

REQUEST FOR PROPOSAL - PHONE SYSTEM

SPECIFICATIONS

INTRODUCTION

This Request for Proposal (RFP) is being issued by the City of Alamosa for the purpose of procuring hardware and software solutions for an IP based phone system for multiple locations of City offices. The purpose is for the procurement of services, software and hardware in order to provide for efficiency in telecommunications throughout these offices. The successful proposing firm will have experience in furnishing, maintaining, and installing such systems for government entities and other organizations of similar size and complexity in the region, and have the staff capacity and expertise to do so for the City of Alamosa.

An RFP is used for procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the offeror offers a solution to the objectives, problems, and needs specified in this RFP, and defines how it intends to meet (or exceed) the RFP requirements.

The City of Alamosa welcomes suggestions related to design, setup and configuration of the phone system to insure proper redundancy, thereby minimizing downtime and future issues.

The information contained in this RFP is a suggested configuration. The City of Alamosa would invite the vendor's suggestions for an improved and/or a more cost effective solution. Any model, brand, or specification listed in this request establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the City of Alamosa at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the quality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

1.0 PROPOSAL FORMAT

The City of Alamosa Information Technology Department, 300 Hunt Avenue, Alamosa, CO 81101, will be accepting bids until February 14, 2019, at 3:00 PM for an IP PHONE SYSTEM as specified below. Proposals should be clearly labeled as follows:

**Judy Kelloff
Finance Director, City of Alamosa
P O Box 419
Alamosa, CO 81101**

Proposals may be hand-delivered or mailed to the Finance Department. Bids must be placed in one envelope, securely sealed and clearly labeled 2019 IP Phone System RFP. The City of Alamosa will not be responsible for premature opening of bids not properly labeled.

On the outside of the bid, there shall be disclosed: 1) the name of the bidder; and 2) bidder's address. Only bids received on or before the aforesaid date and hour set for closing of this

Request for Proposal (RFP) will be eligible for consideration. Any bid received after the closing time, regardless of the method of delivery, will be returned unopened to the Bidder. Bids may not be withdrawn after closing time.

All bids will be evaluated and selections made as soon as possible after bid opening. Award of bid is subject to the approval by the Alamosa City Council and demonstration of proposed system.

The City of Alamosa reserves the right to reject any and all bids, to waive formalities and informalities, and to award orders for the items described either in whole or in part, if it seems to be in the best interest of the City to do so. Questions concerning this RFP should be directed to: James Belknap, IT Director, City of Alamosa, at (719) 587-2500 or jbelknap@ci.alamosa.co.us.

Proposals shall be as thorough as necessary to establish firm's ability to complete the project in a timely and successful manner.

Submittal of a proposal indicates acceptance by the proposer of the conditions contained in this request.

All proposals shall address the following information:

- Cover letter from an authorized individual who can commit to the terms and conditions of the proposal.
- A description of the firm, its background, and present location of business. The description shall include a list of corporate officers, names of partners if partnership, or members if a limited liability company.
- A statement of qualifications to demonstrate capability of performing and completing the requested services.
- A summary of current projects being performed by the firm.
- A breakdown of typical project clients (private development, government, etc.)
- A summary of previous projects and clients of work conducted in or near the City of Alamosa.
 - A list of at least three references for which the firm has performed work within the past two years substantially similar to this project. Include the client name, address, contact person, phone number, and project name or identification number.
 - A technical summary of the included Scope of Services outlining the work to be performed, summarizing the proposed work effort, and indicating any proposed modifications to the Scope of Services. Suggested modifications shall include a description of the change to the design services.
 - The names, job classifications, and experience of all personnel who shall be assigned to this project.
 - A list of any subcontractors to be employed on this project, which shall include all information, required of the submitting firm.

- The firm's single point of contact through proposal acceptance. The City of Alamosa shall communicate solely through this contact regarding all issues of acceptance. A correct e-mail address, postal address, phone number, and cellular number shall be provided for the point of contact.
- A price proposal that includes the price for services provided under the Contract, and shall be signed by an individual authorized to bind the Proposer contractually.
- All features and devices will be individually priced.

2.0 COMPETENCY OF FIRM

The City shall make such investigations, as it deems necessary, to determine the ability of the proposer to perform the services required by the Scope of Services. Upon request, the proposer shall furnish evidence satisfactory to the City that it has the necessary facilities, ability, and financial resources to fulfill the project's Scope of Services.

3.0 DESCRIPTION OF CURRENT TECHNOLOGY

The City of Alamosa is currently using a 3Com NBX V3000 phone system. The 3Com system has reached the end of its life cycle. The phone system is in multiple City offices:

- City of Alamosa City Hall (includes Administration, Public Works, Finance, Municipal Court, Legal and IT Departments)
- Alamosa Public Library
- Fire Department #1
- Police Department
- Alamosa Police Training Center
- Alamosa Family Recreation Center
- Fire Department #2
- Alamosa Fleet Facility
- Alamosa Streets Department
- Alamosa Sanitation Department
- Alamosa Recycling
- Alamosa Waste Water Treatment Plant (WWTP)
- Alamosa Water Treatment Plant (WTP)
- Alamosa Water Utility building
- Alamosa Parks and Cemetery building
- Alamosa Ice Rink/Multi Use Facility

See Exhibit A for network map.

4.0 SCOPE OF SERVICES

- Proposals shall assume that the vendor will provide the labor to design, furnish, install and provide administrative and end user training.
- It is required that one system be employed throughout the City of Alamosa with connectivity to all other functional departments and City of Alamosa offices.
- The phone system must include all the standard feature sets for a typical phone system including, but not limited to, caller ID display, intercom, voicemail services, call recording and integration with various computers.
- All desktop handsets must act as a 1 Gig network switch.

- All desktop handsets must be capable of being run by either POE or direct power.
- All materials and equipment supplied to the City of Alamosa must be new and unused. The contracted firm shall supply all of the necessary hardware, software, licenses, maintenance, and warranties for the IP phone solution; the installation and configuration of the hardware and software; training of employees; and training for the IT staff to ensure that QoS and the IP solution is successfully deployed.
- The contracted firm shall validate the data and voice environments; develop a detailed design (including system, dial plan, and QoS design for the IP phone solution; and develop a Bill of Materials (BOM) for hardware, software, licenses, maintenance, and warranties.
- Post-Implementation Training and Support – involves post-implementation system training and 40 hours of post-implementation support to be used for issue resolution and follow-up, as needed
- Once the phone system is installed and setup the City of Alamosa would prefer to maintain the system in-house, performing basic setup of extensions and voicemail as needed without a call for further support, however a 1-year telephone support contract is required with options for annual renewal.

5.0 SYSTEM REQUIREMENTS

The City is seeking a ShoreTel phone, or equivalent IP based phone system. The system and applicable related components shall meet the following criteria:

- **Modular** – The system shall be modular such that the City of Alamosa can enable and/or add additional features, as needed.
- **Scalable** – The system shall be able to scale to meet the City of Alamosa enterprise size requirements.
- **Redundant** – The system shall be capable of providing highly redundant services to the City of Alamosa.
- **Reliable** – The system shall be tested and proven to be reliable with the ability to make and receive telephone calls, which is considered to be a mission-critical function.
- **Interoperability** – The system shall be capable of integrating with the City of Alamosa’s existing network infrastructure.
- **Secure** – The system shall provide secure method(s) for administration via local/remote logon, administrative software, and/or web interface.
- **Recoverable** – The system shall support backup and the restoration of operations. Backup operations shall be automated such that the most recent copy of data can be restored (e.g., system crash, disaster recovery, etc.).
- **Reporting** – The system shall have reporting capabilities that include but are not limited to detailed call reports, infrastructure performance, etc...
- **Voicemail** – The phone system must include a voicemail system for all extensions as well as mailboxes for employees that have no extension. A minimum of 200 mailboxes would be required. Once the initial voicemail system is configured, the City

of Alamosa requires the ability to maintain it, setup new voicemail boxes or remove voicemail boxes in house. The voicemail system needs to forward the appropriate message recording to each user via email and/or other electronic transmission when received. The City currently utilizes GMAIL as their email provider.

- **Auto Attendants** – The phone system must include the ability to create multiple Auto Attendants. The current City system employs the use of 4 Auto Attendants.
- **Call Recording** – The phone call recording system will also provide the Police Department with automated services. At the same time, it may be necessary to record calls received by any phone system user.

The City of Alamosa requires all incoming and outgoing traffic from the Police Department be recorded automatically.

Additionally, The City of Alamosa would like to have the ability to press a button on the handset that will record the current call and forward that recording to the user in an electronic file via email or some type of electronic transmission.

- **Management and system software virtualization:** The City of Alamosa employs VDI solutions whenever possible. A preference would be given to a solution where the management and system software could be utilized in a virtual setting.
- **Mobility:** The new phone system needs to employ mobility services where each user could forward their calls to voicemail, another extension or another number or any combination of them. Additionally, a system where users could log in via any computer and accept calls would be preferred.
- **Call Accounting:** The City of Alamosa requires a call accounting system to include but not limited to tracking incoming and outgoing calls, length of time spent on a call, numbers called, extensions called as well as customized reports for all call accounting.
- **Integration with computers:** The City of Alamosa uses Windows based PC's. A preference would be given to a system where calls can be made from the users' computer by either highlighting a phone number on the computer screen or through GMAIL.

Additionally, The City of Alamosa would prefer a system that can allow each user to know other users' presence and/or status.

- **Intercom:** The phone system shall allow for communication between any phone numbers as well as any connected extension and voicemail.
- **Service and Warranty for 3 years:** The proposal needs to include all licensing and appropriate hardware and software support for the initial 3 years. Costs involved beyond the first 3 years need to be disclosed but not included in the initial pricing.

6.0 HANDSET REQUIREMENTS

The following handsets are required at each location. All handsets for each location must be a current production model.

- City of Alamosa City Hall:
 - (5) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms (Admin, Public, Jury, Council x 2)
 - (29) ShoreTel 485g, or equivalent or better – 4 IT, 1 City Attorney, 4 Admin, 1 HR, 8 Public Works, 5 Finance, 5 City Clerks, 1 IT Server Room.

(4) Analog Terminals for Fax Machines (1 Finance, 1 City Clerks, 1 HR, 1 Public Works)
(1) Operator Terminal (1 Finance), (8) Wireless Operator headsets.

□ Alamosa Public Library:

(1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms - (History Room)
(9) ShoreTel 485g, or equivalent or better
(1) Analog Terminal for Fax Machine
(2) Wireless Headsets

□ Alamosa Police Department:

(1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms - conference rooms (Squad Room)
(18) ShoreTel 485g, or equivalent or better
(1) ShoreTel 485g or equivalent or better IT Server Room
(1) Analog Terminal for Fax Machine

□ Alamosa Fire Department #1:

(5) ShoreTel 485g, or equivalent or better
(2) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms - conference rooms (Fire training room and Fire Conference room)
(1) Analog Terminal for Fax Machine

□ Alamosa Fire Department #2:

(1) ShoreTel 485g, or equivalent or better

□ Alamosa Family Recreation Center

(6) ShoreTel 485g, or equivalent or better
(2) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms - conference rooms (Conference room, activity room)
(1) Analog Terminal for Fax Machine
(2) ShoreTel 485g, or equivalent or better (Ice Rink)

□ Alamosa Streets Department

(2) ShoreTel 485g, or equivalent or better
(1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms (Conference area)

□ Alamosa Fleet Facility

(2) ShoreTel 485g, or equivalent or better
(1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms (Conference area)
(2) Wireless handsets
(1) Analog Terminal for Fax Machine

□ Alamosa Sanitation

(2) ShoreTel 485g, or equivalent or better

□ Alamosa Water Treatment Plant

(3) ShoreTel 485g, or equivalent or better
(1) Wireless handsets

□ Alamosa Facilities Office

(1) ShoreTel 485g, or equivalent or better
(1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better - conference rooms (Conference area)

- Alamosa Waste Water Treatment Plant
 - (2) ShoreTel 485g, or equivalent or better
 - (1) Wireless handsets
 - (1) Analog Terminal for Fax Machine

- Alamosa Recycling Center
 - (2) Wireless handsets
 - (1) ShoreTel 485g, or equivalent or better

- Alamosa Water Utilities Facility
 - (2) ShoreTel 485g, or equivalent or better

- Alamosa Parks and Cemetery Facility
 - (3) ShoreTel 485g, or equivalent or better
 - (1) Wireless handsets

- Alamosa Police Training Center
 - (2) ShoreTel 485g, or equivalent or better
 - (1) Polycom SoundStation IP 8800 with external microphones, or equivalent or better (Training Area)
 - (1) ShoreTel 485g, or equivalent or better (IT Server Room)

7.0 ADDITIONAL HARDWARE, SOFTWARE, LICENSING

The City of Alamosa is looking for a complete solution. The awarded vendor should provide in their proposal any additional hardware, software and licensing in support of the entire phone system (i.e. Microsoft Windows servers (should be virtualized), voicemail server(s) (should be virtualized) etc., appropriate licensing for the proposed phone system).

8.0 MAINTENANCE PLAN REQUIREMENTS

The awarded vendor shall provide the City of Alamosa with a response time for all system related service calls. The response time shall not exceed two (2) hours from the time the initial service call is placed.

The awarded vendor shall also provide the City of Alamosa with a timeframe as to how long it will take to resolve the issue.

The vendor shall also provide the City of Alamosa with a history report containing all system related issues and resolutions.

The vendor shall provide the City of Alamosa with an annual maintenance plan that can be utilized 24 hours a day, 7 days a week, and 365 days a year.

The vendor shall have sufficient inventory levels of critical electronics on hand in the event that there is a failure of the IP phone system.

9.0 PROPOSAL FORMAT

Each offeror is responsible for examining and understanding this RFP prior to submitting a proposal. Offerors assume all risk of errors contained in this procurement process and no contract awarded will be increased to cover costs that should have been anticipated by the offeror in examining the documents.

Each bidder shall demonstrate its ability to timely deliver the requested IP phone solution. The City of Alamosa reserves the right to request verification, validation or clarification of any information contained in a proposal.

The City of Alamosa reserves the right to waive any informality in a proposal.

Specific Technical Requirements:

The proposal should demonstrate the qualifications of the bidder and of the particular staff to be assigned to this proposal.

Prior work of the same nature with other governmental entities should be listed with a copy of the contact. Please include the date of the project, name of contact, phone number of the contact person and address.

The proposal should set forth a work plan, including a timeline that specifies the implementation schedule of the project.

The bidder shall include a detailed description of the annual maintenance plan relating to the proposed IP phone solution.

10.0 COMPETITIVE NEGOTIATION

This request for Proposal indicates, in general terms, the nature of the program and

services being sought.

The specific requirements for the contents of proposals are contained in the RFP. Offerors are encouraged to provide additional information not specifically identified as a requirement if that additional information enables the proposal to better suit the needs of the City.

In order to procure the system that best suits the needs of the City, the competitive negotiation process and evaluation criteria consider factors other than costs.

11.0 AWARDING OF CONTRACT

The award of a contract shall be determined in the sole discretion of the City based upon evaluation of all information as the City may request. The City reserves the right to waive any informality in proposals submitted in response to this RFP when such waiver is in the best interest of the City. The City reserves the right to award multiple contracts for various services if deemed necessary. The successful firm must be willing to enter into a general services contract with the City.

Evaluation Factors include but are not limited to the following:

- a. Features and quality of the proposed system components and framework
- b. Expertise, experience, and service capabilities with local governments
- c. Past performance for other customers.
- d. Clear and concise work plan that demonstrates an understanding of the project and ability to successfully complete within the expected timeframe.
- e. Overall fees and costs, component cost, total cost, replacement cost and availability

Negotiations shall then be conducted beginning with the firm ranked first. If a contract satisfactory and advantageous to the City can be negotiated at a price considered fair and reasonable, the award shall be made to the offeror. Otherwise, negotiations with the offeror ranked first shall be formally terminated and negotiations shall then be conducted with the offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price.

The City reserves the right to reject any and all proposals submitted, and to waive any informality in the proposals. The rights are also reserved to award the contract where it appears to be in the best interest of the City of Alamosa.

12.0 RULES GOVERNING RFP PROCESS

- A. Proposals submitted become a matter of public record.
- B. Each proposal shall be signed by an executive of the proposer's firm who is fully authorized to act on behalf of the firm.
- C. A proposal may not be modified or canceled by the proposer.
- D. Withdrawal or cancellation of proposal shall be submitted in writing to the contact person listed above.
- E. The City reserves the right not to award a contract to any proposer for any reason. Should the City decide to award a contract(s), the City will award to the firms, agents, or contractors that best fit the interests of the City.
- F. All materials submitted become property of the City and will not be returned.
- G. If awarded the contract, the proposer warrants and agrees to use its best efforts to perform all services in accordance with the contract terms and in accordance with generally accepted professional standards.
- H. If proposer discovers errors in the RFP documents, the proposer shall notify the contact person immediately in writing.

PROPOSAL QUESTIONNAIRE

Vendor Background

1. Provide a brief history of company.
2. Does the vendor develop, sell, or support any software other than IP solutions? If so, describe.
3. Provide a chronology of the company's growth, heritage, staff size, and ownership structure.
4. Indicate whether the business is a parent or subsidiary in a group of companies
5. How many agencies are currently using the vendor's IP solution?
6. Provide a contact name that is geographically nearest to the City of Alamosa and that is using the same system that is proposed.
7. Has the vendor ever been party to a buy-out, merger, or acquisition? If so, explain.
8. Has the company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
9. Has the company or any company employee ever been named in litigation or arbitration related to the company's products or services? If so, explain.
10. Describe how your company measures customer satisfaction for IP solutions, and customer service and support.

Vendor References

Provide at least three (3) references that are currently using the same system to the proposed solution. At least two (2) of these references must be customers who have used the system for two or more years. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Name, phone number, email
- Years using system
- Modules in use/handset used
- Date of Project Commencement
- Date of Project Completion

System Overview

1. Provide the name of the vendor providing each controller/module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.
2. Provide a detailed overview of the proposed system.
3. Discuss all system modules and describe the administrator interface.

4. Describe the system's customization capabilities.
5. Describe the backup and restoration capabilities for your system, including the amount of automation available for routine backups.
6. Do backups require any portion of the system to be offline or actively removed for LIVE environment or placed into a degraded mode of operation for routine backup? If so, please describe.
7. Can City IT Staff easily establish security privileges and permissions within the system? If so, please describe.
8. Can the system created supply both preformatted and ad hoc reports? Describe the system's reporting capabilities.
9. Is the proposed system developed with a widely accepted development environment? Please describe all development languages utilized, including any proprietary toolsets.
10. Please describe all third-party software required or recommended for the solution you are proposing.
11. Describe the system's integration with handsets, wireless headsets, or any other components.

Implementation

The proposer shall provide a project schedule that depicts the start and stop dates and logical relationships for all tasks and which shows major project events and milestones. The project schedule shall begin with a City of Alamosa Notice to Proceed, and shall end upon final system acceptance. The project schedule shall include all project tasks performed, including all tasks that are the responsibility of the City of Alamosa as part of the implementation process.

The vendor must outline a preliminary schedule for the implementation of their proposed system. The vendor must indicate the timeframe in which they are capable of installing the system and having it fully operational. These dates must be subject to change based on the City's requirements.

- System Implementation – Length of time required from contract signing
 - Preliminary Acceptance – Length of time required from completion of System Implementation
 - System Training Begins – Length of time required from Preliminary Acceptance
 - System Goes Live – Length of time from start of Training
 - System Acceptance – Length of time from cutover to Final Acceptance
1. Describe the typical implementation process for a project of this scope, including the roles of key members of the implementation team.
 2. Discuss the process to port over numbers by department, keeping in mind that the City will need to stay operational during the implementation process.
 3. Include the resume of the Project Manager assigned to this project.

4. Provide a project organization chart.
5. What tools are employed by the implementation team to collaborate with the City regarding project milestones? Describe/attach the proposed implementation schedule with key activities and estimated milestones and deliverables.
6. Has the vendor ever failed to complete an implementation? If so, describe.

To ensure that the system purchased is the most beneficial to the City of Alamosa, a functional test may be required before departmental rollout. Proposers must be prepared to conduct such tests for the proposed system upon notification by the City of Alamosa. Adequate preparation times will be provided.

User Licenses

1. Describe the proposed licensing structure (handsets, extensions, voicemail, user, concurrent, Recording, Conference Bridge, etc.).
2. Provide the following information for each proposed component that requires a license. (Add rows as needed)
 - Licensed component or module
 - License Type (user, voicemail, extension, etc.)
 - Number of proposed licenses
3. If the City would expand, or incorporate other buildings, will there ever be any additional charges for extensions, voicemail, licenses etc.?
4. Detail all licensing requirements.
5. Provide a sample of the proposed License Agreement.

Warranty, Maintenance, Support, and Reliability

The City of Alamosa intends to enter into a relationship with a vendor that can maintain the latest IP phone system functionality for the City, with minimal disruption.

Warranty

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?

All equipment, software, and services furnished by the vendor under the resulting contract shall be warranted free from defects in material and workmanship for at least twelve months, and shall conform to this RFP and the Vendor's response thereto, with any and all exceptions agreed to by the City of Alamosa. In the event any such defects in equipment, software, or services become evident within the warranty period, the vendor shall correct the defect by (1) repairing any defective component of the equipment; (2) otherwise correcting any reproducible and/or recurring software defects; or (3) redoing the faulty services. The vendor is responsible for all charges incurred in returning defective parts to the vendor's, subcontractor's, or suppliers' plants, and in shipping repaired or replacement parts to the City of Alamosa. Labor to perform warranty services will be provided at no charge during the warranty period. Thereafter, the City of Alamosa will provide the maintenance

and service of the system backbone.

The vendor further warrants that during the warranty period any equipment and software furnished under the contract shall operate under normal use and service as a complete system, which shall perform in accordance with this RFP and the vendor's response thereto, with any and all exceptions agreed to by the City of Alamosa in writing. The warranty period shall be a period of at least 12 months from the date of final systems acceptance as defined herein. Claims under any of the warranties herein are valid if made within 90 days after termination of the warranty period. In addition, the following specific requirements shall apply to the vendor's warranty:

- The vendor will obtain any warranties with subcontractors or suppliers to the vendor given in the regular course of commercial practice, and shall apply the same to the benefit of the City of Alamosa.
- The vendor shall remedy at its own expense any damage caused by the vendor to City of Alamosa owned or controlled real or personal property. The vendor shall be liable to the City of Alamosa for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to the City of Alamosa.
- The "acceptance" of systems/equipment by the City of Alamosa shall not limit the City of Alamosa's warranty rights set forth above with respect to defects in materials or workmanship.

It is the City of Alamosa's position that the Offeror should be capable of accurately projecting the technology that will be available in the market at the time of delivery. It is expected that the Offerors will respond to this RFP accordingly. It is the intent of the City of Alamosa to purchase the latest in current technology. If, however, the Offeror develops technology that was not known at the time of the Offerors proposal, the Offeror shall provide to the City of Alamosa any increase or decrease in the prices for any equipment or software changes required under the terms of this section for consideration by the City of Alamosa, to be formalized in a Change Order. The City of Alamosa will not be obligated to execute a Change Order in the event of an increase.

Maintenance

1. Describe what is included in your standard maintenance program including any software updates, enhancements, upgrades and services.
2. When software updates or enhancements become available, how does the Vendor notify customers of such update or enhancement?
3. What is the standard interval and average interval that your company provides software updates, enhancements and upgrades?
4. Does your company provide a time period from the final acceptance where new releases, version updates, or platform changes are made available and automatically installed (with the City's approval) free of charge?

5. Are there any other costs associated with system updates, enhancements, bug fixes and upgrades? If so, describe.
6. Does the vendor provide a clearly defined process for customers to influence product enhancements? If so, describe.
7. Will the City of Alamosa be required to update their system when a new enhancement is released?
8. When an enhancement becomes available, if the City elects to retain a previous release, how long will the vendor provide maintenance for that release?
9. Does the vendor preserve agency customizations to the system during the enhancement process free of charge?

Support

1. Provide a copy of the vendor's standard support agreement.
2. Describe the account management resources available to the City.
3. Describe the vendor's standard support services.
4. For telephone support, provide the following information:
 - Does the vendor provide 24-hour support?
 - What is the vendor's average support call duration?
 - What is the vendor's average time to resolve issues?
 - What is the vendor's first-call resolution percentage?
5. Does the vendor provide an online educational database? If so, describe.
6. Describe what protection you offer clients for their original investment in the event of a platform change considered substantial enough that the vendor requires existing clients to purchase a new IP phone system product or product suite to realize new features. For example, do you offer credit toward the new technology, transfer licenses, only charge for services, provide software free of charge, etc.?

Reliability

Successful operation is defined as the absence of any major failure of equipment, software, equipment or software function, which results in the disabling of a major equipment item, resulting in the inability of the overall system to perform as specified. Minor failures, such as operational problems and adjustments normally encountered during implementation of a new system, shall not constitute a failure in achieving successful operation.

A reliability test period of ninety (90) consecutive calendar days of successful error free operation after installation and performance verification shall constitute a successful performance period. During the ninety (90) day reliability period, the City of Alamosa shall utilize the system for its intended purpose (in service) to test all operational modes and

equipment configurations, with the system fully loaded to peak activity, to ensure that all operational modes function properly and that all system “bugs” have been corrected. The City of Alamosa shall not interpret the use of the system during this performance test period as “acceptance.”

General System Design & Functional Specifications

System Design

Include in your RFP response a system design that addresses the following needs:

IP System

1. IP telecommunications systems designed to support the City's various offices. Each office complex should include equipment enabling local e911 capabilities.
2. Offerors should describe their ability to provide mobility solutions to enable seamless transfer of calls to staff cell phones when out of the office.
3. Offerors design concepts of connectivity between office locations.

Phone Numbers and Direct Dial Continuity

Describe how your system can support the retention of the City's existing publically facing numbers including:

- Published numbers
- Staff-assigned direct dial numbers

Telephone Sets

Please describe if your system can support different phone vendors and recommended use:

1. Provide information about all phone set models supported by your solution and recommended use. Include cut sheets on all supported models.
2. Describe the features that are available with these supported phones.
2. Describe how phone sets are programmed administratively and if end user programming is supported.

Telecommunication Equipment

Please describe how your system will integrate each office allowing for 4-digit dialing. Elaborate on controller details and system placement.

Mobility Solutions

Please describe how your system may be used to take advantage of mobile application, remote office connectivity and future communication.

Licensing

Please describe what devices require software and/or user license. Indicate how software and/or user licenses for all potential solutions are packaged for sale, purchased and installed. Also

indicate how primary features are licensed i.e. voicemail.

System Capacity and Scalability

Please describe maximum capacity of the system in the following areas as it is being proposed in the RFP:

- Phone Sets
- Voicemail Boxes
- Concurrent incoming and outgoing line capacity

Describe how the system can be expanded to accommodate a new location or expansion of an existing location.

Redundancy and Reliability

1. Please describe how the solution is designed to tolerate hardware failures.
2. Describe how the solution ensures maximum system uptime.
3. Please describe how the system could operate under emergencies/natural disasters/power outages.

System Management

1. Please describe general categories of system administration tasks that internal IT staff is supported in performing.
2. Please describe general categories of system administrator tasks that vendor's/support companies must perform.

Vendor Support

IP System

1. Please detail your organization's support staff size, amount of training and years of experience supporting the technology that are part of the recommended solution.
2. Please describe how support will be delivered to our offices in the City of Alamosa.
3. Describe any standard SLA agreements you provide to customers under contract.
4. Please describe how support contracts are provisioned and how support is priced.

Functionality Checklist

Complete the following tables by selecting the correct column (**Y / N / M**) for each requirement. If additional explanation is required, information may be included in the comments column.

Y Yes- The proposed system meets or exceeds the requirement.

N No - The proposed system cannot meet the requirement.

M Modification- The system must be modified in order to meet the requirement. Provide explanation, estimated costs and proposed delivery date.

	Description	Y	N	M	Comments
1	Alphanumeric display				
2	Able to access voice mailbox				
3	Multiple Auto Attendants				
4	Built-in full duplex capability speakerphone				
5	Call forwarding				
6	Call park				
7	Call pick-up				
8	Call transfer				
9	Caller ID				
10	Capable of monitoring multiple voice mailboxes for messages				
11	Capable of using a headset wired				
12	Capable of using a headset wireless				
13	Check voicemail from outside line				
14	Delayed ringing				
15	Distinctive ringing				
16	Do Not Disturb				
17	Feature button display can be hardware or software				
18	Intercom capability with audible tone distinguishable from the regular ring				
19	Last number redial				
20	Message indicator for voicemail				
21	Multiparty conferencing capability from the phone set				
22	Mute function				
23	Paging accessible to all stations or group function				
24	Station and system speed dial				
25	Ability of a single phone to monitor multiple extensions				
26	User programmable keys				
27	Volume control				
28	Extension look-up/directory for internal staff				
29	Dial by name directory				
30	Change voicemail settings from outside line				
31	Message only information or business mailbox				
32	Ability to retrieve deleted messages				
33	Call history				
34	Voicemail forwarding				
35	Voicemail caller ID/time of message				
36	Voicemail to Email				
37	Auto record all incoming and outgoing PD calls				
38	Non PD calls can be recorded at touch of button				
39	Music on Hold				
40	Remote access to all voicemail boxes				
41	Ability to utilize local computer to answer calls				

Training

Training on all system functions will be provided by the vendor prior to commencement of the departmental rollout period. Training will include sufficient information and experience to familiarize system administrators, maintenance personnel, and users by department with system features and operations for their particular assignments. Training will include system software and handset features. All training will take place at the City of Alamosa City Hall Building. The selected Vendor will be required to submit a detailed training plan, which will outline the objectives, strategy, and curriculum to be addressed during training for end users. This plan will present the activities needed to support the development of training materials, coordination of training schedules, reservation of personnel and facilities, planning for training needs, and other training tasks that are necessary for the implementation of the IP telephone system. In developing this training plan, in no case will ad-hoc or demonstration-only training be considered adequate to fulfill the training requirement for any operational level position.

The selected Vendor will be required to provide any and all instructional materials, media presentation devices, presentation media, and course instructors. The City of Alamosa intends to conduct all subsequent line-level training internally. The City of Alamosa requires the Vendor to grant permission to the City to reproduce any and all training materials for purposes of training City of Alamosa personnel on the systems installed. To the extent possible, all such training materials shall be available in electronic format.

Total Cost of ownership including credits for existing systems

The City of Alamosa requests that all hardware, software, installation, warranty, hardware and software support for 3 years be included in the bid. Any credits for recycling the existing phone system, handsets or hardware need to be disclosed. Any incentives in services, installation, or support services need to be disclosed. The City of Alamosa is looking for the best long-term cost effective solution while providing the best service for the next 10 years and beyond.

Exhibit A

