City Of Sierra Madre Request for Proposal Telecommunications System and Carrier Services

Date Issued: March 23, 2016
Date Due: April 25, 2016 - *4:30 p.m. P.S.T.*

March 10, 2016

Re: REQUEST FOR PROPOSALS for a Telecommunications System and Carrier Services

Dear Vendors:

The City of Sierra Madre is currently accepting proposals for a new Telecommunications System. Specifications and RFP documents are available at the City Hall 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024 or at http://www.cityofsierramadre.com.

Proposal instructions are contained in ***Sections 3-4*** of the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is an optional pre-proposal vendor conference scheduled for **11:00 a.m. PST, Monday, March 28, 2016 at City Hall, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024. Vendors are limited to three (3) attendees.**
- **Questions:** All questions must be received by **5:00 p.m. PST, March 30, 2016.** Questions received after this deadline will not be accepted.

  Please email your questions to: Elisa Cox, Assistant City Manager, ecox@cityofsierramadre.com
- **Proposals Due:** One (1) original, Three (3) printed copies, and one (1) complete electronic copy on CD/Memory Stick of your Proposal must be received no later than **4:30 p.m. PST, April 25, 2016.**

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

City of Sierra Madre

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1 OBJECTIVES AND PROCESS SCHEDULE

Purpose

This information was developed in a format to facilitate the preparation of responses to this *Request for Proposals (RFP)* and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of system and services that the City desires, it is their desire to meet their future telecommunications needs through this competitive selection process. The minimum requirements noted in this RFP are designed to assist in the selection of the vendor that best meets the City's needs.

Objective

The objective of the City of Sierra Madre is to acquire a new telecommunications system and carrier services to serve the citizens and administrative operations of the City. The City is seeking a state-of-the-art telecommunications system to serve their facilities.

The City would like proposals for premise based, hybrid or fully hosted VoIP telephone systems. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The existing telecommunications system currently installed is obsolete. Timing is important.
- Some of the existing data network infrastructure will not support VoIP to the desktop environment. As a result, new enterprise class switches will be required, including PoE functionality. The City will consider proposals that include the necessary switches, but can also acquire and implement internally, if more advantageous. In either case, the prevailing vendor will provide all network design required including but not limited to VoIP and QoS for both the data and phone/VoIP VLAN's.
- The City's budget for the project is limited.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the City's operations, please quote them as options and include supporting justification and cost detail.

The City reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City,
- To reject the low price Proposal,
- To accept any item of any Proposal,
- To reject any and all Proposals,
- To waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

General Process and Schedule

During the selection process, the City will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, the City will then pick a final preferred vendor. The City will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by the City and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the *Request for Proposals* (RFP)	**March 23, 2016**
Pre-Proposal Vendor Conference	**March 28, 2016**
Final Date for Vendors to Submit Questions	**March 30, 2016**
Date for Publishing Answers to Vendors' Questions	**April 5, 2016**
Proposals Due	**April 25, 2016**
Finalist Vendor Demonstration Meetings	**May 12, 2016**
Final Vendor Selection	**May 17, 2016**
Estimated Approval	**May 24, 2016**
Implementation Start	**May 31, 2016**

Table 1 – Estimated Selection Schedule

Project Background

The City currently has three major sites with telecom services. The three main buildings on the Civic Center campus (City Hall, Police Department and Senior Center) are connected to the City Hall building using City owned CAT5e or CAT6 data cable and digital telephone cabling installed in conduits between buildings. The City currently uses this copper cable to provide data network connectivity between these buildings. The other two locations (Library and Public Works Yard) are currently connected to City Hall via point-to-point frame or T1 connections for voice and VPN for data. The City is open to a Metropolitan Area Network, MPLS, or any other WAN communications network that would provide reliable data and telecommunications connectivity. The City highly prefers all of the sites to be survivable in the event of a loss of data/WAN connectivity.

Today, the City locations utilize an older Toshiba telephone system.

It is the City's intent to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications. The new system will be installed in the existing City Hall and locations in each site. This RFP is requesting the Telephone system, telecommunication lines and services, onsite repair/maintenance and optional data network equipment.

The City would like a new telecommunications system that uses VoIP technology integrating both Voice and Data on the same network.

It would be preferred for any proposal for the new telecommunications system to use survivable remote technology for the telecommunications system. Our intent with this statement is for the vendors to propose the needed hardware to enable each location to fail over to local POTS line(s) in the event of the loss of the WAN.

2 EVALUATION CRITERIA

Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

Criteria
Technical Functionality
System Cost
References & Experience
Service and Support
Additional Criteria to be determined

Table 2 – Evaluation Criteria

The evaluation process will consist of review and evaluation of proposals received by a team consisting of City personnel and consultants.

Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over five years.

3 PROPOSAL INSTRUCTIONS

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Elisa Cox, Assistant City Manager, using e-mail to ecox@cityofsierramadre.com no later than **5:00 p.m. PST, March 30, 2016.** Questions received after this deadline will not be accepted.

- **Answers to submitted questions** will be posted on the City's website and a link published via email on April 5, 2016 will be provided to all vendors that have confirmed their intent to propose.
- **Printed Proposals Due: One (1) original, three (3) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format** must be received no later than **4:30pm p.m. PST, April 25, 2016** addressed to:

Telecommunications Proposal
c/o Elisa Cox, Assistant City Manager
City of Sierra Madre
232 W. Sierra Madre Blvd.
Sierra Madre, CA 91024

Requests for extension of the submission date will not be granted unless deemed in the best interests of the City. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

Proposal Format

Proposals should follow the *Request for Proposals* format provided in Section 4.

Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

Please provide the following sections, as a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices
- All Proposals must be signed by a duly authorized official representing the vendor

- Only written communication from the City may be considered binding. The City reserves the right to terminate the selection process at any time and to reject any or all Proposals.

- The contract will be awarded to the vendor or combination of vendors whose overall Proposals best meets the requirements of the City.

- The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

- The contents of each vendor's Proposal to the City, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of 90 calendar days from the Proposal due date.

- Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

- The City of Sierra Madre will require the vendor selected to agree to include the contents of this *Request for Proposals* and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.

4 TELECOM SYSTEM SPECIFICATIONS

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding the City's Telecommunications system requirements.

General Instructions

Written proposals are required by the City for a telecommunications system as described in the sections below.

1. The proposal, estimated to be awarded in May 2016, will be confirmed by a purchase order issued to the successful vendor.

2. The proposal will be awarded based on the overall proposal and in the best interests of the City. Prices should be shown for each line item. The City reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

3. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, to location indicated on each order.

4. Freight should be included in the unit price. Inside delivery to the City. **Pallets must be broken down and boxes disposed of by the selected vendor.**

5. The City must comply with the California Public Records Request Act. The City cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the City receives a request for any document submitted in response to the RFP, the City's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction.

6. The proposal shall constitute a binding offer to sell the above-noted product(s) to the City and may not be withdrawn once the City has awarded the contract to the successful vendor.

1. Instructions to Proposer

1.1. General – The City of Sierra Madre (the City) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the City with superior service at a reasonable cost.

It would be preferred that any proposal for a new telecommunications system use survivable remote technology for all locations from the primary City telecommunications system allowing those locations to default to locally installed POTS lines in the event of a WAN failure.

1.2. System Proposals - Under this procurement, the City will accept proposals for replacement equipment for the locations mentioned in this document. In addition, telecommunications lines and carrier services are desired.

1.3. Please list each location separately in your proposal showing proposed equipment and costs.

1.4. Vendors must propose Voice over Internet Protocol (VoIP) systems. The proposed solution is to provide the following high level features and applications:

1.4.1. Capable of supporting SIP Trunking

1.4.2. Capable of supporting analog PSTN services for fax/conference/etc.

1.4.3. Optionally capable of supporting ISDN PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.

1.4.4. Capable of providing a single centralized voice mail system accessible to serve all users.

1.4.5. The system serving all locations must function as if they were one.

1.4.6. Capable of providing access to local inbound, outbound and long distance inbound and outbound services provided by carriers both in use by the City and proposed.

1.4.7. The City's IT Operations are going to be moving to virtualized servers. The City is open to both virtualized and non-virtualized solutions, if the system is server based or has server based components.

1.4.7.1. Please propose your system including all specifications required for server hardware and software, if applicable.

1.4.7.2. Please provide detailed information regarding the proposed system assuming current or future ability to operate in a virtual environment.

1.4.8. The City will be responsible for providing rack space, uninterruptible power systems and environmental controls for the proposed system.

1.4.9. Capable of providing unified messaging services.

1.4.10. Capable of providing auto-attendant and dial-directory functionality for all locations.

1.4.11. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The City is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the City wishes to manage the day-to-day adds, moves, and changes internally. The City may wish to manage the system remotely, please

describe how this application would work and how you would address security.

1.5. Hosted Solution Proposals

1.5.1. If you are proposing a hosted solution your proposal must include:

1.5.1.1. The phone types listed in the RFP

1.5.1.2. Trunking and line design as requested in the RFP

1.5.1.3. Detailed description of the design, connectivity to/from each site

1.5.1.4. If you are using the City's data network to distribute your proposed hosted design, your proposal must include all components or specifications necessary to deploy the design. (i.e. network switches)

1.5.1.5. The proposal must include all features requested in the RFP for users throughout the system.

1.5.1.6. If the use of any of these features is measured and priced by the number of times the City uses the feature, your proposal must include the incremental cost of the use.

1.5.1.7. It would be preferred that the hosted solution include the survivability for each site as requested in the RFP. This means that if the internet or WAN connection for an individual site is lost, the equipment installed locally is configured to use a local POTS line(s) as its back up.

1.5.1.8. Routing of specific telephone numbers to cell phones will be considered as one option for failover, but survivability via analog backups or other technology would be desirable.

1.5.1.9. Pricing quotes should include any one-time costs and all monthly costs for the proposed service for each location.

1.6. Configuration

1.6.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed in 6.0. However, all proposers should note the following:

1.6.1.1. The component quantities detailed in Sections 2, 3, 4 and 5 are not necessarily the final quantities the City will purchase. Exact quantities may increase or decrease subsequent to the release of this document.

1.6.1.2. While the pricing information provided in response to 6.0 will be used to evaluate the various proposals received, the City will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.

1.6.1.3. After the contract is awarded by the City to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:

1.6.1.3.1. The type and quantity of all telephone stations, by City location, to be installed for City users during the implementation process.

1.6.1.3.2. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow,

recordings, ACD, ACD Reporting, detailed automated attendant operation, and voice mail capability.

1.6.1.3.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in the City's environment.

1.6.1.3.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

1.6.1.4. The information developed through the station review process will be provided to the City both electronically and in hard copy. The selected vendor will detail the design to the City and gain the City's acceptance before proceeding. Phased implementation will follow.

1.6.1.5. The City will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

1.7. Intent of Request for Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of the City. The specifications provided herein are intended to facilitate communication of the requirements of the City and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

1.8. Format of Response

1.8.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as **"read and understood and included"** or the pertinent information requested.

1.8.2. **The proposer should address each point listed in the document directly below the numbered point. In this way, the City will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.**

1.9. Vendor Company Information

1.9.1. Please provide a description of your company background to include the following:

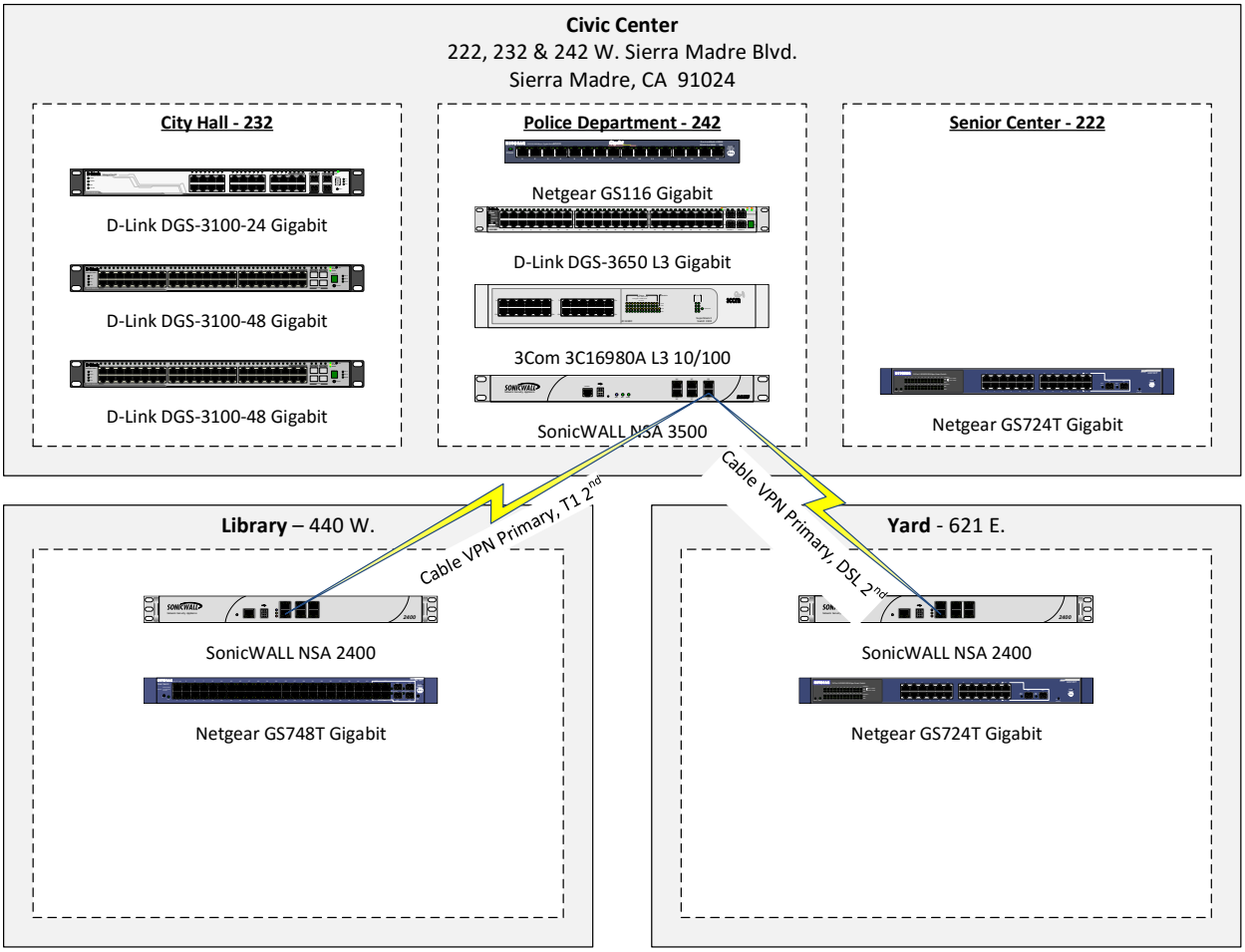
1.9.1.1. Company financial statements
1.9.1.2. Age of company
1.9.1.3. Length of time in the telecom industry
1.9.1.4. Company ownership
1.9.1.5. Relationship with the proposed system's manufacturer
1.9.1.6. Number of employees
1.9.1.7. Number of office locations
1.9.1.8. Address of the nearest location to the City
1.9.1.9. Address of your local office responding to the RFP
1.9.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email

1.9.1.11. Has your company experienced a workforce reduction in the past 5 years?
1.9.1.12. Disclosure of Conflicts of Interest
1.9.1.13. Litigation History (past five years)

2. Data Network Requirements

2.1. Overview

The City of Sierra Madre wishes to implement a VoIP system and data network. Following is a drawing of the current data network for the City. Following is the current network arrangement:



This is the current data network arrangement; the new network arrangement will be almost the same as above using new network gear requested in the pricing tables in the back of the RFP.

2.2. Network Description

The City is open to reviewing proposals for enterprise class network equipment manufacturers including Cisco, HP and Extreme. We have listed the needed replacement switches in the pricing section of the RFP.

The successful vendor will be responsible for either configuring or providing detailed configuration design and assistance for all existing and replacement data networking equipment to industry standards for VoIP and the complete integration of all switches and routers into the City's network.

The City has included a table for you to use to list the proposed data network equipment and their costs, if you will be providing them as part of your solution. Completing this table is required for the required bill of materials.

At minimum, we would like to have two Layer 3 (L3) switches at our Civic Center, one at the Police Department and one at City Hall. Past that, we would want one L3 switch at both the library and yard. In addition to the L3, we would need L2 switches. ALL switches should have PoE, or PoE+ on ALL ports with a power budget meeting or exceeding the requirements of the proposed phone equipment stations.

Proposed equipment should meet the following standards and requirements:

2.3. References

2.3.1. NEC "National Electric Code, "2005" or revision followed by the authority having jurisdiction at the project location

2.3.2. Local Electrical Codes enforced and followed by the authority having jurisdiction at the project location

2.3.3. NJATC "Configuring and Installing Local Area Networks" Latest Edition

2.3.4. TIA/EIA-568-B.1 "Commercial Building Telecommunications Cabling Standard Part 1: General Requirements", including all current addenda

2.3.5. TIA/EIA-568-B.2 "Commercial Building Telecommunications Cabling Standard Part 2: Balanced Twisted-Pair Cabling Components", including all current addenda

2.3.6. TIA/EIA-568-B.3 "Optical Fiber Cabling Components Standard", including all current addenda

2.3.7. ANSI/TIA/EIA-569-A "Commercial Building Standards for Telecommunications Pathways and Spaces"

2.3.8. ANSI/TIA/EIA-606 "The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings"

2.3.9. ANSI/TIA/EIA-607 "Commercial Building Grounding and Bonding Requirements for Telecommunications"

2.3.10. IEEE Standard 1100-1992 – Recommended Practice for Power and Grounding Sensitive Electronic Equipment in Industrial and Commercial Power Systems (The IEEE Emerald Book)

2.3.11. IEEE 802 Committees including:

2.3.11.1. IEEE 802.1 – Higher Layer LAN Protocols

2.3.11.2. IEEE 802.3 – Carrier Sense Multiple Access with Collision Detection (Ethernet)

2.3.11.3. IEEE 802.8 – Fiber Optic Technology

2.3.12. BICSI TDMM "Telecommunications Distribution Methods Manual" 9th Edition

2.3.13. BICSI "LAN Design Manual" 3rd Edition

2.3.14. Cisco's Installation Manuals pertaining to each piece of equipment being installed

2.3.15. Federal, state, and local codes, rules, regulations, and ordinances governing the work, are as fully parts of the specifications as if herein repeated or hereto attached. If the contractor should note items in the drawings or the specifications, construction of which would be code violations, promptly call them to the attention of the owner's representative in writing. Where the requirements of other sections of the specifications are more stringent than

applicable codes, rules, regulations, and ordinances, the specifications shall apply.

2.4. Network Equipment - Switches

This Request for Proposals is open to enterprise class switch suppliers, such as Cisco, HP and Extreme, provided that each supplier and the proposed equipment meet the qualifications outlined in this proposal. All equipment should be 19" rack mountable and hardware for rack mounting should be included in the proposal where required.

2.5. Network Assumptions - Responders to this RFP must provide specific specifications, but can assume the City will provide:

2.5.1. Sufficient power and power outlets for all replacement equipment.

2.5.2. HVAC for all replacement equipment.

2.5.2.1. The successful vendor should plan on a two (2) hour routing, QoS and VLAN and QoS design and configuration review session with the City and its consultants.

2.5.2.2. The successful vendor will be responsible for all VoIP related VLAN and QoS configurations on existing and replacement equipment.

2.5.2.3. The City will provide the successful vendor with a configuration guideline for installation of new switches.

3. Voice Requirements

3.1. System Locations – Overview - The City is replacing its existing telephone systems at the locations detailed in Table 3.1. to address the City's needs.

3.2. Under this procurement the City will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

Table – 3.1 –City Locations

	Street Address	WAN Connections
Civic Center Campus	232 W. Sierra Madre Blvd.	Cat 6 or 5e Copper Cable between buildings
City Hall	232 W. Sierra Madre Blvd.	Cat 6 Copper Cable to Police and 5e to Senior Center
Police Department	242 W. Sierra Madre Blvd.	Cat 6 Copper Cable to City Hall
Senior Center	222 W. Sierra Madre Blvd.	Cat 5e Copper Cable to City Hall
Public Works Maintenance Yard	621 E. Sierra Madre Blvd	Currently VPN over cable & DSL, will consider other options
Library	440 W. Sierra Madre Blvd.	Currently VPN over cable & bonded 3Mbit T1, will consider other options

3.3. System Configuration – Current - Voice communications services today for the facilities are primarily provided through analog and PRI service. The existing lines at the City Hall and Yard are terminated with an Adtran TSU 120e and a Cisco 2600 at City Hall and an Adtran and Cisco 1600 series at the Yard. The library is using a Centrex system that may be direct dial from City Hall.

3.4. System Configuration – Quantities for Purposes of the RFP

3.4.1. The proposed system must be configured to provide the quantities detailed in Table 3.3.1 below.

City's Telecommunications Requirements

Location	Station Type 1	Station Type 2	Station Type 3	Station Type 4	Station Type 5	ACD Seats
City Hall – Civic Center	1	34	2	3	2	2
Police Department – Civic Center	2	19	0	1	1	0
Senior Center – Civic Center	0	4	0	0	1	0
Public Works Maintenance Yard	1	6	0	1	1	0
Library	2	13	1	1	1	0
911 Console Integration	2	0	0	0	0	0
Total	**8**	**76**	**3**	**6**	**6**	**2**

Table 3.3.1

3.5. Telephone station requirements

3.5.1. **Type 1** – A single-line analog station port or instrument. 8 Ports will terminate in existing analog devices, such as a 911 button, alarm, fax, etc. Faxing in the cloud will be considered.

3.5.2. **Type 2** – A minimum of 6-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

3.5.3. **Type 3** – DSS/BLF The proposed solution should provide the City staff using this device to see view the calling status of up to 28 City staff throughout the system. At least 28 must be visible by the stations indicated in this column. A physical "sidecar" type device is preferred over a PC display, but either will be considered. Please provide a detailed description of this operation.

3.5.4. **Type 4** – Conference Room Station. High quality wireless IP speaker phone designed to provide communication services in conference rooms of various sizes throughout the City locations. Wireless application is preferred.

3.5.5. **Type 5** – Wireless/Mobile Telephone. A multi-line display and headset connectivity would still be desired, if possible.

3.5.6. Telephone sets must be provided with a minimum of 1Gigabit speed switch port.

3.5.7. Section 6 will require pricing on all models of currently available station equipment.

3.5.8. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with backlight, contrasting shades or colors for easy viewing.

3.5.9. **Wireless Headset Tools** –

3.5.9.1. **Existing Headset Products** – the City would like to retain their existing headset equipment, if possible. The City currently uses Plantronics headsets purchased within the past 4 years.

3.5.9.2. **New Headsets** - Please provide the operational details and cost for 1 wireless headset solution to potentially be deployed in various departments in the City.

3.5.9.2.1. Please describe the headset's functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself.

3.5.10. **Wireless Handset** – The City is interested in the use of telephones that can provide wireless handset mobility. Please describe the capability and whether the proposed system can provide this capability.

3.6. Optional PSTN Trunking Requirements

3.6.1. The proposed system must allow both T-1 and ISDN PRI circuits to terminate directly into proposed equipment if the carrier services require it.

3.6.2. It would be desired that the systems be configured to provide analog trunking, as detailed by location in Table 3.3.1. The analog trunks will provide back-up connectivity in the event of a PRI or WAN failure.

3.6.3. Each location as indicated in Table 3.3.1 will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The City is interested in systems that can provide survivability using these lines.

3.6.4. All DSU/CSU (if needed by your design) hardware must be included under the itemized costs of this proposal or fully specified if the City will need to acquire separately.

3.6.5. The City currently uses Windows 7 and 8.1 desktop operating systems. Windows 10 will be implemented soon. In a VoIP environment, please describe the operational impact on the attached PC if any one of the proposed telephone sets would fail.

3.6.5.1. What impact would this have on the network connection through the telephone set to a PC?

3.6.5.2. If the telephone set loses power, would there be an impact on an attached PC, given the City's current PC environment?

3.6.5.3. After a telephone set failure, please describe the restart process of telephone set.

3.7. Integration with Existing 911 Console Dispatch System

3.7.1. The City currently connects the existing Toshiba system to the AT&T Vesta 911 dispatch system to provide the ability for non-emergency/administrative Police and City telephone extensions to appear on the Dispatcher's console and screen.

3.7.2. These connections appear to be analog station ports from the existing Toshiba telephone system to the existing Dispatch console system.

3.7.3. Please provide information regarding how the proposed telephone system will be configured to address this need.

3.7.4. If additional analog ports are required to provide this need, please include them in the telephone system configuration.

3.8. Required Features – The City requires the proposed system to provide the following required features that should be included in the quote. The feature descriptions are intentionally generic.

3.8.1. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

3.8.2. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.

3.8.3. Account Codes

3.8.4. Alarm Indication on Attendant Console

3.8.5. Attendant Camp-on

3.8.6. Attendant Console Silent button

3.8.7. Attendant Console Join key

3.8.8. Automatic Attendant Recall – Describe the options available to the City.

3.8.9. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?

3.8.10. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.

3.8.11. Automatic Route Selection (ARS)

3.8.12. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the **Optional Equipment** Pricing table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:

3.8.12.1. Describe the specific relationship with the manufacturer.

3.8.12.2. Include the cost of the recommended product in Section 6 of the detailed pricing.

3.8.12.3. Reports for the proposed call accounting system should provide the ability for the City to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, Price each call, length of calls, frequency of calls to a specific number, internal station to station calling. etc. Please describe the functions of both the proposed system(s).

3.8.12.4. The proposed telecommunications system and Call Accounting System should provide the ability for the City to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

3.8.12.5. The City would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.

3.8.12.6. Please define if the proposed system is hosted and if so the specific operation, location and method of connectivity.

3.8.12.6.1. Your description should also include any monthly costs. Please provide details.

3.8.12.7. Please define the number of times a specific extension can appear on phones throughout the system.

3.8.13. Call Forward-Busy

3.8.14. Call Forward-No Answer

3.8.15. Call Forward-Variable

3.8.16. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?

3.8.17. Call Forward-All Calls

3.8.18. Call Hold

3.8.19. Outbound Caller ID – Please describe the proposed system's capabilities to allow the City to define the telephone number provided when individuals place calls outside the system.

3.8.20. Incoming Caller ID – Please define the proposed system's capabilities to provide incoming caller ID.

3.8.21. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of

time the number remains on the screen, how the parked call recalls if unanswered, etc.

3.8.22. Call Pickup (Directed and Group) Please describe any limitations regarding the number of telephones that can be included in a single pick up group. Please describe any limitations on the number of pick up groups the system can provide.

3.8.23. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?

3.8.23.1. Can routing to voicemail greetings be different for internal and external calls?

3.8.24. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.

3.8.25. Call Waiting Indication (Visual and Audible)

3.8.26. Camp-On (from Other Extensions)

3.8.27. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.

3.8.28. Click to Dial Function – **OPTIONAL** - The system should provide the capability for City staff to select a contact in their Outlook contacts and click on the telephone numbers for those contacts and have the system dial without lifting the handset to dial the call.

3.8.28.1. If this is an optional feature, please provide the cost for this functionality in the optional equipment/feature table.

3.8.29. Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?

3.8.30. DNIS Compatibility

3.8.31. Distinctive Ringing – Is there a different ring tone for internal vs. external call?

3.8.32. Directory - Describe the capability of the proposed station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?

3.8.33. Do Not Disturb

3.8.34. Executive Busy Override

3.8.35. Incoming Line Identification

3.8.36. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.

3.8.37. Paging and Intercom Operation – The system should provide the ability for the City to define specific stations to be included in an intercom. This system should also provide the ability for the City to perform pages throughout the system. The page groups would be defined for each location. Please explain this operation and proposed system capabilities.

3.8.37.1. The proposed system should provide the ability for the City to connect existing overhead-external paging systems to it and allow users to dial a code on the phone for access. The City currently does not have overhead paging, but over the life of this system, it is possible an overhead paging system may be added.

3.8.38. Last Number Redial

3.8.39. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

3.8.40. Music on Hold - Can Music-on-hold be applied on a station selective basis?

3.8.40.1. Can the City have different pre-recorded music on hold announcements for each department? These announcements would be continually looped and allowing the department to customize the announcement and heard by callers when waiting on hold.

3.8.41. Mute key

3.8.42. Night Answer Mode

3.8.43. Incoming Caller ID – Ability to provide caller ID information for system users. This should provide internal extensions as well as any caller ID information sent to the proposed system by the PSTN.

3.8.44. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.

3.8.45. Remote Call Forwarding – Ability to invoke or change call forward target from a remote location. That location may be either another phone on the system or at a location not on the system.

3.8.46. Remote Diagnostics/Remote Maintenance

3.8.47. Save/Repeat Dialing

3.8.48. Speed Dialing (System, Group, and Station – specify quantities)

3.8.49. Station – to – Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.

3.8.50. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system's ability to provide paging functionality through the speakers on the proposed phones.

3.8.51. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.

3.8.52. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.

3.8.53. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports. covering:

3.8.53.1. Blockage per trunk

3.8.53.2. Blockage per trunk group

3.8.53.3. Specific hunt group information

3.8.53.4. Feature utilization

3.8.53.5. Internal station to station calling

For the traffic measurement information listed above, please answer the following questions:

- How is this information made available?
- Can the customer develop customized reports? How long can the system store the information before customer retrieval?
- If data storage is limited can the data be moved to another media type and archived?
- Please describe the recommended solution to address this need.
- What database or software tool format is used for this data?

3.8.54. Transfer Call back to Attendant

3.8.55. Twinning – Please include the ability for the system to provide twinning to interact with the City's mobile devices. The operation should allow City system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.

3.8.55.1. Please quote the cost for 15 **optional** twinning licenses. These will be used within various City locations.

3.8.56. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.

3.8.57. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones?

3.8.58. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.

3.8.59. Variable Call Recording – Ideally, the City would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allows easy access to retrieving these

recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

3.8.59.1.1. Please describe how the proposed system stores the recording, how they are indexed and how the City would retrieve various call recordings.

3.8.59.1.2. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

3.8 **Required ACD Features** – the City desires the proposed telephone system to be equipped with the following ACD features. This feature will be used in the Community Service department at the City Hall complex.

3.8.1 The number of required ACD seats for each location is included on the 3.3.1. table. The ACD Stations needed are counted in the station count for each location on the same table.

3.8.1.1 2 should be ACD Agents

3.8.1.2 1 should be Supervisors

3.8.2 Please define what the proposed system will do when the agent in a single person ACD group is logged out.

3.8.3 Will the system allow the City to use an Automated Attendant to answer, will it forward or overflow?

3.8.3.1 Please provide a review of the options for the City.

3.8.4 The City would like the proposed system to allow for the ACD to operate seamlessly in all locations shown on table 3.3.1. This seamless operation includes both functional call routing and reporting information.

3.8.5 For each feature listed, indicate if the feature is "standard" or "optional". Include any feature indicated as "optional" in the itemized pricing in Section 6. Due to the wide variety of system features, it is possible that the proposed system might not have all the features listed below. If this is the case, please provide an explanation on any alternatives available in the proposed system to provide similar functionality.

3.8.6 ACD Reporting - Include complete feature documentation including the following:

3.8.6.1 ACD Queue Projected Hold Time Announcements

3.8.6.2 ACD Queue Caller in Queue Count

3.8.6.3 ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.

3.8.6.3.1 Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.

3.8.6.4 Archiving capability

3.8.6.5 Average Speed of Answer

3.8.6.6 Report generation capability for a system to support all ACD agents on the system.

3.8.6.7 Hold time for abandon calls (including short call abandon report)

3.8.6.8 Easy access to historical information

3.8.6.9 Describe the proposed systems' ability to provide information regarding the number of calls each agent gets by split

3.8.6.10 Ability to track times when calls were in queue and how many there were and how long they were in queue

3.8.6.11 How many calls each agent receives from each queue type

3.8.6.12 Remote Agents – The City may in the future require the ability to have remote telecom users log in and take calls just as if they were in City Hall on one system. These users may have DSL or broadband connectivity to the City network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.

Please provide an optional quote for the needed software for this function.

3.8.6.13 Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in City Hall or any City locations or a remote agent. Please describe in detail any differences that apply for the three types of agents

3.8.7 ACD Alerts

3.8.7.1 Supervisors Alerts – The City is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain City definable thresholds.

3.8.8 Agent Licenses – The proposed system should include licenses necessary to provide for agents, groups and supervisors as identified in Table 3.3.1.

3.8.9 ACD agents answer calls directed to personal DID while logged in as an agent. A call directed to an agent's personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent's display while on a call.

3.8.10 Agents in Multiple Groups

3.8.10.1 Does the proposed system allow agents to be logged in, actively taking calls, in more than one split? If so, does this require multiple log-ins? Multiple lines?

3.8.10.2 Is the agent provided notification prior to answer of which split the call is coming from? If an agent is logged into two splits, does that count as two agents in determining system capacities?

3.8.11 Announcements

3.8.11.1 A single ACD split must be able to answer for multiple caller and multiple applications. The City is interested in supplying customized caller announcements in queue, based on the called number.

3.8.11.2 Each ACD group must be provided with at least two (2) recorded individualized recorded announcements.

3.9 **Disaster Recovery Issues**

3.9.1 System Outages

3.9.1.1 When software maintenance is performed on the system, is a restart required?

3.9.1.2 Typically, what will the duration of a system restart be for a system of this size?

3.9.1.3 What, if any manual intervention is required for a restart?

3.9.1.4 In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.

3.9.2 Disaster Back-up Service

Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.

3.9.3 Software Back-up & Restoration

Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

3.10 **911 Compatibility**

3.10.1 Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP).

3.10.1.1 Include any costs - software, equipment and/or telephone utility – required to accomplish this notification in the pricing section.

3.10.1.2 It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

3.10.2 Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of California.

3.10.2.1 How can the proposed system provide for 911-location notification by station number?

3.10.2.2 As an option in Section 6, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

3.11 **System Management -** The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.

3.11.1 Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

3.11.2 Printed faceplates for the proposed phones are not acceptable.

3.11.3 Inventory Information - The system must provide inventory information on the number and type of telephone stations.

3.11.4 Trunking Information – the system must provide access to the information required in Table 3.3.1.

3.11.5 Alarm Notification – System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.

3.11.6 Recent & Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

3.12 Handset Wall Mount Kits

3.12.1 The City may require the use of wall mount kits for some of the telephone sets.

3.12.2 Please indicate the pricing for these wall mount kits in your proposal as an **OPTION.**

3.13 Training

3.13.1 Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.

3.13.2 The system pricing detailed in Section 6 must include:

3.13.2.1 Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at the City.

3.13.2.2 System programming, reporting, management, and configuration training, led by vendor provided instructors, for 2 management personnel.

3.13.2.3 Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if City staff completes various levels.

3.14 **Acceptance -** The City requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

3.15 **Financial Information -** Detailed pricing information is needed on the system. Provide the following financial data:

3.15.1 **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include **all activities necessary for a complete, turn-key system**, including, but not limited to:

3.15.1.1 Complete installation of all system components and software

3.15.1.2 Complete programming of all system components and software

3.15.1.3 Complete testing of all system components and software prior to system cutover, including QOS testing.

3.15.1.4 PSTN coordination including:

3.15.1.4.1 Coordination of PRI and analog trunk installation, if required, with the PSTN service provider selected by the City

3.15.1.4.2 Coordination of calling plan to allow for 3-digit dialing between stations

3.15.1.5 On-site station reviews and determination of user requirements

3.15.1.6 Full system configuration documentation provided to the City to include all station features and function, complete trunking configuration information, and complete call flow information by station

3.15.2 Cost detail for any non-standard features and optional items as detailed in the system specifications.

3.15.3 Any additional charges which apply for shipping and handling. Please specify dollar amounts**.**

3.15.4 A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

3.15.5 Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included in Section 6. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

3.15.6 Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.

3.16 **Estimated Implementation Plan** – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded May 2016.

3.17 **References**

3.17.1 Provide at least 3 references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 50 telephone stations, and a centralized voice mail system.

3.17.2 While you are free to provide any references, ideally, the City would like to talk with other local government references.

3.17.3 The City may wish to conduct site visits with one or more of the references provided below.

3.17.4 Be advised, references are a major element of the customer's selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	

Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #3	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

4. Voice Mail System

The City requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

The proposed system should allow the City to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow the City to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

4.1. System Configuration

4.1.1. The City estimates a requirement for 95 initial users of the voice system. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured. The number of users is greater than the proposed telephone station counts because there are a number of the City employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

4.1.2. The City provides Voicemail Boxes for many users throughout the City operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

4.1.3. The City requires no less than 12 simultaneous calls.

4.2. Specify the maximum capacity the proposed system provides.

4.3. Features - Specifically, the proposed system must have the following features:

4.3.1. Announcement Boxes

4.3.2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken. This message waiting indication must be noticeable.

4.3.3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

4.3.4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or <u>any</u> additional codes.

4.3.5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these "escape" calls. Does the proposed system have any limitation on the number of targets per system? Can the target be a telephone number outside the proposed system?

4.3.6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.

4.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.

4.3.8. Check Receipt of Delivered Messages

4.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?

4.3.10. Changeable Passwords

4.3.10.1. Can the user change passwords?

4.3.10.2. Can the user be forced to change passwords?

4.3.10.3. If so, can the administrator establish the frequency of the change?

4.3.10.4. If so, by system or by station?

4.3.10.5. What is the minimum password length? Maximum?

4.3.10.6. Will the system provide a "lock-out" after input of invalid passwords?

4.3.10.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?

4.3.10.8. Can the voice mail password be the same as the user's network password?

4.3.11. Forward & Backward while Listening to a Message - Does the proposed system provide the capability to allow a user, when listening to a message, to skip ahead to a later part of the message, or backward to a past part of the message? Please be specific.

4.3.12. Guest Mailboxes

4.3.13. Group Mailboxes

4.3.14. Message Save

4.3.15. Message Delete

4.3.16. Message Pause

4.3.17. Message Privacy

4.3.18. Message Replay – explain the options available

4.3.19. Message Redirect and Comment

4.3.20. Message Respond

4.3.21. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?

4.3.22. Message Rewind

4.3.23. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?

4.3.24. Message Undelete

4.3.25. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.

4.3.26. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.

4.3.27. Priority Queuing of Messages

4.3.28. Recent and Past Change History - Describe the capabilities of the proposed system to provide documentation on both recent changes to an element of the system (mailbox, port, etc.) and all past changes to an element of the system.

4.3.29. Skip Forward Through Messages

4.3.30. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.

4.3.30.1. Specifically, the City uses Temporary Absence Greetings throughout the operation. Please describe the proposed system's capabilities regarding this specific feature.

4.3.31. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user's greeting? For instance, "If your call is about A, press 1. If your call is personal matter, press 2." If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.

4.3.32. Scheduled Delivery of Message

4.3.33. Speech Recognition - Can the proposed system provide command access through user speech? If so, clearly describe the functionality, features, limitations, and as an option provide pricing for all required system hardware and software components to implement this feature.

4.3.34. Message Distribution Lists - Please provide a detailed explanation of the procedure for creating and broadcasting a voice mail message to voice mail users in a distribution list. Clearly define any limitations on the number of distribution lists per user and the number of users per distribution list. Can distribution list be "chained" to effectively increase the number of users per list? Is there a system-wide broadcast capability? If so, how is it controlled and managed for sending and receiving?

4.3.35. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.

4.3.36. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

The City requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.

Please indicate whether the proposed voicemail system will provide City with the ability to review voicemail box activity and when each box was accessed.

This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

4.3.37. Variable Settings for Maximum Message Length

4.3.38. Time-of-Day Stamp

4.4. Training

4.4.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.

4.4.2. The system pricing detailed in Section 6 must include:

4.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for a minimum of 60 users.

4.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for 2 management personnel.

4.4.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if City staff completes various levels.

4.5. Automated Attendant Function – The City will use Automated Attendant function for the City to handle various types of incoming calls. The City currently has 2 automated attendant operation. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

4.5.1. After Hours Announcement, access to directory, names and options.

4.5.2. Preprogrammed Alternative for Holidays.

4.5.3. Custom greetings for special events.

4.5.3.1. The City's personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

4.5.4. Provide various exits from the Automated Attendant.

4.5.5. The system must allow the caller to dial his or her choice at any time during the message.

4.5.6. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

4.6. Message Integration

4.6.1. Describe the proposed system's capability to provide for "unified messaging". The City utilizes Microsoft Exchange 2010 messaging system and may migrate to Office 365 in Microsoft's cloud. Pricing for unified messaging for all voice mail users must be included in Section 6**.**

4.6.2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.

4.6.3. Does the proposed unified messaging software integrate directly with a combination of Microsoft Outlook 2013 and 2016? If so, please describe how the products integrate and what mail protocol options are available.

4.6.4. Which electronic mail protocol(s) does the Unified Messaging system support?

4.6.4.1. IMAP, POP3, SMTP, others?

4.6.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server & Outlook clients.

4.6.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Exchange in addition to header information? If not, what will the user see in Outlook when they have received a voice message? Will it transcribe?

4.6.6. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?

4.6.7. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server.

4.6.8. Will the user be able to listen to voice messages through Outlook Web Access 2010?

4.6.9. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?

4.6.10. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.

4.7. Financial Information - Please provide the following financial data:

4.7.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include:

4.7.1.1. Complete installation of all system components and software

4.7.1.2. Complete programming of all system components and software

4.7.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing

4.7.1.4. On-site station reviews and determination of user requirements

4.7.1.5. Full system configuration documentation provided to the City to include all user features and function and complete call flow information by station

4.7.2. Any additional charges which apply for shipping and handling. Please specify dollar amount.

4.7.3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

4.7.4. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

4.7.5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

5. Maintenance and Warranty

5.1. **Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.

5.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the greater Los Anageles or San Gabriel Valley areas factory-trained to maintain the proposed system, including the street address of the service location.

5.3. **Qualified Personnel** - Indicate the number of service personnel in the same area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.

5.4. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.

5.4.1. The City may wish to conduct a site visit to the contractors' Service Center.

5.5. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.

5.6. **Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The City is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.

5.7. **Hourly Service Rates** - Indicate the hourly rate the City can expect for service not covered by warranty or service contract for each of the proposed systems.

5.8. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.

5.9. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.

5.10. **Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.

5.11. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.

5.12. **Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.

5.13. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The City will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

5.14. Remote Maintenance

5.14.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.

5.14.2. How does the system notify the RMC of a trouble?

5.14.3. What diagnostic capabilities does the RMC have?

5.14.4. Can the customer communicate directly with RMC personnel?

5.14.5. How frequent is the proposed system polled by the RMC for routine maintenance?

6. Pricing

6.1. Pricing - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.1.1. Telecommunications system as defined in Section 2, 3, & 4. Include all required components.

Table 6.1.1

Component - Name	Qty	Unit Price	Install Price	Total
(List all component parts of the system)				
City Hall				
<<Expand to show equipment pricing needed for each site>>>				
Police Department				
<<Expand to show equipment pricing needed for each site>>>				
Senior Center				
<<Expand to show equipment pricing needed for each site>>>				
Public Works Maintenance Yard				
<<Expand to show equipment pricing needed for each site>>>				
Library				
<<Expand to show equipment pricing needed for each site>>>				
Required Telephone Stations				
Voicemail System				
Unified Messaging				
Sub-total – Hardware / Software				

Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

6.1.2. Telephone Stations – Provide individual unit and installation costs for all telephone sets available for the proposed system, consoles and soft consoles currently available, if not included in Section 6.1.1.

Table 6.1.3

Model Number	Unit Price	Install Price	Total

6.1.3. E-911 Station Locator Capability (OPTIONAL COSTS)

Table 6.1.4

Component - Name	Qty	Unit Price	Install Price	Total
(List all component parts of the system)				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

6.1.4. Maintenance Pricing – Maintenance Pricing should include the following:

- 24x7 Coverage
- 24x7 Remote System Monitoring and Alarming for the Telecommunications system, voicemail system and all other parts of the system proposed.
- 12 Months Parts Labor Warranty
- Software Upgrade Costs
- Software Update Costs
- Software Assurance Support

Table 6.1.5

Component - Name	Qty	First Year Maintenance Costs	Total Annual Second Year Maintenance Cost
(List all component parts of the system)			
Total Maintenance Price			

6.1.5. Optional Equipment

Table 6.1.6

Facility	Qty	Unit Price	Install Price	Total
(List all component parts of the system)				
Call Accounting System	1			
Conference Bridge	1			
Click to Dial				
Twinning Licenses	15			
Wireless Head Set	1			
Wireless Hand Set	5			
Remote Agent Software	1			

6.2 Data Network Pricing – Expand the following tables in 6.3.2 and 6.3.3 as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for the City. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.3.1 WAN Equipment – Total Install should include the cost of configuring devices, validating connectivity and completing test plans. The vendor will be responsible for rack mounting and connecting cables for new switches and routers.

6.3.2 LAN Equipment – Total Install should include the cost of configuring devices, validating connectivity, and completing test plans. The selected vendor will be responsible for rack mounting and connecting cables for new switches and routers.

Table 6.3.2

Component – Name	Qty	Unit Price	Total Price
Civic Center **City Hall** 1 - 48 Port Layer 3 POE+ Switch with 2-4 optional but desired SFP Fiber Uplink Ports 3 – 48 Port L2 or L3 PoE+ Switch **Police** 1- 48 Port Layer 3 POE+ Switch with 2-4 optional but desired SFP Fiber Uplink Ports **Senior Center** 1 – 24 Port L2 or L3 POE+ Switch with 2-4 optional but desired SFP Fiber Uplink Ports 1 – UPS or specs to provide 1+ hour of back up	1 3 1 1 1		
Library 1 - 48 Port Layer 3 POE+ Switch with 2-4 optional but desired SFP Fiber Uplink Ports 1 – 48 Port L2 or L3 PoE+ Switch	1 1		
Yard 1 - 48 Port Layer 3 POE+ Switch with 2-4 optional but desired SFP Fiber Uplink Ports	1		
Interconnect/stacking cables			

(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

6.3.3 Equipment Configuration – Equipment configuration includes all required configuration of VoIP related services for all sites.

Table 6.3.3

Component - Name	Hours	Configuration Price	Total Configuration
Initial configuration and design meeting	2		
VLAN configuration and testing (all sites)			
WAN QoS configuration and testing			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

6.3.4 Equipment Installation – Equipment installation includes mounting, basic configuration, testing and conversion to the replacement switches. NOTE: Patch cables to be supplied by the City.

Table 6.3.4

Component - Name	Hours	Configuration Price	Total Configuration
Configuration and testing			
Conversion from existing switches to new switches			
Post conversion support (minimum 4 hours)	4		
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

7. Delivery and Installation

The City anticipates cutover of all locations to be completed in July 2016 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that the City and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

7.1. **Implementation Plan** - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of the City during the implementation process.

7.2. **Risk of Loss** - Please state when the customer assumes risk of loss or damage.

7.3. **System Physical Requirements** - Please indicate the requirements for each location, for:

7.3.1. Floor Spacing

7.3.2. Floor Loading

7.3.3. Wall Space

7.3.4. Environmental factors such as air condition and ventilation

7.3.5. Minimum size door opening required for equipment movement

7.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.

7.4. **Equipment Reduction -** Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.

7.5. **Equipment Delivery -** The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.

7.6. **Manuals and Brochures -** Please provide hard copies and electronic versions the following as part of the proposal:

7.6.1. Station user's manual

7.6.2. Voice mail user's manual

7.6.3. Any other pertinent reference information

7.6.4. The City expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to the City's system design and selected feature group.

7.7. **Manufacturer Relationship -** Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.). Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor

arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

7.8. Manufacturer's Commitment - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. **If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.**

7.9. Warranty - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to the City and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of the City and at no additional cost.

7.10. Software Assurance – Maintenance and support quotes should include software assurance protection for the City. Please itemize this cost.

7.11. Software Updates – Please describe the following regarding available software upgrades:

7.11.1. How is the City notified of new software upgrades and tools available for **ALL** the systems proposed?

7.11.2. Does your company require software updates at these intervals or are they included/or optional?

7.11.3. Are software updates included in the maintenance contract?

7.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?

7.11.5. Please provide typical frequency of software updates on an annual basis.

7.12. Test Plan - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:

7.12.1. Testing of all connectivity between switches.

7.12.2. Random testing of port connectivity.

7.12.3. Verification of each VLAN.

7.12.4. Verification of Internet access.

7.12.5. Printed copies of all equipment configurations for the City's project manager review.

7.12.6. Conducting a final walk through inspection of the installation with the City's project manager and the preparation of a punch list of items that need attention prior to final acceptance.

7.12.7. Completion of the punch list items and the request for a final acceptance walk through with the City's project manager.

7.12.8. Final acceptance of the installation.

5 DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Interpretations, Clarifications and Addenda

9. INTERPRETATIONS, CLARIFICATIONS AND ADDENDA

- No oral interpretations will be made to any vendor as to the meaning of the Proposal Documents. Any inquiry or request for interpretation received by the City by March 30, 2016, will be given consideration.

- The City reserves the right to amend this RFP prior to the proposal due date. Addenda or addendum will be published on the City's website at www.cityofsierramadre.com. In case any Proposer fails to acknowledge receipt of such addenda or addendum, his/her proposal will nevertheless be construed as though it had been received and acknowledged and the submission of his/her Proposal will constitute acknowledgment of the receipt of same. All addenda are a part of the Proposal Documents and each Proposer will be bound by such addenda, whether or not received by him/her. It is the responsibility of each Proposer to verify that he/she has received all addenda issued before Proposals are opened.

- In the case of unit price items, the quantities of work to be done and materials to be furnished under this Proposal/Contract are to be considered as approximate only and are to be used solely for the comparison of Proposals received. The City and its Consultants do not expressly or by implication represent that the actual quantities involved will correspond exactly therewith; nor shall the Proposer plead misunderstanding or deception because of such estimate or quantities of work performed or material furnished in accordance with the Specifications and other proposal documents, and it is understood that the quantities may be increased or diminished as provided herein without in any way invalidating any of the unit or lump sum prices proposal.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the City of Sierra Madre may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

The City of Sierra Madre reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

Taxes

The prices quoted herein shall agree with all California and Federal Tax Laws and regulations.

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of it titles, the California Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Indemnification

Vendor will agree to defend, indemnify, and save harmless City of Sierra Madre, its Council, boards, commissions, officers, employees and agents, from and against any and all claims, suits, actions liability, loss, damage, expense, cost (including, without limitation, costs and fees of litigation) of every nature, kind or description, which may be brought against, or suffered or sustained by, City of Sierra Madre, its Council, boards, commissions, officers, employees or agents caused by, or alleged to have been caused by, the negligence, intentional tortuous act or omission, or willful misconduct of Vendor, its officers, employees or agents in the performance of any services or work pursuant to this Agreement.

Insurance

A Certificate of Insurance will be furnished by the successful Contractor upon Notice of Award. The certificate(s) shall be completed by the Contractor's authorized agent and submitted to the City's Risk Management Department. The successful Contractor shall not commence any work in connection with the Agreement until it has obtained all of the following types of insurance and shall maintain such insurance for the duration of the Agreement. The Contractor shall secure the minimum insurance coverage described below, and such insurance shall be primary with respect to any insurance or self-insurance programs maintained by the City.

- **Comprehensive Commercial General Liability**. Contractor shall obtain, and maintain throughout the life of the Agreement, Comprehensive Commercial General Liability Insurance in an amount of $1,000,000 per occurrence and $2,000,000 aggregate with an insurance carrier acceptable to the City and name the City as additional insured.
- **Commercial Automobile Liability Insurance.** Contractor shall obtain, and

maintain throughout the life of the Agreement, Comprehensive Automobile Liability Insurance with minimum limits of $1,000,000, combined single limit for bodily injury liability and property damage liability and name the City as additional insured. This coverage shall include all owned vehicles, hired and non-owned vehicles, and employee non-ownership vehicles.

- **Workers' Compensation and Employer's Liability Insurance**. If applicable, the Contractor shall obtain, and maintain throughout the life of the Agreement, Workers' Compensation and Employer's Liability Insurance in the amount that meets the statutory requirement and shall be in force with an insurance carrier acceptable to the City. Contractor and any sub-consultants or subcontractors shall comply fully with the California Workers' Compensation Law.

- **Professional Liability Insurance**. If applicable, the Consultant shall obtain and maintain throughout the life of the Agreement Professional Liability Insurance in an amount of $1,000,000 per claims made and $2,000,000 aggregate with an insurance carrier accepted to the City.

- **The Contractor shall instruct their insurance broker to furnish properly executed certificates of insurance to the City.**

    - The name of the insured Contractor, the specified job by name and/or RFP number, the name of the insurer, the number of the policy, its effective date and its termination date.
    - Certificates of insurance shall clearly evidence coverage required above.

  The city reserves the right to modify the insurance requirements set forth at any time during the process of solicitation or subsequent thereto.

Reduction in Coverage/Material Changes. Vendor will notify the City in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of the City.

Termination for Default

In the event of a breach of any of the terms of this Agreement including the Contractor's warranties, the City may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material.

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All proposals, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of the City of Sierra Madre when received. The City reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

Select vendors will be requested, at no cost to the City of Sierra Madre, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.