject any Proposal.
2. The Town reserves the right to award the contract to the next qualified firm should the successful firm not begin contracted services within the prescribed days stated in the contract.
3. The contracted firm will correct any and all errors and omissions that they make, at their own expense.
4. System verification and acceptance documentation signed and dated by the installer (Contractor) and the design professional shall also be provided. This documentation shall include test measurements and system calibrations performed for the entire system. Sample system operations shall also be performed with actual hardware or using contractor provided test equipment and documented to verify that the system is operational and ready for acceptance. This shall also establish the baseline performance of the system.
5. The Contractor shall furnish a written warranty that describes that the equipment (electronics) supplied under these specifications will be free from defects of materials and workmanship for a period of three years from the date of final acceptance unless otherwise specified and that all defects occurring within that period shall be corrected in a timely manner at no cost to the owner.
6. The Contractor shall be required, before awarding of contract, to demonstrate to the complete satisfaction of the Town that he has the necessary resources to execute the work in a satisfactory manner and within the time specified; that he has had experience in same or similar nature; and that he has past history and references which will assure the owner of his qualifications for executing the work.
7. The contractor is responsible for all damages caused by the contractor or his subcontractors during the performance of the contract unless expressly identified in the proposal, Work areas will be inspected by the Town and contractor prior to and following completion of work for the purpose of identifying "damage".

Selection Process

General

The selection committee, which is comprised of representatives from various departments within the Town of Old Orchard Beach, will evaluate all qualifying proposals. All requirements in this RFP must be satisfied to ensure that the proposal will qualify for consideration. The Town of Old Orchard Beach requests that only qualified firms submit proposals. Proposals from unqualified firms or proposals that fail to address all requirements listed in this RFP will be rejected.

References

Current and previous clients of any firm that submits a proposal may be approached with specific questions regarding contractor performance and reliability. Responses to these questions will be considered in the evaluation process.

Proposal Evaluation Criteria

The following criteria will be used by the Selection Committee to evaluate all proposals. The order in which they are listed is not intended to imply any ranking of importance:

- * Qualifications of submitting firm(s).
- * Project experience* Demonstrated ability to furnish the products and services required by the Town.
- * Responses to questions in the RFP
- * Costs associated with products and services.

Final Selection

The Selection Committee will present its recommendation to the Finance Committee for review and recommendation.

The Town of Old Orchard Beach will make the final decision.

I Vendor Signature

All proposals must include the following signature block: By submission of this proposal, the officer certifies that he/she has arrived at the prices independently, without consultation, communication, or agreement for the purpose of restricting competition.

Business Contact Representative

Operational Contact Representative

Vendor's Name

Federal ID #

Address

Phone

Fax

Authorized Signature

Date

Typed Name & Title