

# LEGAL NOTICE

## City of Woodland Request for Proposals Voice over IP Communications System

The City of Woodland is soliciting proposals from qualified vendors for a Voice over Internet Protocol (VoIP) communications system for installation at the current Annex, City Hall (which contains the current Fire Department and Police Department), Public Works office, Public Works Shop, Water Treatment Facility, Water Plant, and The Community Center. Additional design and pricing is requested for the future Police Department. The successful bidder will also provide Public Switched Telephone Network (PSTN) and network connectivity service pricing and design.

The City of Woodland is looking for a converged IP solution. Bidders should use their knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the City's requirements. Preference will be given to the vendor providing a comprehensive, cost-effective, single-vendor solution for current specifications, future capacity requirements, and ongoing service and support.

A detailed packet is available at the City Hall Annex, 230 Davidson Avenue, Woodland WA 98674 from 9:00 am – 5:00 pm or at [www.ci.woodland.wa.us](http://www.ci.woodland.wa.us) at Announcements, Notices, RFP's or call 360-225-8281.

Proposals must be received by **Friday, August 17, 2012, by 5:00 pm** and should be submitted via electronic mail in soft copy form only to: [rippm@ci.woodland.wa.us](mailto:rippm@ci.woodland.wa.us) This project is subject to Washington State prevailing wage rules, State Sales tax and all other state and federal regulations as applicable. Proposals will be reviewed by the City Review Committee August 20-22, 2012. The Finance Committee will make a recommendation for bid award to the council on August 27, 2012. Bid award will follow at the next regular council meeting on September 4, 2012.

The City of Woodland reserves the right to cancel this request or reject any and all proposals received or to waive any minor formalities of this call if in the judgment of the City Council the best interest of the City would be served.

Publish: The Reflector      July 25, 2012  
City of Woodland website

*CITY OF WOODLAND*

**VOICE OVER IP COMMUNICATIONS SYSTEM**

**REQUEST FOR PROPOSAL**

**JULY 17, 2012**

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## 1.0 INTRODUCTION

### 1.1 Background Information

This Request for Proposal (RFP) outlines City of Woodland's requirements for a Voice over Internet Protocol (VoIP) communications system for installation at the current Annex, City Hall (which contains the current Fire Department and Police Department), Public Works office, Public Works Shop, Water Treatment Facility, Water Plant, and The Community Center. Additional design and pricing is requested for the future Police Department. The successful bidder will also provide Public Switched Telephone Network (PSTN) and network connectivity service pricing and design.

This document is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the vendor flexibility in providing the most appropriate and cost-effective system. The acceptance of a proposal does not obligate the City of Woodland to purchase any system. After receipt of the bid proposal, and prior to signing the contract, the City of Woodland has the right to modify the system requirements by adding or deleting specific equipment or optional features.

The City of Woodland is looking for a converged IP solution. Bidders should use their knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the City's requirements.

Preference will be given to the vendor providing a comprehensive, cost-effective, single-vendor solution for current specifications, future capacity requirements, and ongoing service and support.

### 1.2 Key System Requirements

- **IP-based Voice capabilities and Intelligent Network Infrastructure:** Integration of voice applications with a converged Internet Protocol (IP) solution. Ability to provide highly reliable and available switching systems, a wide variety of interfaces to the PSTN, and **choice of analog or IP phones** for endpoints including users, modems, fax machines, conference rooms, etc.
- **Reliability:** Vendor's system must not have a single point of failure; allow outbound and inbound calls if the data network is down and better than five-9's reliability. The design must provide for continued service in the following failure scenarios:
  - **Loss of PSTN access (inbound and outbound dialing should continue to operate)**
  - **Loss of site-to-site connectivity (Wide Area Network Connectivity)**
  - **Loss of major processor or PBX switching component(s)**
  - **Loss of Local Area Network Connectivity (LAN)**
- **Vendor Experience and Vision:** Evaluation of the vendor's experience in building intelligent network infrastructures and VOIP solutions.
- **Vendor support for Open System Standards:** The vendor should be committed to supporting open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc.

IP handsets must use a standard signaling protocol (i.e. MGCP). All features must be available on analog sets. System must support and be certifiable with any switch or router from any vendor.

- **Voice Messaging:** Scalable, cost-effective voice messaging solution that supports industry both telephone and desktop access that also supports unified messaging with standard desktop email solutions such as Microsoft Outlook and multi-system voice mail networking.
- **System Administration:** Single point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging system. Maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.
- **Vendor Support/Service Capabilities:** Remote serviceability, technical support of the entire PBX system and applications.
- **Scalability:** Modular, cost-effective growth in both phones and applications over the next five years. Fork-lift upgrade scenarios will not be acceptable.
- **Simplicity of Installation:** Ease of installation and configuration will be important. Vendor should provide system project management tool for implementation planning.
- **Training and Usage:** System must be easy to use and easy to learn and to administer.

### 1.3 Key Decision Criteria

- **Standard Platform,** using the same telecommunication hardware and software globally, including application servers, communications servers, switch software, interface cards, phones, etc.
- **Service Capabilities:** Remote serviceability, technical support of the entire VoIP system and applications, and vendor reputation. Service infrastructure must provide a single point of contact - domestically and internationally.
- **Asset protection:** The ability to provide a platform that accommodates future technologies and allows a smooth, cost effective migration path. The system must have an open architecture and adhere to industry standards. There must be modular, cost-effective growth in the switch, extensions and applications. Application capacities and processing power must be able to be added as needed.
- **Efficient call processing through distributed architecture,** furnishing processing power where and when it is needed, through application servers designed for their specific purposes.
- **Increased efficiencies at the desktop:** Telecommunications tools that help individual employees communicate better and work more productively at the desktop or other work locations. Easy to use telephones and applications must be available, providing features that automate or shorten repetitive tasks, and give our personnel fast access to the information they need to perform their jobs.
- **System Accountability:** Management control of call abuse through reporting features and capabilities, and security precautions.

With the specified key requirements and criteria, each vendor is invited to design a system meeting City of Woodland's objectives.

## **1.4 City of Woodland Profile**

The City of Woodland seeks a solution that integrates its communications system with an integrated voice and data system. All telephones provided by this RFP must be IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the company network (home phone or cell phone) and automatically receive calls without administrative intervention.

The City of Woodland requires that any proposed system have the capability to be serviced remotely from a future main office location with the same features and functionality as locally should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

### **Current Phone System(s):**

The current telephone system equipment consists of a legacy Avaya Partner Key system located at the City Hall Annex, single analog telephone lines at the small remote sites with Frontier as the provider of a CentraNet system for the Annex and other various single lines.

### **Site-to-Site Connectivity:**

#### **Annex, 230 Davidson Avenue**

Fiber (Ethernet Drop) from Cascade Networks

#### **Fire Dept (Station 91), 100 Davidson Avenue**

Fiber connection direct to Annex

#### **Police Dept (same as 100 Davidson Avenue)**

Fiber connection direct to Annex

#### **Public Works Office, 300 E. Scott Avenue**

Fiber connection via Cascade Networks and VPN to Annex

#### **Public Works Shop, 38404 Lakeshore Drive**

Comcast (cable) with software VPN connection to Annex

#### **Fire Dept (Station 92), 1711/1713 Lewis River Road**

Wireless with software VPN connection to Annex

#### **Water Treatment Plant, 130 Scott Hill Road**

Comcast (cable) with software VPN connection to Annex

#### **Wastewater Treatment Plant, 100 Sandalwood Road**

Comcast (cable) with software VPN connection to Annex

**Local Area Network:**

The bidders are asked to provide pricing for enterprise-class Power over Ethernet data switches for all of the city's main locations. For those locations with only one or two phones, please quote local power bricks for IP phones. PoE switches must support Quality of Service (QOS), VLANs, and management.

**Dial Tone Configuration:**

The City currently has analog lines (standard and CentraNet) at all locations. The City is asking bidders to also include alternative dial tone pricing and design. Required features are:

Direct Inward Dialing (DIDs) for all users  
Caller ID

The ability for automatic outbound AND inbound calls to all DIDs and published numbers if the proposed PRI or SIP trunks become unavailable

(1) analog line at each location for fax and local survivability (with the exception of City Hall)

(4) analog lines at City Hall for fax and local survivability if the proposed PRI or SIP trunks become unavailable

911 capabilities for all locations

**Please include the dial tone configuration and pricing as a separate attachment to this RFP**

**Station Count: [See the attached EXHIBIT A which outlines the phones and quantities.]**

**Future Police Station:**

The City's new Police Station will be completed in 12 to 18 months from now. Bidders are asked to provide pricing for this location in the pricing section.

**Bidders are asked to provide alternative network connectivity options to this future facility with their separate dial tone configuration pricing and design.**

**The address is: 300 East Scott Avenue**

**1.5 Contacts**

For questions about the City of Woodland's system requirements:

Contact:	Mari Ripp, Clerk-Treasurer PO Box 9 Woodland WA 98784	Physical Address: 230 Davidson Avenue Woodland WA 98674
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Phone: (360) 225-8281 ext. 14

E-Mail: [rippm@ci.woodland.wa.us](mailto:rippm@ci.woodland.wa.us)

## 1.6 Proposal Filing Date

All proposals must be received Mari Ripp, City of Woodland, by 5:00 p.m., August 17<sup>th</sup>, 2012.

Bids received after that time will not be considered.

## 1.7 Number of Copies

Proposals are to be sent to via electronic mail in soft copy form only.

## 1.8 Schedule of Events

Request for Proposal Issued	July 17, 2012
Last Day for Questions/Clarifications	August 14, 2012
<b>Proposals Due</b>	<b>August 17, 2012</b>
City Committee Review	August 22, 2012
Finalists Presentations	August 27 or 28, 2012
City Council Bid Award	September 4, 2012
Contract signing	September 5 – 7, 2012
Notice to Proceed	September 17, 2012

## 1.9 Proposal Format

The response to this Request for Proposal must be structured in the following manner:

- **Title Page** - The proposed system make and model, respondent's name, as well as the proposal deadline must be identified.
- **Table of Contents** - A listing of all topics, their associated section number, and starting page number must be provided.
- **Executive Overview** - This section is a summary of the proposal, structured so anyone reading only this section has a clear understanding of the proposed system. Bidders must clearly identify the benefits afforded the City of Woodland through the installation of the proposed system.
- **Vendor Questionnaire** - A series of questions about the bidder and subcontractors. Included are the name of the vendor contact, the manufacturer and maintainer of this manufacturer's equipment, etc.
- **Technical Specifications** - The purpose of this section is to provide the proposal evaluation team sufficient information to assess the proposed system. Standard and optional features must be clearly delineated. Bidders must indicate compliance or noncompliance with all requirements. Answers must follow immediately behind the questions.
- **Delivery and Installation** - This section identifies the tasks and schedules necessary for the successful completion of this project. Task responsibilities must be clearly delineated; necessary time frames for all tasks must be included. These items will become part of the final contract.

- **Vendor Service** - This section describes the maintenance and service options available to the City of Woodland.
- **Configuration/Pricing** - This section identifies the cost for the entire installation, including system design, full end-user training, and complete administrative training for City of Woodland personnel. The equipment/software to perform the moves, adds, and changes must be included in the detailed system pricing. A breakdown of unit cost, both hardware and software, must also be identified in this section.
- **Financial Requirements** - This section provides the bidder's proposed arrangements for system procurement, to include leasing options available through the successful vendor.
- **Alternative Proposals (Optional)** - This section provides the vendor with the opportunity to present innovative alternatives to meet the purchaser's business requirements.
- **Appendix** - Bidders should use this section for any requested product brochures, sample reports, and system diagrams. It should include a reference list of local systems of similar size installed and maintained by the bidder. Please include Appendix items as email attachments.

### **1.10 Vendor Questionnaire**

Bidding Company Name:

Address:

Sales Representative Name:

Telephone Number:

Lead Technical Representative:

Telephone Number:

#### **1.10.1 Vendor Profile**

Provide an overview of the vendor's company and experience in the manufacturing, installation, and support of the type of system proposed.

#### **1.10.2 Manufacturer**

Who manufactures the proposed system?

If not Proposing Vendor, Manufacturer Name:

Manufacturer Address:

#### **1.10.3 Other Manufacturers**

What other manufacturers are represented in this proposal?

#### **1.10.4 Installer**

Does the bidder install the product or use subcontractors? If so, name & address

#### **1.10.5 Maintainer**

Does the bidder maintain the product or use subcontractors? If so, name & address

#### **1.10.6 Support Center**

Does the bidder maintain a call-in support center for problems?

#### **1.10.7 On-site Assistance**

Does the bidder provide on-site assistance if it is required?

#### **1.10.8 Investment Protection**

Protecting the investment made in a telecommunications system is of primary concern to the City of Woodland. Describe the bidder's commitment to protecting our investment.

#### **1.10.9 References**

Submit five reference customers. Reference information must include company name, contact, telephone number and approximate size of system.

### **2.0 EXECUTIVE OVERVIEW**

This section is an introduction to and summary of the vendor and the system being proposed. This should be structured so anyone reading only this section has a clear understanding of the proposed system.

#### **2.1 Proposed System**

Provide a brief description of the proposed system. Include diagrams if desired.

##### **2.1.1 System Components**

What are the model names and version numbers of all relevant components of the proposed system?

#### **2.2 System Architecture**

Provide a brief description and discussion of your system architecture. Describe your philosophy on open architecture and your ability to support other vendors' equipment. Provide a diagram of the system architecture.

### **2.2.1 Convergence**

Describe how the system integrates voice services with the converged Internet Protocol network including the use of standards and the support for analog and IP endpoints for users, modems, fax machines, etc.

### **2.2.2 Reliability**

Describe how the system delivers reliability for voice with the following failure scenarios:

- **Loss of PSTN access (inbound and outbound dialing should continue to operate)**
- **Loss of site-to-site connectivity (Wide Area Network Connectivity)**
- **Loss of major processor or PBX switching component(s)**
- **Loss of Local Area Network Connectivity (LAN)**

### **2.2.3 Vendor Experience**

Describe the vendor's experience in building and delivering voice over IP solutions.

### **2.2.4 Open Standards**

Describe the system's support for open standards including support for open standards for integration with existing voice equipment.

### **2.2.5 Voice Mail Architecture**

Describe the architecture of the proposed voice mail solution including how voice mail is accessed by users from their extension, remotely, and from their desktop computer.

### **2.2.6 Maintenance and Administration**

Describe the maintenance and administration for all sites of the system.

### **2.2.7 Remote Services**

What remote service capabilities are supported by the system and how are they used to provide technical support by the vendor.

### **2.2.8 Scalability**

Explain how the system will scale to up to 20% additional user capacity and how additional sites are added to the system.

### **2.2.9 Installation**

Describe the installation process and provide references on the relative ease or difficulty of the installation process.

### **2.2.10 Network Requirements**

Explain the network requirements for supporting the proposed system to deliver high quality voice to both local and remote sites.

### **2.2.11 Training**

Describe the required or recommended training for system administrators and end users for the system including time and costs.

## **3.0 IP COMMUNICATIONS SYSTEM SOFTWARE AND HARDWARE**

### **3.1 System Software**

Which software package is being proposed? Please provide the release and version?

#### **3.1.1 Call Processing Components**

Describe all the system software components for call process and identify the platforms where they are hosted in the proposed architecture.

#### **3.1.2 Call Processing Services**

Identify how the proposed software maintains call processing services to the users at all sites during server or WAN failures.

### **3.2 Hardware Configuration**

What hardware is being proposed? Please provide the model name and number.

#### **3.2.1 Call Processing Platform**

Describe the IP call processing hardware platform in detail. Is it based on industry standard hardware, or is it proprietary?

#### **3.2.2 Capacity**

What is the maximum user capacity of the proposed IP communications system? Provide a description of how scalability is achieved.

#### **3.2.3 Simultaneous Conversations**

What is the maximum number of simultaneous conversations supported by the proposed system? Is the system non-blocking for voice calls?

### **3.3 Network Infrastructure Requirements**

Describe requirements to the data network to support the system including necessary infrastructure features and capabilities.

### 3.3.1 LAN Capabilities

What capabilities are required inside the LAN?

### 3.3.2 WAN Capabilities

What capabilities are required across the WAN?

### 3.3.3 Quality of Service (QoS)

How does your proposed intelligent network infrastructure support end-to-end QoS? In a converged network supporting voice and data, how are QoS issues resolved? **The City of Woodland understands that Quality of Service of VOIP packets cannot be guaranteed over the public Internet (for locations connected via wireless Internet or Comcast cable).**

### 3.3.4 Addressing

Explain how you can provide easy addressing of the IP phones without having to change the addressing scheme of the existing IP data network?

### 3.3.5 Added Phones

Explain how IP phones that are installed on the IP network are identified and added to the system?

### 3.3.6 Port Requirements

Can IP phones share existing Ethernet ports with data devices, or do the IP phones require additional Ethernet ports be added by the customer to support voice?

## 3.4 PSTN and Legacy Integration Interfaces

Identify all types of PSTN interfaces or trunks supported by the system.

## 3.5 Station Hardware

Does the system support the following types of user equipment?

Equipment	YES	NO	OPTIONAL
Analog Telephones (2500 Type)			
IP Telephones			
Proprietary Digital Phones			
Modems			
Fax Machines			

### 3.5.1 Analog Support

Provide a description of each analog telephone provided with the proposed system

### 3.5.1.1 Power Requirements

Please specify the power requirements for each analog telephone and if they require local or closet power. On power failure, is the telephone disabled or are support services such as LCD/LED devices disabled?

### 3.5.1.2 Headsets

Are headsets available for all analog telephones?

### 3.5.1.3 Features

Does your analog station equipment provide the following features?

FEATURE	YES	NO	OPTIONAL
Audio Volume Adjust			
Call Forward Busy			
Call Forward No Answer			
Call Forward All Calls			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Make / Drop Conference			
Last Number Redial			
Multiple Calls Per Line Appearance			
Call Waiting Caller ID Name and Number			
Prime Line Select			
Privacy			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Single Button Retrieve			
Speakerphone Mute			
Speed Dial (Auto-Dial)			

### 3.5.1.4 User Configuration

What per-user configuration is required for each analog phone deployed or re-deployed in the system?

### 3.5.2 IP Telephones

Provide a description of each IP telephone available with the proposed system

#### 3.5.2.1 Power Requirements

Please specify the power requirements for each IP telephone and if they require local or closet power. On power failure, is the telephone disabled or are support services such as LCD/LED devices disabled?

#### 3.5.2.2 Headsets

Are headsets available for all IP telephones?

**3.5.2.4 Features**

Does your IP station equipment provide the following features?

FEATURE	YES	NO	OPTIONAL
Audio Volume Adjust			
Call Forward Busy			
Call Forward No Answer			
Call Forward All Calls			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Make / Drop Conference			
Last Number Redial			
Multiple Calls Per Line Appearance			
Call Waiting Caller ID Name and Number			
Prime Line Select			
Privacy			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Single Button Retrieve			
Speakerphone Mute			
Speed Dial (Auto-Dial)			

**3.5.2.5 User Configuration**

What per-user configuration is required for each IP phone deployed or re-deployed in the system?

**3.5.3 Third Party Telephones**

Can telephones from third parties also be used with the proposed system? State the types of third party telephones supported and recommended sources.

**3.6 System Reliability**

How does the system provide reliability for voice services? Explain how it avoids any single point of failure.

**3.6.1 Router/Hub Failure**

Explain how the system reacts when the routers and hubs fail. Can reliable dial tone and call routing be achieved without purchasing redundant network hardware?

### 3.7 System/Station/User features

For the following features, use the table to indicate their availability. Note if any of these features are optional or result in additional charges.

FEATURE	YES	NO	OPTIONAL and/or additional charges
Answer/Answer Release			
Attendant or Operator Console			
Audio Volume Adjust			
Automatic Attendant			
Auto Echo Cancellation			
Automated Call-by-call Bandwidth Selection			
Automated Phone Installation Configuration			
Automatic Phone Moves			
Admission Control On WAN Usage			
Call forwarding (Off Premise)			
Call forwarding (Ring and/or No Answer)			
Call forwarding (Self Directed)			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Call waiting Caller ID Name and Number			
Conference Calling			
Dial by Name Directory			
Direct Inward Dialing			
Direct Outward Dialing (DOD)			
Distinctive Ringing (internal vs. external call)			
Distinctive Station Ringing Pitch			
Extension Dialing Between Locations			
IP-based Integrated Messaging			
Last Number Redial			
Lowest Cost Trunk Selection			
Multi-Station Hunt Groups Spanning Locations			
Multiple Calls Per Line Appearance			
Multiple Line Appearances			
PRI Protocol Support			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Speakerphone Mute			
Speed Dial (Auto-Dial)			
Station Monitoring Busy Lamp Field Across all Locations			
TAPI 2.1			
Temporary Set Re-Assignment for Traveling Workers			
Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction			
Tone On Hold			
Visual Message Displays (All digital telephones) (name, extension, etc.)			

### **3.8 Desktop Call Management**

Describe the system's desktop call manager and the call control features supported from the user's desktop computer. Does the proposed solution have a MAC client? Does the proposed solution have a web-only client?

#### **3.8.1 Directory Dialing**

Does the desktop call manager application provide directory dialing across all locations in the system?

#### **3.8.2 Call History**

Does the desktop call manager provide caller history or call log to archive the user's telephone use?

#### **3.8.3 Routing**

Does the desktop call manager provide call routing information for delivered calls to identify how the caller reached the user through the proposed system?

#### **3.8.4 Searching**

Does the desktop call manager provide searching and dialing of the users configured contacts from standard desktop personal information managers such as Microsoft Outlook?

#### **3.8.5 Name Matching**

Does the desktop call manager provide name match and display when received caller ID information matches information in the user's personal information manager?

#### **3.8.6 Name Display**

Are the matched names also displayed on the user's telephone?

#### **3.8.7 Speed Dialing**

Does the desktop call manager provide speed dialing of the user's configured frequently called numbers? Are the configured speed dial entries also available on the user's telephone?

### **3.9 911 Services**

If emergency-911 municipal services are mandated for commercial systems, is your proposed system in compliance today?

### **3.10 System Administration**

Describe the system administration tool(s) available to provide integrated administration of the system across all locations.

### **3.10.1 Accessibility**

Is the system administration application accessible from any workstation on the LAN/WAN?

### **3.10.2 Web Access**

Is the system administration application accessed through a standard web browser?

### **3.10.3 Batch Moves**

Can moves and changes be "batched", that is can block copy changes can be made to a number of subscribers or class of service simultaneously?

### **3.10.4 Remote Sites**

Can administration of multiple remote sites be done through a centralized workstation? Is there any limit to how many workstations are supported?

### **3.10.5 Security**

How is security provided to prevent unauthorized access to the administration application? Can some administrative users be defined with "view-only" permissions?

### **3.10.6 Number of Administrators**

Is there a limit to the number of administrators that can be logged on to the system at one time?

### **3.10.7 On-Line Help**

Does the administrative application have on-line help? If yes, describe.

## **3.11 System Maintenance and Upgrades**

Explain the back-up procedures for the system configuration and information and how the administrator would reload the data if needed to restore a previous configuration?

### **3.11.1 Future Upgrades**

How are customers provided future software releases? How are software upgrades performed?

### **3.11.2 Live Updates**

When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?

### **3.11.3 Upgrade Procedures**

During a system upgrade, explain how each component of the system is upgraded including estimate total time for upgrade for the proposed system and the estimated time each service or component is off-line.

### 3.12 System Monitoring and Diagnostics

Describe the diagnostic tools available for monitoring and maintaining the system's performance.

#### 3.12.1 Logging

Does the system support logging of diagnostics events into the Windows 2000 Event Log?

#### 3.12.2 Remote Diagnostics/Alarms

What remote diagnostics are available? Can administrators see and access any alarms or alerts on the system from remote terminals?

#### 3.12.3 Notification

Can the system be configured to notify the administrator of diagnostic events when they are remote or away from the system?

#### 3.12.4 Features

For each of the following system monitoring items listed below, respond with a "Yes" if the proposed IP PBX monitoring features can support the feature. If the answer is "Partly Yes", then define exactly what is supported and what is not supported, and when you expect the IP PBX to be able to support this feature. If the answer is "No", then state when you expect the IP PBX to be able to support this feature.

Feature	YES	NO	Availability Date
Status of all trunking			
Status of all call routing components			
Integrated status of all locations			
Status of individual stations (IP / Analog)			
Call usage reporting			
WAN usage reporting			
IP quality statistics reporting			
Diagnostic events listing or reporting			
Real-time traffic status			
Status of all gateway ports			

### 4.0 VOICE MAIL AND UNIFIED MESSAGING

#### 4.1 Voice Messaging System Description

Describe in detail your voice messaging product offering. Include an overview of the hardware, software, architecture, and components of the equipment proposed to meet {Customer Name}'s requirements.

#### 4.2 Voice Mail System Specifications

How many users are supported by the proposed voice mail system? How are additional users added to the system?

##### 4.2.1 Ports

How many ports are proposed to support the voice mail system? If additional ports are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.

#### **4.2.2 Location**

Is the voice mail application centralized at a single site or distributed across the different locations in the system?

##### **4.2.2.1 Remote Users**

Describe WAN use for users at remote locations when voice mail messages are left or when they retrieve their messages.

#### **4.2.3 Voice Recording**

Describe in detail the voice digitization technique and voice digitization rate used for recording users' speech.

#### **4.2.4 Capacity**

Indicate the capacity limits that can be defined for a particular voice mailbox. Indicate whether or not this is configurable by class of service.

##### **4.2.4.1 Length**

What is the length of the longest message that can be recorded by a caller?

##### **4.2.4.2 Number of Messages**

How many messages can be stored in a subscriber's mailbox?

##### **4.2.4.3 Total Length**

What is the maximum total number of minutes of messages that can be stored in a single voice mailbox?

#### **4.2.5 Class of Service**

How many classes of service can be defined for voice mail permission levels?

### **4.3 System Features**

Is the voice mail system remotely accessible? Can the system be accessed from a standard touch-tone phone? Are other types of client devices supported?

#### **4.3.1 Unified Messaging**

Does the voice mail system provide an interface to deliver voice mail messages into standard desktop email applications to provide unified messaging?

##### **4.3.1.1 Impact**

Describe the impact on the existing email infrastructure to provide unified messaging?

#### **4.3.1.2 Cost**

Is unified messaging included with the proposed system? If not, what is the additional cost for this component?

#### **4.3.2 Message Management**

Is a desktop application included that provides visual access to view and manage user's messages from their PC?

#### **4.3.3 Subscriber Look-Up**

If a caller does not know a particular subscriber's extension number, can they "look up" the subscriber by "spelling" the name via touchtone input? Explain how the system would resolve the situation where one name has multiple entries (e.g., "Jones")?

#### **4.3.4 Fast Path**

Can system prompts be interrupted by experienced users? In other words, is there a "fast path" for users? Can system prompts be repeated?

#### **4.3.5 Zero-Out**

Does the voice mail system support a "zero out" to the attendant feature? Is this feature configurable by class of service? Can the "zero out" destination be a station rather than the attendant? If the "zero out" destination is busy, or rings unanswered, will the call be re-directed?

##### **4.3.5.1 User Zero-Out**

Can individual users configure their own personal "zero out" destination for callers separate from the system wide target? Is this configurable by class of service?

#### **4.3.6 Multiple Greetings**

Does the voice mail system support multiple greeting? If yes, describe all available greetings.

#### **4.3.7 Remote Delivery**

Does the system support automatic remote notification and delivery of voice mail messages to users?

#### 4.4 User Features

Can system subscribers conduct the following actions:

Action	Yes	No	Optional
Play, pause and replay messages			
Record responses and reply to voice mail messages			
Record messages, send and mark "urgent" etc.			
Forward messages to other users and append them with their own comments			
Send or forward messages to other users at any location in the system using extension addressing			
Create, edit, and modify their own distribution lists			
Obtain user instruction through system prompts			
Record personal greetings. How many different ones can they have?			
Modify subscriber's passwords.			
Set business days and hours for alternate greetings.			
Manage voice mail from their personal computer or inside their email inbox?			

##### 4.4.1 Contact ID

Can the voice mail system identify callers that leave voice mail messages and display their name based on caller id information that matches contact information in the user's personal information manager?

#### 4.5 System Administration

Is system administration done through a standard web-enabled GUI? If so, which browser does the administrative application support?

##### 4.5.1 Modifications

Describe how system administrator is able to perform the following user administration actions:

###### 4.5.1.1 Class of Service

Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.

###### 4.5.1.2 Mailbox

Add, delete, or modify a user's voice mailbox.

###### 4.5.1.3 Message Length

Set the maximum length of voice messages.

#### **4.5.2 Backup**

Explain how the system administrator would perform a backup and restore on the voice messaging system.

#### **4.5.3 Integration**

Is the voice mail administration integrated with the administration of users or via a separate administration action?

### **5.0 IMPLEMENTATION**

#### **5.1 Project Plan**

Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

#### **5.2 Project Schedule**

A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the City is expected to perform to successfully implement the new system.

#### **5.3 Installation Requirements**

Vendor will perform station reviews, data base preparation, and original program initializations.

#### **5.4 Facility Requirements**

Bidders must furnish all space, power, and environmental requirements for the proposed telephone system and voice messaging equipment.

- **Space** – Provide the physical dimensions of the proposed equipment. All system requirements UL approved.
- **Power** - All power requirements, including any special conditioning or grounding requirements.
- **Heat** - Provide heat load for proposed system and recommended safe temperature operating range.
- **Floor Loading** - Vendor must provide complete floor loading requirements.

#### **5.5 Training**

The successful bidder is required to conduct end-user training on the City of Woodland's premises, tailored specifically to City of Woodland's particular requirements (e.g., console operator, message center operator, secretary, and professional).

### **5.5.1 Training Plan**

Provide a training program and training materials for designated personnel who will train future employees.

### **5.5.2 Content**

**For** each product application proposed, provide a detailed description of the training the vendor will provide.

## **6.0 VENDOR SERVICE**

### **6.1 Maintenance and Warranty**

A complete maintenance and warranty agreement must be included as part of the bidder's proposal to support the business between 8a.m.and 5p.m. Monday through Friday.

#### **6.1.1 Warranty**

The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

#### **6.1.2 Defective Parts**

During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the City of Woodland.

#### **6.1.3 Maintenance Personnel**

All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization at no additional cost to the City of Woodland other than those charges stipulated to maintain the warranty.

### **6.2 Logistical Support**

Identify the addresses of the vendor's local service centers and the number of service personnel trained on the proposed system

### **6.3 Repair Response**

Describe the bidder's repair commitment from time of trouble discovery through the time the trouble is cleared.

#### **6.3.1 Response Time**

Guarantee a response time of no more than four hours for all major system problems and a maximum of 24 hours to other system problems.

#### **6.3.2 Problem Definition**

Major/Minor Problems - Bidders must describe their definitions of major and minor problems.

### **6.3.3 Replacement Time**

Explain the amount of time required for full replacement of the central operating hardware /software of the system, assuming a suitable site exists for locating the replacement components.

### **6.3.4 Emergency Installation**

How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component (gatekeeper) of the system?

## **7.0 CONFIGURATION/PRICING**

Bidder must itemize all charges for individually identifiable components of the proposed IP Communication system, including all associated installation, programming, and cabling. Bidder must include charges for all components required to connect all applications, all design charges, Telco interface charges, and training charges. Additionally, bidders must provide alternative dial tone pricing and design in this section.

## **8.0 FINANCIAL REQUIREMENTS**

### **8.1 Payment Options**

Bidder shall offer methods of payment to include leasing options.

### **8.2 Payment Schedule**

Bidder must include payment schedules available with the proposed leasing options.

### **8.3 Terms and Conditions**

The vendor shall include a copy of standard terms and conditions as part of the system proposal.

#### **8.3.1 Damage Liability**

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

#### **8.3.2 Permits**

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by

local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor

### **8.3.3 Insurance**

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

### **8.3.4 Vendor Responsibility**

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

### **8.3.5 RFP Responses**

All materials submitted by the vendor in response to this RFP become the sole property of the City of Woodland upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor.

## **9.0 ALTERNATIVE PROPOSALS (OPTIONAL)**

This section provides the vendor with the opportunity to present innovative alternatives to meet the purchaser's business requirements.

## **10.0 APPENDIX**

Bidders should use this section for any requested product brochures, sample reports, and system diagrams.

**END OF RFP**

City of Woodland Telecom Survey

Updated: 07/17/2012

EXHIBIT "A"

Facility Name	Dept	User name	IP Phone required (hardware)	NEW STATION: Future- Phone Extension required?	Voicemail required?	Current Voicemail Extension #	Future-connect to cell phone?	
<b>City Hall</b>								
100 Davidson Avenue	1	Police	Stephenson, Rob	Yes		Yes	43	Yes
	2	Police	Gillaspie, Brad (Sgt)	Yes-shared		Yes	36	
	3	Police	Lipp, Robb (Sgt)	No-shared		Yes	56	
	4	Police	Murray, Brent	Yes		Yes	11	
			Patrol Room x 3	Yes-shared		-	-	
	5	Police	Casey, Terry	No-shared		Yes	53	
	6	Police	Plaza, Dave	No-shared		Yes	52	
	7	Police	Kelley, Derek	No-shared		Yes	50	
	8	Police	Enbody, Geary	No-shared		Yes	40	
	9	Police	Keller, Jim	No-shared		Yes	55	
	10	Police	Palmquist, Dustin	No-shared		Yes	51	
	11	Police	Hiler, Karla	Yes		Yes	42	
	12	Police	Conner, Donny	Yes		Yes	34	
	13	Police	BAC Room	Yes		no	N/A	
14	Police	Lobby phone-DIRECT to dispatch	Yes		no	N/A		
	15	Fire	Jackson, Mike	Yes		Yes	48	
	16	Fire	Saari, Kevin	Yes		Yes	39	
	17	Fire	Pera, Greg	Yes		Yes	57	
	18	Fire	Maunu, Nick	Yes		Yes	-	
	19	Fire	Bjur, Kenny	Yes		Yes	46	
	20	Fire	Radio Room	Yes		???	38	
	21	Fire	3rd floor-office #1	Yes		Yes	44 ??	
	22	Fire	3rd Floor-office #2	Yes		Yes	44	
	23	Fire	3rd Floor-kitchen/day room	Yes		???	??	
	24	Fire	Weddel, Valerie	Yes		Yes	45	
	25	Council Chambers	2nd Floor	Yes		no	37	
	26	City Hall	FAX 360-225-1201	Yes		no		
	27	City Hall	Chief office fax / printer	Yes		No		

City of Woodland Telecom Survey

Updated: 07/17/2012

EXHIBIT "A"

Facility Name	Dept	User name	IP Phone required (hardware)	NEW STATION: Future- Phone Extension required?	Voicemail required?	Current Voicemail Extension #	Future- connect to cell phone?
<b>Annex</b> 230 Davidson Avenue	28	Clerk-Treasurer Ripp, Mari	Yes		Yes	14	
	29	Clerk-Treasurer Anderson, Gina	Yes		Yes	15	
	30	Clerk-Treasurer Thomas, Shannon	Yes		Yes	16	
	31	Clerk-Treasurer Gleason, Mary	Yes		Yes	12	
	32	Clerk-Treasurer Cash, Lori	Yes		Yes	13	
	33	Clerk-Treasurer Rychel, Shannon	Yes		Yes	10	
	34	Clerk-Treasurer Mosley, Pam	Yes		Yes	21	
	35	Planning Johnson, Carolyn	Yes		Yes	29	
	36	Planning/Building Heinrichs, JoAnn	Yes		Yes	22	
	37	Planning/Building VACANT workstation	Yes		Future	41	
	38	Planning/Building Front Counter	Yes		No	26	
	39	Building Wilbanks, Webb	Yes		Yes	23	
	40	Building Plan Room	Yes		No		
	41	Mayor Laseke, Grover	Yes		Yes	19	
	42	All Conference Room	Yes		No	18	
	43	All Breakroom/Kitchen	Yes		No	20	
	44	Clerk-Treasurer Reception Front Counter	Yes		No	n/a	
	45	Annex FAX 360-225-7336	Yes		No		
	46	Annex ALARM 360-XXX-XXXX	Yes		No		
	47	Councilmember Perry, Scott	No		Yes	X	
	48	Councilmember Fredricks, Benjamin	No		Yes	X	
	49	Councilmember Humbyrd, Susan	No		Yes	X	
	50	Councilmember Allen, Marshall	No		Yes	X	
51	Councilmember McCall, Marilee	No		Yes	X		
52	Councilmember Swindell, Al	No		Yes	X		
53	Councilmember Burke, John JJ	No		Yes	X		
55							
<b>Public Works Office</b> 219 Davidson Avenue	56	Public Works Stepp, Bart	Yes		Yes		
	57	Public Works Bartkowski, Jody	Yes		Yes		
	58	Public Works Ingle, Tonya	Yes		Yes		

City of Woodland Telecom Survey

EXHIBIT "A"

Updated: 07/17/2012

Facility Name	Dept	User name	IP Phone required (hardware)	NEW STATION:		Future- connect to cell phone?
				Future- Phone Extension required?	Voicemail required?	
	59	Public Works	Parsons, Mary	Yes		Yes
	60	Public Works	Conference room	Yes		No
	61	Public Works	Drafting Table	Yes		No
	62	Public Works	FAX 360-225-7467	Yes		No
<b>Public Works SHOP</b>	63	Public Works	Ripp, Dennis	Yes-shared		Yes-shared
38404 Lakeshore Drive	64	Public Works	Peterson, Mike	No		No
	65	Public Works	Oliver, Gary	No		No
	66	Public Works	Cook, Mark	No		No
	67	Public Works	Summers, Scott	No		No
	68	Public Works	Lee, Tyler	No		No
	69	Public Works	New 2012 - Laborer	No		No
	70	Public Works	ALARM 360-225-3420	No		No
<b>Wastewater Treatment Plant</b>			Yes			
100 Sandalwood Road	71	Public Works	Morgan, Mark	Yes-shared		Yes-shared
	72	Public Works	Gray, Don	No		No
	73	Public Works	New 2012 - Operator	No		No
	74	Public Works	ALARM 360-225-8995	No		No
<b>Water Treatment Plant</b>						
130 Scott Hill Road	75	Public Works	Choate, Bob	Yes-shared		Yes-shared
	76	Public Works	None	No		No
<b>Horseshoe Lake Park</b>	77	Public Works	Park Maintenance Shed	Yes-shared		Yes-shared
Park Road	78	Public Works	Trice, Paul	No		No
	79	Public Works	Goff, Cliff	No		No
<b>Community Center</b>						
782 Park Street	80	Public Works	Center - public use	Yes-Public		No

City of Woodland Telecom Survey

EXHIBIT "A"

Updated: 07/17/2012

Facility Name	Dept	User name	IP Phone required (hardware)	NEW STATION:		Current Voicemail Extension #	Future- connect to cell phone?
				Future- Phone Extension required?	Voicemail required?		
<b>POLICE STATION (NEW)</b>	AT NEW SITE 300 E. Scott Avenue *THIS LISTING WILL NEED TO BE UPDATED WHEN PROJECT COMPLETION IS NEARER						
<i>*POLICE: Future-17-20 phones (5 conference style and the balance regular phones)</i>			*				
300 E. Scott Avenue	81 Police	Stephenson, Rob	Yes		Yes	43	Yes
	82 Police	Gillaspie, Brad	Sgt		Yes	36	
	83 Police	Lipp, Robb	Sgt		Yes	56	
	84 Police	Murray, Brent	Yes		Yes	11	
	85 Police	Casey, Terry	shared		Yes	53	
	86 Police	Plaza, Dave	shared		Yes	52	
	87 Police	Kelley, Derek	shared		Yes	50	
	88 Police	Enbody, Geary	shared		Yes	40	
	89 Police	Keller, Jim	shared		Yes	55	
	90 Police	Palmquist, Dustin	shared		Yes	51	
	91 Police	Hiler, Karla	Yes		Yes	42	
	92 Police	Conner, Donny	Yes		Yes	34	
	93 Police	BAC Room	Yes		no		
	94 Police	Lobby phone to dispatch	Yes		no		
	95 Community Room	NEW	Yes			37	
	96 Police	FAX 360-XXX-XXXX NEW	Yes		No		
	97 Police	ALARM	Yes		No		