

# **REQUEST FOR PROPOSALS**

Phone System Upgrade

**#24-12**



**ISSUED BY**  
**DIVISION OF PURCHASING**  
**CITY OF**  
**PEORIA, ILLINOIS**

**Sealed Requests for Quotations will be received at the office of  
The PURCHASING MANAGER  
Room 108, City Hall,  
419 Fulton Street, Peoria, Illinois until 2:00 P.M.**

**Friday, June 22, 2012**  
**for furnishing the materials, or services  
described herein.**

**PLEASE RETURN ENTIRE  
DOCUMENT AS YOUR RESPONSE.**

**SUBMITTED BY:**

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# **INSTRUCTIONS TO PROPOSERS**

## **Request for Proposal (RFP)**

**(02/23/09)**

**ACCEPTANCE OF PROPOSALS** - The right is reserved, as the interest of the City may require, to reject any or all proposals and to waive any nonmaterial informality or irregularity in the responses received. All such responses will be in English. The City will select a Proposer as described below or reject all Proposals within one hundred-twenty (120) calendar days from the date the responses are opened.

**ADDITIONAL COPIES OF RFP** - Proposers may secure additional copies of the RFP documents from the City of Peoria's Finance Department.

**RFP ENVELOPE IDENTIFICATION** - Proposers shall submit their response in a sealed envelope which shall be clearly labeled with the organization/individual name and address. Proposers are requested to indicate in the LOWER LEFT HAND CORNER OF THEIR ENVELOPE THE ITEM BEING REQUESTED, REQUEST NUMBER, DATE AND TIME THE REQUEST IS DUE.

**MAILING OF PROPOSALS**— One (1) original and Three (3) copies of all responses are to be mailed or delivered to the City of Peoria Purchasing Department, Room 108, City Hall, 419 Fulton Street, Peoria, Illinois, 61602-1276. Proposals will not be accepted by FAX, e-mail, internet, telephone or telegraphic means. Information regarding the proposal can be obtained by calling the Purchasing Manager at (309) 494-8582.

**CLOSING TIME** - The Proposal closing time will be based upon Central Standard Time or Central Daylight Time, whichever is in effect on the date the proposal is due.

**SELECTION** – The proposal selected will be that which best meets the needs of the City of Peoria as expressed in the RFP. Said Selection will be made as per the guidelines created by the City of Peoria's Selection Committee. The content of the proposal, the experience of the firm/individuals and the result of any scheduled interview(s) may be considered in making the selection.

**WITHDRAWAL OF PROPOSALS** - Proposers may withdraw their proposals at any time prior to the RFP closing time by telephone, fax or written request. A telephone request must be confirmed in writing within 24 hours of the call and prior to closing time. No Proposers shall withdraw its response for a period of sixty (60) calendar days from the RFQ opening date. Negligence on the part of the Proposer in preparing a response confers no right of withdrawal or modification of a proposal after it has been opened. No response will be opened which has been received after the closing time specified in the RFP document and it will be returned unopened to the Proposer.

**ALTERNATE RESPONSES** - The RFP describes the service and level of experience/expertise, which the City feels are necessary to meet the performance requirements of the City. Proposers desiring to submit a response on items which deviate from these specifications, but which they believe to be equivalent, are requested to submit alternate responses. However, ALTERNATE TENDERS MUST BE CLEARLY INDICATED AS SUCH AND DEVIATIONS FROM THE APPLICABLE SPECIFICATIONS PLAINLY NOTED. The response must be accompanied by complete specifications of the items offered.

**COSTS** - Unit costs must be clearly identified for each component requested by the RFP document or otherwise submitted by the Proposer. All costs shall be stated in U.S. dollars. In case of mistake in extension of cost, unit cost shall govern. All costing must be typewritten or written in ink. No erasures are permitted. Mistakes must be crossed out and corrections typewritten or written in ink adjacent thereto and initialed in ink by the party signing the proposal or his authorized representative.

**SIGNATURES** - Each proposal must be signed by the Proposer with its usual signature. Proposals by partnerships must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of person authorized to bind it on the matter. All signatures must be in ink.

**INVESTIGATION** - Proposer shall make all investigations necessary to thoroughly inform itself regarding the supplies and/or service to be furnished in accordance with the RFP. No plea of ignorance by the Proposer, of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the Proposer to make the necessary examinations and investigations, will be accepted as a basis for varying the requirements of the City or the compensation to the Proposer.

**EQUAL EMPLOYMENT OPPORTUNITY** – To be awarded a contract all Suppliers, Vendors, Contractors to the City of Peoria, County of Peoria and/or the Peoria Park District **must** be registered in the City of Peoria's Contract Compliance Program and have a current EEO Certification number. This program is unrelated to any State and Federal program. The number is secured by completing and submitting, under notary seal, an Employer Report Form CC-1 (with required sexual harassment policy attached) to the City's Equal Opportunity Office. *Please note that the Certificate of Compliance is valid for one year and must be annually renewed.* The form may be requested on-line from the City's website ([www.ci.peoria.il.us](http://www.ci.peoria.il.us)). Click on Department Focus, Equal Opportunity Office, Forms, then select "Employer Report" or "Renewal". The forms can also be obtained by writing or calling:

**City of Peoria  
Equal Opportunity Office  
419 Fulton St.  
Peoria, IL 61602  
(309) 494-8530 Voice  
(309) 494-8532 TTY**

In accordance with Chapter 17 of the Peoria Municipal Code, a fifty-dollar (\$50.00) processing fee will be charged with each original submission of the Employer Report Form Cc-1 that results in an approved certificate as well as the Annual Renewal Application. The only exception to payment of the processing fee is neighborhood associations.

**Although all vendors are encouraged to obtain Equal Employment Opportunity Certification, vendors do not need an Equal Opportunity Certification to respond to a proposal. The EEO Certification Number is only required prior to the award of the contract.**

**SAMPLES** - Samples of items, when required, must be submitted within the time specified and at no expense to the City; and if not destroyed in testing, they will be returned at the Respondent's request and expense. Samples, which are not requested for return within thirty (30) days, will become the property of the City.

**RESPONSES** – A response is requested of all Proposers even if it is a "no response".

#### **CONTRACT TERMS**

**TAXES** - The City is exempt, by law, from paying State and City Retailers Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax. The City will execute tax exemption certificates whenever required. The unit prices should be exclusive of all taxes. In the event the unit price includes taxes, the Proposer must show the amount of tax included in the unit price.

**CITY'S AGENT**- The City of Peoria's Finance Director shall represent and act for the City in all matters pertaining to the RFP and contract in conjunction thereto.

**PATENTS** - The successful Proposer agrees to protect, defend and save the City harmless against any demand for payment for the use of any patented material process, article or device that may enter into the manufacture, construction or form a part of the work covered by the contract.

**HUMAN RIGHTS ACT** - The contract will be subject to and governed by the rules and regulations of the Illinois Human Rights Act 775ILCS5/1-101 et seq. and as amended. And the provision of Chapter 775 of the Illinois Compiled Statutes 5/2-105 on Sexual Harassment policies.

**NON-COLLUSION** - With the executing of this RFP, the Proposer is certifying to non-collusion in the preparation and submittal. The response must be properly executed by the Proposer or the response will not be considered for selection.

**DEFAULT** - In case of default by the contractor, the City will procure the articles or services from other sources and hold the contractor responsible for any excess cost incurred.

**CANCELLATION** - The City reserves the right to cancel the whole or any part of the contract, if the contractor fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The cancellation notice will be written and delivered by certified mail to contractors address on record. In the event the contract is canceled, the vendor may be declared an irresponsible vendor by the City manager...and as a result may be disqualified from doing business with the City for the period of one year in accordance with City

Ordinance Section 10-102. The contractor will not be liable to perform if situations arise by reason of strikes, acts of God or the public enemy, acts of the City, fires or floods.

**PRICES SPECIFIED** – The successful vendor agrees to furnish the material or services according to the City's plans, specifications and conditions and at prices specified herein.

**DELINQUENT PAYMENT** - By the signing of this RFP, the Proposer is certifying that the company is not delinquent in the payment of any indebtedness, tax, fee, liens, and fines owed or accruing to the City of Peoria or in the payment of any tax administered by the Illinois Department of Revenue and is in compliance with the terms and conditions of Section 10-109 of the Peoria City Code; and

Chapter 65 of the Illinois Compiled Statutes, Section 5/11-42.1-1.

**PERMITS AND LICENSES** - The successful Proposer shall obtain, at its own expense, all permits and licenses which may be required to complete the contract.

**INSURANCE** – The successful Proposer shall obtain, at its own expense, all necessary insurance with regard to its fiduciary responsibility to the City of Peoria. Said Proposer shall indemnify and hold harmless the City of Peoria, its officials, officers, directors, employees, heirs and assigns from any and all actions, claims, demands or suits at law or equity for damages, costs, loss or other injury as a result of the contract.

The City does not assume any liability for acts or omissions of contractor and such liability rests solely with contractor.

Contractor's Insurance – The contractor and all subcontractors shall secure and maintain such insurance policies as will protect the contractor or subcontractors from claims for bodily injuries, death or property damage which may arise from operations under this Contract whether such operations be by contractor or anyone employed by contractor directly or indirectly. The following insurance policies are **required**:

Statutory Worker's Compensation

Comprehensive General Liability

Combined Single Limit    \$1,000,000.00

Property Damage            \$1,000,000.00

Automobile Public Liability and Property Damage

Combined Single Limit    \$1,000,000.00

Property Damage            \$1,000,000.00

**Insurance Inclusions** – The comprehensive general liability insurance shall include independent contractors' protective liability, products and completed operations broad form property damage coverage. The completed operations and products liability shall be maintained for two years after final payment.

**Contractual Liability** – The insurance required above shall include contractual liability insurance coverage for the contractor's obligations under the section below entitled, "Hold Harmless and Indemnification Agreement".

**Certificates of Insurance** – Certificates of insurance acceptable to the City indicating insurance required by the Contract is in force shall be filed with the City prior to contract approval by the City. These certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days prior written notice has been given to the City.

**PRECEDENCE** - Where special conditions are written in the specifications, these conditions shall take precedence over any conditions listed under the "Instructions to Proposers".

**GOVERNING** – This contract will be governed by the laws of the State of Illinois.

**AFFIRMATIVE ACTION REQUIREMENTS** - "The contractor/vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual harassment, ancestry, national origin, and place of birth, age or a physical or mental handicap which would not interfere with the efficient performance of the job in question. The contractor/vendor will take affirmative action to comply with the provision of this division and will require any subcontractor to submit to the City written commitment to comply with this division. The contractor/vendor will distribute copies of this commitment to all persons who participate in recruitment, screening, referral and selection of job applicants, prospective job applicants, member or prospective subcontractors."

"The contractor/vendor agrees that the provision of Division 4 of Article III of Chapter 17 of the Code of the City of Peoria is hereby incorporated by reference, as if set out verbatim."

## **EMPLOYEE EMPLOYMENT RESTRICTIONS – THE CONTRACTOR**

**THE CONTRACTOR** (hereinafter referred to as "SERVICE PROVIDER") agrees, as a condition of accepting this contract with the City of Peoria, that, for a period of one (1) year following completion of this contract, it shall be prohibited from hiring, directly or indirectly, any City employee or official who was involved, directly or indirectly in: (1) the selection and/or recommendation to select the SERVICE PROVIDER for performance of this contract; (2) coordinating the efforts of the SERVICE PROVIDER in the consummation or completion of this contract; or (3) monitoring or determining the performance of the SERVICE PROVIDER. The SERVICE PROVIDER further acknowledges and agrees that, upon the City's determination that a violation of this provision has occurred, the penalty imposed, at the sole discretion of the City, may include one or more of the following: (1) cancellation of any other contract(s) between the City of Peoria and the SERVICE PROVIDER; (2) disqualification of the SERVICE PROVIDER from bidding or being awarded future contracts with the City of Peoria for a period of two [2] years; and/or (3) payment of liquidated damages to the City of Peoria in the amount of TWENTY FIVE THOUSAND DOLLARS (\$25,000.00).

***This does not apply to any City Employee involved in the 2011-12 reduction in force; nor does it apply to parties taking the Early Retirement Incentive offered by the City from November 1, 2011 through November 1, 2012.***

**REFERENCE - ALL OF THE CONTRACT TERMS SHALL BE INCORPORATED BY REFERENCE INTO ANY WRITTEN CONTRACT.**



## **City of Peoria**

### **Request for Proposal**

#### **1. Intent**

The City of Peoria is seeking competitive proposals to upgrade from Avaya Definity DCS connected network of independent systems to an Avaya Communication Manager consolidated server architecture.

The intent of this RFP is to upgrade the City of Peoria telephony system to the most recent version of Avaya software and centralize all call processing at the 542 S.W. Adams Street location. In addition to the main intent of this RFP, please consider the following information when designing the proposal.

- Keep in service all existing digital and analog telephone sets with new Avaya Communication Manager
- Have the ability in future years to migrate Digital telephone sets to VOIP telephone sets, at no additional licensing/software cost to the The City of Peoria. The City of Peoria understands that there would be hardware/handset costs if the City chooses to upgrade telephone sets. Please specify DSP resources proposed at each location. As an (Option) please include the cost of the different model VOIP telephone sets, specifically 9608, 9611G and 9621G telephone sets.
- Upgrade our current voice mail system to closely emulate our current Intuity system so that no user retraining is required. If possible migrate current data from the old system to the new system-including messages, recorded names, and greetings-to make the transition mostly transparent for end-users
- Replacing the existing DCS network with Avaya Communication Manager
- Keep our current ECAS call accounting system which will need migrated to work with Avaya Communication Manager
- Enabling survivability at the 542 S.W. Adams Street location with survivability options at remote locations. As an option price out one redundant power supply for servers and media gateways
- Upgrade all remote site data networking equipment
- Enabling call quality utilizing QOS and Inter-Gateway Alternate Routing
- Provide End-of-Support dates on all products and software that are being proposed
- Provide information and cost for Support and On-going Maintenance first year and beyond for all sites and equipment. 8x5 Monday-Friday
- Allow remote users to work from home (Optional) IP/VPN phone, softphone, etc.

## **2. Objective:**

The City of Peoria desires to upgrade and consolidate the current telephone systems, voice mail and upgrade all network equipment at all City locations. The City wishes to add some level of redundancy to the primary site in accordance with the requirements and specifications set forth in this request for proposal (RFP). The City of Peoria's fundamental goal in the RFP process is to determine with which organization(s) we will want to proceed with developing a mutually-beneficial relationship. The City of Peoria reserves the right in its sole discretion to non-exclusively select none, all, some, or different vendors.

## **3. Key principles to developing a successful relationship with City of Peoria**

- a) Comprehensive design.
- b) Level, quantity and type of maintenance and support provided.
- c) Value-added services offered to the City which may include, but are not limited to, discounts or credit for Avaya equipment, Avaya training, rebates on Avaya products, product credits, etc.
- d) Off-site (classroom) system administration training.
- e) Local (Illinois) presence.
- f) Company History.
- g) Ability of the qualified Vendor to offer Avaya retail maintenance options. The City of Peoria wishes to continue direct Avaya maintenance as we have today.

The City of Peoria encourages your organization (hereinafter referred to as the "Vendor") to find ways in which to incorporate these key principles in your response to this RFP (the "Response").

## **4. Completion of RFP**

The Requirements in this RFP are not intended to exclude vendors. However, you are expected to answer all questions in the RFP. If you are unable to comply with a specific item in the RFP, you must prepare a separate listing of exceptions. If you do not indicate exceptions to the Requirements, we will assume that you fully comply with the Requirements. All bidders must prepare their own configurations.

## **5. Turn Key Solution**

The City of Peoria is seeking a **turn-key** solution for this project. Since this is a public bid and specific funds will be allocated to this project, it is imperative that you understand that turn-key means a total solution without add-on costs. Should you be the successful bidder and awarded this project, understand that The City of Peoria will not be in a position to pay for components or labor which you failed to include in your bid response, and you will be held responsible to complete the work at your own cost. Turn-key also means that the solution will operate as a complete solution, without additional components or labor to make the whole operate. This is to include all hardware, software, licenses, materials, labor, shipping and design for the multiple systems to be upgraded and transition from a DCS connected network of stand-alone systems to a main site and multiple survivable locations.

## **6. Current Products**

Propose only current existing systems and software releases. Systems under development or in planning will not be considered. Features that will be available only in future software releases will be considered as 'not available.'



## 7. Contract

The City of Peoria expects the RFP process to result in a definitive contract (the "Contract"), in accordance with which Vendor shall provide all deliverables (the "Deliverables") and all services (the "Services") specified in the Contract.

## 8. Evaluation Criteria

### **PROPOSAL SUBMISSION REQUIREMENTS and EVALUATION WEIGHT**

- 25% Firm's Qualifications** Provide a brief description of your firm, the scope and nature of services routinely provided by your firm on projects of this nature and its capabilities.
- 20% Relevant Experience** Provide detailed relevant experience of three similar projects which shall include the following: name of client, contact person and their current phone, brief description of service performed, date of services, and final contract amount and any other pertinent information regarding experience.
- 10% Proposed Approach** Describe how your firm will approach each task of the project. Describe the ability of the equipment, functionality and ease of use of the proposed equipment.
- 15% Project Schedule** Indicate time for key tasks of this RFP.
- 30% Proposed Fee** Complete list of proposed equipment cost, labor and services.

## 9. AWARD PROCESS

### **CRITERIA FOR AWARDING AND RESERVATION OF RIGHTS:**

The contract will be awarded to the most responsible bidder determined to be in the best interest of the City of Peoria, who meets or exceeds the criteria and provisions requested. The City of Peoria reserves the right to reject any or all proposals or to waive any details in proposals received whenever such rejection or waiver is in the best interests of the City. The City of Peoria also reserves the right to reject the RFP of a bidder who has previously failed to satisfactorily perform, has not completed contracts on time, or whom, upon investigation appears not to be in a position to perform the contract or is not in good standing as a certified Avaya Business Partner and authorized to provide the Avaya Voice Mail and Communication Manager products.

Proposals will be evaluated by The City of Peoria staff associated with this project. Review criteria and proposal scoring remains at the discretion of The City of Peoria staff. Factors for analysis to be used in selecting the successful Vendor include, but are not limited to, those listed below. While the total project cost will be an important factor, the lowest cost proposal may not necessarily be awarded the contract.

In determining responsibility, the following qualifications will be considered.

- (a) The demonstrated ability, capacity, and skill of the bidder to perform the contract or provide the service required;
- (b) Whether the bidder can perform the contract or provide service promptly, or within the time specified, without delay or interference;
- (c) The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- (d) Design recommendation; The City of Peoria recognizes there are many different options to

upgrade the existing Avaya systems. The City of Peoria will be evaluating bids based on design recommendations.

- (f) System administration off-site training capabilities.
- (g) On-going local support and presence.
- (h) Bidder's record of experience in similar projects; and, the size and scope required in the proposals specifications.
- (i) Total Project Cost
- (j) Technical Design
- (k) References

The City will review and analyze each proposal, and reserves the right to select the Vendor who offers the best value. The City shall select the Vendor, which in the City's opinion, has made a proposal best suited to the needs and goals of the City and deemed to be in compliance with the terms of this RFP.

## **10. General Format Response Format to RFP**

This section serves as a checklist for the expected format of the Vendors' response to the RFP. Any supporting documentation should be included in an appendix or attachment.

The City of Peoria reserves the right, in its sole discretion, to disregard or eliminate any and all non-responsive information. Furthermore, failure to comply with the required format will be a negative factor in evaluating your organization's Response. The City of Peoria reserves the right to reject any or all proposals, including your Response, for any reason or no reason, in The City of Peoria's sole discretion.

This RFP is not an offer, and The City of Peoria is not legally bound to award a contract. Your participation in contract negotiations does not signify a commitment by The City of Peoria to continue negotiations or to execute a contract. The City of Peoria reserves the right, in its sole discretion, to terminate discussions or negotiations at any time. The City of Peoria reserves the exclusive right to negotiate final terms and conditions with any Vendor(s) of its choosing.

The evaluation process will provide credit only for the capabilities and advantages, which are presented by the Vendor in the written response. One (1) original and Three (3) copies

### **COVER LETTER**

A letter of introduction, including the name and address of the Vendor submitting the proposal and the name, address, and phone number of the person(s) to contact who will be authorized to present and bind the Vendor to all commitments made in the response.

### **VENDOR PROFILE**

Provide a company profile including the organization which will directly support the City. Describe the organization of your company, including any parent companies, subsidiaries, affiliates, and other related entities. Describe any organizational changes such as divestitures, acquisitions, or spin-offs that have taken place within the last two years or are anticipated in the future timeframe implicated by your

Please include a brief history of your company, how long you have been in business and the Avaya Certifications you hold as a company. Provide a list of your technical support staff and how many have been trained on the product proposed. Describe the roles and activities of the field-level account team members and detail any other resources that would be available to The City of Peoria.

Please describe the overall Account Management Team. Please include the names, titles, and contact information for the Account Management Team.

## **REFERENCES**

Provide information as requested.

## **DESIGN**

Provide your design in such a way that is clear, concise, and according to the business/technical specifications and pricing requirements.

## **APPENDIX OR ATTACHMENT TO PROPOSAL, (optional)**

Provide additional supporting literature

## **DOCUMENTATION**

The successful Vendor shall provide complete technical documentation of Avaya products proposed.

## **DETAILED COST PROPOSAL**

Include a breakdown of all costs for each level of services and equipment to be provided.

NOTE: If the costs for completed levels of this RFP exceed budgeted funds, a reduction in the scope of services may be negotiated with the successful Vendor(s). Optional services specified and any other additional services proposed by the Vendor shall be priced separately.

## **WARRANTY**

The successful Vendor shall pass-through the manufacturer's warranty and warrant that all equipment is **NEW** and in good working order, in conformance to the manufacturer's specifications. All equipment must conform to the manufacturer's (Avaya Inc.) official published specifications. The successful Vendor shall agree to repair, adjust and/or replace (as determined by the City of Peoria to be in its best interest) any defective equipment within the warranty period at the successful Vendor's sole expense or as covered by the Avaya maintenance agreement. Refurbished equipment should not be included in the bidder's response.

## **MAINTENANCE AND SUPPORT**

Each Vendor must provide a complete maintenance and support plan including emergency and non-emergency intervals, as well as periodic routine schedule equivalent to the existing Avaya maintenance agreement in place. Routine maintenance and associated costs should be included. Routine maintenance shall include, but is not limited to: Error or defect correction, Updates, and Telephone Assistance. No Avaya unauthorized maintenance proposals will be accepted.

## **INDEMNIFICATION**

In carrying out these works, the Vendor will act as an independent contractor and must agree to keep the City indemnified against any and all claims, actions or demands for personal injury and/or property damage that may be brought, made, or arise in respect of anything done, or omitted to be done by its employees or subcontractors, who shall be and remain at all times and for all purposes, the servants or employees of the Vendor, to the extent such damage, injury or death was proximately caused by the negligence or willful misconduct of Vendor, its employees or subcontractors. This indemnification and save harmless obligation shall apply only to direct damages which are proven and shall not apply to the extent such damages, injury or death was caused by the City's act or omission or the act or omission of the City's agents, servants, employees or others. Additionally the Vendor will defend the City, at Vendor's expense, against any cause of action in a third party action, suit or proceeding against the City based upon an allegation that a product as of its delivery date under the contract infringes a valid U.S. patent or copyright, and will indemnify the City for any judgments, settlements and court awarded attorney's fees resulting from such third party action, suit or proceeding.

## **INQUIRIES**

All inquiries regarding this Request for Proposal must be in written form and directed to Mr. Brian Kurylak via email, [bkurylak@ci.peoria.il.us](mailto:bkurylak@ci.peoria.il.us) and Mr. Chris Switzer via email, [cswitzer@ci.peoria.il.us](mailto:cswitzer@ci.peoria.il.us)

All questions should be submitted, in writing, at least ten (8) business days after release date.

No verbal representations, promises, statements or advice made by any employee of the City should be relied on.

## **11. Clarification Requests**

The City of Peoria further reserves the right to request clarification on any specific responses, omissions, or claims made in this Response. Vendor(s) shall respond to such requests in order to remain competitive in The City of Peoria's response review process. Vendor(s) shall submit all clarifications in writing only to The City of Peoria contact person.

## **12. Training**

Describe your company's system administration training capabilities. Include who, where and how often these training offerings are made available. If in house, is it informal or formal curriculum? If outsourced how do you guarantee the quality of the training?

## **13. Administrator Training**

RFP responses must include system administrator training for up to three (3) City personnel. This training must include classroom and laboratory activities to train the processes and procedures required to administer and maintain the equipment, software and infrastructure of the system. In addition, the Vendor must be willing to provide or arrange for telephone support to administrators for simple programming guidance at a minimum period of one (1) year following final acceptance of the system.

## **14. Transition Plan**

The City of Peoria recognizes that successful implementation requires commitment, dedication, communication, planning, deliverables, and a sense of urgency. Your implementation plan should include an approach, schedule, and resource requirements for both Vendor and The City of Peoria. Please provide an implementation plan that will address these issues. Additionally, provide a high-level timeline that shows implementation beginning from contract execution. The timeline should illustrate:

- Organization & Planning
- Transition of Processes
- Projected Time Lapse from Contract Execution to Realized Savings
- Identification of Key Milestones
- Additional Resources Needed
- Must be able to work after hours for cut-over (Cut-over would be scheduled between Monday-Thursday)

## 15. Current Environment:

Main site, 542 S.W. Adams Street – Definity G3SI, Software Version G3V9i.02.0.033.2, High Availability, Single Carrier Cabinets, licensed for 1300 ports of which 1055 station/trunk ports are in use. City Hall EPN is located at 419 Fulton Street. Messaging system is Intuity AUDIX voice messaging (MAP40P), software version 5.1, with 18 ports & approximately 475 subscribers. ECAS 5.1 call accounting server, all sites connect back to the Main site. One music on hold device. Power Failure Lines. 12 licensed Call agents. External paging equipment.

EPN at City Hall 419 Fulton has two strands of Multi-Mode fiber and is directly connected to the Main PBX site. 10 Power Failure Lines

Public Works, 3505 N. Dries Lane – Definity G3SI, Software Version G3V6i.03.2.239.5, Standard Availability, Single Carrier Cabinet, licensed for 300 ports of which 103 station/trunk ports are in use. External Paging Equipment. Power Failure Lines. As an option would like to add music on hold device.

Public Works Dries has 4 strands of Single Mode Fiber installed from the Main site. We are using a T-1 fiber transceiver to simulate a Point to Point T-1 for the voice and a Gigabyte fiber module installed on a HP switch for the data.

Fire Central, 505 NE Monroe Street – Definity G3CSI (ProLogix), Software Version G3V6i.03.1.230.6, Standard Availability, Single Compact Modular Cabinet, licensed for 200 ports of which 94 station/trunk ports are in use. One music on hold device. External paging equipment. Power Failure Lines  
Fire Central has 30 strands of Single Mode Fiber installed from the Main site. We are using a total of four strands. Two are used for a T-1 fiber transceiver to simulate a Point to Point T-1 for voice and two strands for Gigabyte fiber module installed on a HP switch for the data.

ESDA, 3615 N Grandview Drive – Definity G3CSI (ProLogix), Software Version G3V6i.03.1.230.6, Standard Availability, Single Compact Modular Cabinet, licensed for 100 ports of which 47 station/trunk ports are in use. One music on hold device. Power Failure Lines.  
ESDA is using a single Point to Point T-1 for voice and data.

The Current configuration for Fire Houses & Police Sub-Stations. All locations connect back to the Main Site using two (2) Adtran Atlas 800's and two (2) Cisco 3745 routers. We have two TN767 DS1 circuits connected to the Atlas and then convert DSO's to FXS analog service at all remote locations with an FXS card.

| <u>Fire House #</u> | <u># IP Telephones required (Option)</u> | <u># Current Analog Phones</u> |
|---------------------|--|--------------------------------|
| FH3                 | 6  | 7                              |
| FH4                 | 5  | 8                              |
| FH8 (Garage)        | 13                                       | 14                             |
| Fire10              | 5  | 6                              |
| Fire11              | 9  | 11                             |
| Fire12              | 6  | 6                              |
| Fire13              | 7  | 8                              |
| Fire 15             | 7  | 7                              |
| Fire16              | 6  | 6                              |
| Fire19              | 7  | 8                              |
| Fire20              | 6  | 6                              |
| Fire Training       | 7  | 7                              |
| Police Sub2         | 5  | 6                              |

Fire House 3 and 8 have four strands of Single Mode Fiber installed to the Main Site. We are using a T-1 fiber transceiver to simulate a Point-Point T-1 for both voice and data.

All other Fire Houses and locations have installed a single Point-Point T-1 from either AT&T or Windstream for voice and data. All Fire Houses and other locations T-1's route back to the Main Site and have a single DSU/CSU with a router and hub installed at their location.

Option 1: All network/data equipment will need replaced to support the current analog phones that are being used at the Fire Houses & Police Sub Station with the ability to migrate telephone sets to VOIP telephone sets, at no additional licensing/software cost to the City of Peoria.

Option 2: All network/data equipment will need to be replaced to support VoIP telephone sets. Eight out of fourteen sites have CAT5 cabling installed. The remaining 6 sites have CAT3 or lower installed. It will be the City of Peoria's responsibly to install CAT5 cabling at the remaining Fire Houses if we select Option 2. As an option, price out access points for one or more cordless VOIP phones.

### Current Configuration

|      | Remote  | Main Site   |
|------|---|---|
| FH 3 | Adtran TSU100e FXS Card<br>E-Net and T-1 Fiber Transceiver<br>8 port Hub              | DSU-CSU Atlas 800 E-Net and T-1 Fiber Transceiver. E-Net connected to HP Switch |
| FH4  | Adtran TSU100e FXS Card<br>Cisco Router 1700 Router<br>8 port Hub                     | DSU-CSU Atlas 800 Cisco 3745 router   |
| FH8  | Adtran TSU100e FXS Card IBM<br>IBM 2210 Router<br>T-1 Fiber Transceiver<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 router<br>T-1 Fiber Transceiver                    |
| FH10 | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub                              | DSU-CSU Atlas 800 Cisco 3745 Router   |
| FH11 | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub                              | DSU-CSU Atlas 800 Cisco 3745 Router   |
| FH12 | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub                              | DSU-CSU Atlas 800 Cisco 3745 Router   |
| FH13 | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub                              | DSU-CSU Atlas 800 Cisco 3745 Router   |
| FH15 | Adtran TSU100e FXS Card   | DSU-CSU Atlas 800 Cisco 3745 Router   |

|               |  |                                     |
|---------------|--|-------------------------------------|
|               | IBM 2210 Router<br>8 port Hub                            |                                     |
| FH16          | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 Router |
| FH19          | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 Router |
| FH20          | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 Router |
| Fire Training | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 Router |
| Police Sub#2  | Adtran TSU100e FXS Card<br>IBM 2210 Router<br>8 port Hub | DSU-CSU Atlas 800 Cisco 3745 Router |

Each vendor is responsible for proposing a suitable configuration, features and proposed equipment list that provides the operational functionality described in this RFP.

This document provides the vendor with a reference point to design a system that will satisfy The City of Peoria's objectives. The specifications provided communicate the City's needs and are their minimum requirements. These specifications do not relieve the vendor of any responsibility for providing technical and operational workable systems.

# City of Peoria

## Target Dates

|                             |  |
|-----------------------------|--|
| Mail-Out RFP                | April 17 <sup>th</sup> , 2012                                    |
| Questions Due Back          | April 27 <sup>th</sup> , 2012                                    |
| Response to Questions       | May 9 <sup>th</sup> , 2012                                       |
| RFP Due Back                | June 22 <sup>nd</sup> , 2010 2:00 PM                             |
| Evaluation Period           | June 25 <sup>th</sup> , 2012 through July 6 <sup>th</sup> , 2012 |
| Meetings                    | July 9 <sup>th</sup> through July 13 <sup>th</sup> , 2010        |
| Council Award               | July 24 <sup>th</sup> , 2010 (Subject to Change)                 |
| Award Notification          | July 25 <sup>th</sup> , 2012 (Subject to Change)                 |
| Intended Equipment Shipment | August or September, 2012  |
| Intended Installation       | TBD, before December 31 <sup>st</sup> , 2012                     |



# CITY OF PEORIA

## PROPOSAL

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The executing of this form certifies understanding and compliance with the total proposal package.

### **PROPOSAL SUBMITTED BY:**

\_\_\_\_\_  
Company

# \_\_\_\_\_  
Peoria EEO Certificate of Compliance Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip Daytime Telephone #

\_\_\_\_\_  
After Hours Telephone # Contact Person (Please print or type)

\_\_\_\_\_  
Name of Authorized Agent or Officer Title

\_\_\_\_\_  
Signature of Authorized Agent or Officer Date

**MARK ENVELOPE: PROPOSAL 24-12**