



UNIFIED COMMUNICATIONS SYSTEM

**RFP**

*DECEMBER 27, 2011*

## OVERVIEW

The City of Claremont will be upgrading its existing voice and data networks and is issuing this request for proposal (RFP) so that we can easily evaluate and compare several proposals and, ultimately, choose a supplier for the provision of a new converged network.

The City of Claremont is looking to purchase a Cisco VOIP telephone system with unified messaging and IP Phones to enhance the voice collaboration between departments. As part of this purchase each location will need a switch upgrade to support the voice system and PoE for the phones. Each location will have a number of POTS lines, and use a SIP trunk in the Opera House voice gateways. The voice gateways at other locations will be configured for SRST and use the local POTS lines as needed. There will be 7 locations for this system, Opera House, Police department, Public works, and Fire department, Library, GCC and Visitor Center for a total of 100 phones of various types. Wireless will be required in the Opera house and Police department location. All hardware will be Genuine Cisco equipment and not refurbished or used hardware.

A key element of the City of Claremont's strategy is to evolve from the current, multiple-network infrastructure to a converged, common communications platform. We need a solution that simplifies our networks and provides commercial benefits to the whole organization.

The City of Claremont seeks a single solution for the requirements outlined. Vendors are required to submit proposals for the supply and support of the total solution and not individual elements.

## VENDOR GUIDELINES

### SCOPE OF RFP

This request for proposal (RFP) is the critical stage in assessing vendors to meet our requirements for a converged voice telephony and data network for all sites.

In issuing this RFP, The City of Claremont is requesting proposals from a number of key vendors and systems integrators for the supply, deployment, and maintenance of the complete voice and data solution at each site.

Following evaluation and analysis of the responses to this RFP, those companies that meet the City of Claremont's requirements may be contacted to enter into further negotiations for the provision of a converged voice and data network.

Vendors shall note that a response to this RFP does not commit the City of Claremont to any course of action resulting from its receipt.

This document shall not be construed as a contract between the parties and no communication—whether verbal or written by the City of Claremont personnel or agents during the course of the evaluation process—shall create such a contract with respect to the products or services specified in this RFP.

### ADMINISTRATION

All vendors should provide two hard copies and one soft copy to:

City of Claremont  
City Manager's Office  
58 Opera House Square  
Claremont, NH 03743

Please provide one copy through e-mail or one soft copy on CD to the attention of:

City of Claremont, IT Dept  
Attn: Chris Burgess  
58 Opera House Square  
Claremont, NH 03743  
603-542-7026 x1020

*Chris Burgess – [cburgess@claremontnh.com](mailto:cburgess@claremontnh.com)*

The main body of the RFP response shall be provided in Microsoft Word 98 or above format. Any supplemental or supporting information can be supplied in the following formats:

- Adobe Acrobat PDF v4.0 or above
- Visio 5.0
- Plain text
- Office 98 or above

Vendors must clearly reference the RFP on their response and any related correspondence.

Responses must be received no later than **12 noon, 31<sup>st</sup> January, 2012**. Responses received after this time will not be considered.

Extensions to the due date will not be granted and responses may not be modified after submission.

#### SUPPLEMENTAL INFORMATION

Vendors may provide any supplemental correspondence or information in the format of vendor's choice. The City of Claremont welcomes general business and services information from vendors as a complement to the RFP response. Such information will be integrated into the City of Claremont's Vendor Library and used for research or sourcing for future procurements. Such supplemental information must be provided in a separate document or as an addendum easily removed from the RFP response itself.

Costs incurred by vendors in preparing offers shall be on their own account.

#### QUESTIONS

Any questions regarding interpretation or clarification of this document shall be addressed to the Primary Contact before the date given in the RFP time table.

#### RFP TIME TABLE

Date	Event
December 21, 2011	Announcement of vendors requested to provide a response to the RFP.
December 21, 2011	Circulation of RFP to vendors.
January 11, 2012	Deadline of submission of RFP questions from vendors to the City of Claremont.
January 18, 2012	Latest date that RFP clarification statements will be made available from the City of Claremont to vendors.
January 31, 2012 (noon)	Deadline for RFP response submission by vendors.
<b>February 17, 2012</b>	Announcement of successful vendor or other result of RFP process.

## CRITERIA FOR SELECTION TO RFP SHORT LIST

The following are the City of Claremont's criteria for the RFP short list.

- Cost-effectiveness based on forecast return on investment over a five-year period.
- Planned project time from the initial signing of contracts to completion.
- Vendor's capability to provide a full support model across all geographic locations and technologies.
- Vendor's medium- to long-term financial viability.
- Level of compliance with technical requirements.
- Clear demonstration of the vendor's experience in deploying intelligent converged networks by the quality and relevance of the chosen reference customers.

Vendors must also demonstrate a clear commitment in the field of communications networks.

## REFERENCES

The vendor must include details of its experience in designing and constructing a converged voice and data network of similar size and complexity.

The vendor must provide references for other customers who have implemented communications solutions similar to the City of Claremont's requirements.

## VENDOR PROFILE AND STABILITY

- Describe your company's history, size, and stability in terms that most meaningfully communicate its ability to support the City of Claremont's requirements on a continuing basis. Responses shall include the following:
  - Full company name and address.
  - Details of the company's ownership.
  - Annual revenue worldwide, in region, and in country.
  - Market share figures worldwide, in region, and in country.
  - Number of employees worldwide.
  - Recent trading and technical activities, including current and planned products and services.
  - Turnover and profit for the last year.
  - R&D spending over the past five years.
  - Membership in professional bodies.

Internal IP Communications Deployment: Please describe your company's use of IP communications and how you are using it to lower costs and enhance productivity. How long have your IP telephony products been deployed internally? What percentage of your communications infrastructure is IP-based?

## Confidentiality

This RFP and the City of Claremont's process of evaluating sourcing opportunities—as well as the timing and content of any meetings, discussions, and negotiations between the City of Claremont and

the vendor—will be deemed “Confidential Information” for the purposes of the Non-Disclosure Agreement (NDA).

The City of Claremont and the vendor further agree that all proprietary and/or confidential information will be handled in accordance with the NDA.

If it becomes apparent that this confidentiality has been broken, then the City of Claremont reserves the right to exclude the vendor from the tender process.

If the vendor does not intend to proceed with the RFP process, the City of Claremont requests that the vendor returns this RFP and all associated materials to the City Manager’s Office by **12:00 noon on January 31, 2012**

### Summary Information Provided

These are the required Quantity and phone types estimated:

Location	7945	7962	7916	7965	7937	7925
Opera House	5	0	1	22	1	1
Police Department	10	0	3	17	0	1
Public works	6	0	0	6	0	0
Fire Department	4	0	0	5	0	0
Library	0	0	0	5	0	0
GCC	2	0	0	4	0	0
Visitor Center	0	0	0	7	0	0

The following table outlines the number of lines that need to be supported at each location:

Location	SIP Trunk	POTS Lines
Opera House	1	2 to 4
Police Department	0	2 to 4
Public works	0	2 to 4
Fire Department	0	2 to 4
Library	0	2 to 4
GCC	0	2 to 4
Visitor Center	0	2 to 4

The system shall be compatible with the existing telephone lines and present public address system and shall provide the following as a minimum:

1. Connectivity between all buildings by the existing SMF fiber.
2. Opera House will be the location for the primary Phone server.

3. The fail over server location has not yet been determined.
4. Centralized unified messaging platform.
5. Design will include Voice mail ports for all required users.
6. Capacity for 2 SIP trunks, 2-4 analog lines per location and 100 stations.
7. Support to expand POTS line support to 12 per location for future expansion.
8. Phones must have LCD screen that supports caller name and number.
9. All phones should have a similar appearance, look and feel.
10. Multiple auto attendants are required and each should have the ability to cascade 10 levels deep, totaling 200 destinations.
11. Call Waiting / Caller ID displays on all calls.
12. Enhanced Caller ID with single button call back.
13. Live call recording.
14. Remote delivery of Voice mail messages.
15. T-1 and PRI services available on one circuit card.
16. Display of Voicemail message timer.
17. Ability to broadcast voicemail to users.
18. VPN Phone capabilities.
19. Trunk to Trunk transfers.
20. Phone logging capabilities.
21. The City intends to contract with a local service provider for carrier based SIP trunks. Support for carrier based SIP trunks is required.
22. Wireless to cover server room and police dispatch will be deployed during this phase of the project.

### **Maintenance Coverage**

1. 5 years of Licensing and software support.
2. 5 years of 24x7x4 coverage for all server, voice gateways and switches.
3. 5 years of 8x5xNBD coverage for all phones and wireless.

### **Implementation**

The selected vendor will procure and install all equipment as appropriate in all locations. The equipment shall be installed in the racks and cabinets as directed by City of Claremont. The equipment shall be uncrated/unboxed, assembled, installed in the rack/cabinet, powered up, tested for operability and connected to the cabling system. Programming of the LAN components will be provided by vendor. Each of the systems and components detailed in vendor's proposal require a varying amount of effort with respect to implementation. For each of these tasks, provide an estimate of the effort associated. Pricing for all tasks, regardless of the classifications listed above, is required as part of the line item pricing. In responding to this RFP, please provide an estimated implementation schedule for this project, based on the significant deliverable dates.

### **See attached product and parts list – Addendum A**

### **Insurance Coverage**

Vendor shall maintain for the duration of the contract all required insurance coverages as set forth below. Coverage shall be written with an insurance carrier licensed to do business in the State of

New Hampshire, listed with A.M. Best as no less than A:VII-rated. Vendor shall provide to Owner Certificates of Coverage for all coverages no fewer than ten (10) days prior to commencement of the Work, which certificates shall include language that coverage provided by the policies shall not be reduced or canceled without thirty (30) days advance written notice given to Owner. Notwithstanding the above, in the event of cancellation for non-payment of premium or other event for which coverage may be terminated on 10 days notice to the policyholder, no less than 10 days advance written notice shall be given to Owner.

1. Comprehensive General Liability, including Completed Operations Coverage - \$1,000,000 per occurrence/ \$2,000,000 Aggregate – City of Claremont must be named as an additional insured.
2. Motor Vehicle Liability - \$1,000,000 combined single limit – City of Claremont must be named as an additional insured. Coverage must include all owned, non-owned and hired vehicles.
3. Worker's Compensation on all workers providing services under this Agreement; Employer's Liability with limits in an amount no less than \$100,000/\$500,000/\$100,000 .
4. All subcontractors, as agents of Vendor under this Agreement, are subject to the same insurance requirements as the Vendor.

Vendor shall indemnify and hold harmless Owner, its agencies, officials and employees, from and against all claims, causes of action at law or in equity, damages, penalties, loss or expenses, including attorney's fees arising out of or related to the performance of the Work, provided that any such claim, cause, damage, penalty, loss or expense: (a) is attributable to bodily injury, personal injury, sickness, disease or death, or to injury or destruction of tangible property (other than the Work itself) including the loss of use resulting therefrom; and (b) is caused in whole or in part by any negligent act or omission of Vendor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder and regardless of whether or not the negligent act or omission is discovered during or subsequent to completion of the Project.

## **Miscellaneous**

By signing this Agreement, Vendor represents that Vendor has visited the site, is familiar with local conditions under which the Work is to be performed and has incorporated Vendor's personal observations with requirements of the Contract Documents.

This Agreement represents the entire agreement between the parties and supersedes prior negotiations, representations or agreements, either written or oral. The Agreement may be amended or modified only in writing, signed by both parties.

The Agreement shall be governed by the laws of the State of New Hampshire. Any dispute arising from the Agreement shall be settled in a court within the jurisdiction of the State of New Hampshire.

Neither party to the Agreement shall assign the Agreement or any portion of the Work required by the Contract Documents without the express written consent of the other.

## **Termination by the Vendor**

Vendor may terminate this Agreement upon fifteen days written notice to Owner if Owner fails to remit payment when due or substantially breaches any other obligation of this Agreement. If Owner does not remedy such default within ten (10) business days, the Agreement shall terminate and Vendor may recover from Owner payment for Work executed through the date of termination.

## **Termination by the Owner**

Owner may terminate the Agreement upon fifteen days written notice to Vendor if Vendor substantially breaches any obligation of this Agreement or for any of the following, which acts shall constitute events of default:

1. Persistent or repeated refusal or failure to supply adequate, properly skilled workers or proper materials;
2. Failure to make payments to Subcontractors for materials or labor in accordance with the respective agreements between the Vendor and Subcontractors;
3. Failure to observe laws, ordinances, rules, regulations or orders of a public authority having jurisdiction;
4. Failure to perform any requirement as set forth in the Contract Documents, except where such failure is agreed to by Owner, or except where Vendor has no control over such performance or completion;
5. Vendor shall file or have filed on its behalf, either on a voluntary or involuntary basis, a petition for adjudication as a bankrupt, for reorganization under any provision of state or federal bankruptcy laws or regulation, or shall make an assignment for the benefit of creditors.

Prior to any such Termination taking effect, Owner agrees to meet with Vendor to discuss the cause for Termination and work in good faith with Vendor to resolve the issue(s) in order to avoid any such Termination.

When any of the above reasons exist, and the issues are not resolved by a good faith meeting between the parties, Owner may, without prejudice to any other rights or remedies of the Owner, and, after giving the Vendor and the Vendor's surety, if any, seven days written notice, terminate the Agreement, and Owner may:

1. Take possession of the Work and of all materials thereon owned by the Vendor;
2. Complete the Work by whatever reasonable method Owner may deem expedient.

If Owner terminates the Agreement, Vendor shall be paid for the value of the non-breaching services provided under the Agreement through the date of termination.

## **City of Claremont (Owner)**

---

*(signature)*

**VENDOR** *(signature)*

---

---

Guy A. Santagate, City Manager

(Printed Name and Title)

---

---

Date

Date