



The City of Westbrook  
Westbrook, ME

Request for Proposal

For the Purchase of VoIP Telephone System Equipment and Services  
For the City of Westbrook

City of Westbrook

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**PART I – General Requirements**

A. The successful respondent for this contract will be the sole authority and responsible party for this installation. The City of Westbrook wishes to establish a relationship that provides a single point of contact for all support necessary for the project. If the vendor utilizes any subcontractors for any part of the telephony system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities. The Vendor and/or his Subcontractor shall be factory authorized to sell and service all equipment outlined in this specification. All work shall be performed and supervised by telecommunications and network engineers and project managers who are certified and qualified to install voice and data systems and to perform related tests, as required. The Vendor shall provide an on-site Project Manager to oversee the installation of the project and to coordinate work with other vendors, as needed. The Vendor shall also provide an offsite Project manager who shall be responsible for the day-to-day interaction with the project and City of Westbrook representatives. All vendors must provide proof of such certifications and experience and submit with the RFP proposal. Failure to provide such information may disqualify the RFP response.

B. The Vendor and his Subcontractor shall provide three (3) reference sites consisting of municipalities, educational institutions, hospitals or other non-profit or human service agencies of a similar size and complexity of this project. At least one of the references should be from a project of similar size and complexity within Maine or its surrounding area, within the preceding twenty four (24) months. This project should illustrate the successful implementation of a similar VOIP Phone System and associated Network Infrastructure.

C. The Vendor will provide price quotes for the complete equipment configuration outlined in this RFP. Pricing shall remain valid for at least 90 days from date of the RFP due date. If you cannot supply an item please identify this on your RFP.

D. All unit prices must be provided or listed in the Proposal. Do not bundle items together, unless we have specifically listed the items as a bundle. If alternative packaging results in a cost savings, please advise in the Recommendations/Alternatives section. It is our desire to be in a position to compare vendor pricing directly, without having to manipulate each vendor's pricing. Also, it is the discretion of City of Westbrook to adjust product and quantities as needed to meet funding availability.

E. RFP Proposal must specify equipment delivery time and elapsed time from date an order is placed. Products must be available within two weeks from the day the RFP is awarded. Availability must be verified upon award of The Contract. Work schedule will be coordinated with City of Westbrook but must be completed by June 30<sup>th</sup> 2013.

F. Proposals will be evaluated on the following criteria:

- Cost effectiveness
- Performance & reliability of proposed equipment
- Availability of local support
- References

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G. Schedule of Events: The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor.

### SCHEDULE OF EVENTS/CRITICAL MILESTONES

Mandatory Site Visit Scheduled with Owner – April 5<sup>th</sup>  
Proposals Due: April 12<sup>th</sup> (12:00 P.M. – EST)  
Contracts Awarded: May 6<sup>th</sup> 2013  
Project Completion: June 7<sup>th</sup> 2013  
Punch List completed/Sign Off: June 21<sup>st</sup>, 2013  
Closeout Submittals Due: June 28<sup>th</sup>, 2013  
Systems Training: TBD between June 1<sup>st</sup> 2013 and June 30<sup>th</sup> 2013

### H. QUESTIONS

Any questions regarding the RFP should be submitted in writing or e-mail to Alicia Gardiner [agardiner@westbrook.me.us](mailto:agardiner@westbrook.me.us)

## PART II – Specifications

### A.) Support Specifications

- Ability to provide both 8x5xNBD and 24x7x4hr same day onsite support
- Include software/firmware updates and phone system support
- Have a service center or dedicated technician within 30 miles of the City of Westbrook.
- Demonstrate the depth of local support. Must have certified engineer in proposed switching solution and at least two telephony trained engineers within 50 miles of the City of Westbrook.

### B.) Design Specifications

System must meet the telecommunications requirements of The City of Westbrook and allow for future integration with the City of Westbrook schools and facilities with a uniform dial plan. System must be expandable should the City of Westbrook add additional sites whether physically connected via cabling or connected via WAN/VPN to the core of the telephony system.

Currently the City Public Safety Building is considered the core of the City's fiber network with the majority of the buildings connected via fiber in a star topology. Two buildings are connected via VPN over Time Warner Cable and one building is connected via fiber routed from the Westbrook Community Center, through Congin Elementary School and then over L2 fiber to the Public Safety Building. Vendor is asked to develop a design that will leverage the existing fiber network system while integrating seamlessly into the existing data network. Solutions should have the capabilities of handling 3 geographical diverse PRI's to accommodate existing carrier services as well as allow for direct SIP connectivity in the future. Every location should have the capability of inserting lifeline POTS services.

### C.) Equipment Specifications

It is the desire of the City of Westbrook to procure a phone system for the Entire City that will support the existing and future growth needs of the City. The City will consider any manufacturer so long as they meet the following criteria:

- Solution Demonstrates Cost Effectiveness

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- Equipment is compatible with the City of Westbrook's existing needs and able to be provided over the current WAN infrastructure (understanding that additional switches will be required to support the phone system at each physical location)
- Successfully demonstrates performance and reliability as outlined in the RFP
- Solution is backed up by comprehensive support program with the availability of local resources

In addition, in order to insure the proposed solution meets or exceeds the criteria outlined above the equipment must be able to meet the following criteria:

### Phone System Requirements

- Can be premise based or hosted. If premise based vendor must outline all components to include power requirements and required space for equipment.
- Please provide glossy slicks on phone types being proposed (all phones must have full duplex speaker phones with microphones for paging capabilities.)
- System must have the ability to do least cost routing.
- System must have the following features: Night service, multiple auto attendants, PC operator console, ACD capabilities, Meet Me conferencing up to 25 users with multiple bridges/conference rooms, tenant separation and uniform dial plan
- System should have the ability for automated call overflow in case one segment of the network is down.
- Remote Web Administration for both Admin and User functions
- PC based soft phone client as a feature for future use.
- Must be an IP based system. If solution leverages hybrid technologies vendor must specifically outline an upgrade path to a full IP based system and outline any deficiencies.
- System must provide full QoS enabled VOIP functionality to every phone, including remote sites (Fire Station located on Bridgton Rd in Westbrook and Public Safety Garage located on Mechanic Street in Westbrook)
- System must support a unified messaging solution that will integrate voicemail with email for every extension in the City and have a web based Computer Telephony Integration (CTI) and Wave File Format (.wav) or MP3 output. This web component must give individual users access to manage their phone and voicemail. System should also provide visual voicemail prompts via telephone display
- Preferences for a centralized system with support for multiple sites over the City's fiber network as outlined in the specifications and the support of redundancy between sites. For example, in the event of a failure of a fiber link vendor must include a summary as to how each site can support basic dial tone features and E911 services via alternative means should their solution be implemented.

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- Solution provided must be turn-key and include all necessary network switches, associated programming and integration into the existing infrastructure required to support the phones.
- Phones must be IP based and vendor must provide options for IP phones with XML integration for use with 3rd party applications. (preference may be given for vendor with XML programming abilities) Also include the required hardware to provide the capability for analog ports for standard SLT type devices such as 2500 SLT phones, fax, alarm, or modem
- Vendor must provide an option for an IP based wireless phone
- System must support local four or five digit dialing between City Departments/physical locations
- Phone must include integrated 2 port 10/100 Ethernet switch with optional 10/100/1000 availability
- All phones must support 802.1Q VLAN tagging and 802.1P QoS
- System must have the ability to integrate with existing intercom and paging systems. City prefers a system which has the ability to support a central paging system using the phone system. This need must be addressed specifically at the Public Safety Building. Vendors must provide details on how their system can integrate with existing intercom and paging.
- Phone System must support advanced E911 features. System must allow for E911 location for outgoing calls and direct in-dialing to specific phone, building, department, office or school classroom.
- Vendor must provide a detailed outline of the switching implementation to support their proposed solution to include any integration of the available switches within the City of Westbrook and the addition of any new switches to support the installation. All proposed switches should be 10/100 Ethernet switches and will be PoE (802.3af) and take into consideration the number of phones and the power requirements of each building. These switches will support multiple gigabit uplink ports.

### Other Requirements

- Training must be provided as a part of the solution. Please outline the training plan as well as ongoing training as may be required with staff turnover or the addition of new staff.
- Each network closet must include a UPS sized appropriately for the equipment proposed. The use of existing UPS's is acceptable with the confirmation that there are adequate available outlets and appropriate power for a sustained outage of at least 30 minutes.
- All required patch cords and power cables must be included in bid response
- The Vendor will supply any necessary fiber patch cables should they be required
- The City of Westbrook has limited storage space so successful vendor must include costs associated with warehousing equipment prior to deployment.

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- City of Westbrook does not have a loading dock so the successful vendor will be responsible for making the appropriate arrangements for safe and secure delivery.
- Please See Exhibit A for additional requirements.
- Please See Exhibit B for additional required recording component for the City of Westbrook Public Safety Building

### **PART III – Integration Services**

Successful vendor shall provide a complete, end-to-end integrated solution including but not limited to installation, configuration, training, and as-built documentation.

#### **BID ITEM COMPONENT SPECIFICATIONS**

##### Integration Services

- Vendor to include detailed Scope of Work with Fixed Price Cost

##### Maintenance Charges

- Yearly maintenance charge

##### Other Related Costs

- 1st year maintenance charge
- Maintenance charge for the next 3 years
- Training costs
- Warranty of Equipment
- Warranty of Design and Performance of System
- Moves/Adds and change costs

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Exhibit A

Vendor agrees to be responsible for and to protect, save harmless, and indemnify The City of Westbrook

- a) Against any liabilities, claims and demands for personal injury (including, without limitation, death) or property damage arising out of or caused by any performance under this contract (including without limitation claims arising out of or resulting from the negligence of the District);
- b) Against any claims by an of Vendor's subcontractors, agents, employees, and any other persons, firms, corporations or other legal entities for labor, services, or materials provided to Vendor in connection with the performance of this contract;
- c) For any costs including reasonable attorney's fees in responding or defending against such matters

In claims against any person or entity indemnified under this contract by any employee of the Vendor, its subcontractors, agents, anyone directly or indirectly employed by them, or anyone for whose acts they may be liable, the indemnification obligation under this contract shall not be limited by a limitation on amount or type of damages, compensation, or benefits payable by or for the Vendor, its subcontractors or agents under workers' compensation acts, disability benefit acts, or other employee benefit acts.

Vendor is to procure and maintain for the duration of the project, insurance as will protect the Owner from claims which may arise out of or result from the Vendor's execution of the work whether such execution be by themselves or by anyone directly or indirectly employed by any of them or by anyone for whose acts any of them may be liable. Vendor is responsible for any and all damages to the Owner's property resulting from execution of the work.

Vendor exclusively assumes responsibility for acts of its employees, associates and subcontractors, if any are authorized herein, as they relate to services to be provided under this Agreement during the course and scope of their employment.

Vendor shall be responsible for performing the work under this Agreement in a safe, professional, skillful and workmanlike manner and shall be liable for its own negligence and negligent acts of its employees.

Prior to commencement of the work, Vendor is to provide Owner with:

Certificate of Commercial General Liability Insurance listing The City of Westbrook as additional insured, General Insurance requirements are as follows:

- Worker's Compensation – Statutory,
- Employees Liability - \$500,000.00,
- Bodily Injury Liability Except Automobile - \$500,000.00 each occurrence \$1,000,000.00 aggregate,
- Property Damage Liability Except Automobile - \$500,000.00 each occurrence \$1,000,000.00 aggregate,
- Automobile Damages Liability - \$500,000.00 each occurrence,
- Automobile Bodily Injury Liability - \$500,000.00 each occurrence \$1,000,000.00 aggregate,
- Excess Umbrella Liability \$3,000,000.00.

Warranty: Manufacturers standard warranties shall apply. The Vendor warrants that all equipment furnished under this specification will be new, of good material and workmanship, and agrees to replace promptly any part or parts which by reason of defective material. Vendor by delivery of this contract hereby assigns and passes through to Owner any and all warranties and representations of the manufacturer(s) or supplier(s) of the equipment.

City policy prohibits smoking in or on the city property and grounds. This rule applies to all contractors and workers.



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### Exhibit B

The City of Westbrook requires a line recording solution to be utilized for the City's Public Safety Services. This system can be provided via an additional vendor partnership. This system can be fully supported by the partner vendor and the solution provider for the City of Westbrook's telephony system will only hold responsibility for ensuring that all required phone lines are provided to the recording system vendor in a the required fashion to successfully integrate the lines into this system.

This system must provide the ability to record analog and digital lines Telecom lines, Conventional Radio, Trunked Radio and RoIP Systems as well as provide the ability to play back those recordings. The application utilized to play back the recordings must be able to be published via Terminal Services, VMWare or XenApp solutions. The solution should:

- Support up to 640 channels for conventional radio, P25 radio, telephone trunk/station, video and screen capture recording with vox, line sense, contact closure, digital set data, RS232 serial or external IP activation.
- Minimum online storage capacity of 70,000 channel-hours via optional mass storage via local Raid-5 array w/hot-swappable hard drives, or other DAS, NAS, SANS, etc.
- Logging Recorder should run on Windows 2008 Server OS. Server supported by vendor to include maintenance/updates/patches/AV and hardware replacement
- Dual 115/230vac, 50/60hz power supplies, Dual 48vdc power supplies available as an option
- NAS or DVD-RAM drives for removable archival storage available in configurations
- Dual 10/100/1000MB NIC and TCP/IP support
- Support multi-site recording with central archiving
- Client or web based playback and monitoring options for Windows XP/Vista/7 32 and 64bit workstations
- Fault-tolerant design supporting optional Local or Geo-Diverse Full System Redundancy
- Simultaneous recording and multi-user playback
- Multi-level Security to manage access and user permissions. Active Directory integration a plus
- Live record/channel monitoring
- Multiple search criteria: Time & date, Entity and/or Entity range, Call type, Talk groups, Caller/Called aliases, Caller/Called ID, ANI/ALI, Dialed digits and other metadata
- Comprehensive log files and reporting
- Archive media overwrite protection and media library
- Remote maintenance (Provide how the maintenance would be supported and hours of operation for service to include amount of time for onsite support if needed)
- Recorder alarm notification, escalation and SNMP support

Costs for this component must include all hardware, software and installation costs as a turnkey solution. Costs must outline the support and service costs to be expected for the next three years. Costs also must include an outline of items not included in the service contract and the hourly rates to support those items not covered.

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## Appendices

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