

City of Laramie
VOIP Phone System

RFP

Prepared By:
Company Name:
Company Address:

Phone:
Fax:

City of Laramie
Laramie, Wyoming

Request For Proposals

This request for proposal packet contains information pertaining to the City of Laramie's current phone system setup and detailed information pertaining to the purchase, installation, initial support and training for a new Voice-over-IP phone system for the City of Laramie located in Laramie, Wyoming. Proposals must be received no later than **3:00 PM, Friday, January 29, 2010**. These proposals will be presented to the City of Laramie Council and City Manager's office shortly thereafter.

We would appreciate your proposal.

Sincerely,

Jonathan Rhoades
Information Technology Division Manager

City of Laramie
Laramie, Wyoming

Request For Proposals

Instructions for the purchase, installation, initial support and training of one complete VOIP Phone System to be installed at City Hall and any other remote sites if deemed necessary.

1. The City of Laramie, Albany County, State of Wyoming, located in Laramie, Wyoming, will accept sealed proposals for the purchase, installation, initial support and training of one complete Voice-over-IP phone system for the City of Laramie. The City of Laramie will receive proposals until **3:00 PM, Friday, January 29, 2010.**
2. It is the proposer's responsibility to see that all proposals are received on time. Proposals may be mailed to Jonathan Rhoades, Information Technology Division, City of Laramie, PO Box C, Laramie, WY 82073. No electronic or telephone proposals will be accepted.
3. A Contract may be awarded to the responsible proposer or proposers, whose proposal, conforming to the Request for Proposals, will be most advantageous to the City of Laramie.
4. The proposal price shall be exclusive of any Federal and/or State taxes from which the City of Laramie is exempt.
5. The City of Laramie reserves the right, in the opinion of the Administration, to accept the proposal for the project that will be most satisfactory to the City. City Management also reserves the right to reject any or all proposals, and to waive informalities and irregularities in proposals received and to accept any portion of the proposal or all items within the proposal.
6. Installation, configuration, and implementation shall begin no later than March 15, 2010. All features and capabilities of the current PBX systems will be transitioned to VOIP, which may involve completing the entire project over 2-3 years, depending on cost and available funds. Project completion dates will be finalized between the winning proposer and the City of Laramie.
7. This proposal shall be valid for a period of six (6) months, with a three (3) year guarantee that prices will not exceed a stated percentage discount (include percentage discount in proposal) from current list prices. Indicate this post project discount on the proposal sheet.
8. For additional information concerning the attached specifications, or the current system configurations, contact Jonathan Rhoades, Division Manager at 307-721-5218 jrhoades@ci.laramie.wy.us or contact Quintin Zabel, Network Analyst at 307-721-5242 qzabel@ci.laramie.wy.us

Proposal Specifications
VOIP Phone System Project

Introduction to Project

The City of Laramie is replacing all 3 Nortel Opt11C PBX phone systems and 1 Norstar PBX phone system at the following locations: City Hall, Police Department, Rec Center, and Utilities building. The new VOIP phone system needs to have the capability to expand to all other remote locations in the future.

General specifications, current systems documentation, and quantities are given as a guide to bidders for quantity pricing, freight/shipping, handling, installation, initial support and any other costs that may be attached to the proposal. Specific information and proposal specifications clarification may be obtained during a mandatory on-site visit. Failure to complete an on-site visit will allow the City of Laramie to not consider any proposal that is submitted by the proposer at the discretion of the City of Laramie.

The successful proposer is required to furnish, install, and test all hardware and software for the project. The successful proposer is required to designate a Project Manager to the project who will work closely with the City of Laramie representative, Jonathan Rhoades, or his designee(s). The Project Manager will be in charge of submitting detailed project charts and coordinating all resources, schedules, building access and project timelines to the City of Laramie representatives(s). The successful proposer is required to provide training and training materials to City of Laramie employees on system administration and the use of the phone features.

Scope of Work

All PBX phone systems are to be replaced with a VOIP phone system including voicemail. All features and capabilities of the current PBX systems will be transitioned to VOIP, which may involve completing the entire project over 2-3 years, depending on cost and available funds. The VOIP system design should also allow for future remote site integration, such as the Water Treatment Plant and Fire Station #3.

The voicemail included with the VOIP system needs to allow external access for all users from any phone number and support password protection for each individual user.

System needs to include Call forwarding, conference calling, group pickups, call menus, ability to dial 911 from all phones, 4-digit dialing.

A LAN assessment is recommended for all proposers to determine whether or not the current network infrastructure is compatible with the proposed VOIP solution.

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Training of City of Laramie IT employees in all aspects of the system during implementation (knowledge transfer), with post-implementation support available for a minimum of 30 days after project completion, is to be included as part of the proposal. COL considers it vital for IT personnel to have complete “ownership” and knowledge of the system by the end of the project.

User training and training materials to COL employee trainers are to be included in the proposal package. Training should include phone features, voice mail settings, directory lookups, conference calls, phone/web configurations, call handling software, and advanced receptionist call handling.

Proposer is to add a yearly maintenance agreement for the main VOIP system.

The current system handles critical phone lines that are connected to the Emergency 911 dispatch center and all Police Department phone lines. Implementation of the new phone system must be able to be accomplished with minimal downtime for these lines.

If additional features are available in the proposed VOIP phone system that you think would be of interest or useful to the city of Laramie you may include them along with what their additional costs (if any) would be. These may be features such as, single number dialing, mobile communications, self service, integrated voicemail and email, etc.

If the proposer feels that additional services or network infrastructure is needed to implement the proposed VOIP phone system they are to include a list of the infrastructure or services needed, and the cost of the services. This may include things such as additional phone lines to provide redundancy, Additional T1 lines to connect buildings, etc.

Project Timeline

January 13, 2010	Pre-proposal Meeting 10:00 am – Laramie Rec Center 920 Boulder Drive
January 29, 2010	Proposals are due by 3:00 PM

Proposer needs to submit or propose a timeline of work on the project from start to finish.

Current Network Infrastructure Overview

The City of Laramie currently employs a Microsoft Active Directory environment with Exchange 2003. Beginning in 2010 COL will begin migrating towards Exchange 2007. Depending on the VOIP features proposed, the VOIP system will need to be able to work with both versions of Exchange. There are a total of 17 buildings in the COL that are all connected back to City Hall via either a fiber optic connection or wirelessly using a Motorola Wireless Canopy 5.7Ghz system that has a maximum throughput of 7Mbps. There are an additional three sites that connect into the COL using a VPN connection, but they are not always connected

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directly to the main network and have their own analog phone lines that are setup for 4-digit dialing with the main phone system.

The main site (i.e. City Hall, Fire Station #1, Annex) have 1 Gb network connections to their workstations. The Rec Center and Police Department are currently in the process of upgrading to 1GB network connections. The smaller sites are using 100 MB network connections.

Current Phone Systems Overview

There are 3 PBX Nortel Opt11C systems total and 1 Norstar system. There is one Callpilot system that handles voicemail for the entire phone system. All sites connect directly back to City Hall using one Voice T1 line per site. These 3 Voice T1 lines can either be eliminated for the new phone system setup or left in place depending on what would work best with the new system for redundancy and voice quality. COL would like to eliminate these lines, but if they are recommended to leave in place then these Voice T1 lines will need to be converted over to Data T1 lines. City Hall houses the main PBX system. Qwest currently handles all of our phone and internet lines.

The new VOIP system can just be located at one site as long as there is redundancy at the other main sites so that they can still call out if there are network connection problems between City Hall and any remote locations. Currently there is one PRI line at City Hall and one at the Police Department that provide for redundancy if the T1 between City Hall and the PD goes down.

The main sites also have 1FB lines in place for use by elevators and other devices. The proposal needs to include the cost for these lines as well.

City Hall Site

PBX - Nortel Opt11C w/ Callpilot
(73) Phones w/ Mailboxes
(60) Phones w/o Mailboxes
(40) Mailboxes w/o Phones
(8) Fax line, elevator line, etc.
Total # of lines is approximately 141

Police Department

PBX - Nortel Opt11C
(23) Phones w/ Mailboxes
(18) Phones w/o Mailboxes
(60) Mailboxes w/o Phones
(2) Fax line, elevator line, etc.
Total # of lines is approximately 43

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Rec Center

PBX - Nortel Opt11C

(26) Phones w/ Mailboxes

(12) Phones w/o Mailboxes

(0) Mailboxes w/o Phones

(2) Fax line, elevator line, etc.

Total # of lines is approximately 40

Utilities Building Site

PBX - Nortel Norstar

(20) Phones w/ Mailboxes

(2) Phones w/o Mailboxes

(0) Mailboxes w/o Phones

(3) Fax line, elevator line, etc.

Total # of lines is approximately 28

Waste Water Treatment Plant

(2) Phones w/ Mailboxes – Analog

(5) Phones w/o Mailboxes – Analog

Total # of lines is approximately 7

Water Treatment Plant

(0) Phones w/ Mailboxes – Analog

(2) Phones w/o Mailboxes – Analog

Total # of lines is approximately 2

Fire Station #2

(0) Phones w/ Mailboxes – Analog

(2) Phones w/o Mailboxes – Analog

Total # of lines is approximately 2

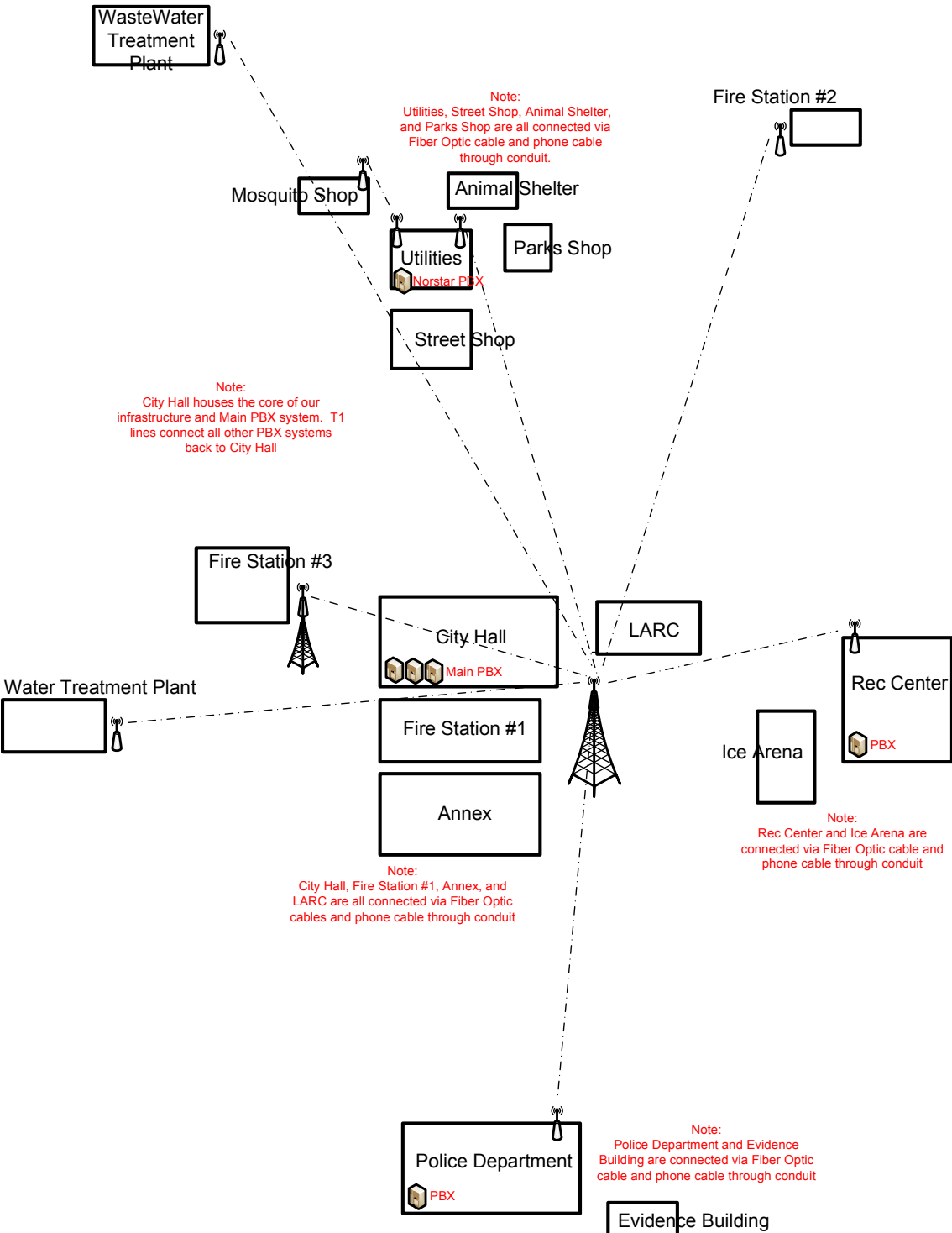
Fire Station #3

(0) Phones w/ Mailboxes – Analog

(3) Phones w/o Mailboxes – Analog

Total # of lines is approximately 3

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Contractors Use of Premises

The Contractor shall have use of the site and premises, as identified during the pre-proposal meeting, for execution of work and shall coordinate use of premises with the IT Department.

The Contractor assumes full responsibility for protection and safekeeping of products and equipment stored on site.

The Contractor shall be responsible for the correction of any damages caused to buildings or site improvements, and/or equipment.

Contractor shall NOT in any way travel across landscaping (grass or gravel) with equipment. If access is needed through or onto landscaping, it MUST be coordinated with the City Facilities Maintenance Manager prior to access. Damage to sprinkler lines and/or grass will be at the Contractor's responsibility to replace/repair (time and materials).

Safety

Precautions shall be taken at all times for the protection of persons and property. The safety provisions of applicable laws, rules, and regulations shall be observed.

The Contractor shall work in a safe manner at all times, shall be responsible for the safety of his employees at all times and shall provide safety equipment as required.

The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs at the site in connection with this project.

Laws/Regulations

Contractor shall conform to all local building codes and must obtain proper licensing and permits from the City of Laramie, when applicable.

The City of Laramie buildings are smoke-free and within proximity to any entrance or window.

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Proof of Insurance

The Proposer will be responsible for any negligent or wrongful acts or omissions of the Proposer, his/her employees, agents, or subcontractors and employees or agents of the sub contractor(s) incident to the performance of this contract. The Proposer will defend, hold, and save harmless the City of Laramie from all claims of liability for any death or damage to all persons or to real or personal property resulting from the performance of the Agreement.

Firm shall at its sole cost and expenses procure and maintain insurance satisfactory to the City in the following coverage amounts:

- (a) Workers' Compensation and other Mandated Insurance – Firm shall maintain during the life of the Agreement the statutory Workers' Compensation and Employer's Liability Insurance, and other insurance required by law, for all of the firm's employees engaged in work under this contract.
- (b) Bodily Injury, Property Damage, and Professional Liability Errors and Omissions Insurance – Firm shall maintain during the life of the Agreement coverage such to protect Consultant from claims of damage which may arise from work under the Agreement, whether such operations be by his/herself, or by anyone directly or indirectly employed by them. Consultant shall provide General Liability insurance to be at least \$1,000,000 per occurrence. Certificates of insurance from the insurance provider **must** be included within the proposal, and are subject to review and approval by the City.

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Proposal Sheet
VOIP Phone System Project

This proposal sheet is for example purposes only. Pricing shall be presented in a detailed, line item format at the proposer's discretion. The proposal sheet needs to show summary pricing for each site along with the grand total pricing for all sites together. Equipment and phone prices shall be valid for a six (6) month period from the proposal close date.

<u>Location</u>	<u>Description</u>	<u>Qty</u>	<u>Price</u>
<i>City Hall - Main Site</i>	Hardware		
	Software		
	Licenses		
	Phones		
Total			
<i>Police Department</i>	Hardware		
	Software		
	Licenses		
	Phones		
Total			
<i>Rec Center</i>	Hardware		
	Software		
	Licenses		
	Phones		
Total			
<i>Utilities Site</i>	Hardware		
	Software		
	Licenses		
	Phones		
Total			
<i>Waste Water Treatment Plant</i>	Hardware		
	Software		
	Licenses		
	Phones		
Total			

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Water Treatment Plant
Hardware
Software
Licenses
Phones
Total

Fire Station #2
Hardware
Software
Licenses
Phones
Total

Fire Station #3
Hardware
Software
Licenses
Phones
Total

Total VOIP Proposal

The following sites are connected via OPX (Off-premise extension) to our network. They will need to continue to function.

Cemetery Office

Has 2 phones and both are connected using 4-digit dialing.

Crime Victim Witness Office

Has 2 phones, 1 phone is connected using 4-digit dialing.

Landfill Office

No phones currently (future site)

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Check-list Sheet

- Main VOIP System
 - Allows for future site integration by IT staff
 - Call forwarding
 - Conference call capability
 - Phone Menu Tree
 - Group Pickups
 - Dial 911 from all phones
 - 4-digit dialing
 - COL IT staff control of system
 - Web-browser functionality with VOIP system
- Voicemail
 - Basic voicemail features
 - Message forwarding
 - External access to voicemail boxes
- LAN Assessment
 - VOIP system is compatible with COL infrastructure at all locations
- Completed Proposal Sheet
- Completed and signed Proposer's Contact Information sheet
- Completed and signed Proposer's Qualification Statement

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Proposer's Contact Information

Proposer's Contact Information:

Company Name: _____

Business Address: _____

City, State, Zip: _____

Telephone: _____

Signature _____ Date _____

Contact Name (Print) _____

Title _____

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Proposer's Qualification Statement

All proposers must be qualified by the City of Laramie, and must submit this statement with their proposals. Proposals will be considered only from responsible organizations having a permanent place of business, with proper equipment to do the work expeditiously, with necessary experience, and having financial capability to meet obligations incidental to the work. This document must be completed and filed with each proposal. No proposal will be considered without this document.

Submitted by: _____

Address: _____

Principal Office or
Place of Business: _____

1. How long at this address? _____
2. How many years has your company been in business? _____
3. How many years has your company been in business under its present business name? _____
4. If your company is incorporated, please answer the following:

Date of Incorporation: _____

State of Incorporation: _____

President's Name: _____

