

City of Morrow Request for Bids
VOIP Phone System
Pre-Bid Conference February 8, 2012 at 10am
Bid Deadline February 15, 2012 at 2pm

City of Morrow Request for Bids

Phone System

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Purpose: The City of Morrow is seeking bids for VOIP phone system as described throughout this document.

The City of Morrow's current phone wiring consists of Cat3 wiring. The vendor will replace the existing cabling with either Cat5e or Cat6 cabling. The Vendor will also provide new panels to accommodate the new wiring standards.

The City of Morrow will hereinafter be referred to as the "City." Respondents to the RFB shall be referred to as "Bidders." The Bidder to whom the contract is awarded shall be referred to as the "Contractor."

Scope: The City of Morrow Information Technology currently maintains a Nortel Meridian system that is aging and parts are no longer support. The City of Morrow is interested in migrating to a VOIP based system for improved efficiency and functionality; expandability is critical. The vender will install a VOIP system that blends technologies into a reliable and manageable system that will handle such needs. The proposed system needs to integrate with our current infrastructures to complete our telecommunications needs along with the latest emerging trends in the telecommunication market.

The City of Morrow consists of five buildings. These include City Hall/E-911/Fire Station 1, Police Department/Public Works, Fire Station 2, Tourist Center, and Morrow Conference Center. The City of Morrow currently has 40 Analog/Centrex lines in multiple locations. These buildings are to all be included in the scope of the VOIP system even though differing data connectivity exists. There are currently no switches in our network infrastructure are Power over Ethernet ready. The City of Morrow has a 6 stranded fiber optic line that connects City Hall/E-911/Fire Station 1 with Police/Public Works via network data communication. All building facilities may use Power over Ethernet switches for the new VOIP system.

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General System Requirements

- PBX Replacement
- High quality voice with minimal latency
- Handset replacement
- Redundant call control
- Simple communications across WAN connections
- Configure to support at least 100 users and scalable beyond 100 users
- Session Initiation Protocol compatible
- PC- Web based management interface/user interface
- Detailed call logging and reporting
- Information/music on hold (customizable)
- Telephones capable of providing 1000MB/s pass through
- 99.999% Reliability

Voice Mail Servers

- Voicemail
- Ability to support at least 100 users
- Web based management/user interface

Telephones

- Phones capable of handling 1000MB/s pass through
- Current number of telephones by department:

Buildings	Phones
City Hall	22
Fire Department Station 1	13
E-911	2
Police Department	17
Public Works	6
Tourist Center	3
Conference Center	5

Analog Fax Machines: 8

System Features

Proposers can add additional features available with proposed solution.

- Call Menus
- Call Hold
- Call Parking
- Call Forwarding Busy/No Answer
- Call Routing

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- Conference Calling (Max number of users in Conference Call/Max concurrent CCs)
- Auto Attendant
- Attendant console
- Hunt Groups
- User Directory (Integrated with Open Directory)
- Integrated Voice Response
- Automated phone installation configuration
- Automatic phone moves (Follow me)
- Direct inward dialing
- Performance monitor interface
- Toll and nuisance number restriction (describe if this option is by set and/or by line)
- Tone or music on hold
- Visual message displays
- Web administration
- Group Paging through Phones
- Call Logging w/ Export Abilities
- Call Accounting
- Roaming User Support (Log Into Phone)
- Enhanced 911
- Caller ID
- Multiple Line Appearance on Phones
- Message Waiting Light
- Messages on Hold Full Duplex Speaker Phones
- Backlit displays
- Maximum Number of Nodes
- 100% transparency across multiple sites

Voicemail

- Unified Messaging
- Email Mail integration
- Voicemail Software Platform
- Voicemail Hardware Platform
- Media Storage Type
- 99.999% Availability
- Distributed or Centralized System
- Voicemail Storage Limit
- Voicemail Simultaneous Access Limit
- Maximum Users Supported on System

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Maintenance and upgrades

- Management Platform (PC, browser, etc.)
- Cost of adding users beyond the capacity of the system bid
- Event Logging
- Email Notification
- Security
- How is documentation and support provided?
- Scalability
- Built in monitoring and troubleshooting?
- Self-administration w/ nominal training?
- Single management interface for PBX, VM, E911, phones and users?
- Single management interface to manage all sites?
- Is there role-based system administration?

Qualifications:

All bidders must be qualified to study the current system and service process and understand how to identify the most effective replacement system, be able to install the system and train staff on efficiently using the system and its functions.

Communication:

It is the responsibility of the bidder to inquire about any requirement of this RFB that is not understood. Responses to inquiries, if they change or clarify the RFB in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFB. The City will not be bound by oral responses to inquiries or written responses other than addenda. Inquiries about the RFP must be made to:

Anou Sothsavath, Public Works Director
anou@cityofmorrow.com

The deadline for all inquiries is February 15, 2012 at noon.

Evaluation: Award will be made to the bidder considered most qualified who will act in the best interest of the City and whose proposed system meets the demands of the City's services. Bid packages must include references. These references should represent agencies utilizing the phone system outlined in the proposal. Provide company names with contact person and telephone number.

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Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the City's best interests to include but are not be limited to:

- Ability to meet specifications
- Pricing
- Responsiveness to proposal terms and conditions
- References
- Experience in providing the services specified in this RFP.

Pre Bid: There is a mandatory pre-Bid conference that will allow for a detailed discussion of the staff and call patterns, our services and the City's expectations of the new phone system. At this time, bidders will have an opportunity to address any questions, communicate the feasibility of the City's expectations and view maps of the city with public building locations. If bidders do not attend this conference and still submit a bid package, their bids will not be considered valid and will not be considered for award.

The pre bid conference will be held on February 8, 2012 and begin at promptly 10am at Morrow City Hall – 1500 Morrow Road, Morrow, Georgia, 30260.

Award: It is the intent of the City to award this bid all to one bidder. The City reserves the right to conduct any tests it may deem advisable and to make all evaluations. The City reserves the right to reject any or all bids, in whole or in part and is not necessarily bound to accept the lowest bid but instead will accept the bid that best suites the City and the City's services. The City reserves the right to waive minor irregularities. A bid may be rejected if it is in any way incomplete or irregular. When there are tie bids, there shall be a preference for local.

It is the responsibility of the bidder to inquire about any details of this RFB that are not understood. All inquiries must be submitted by email. Responses to inquiries, **if they change** the RFB in a substantial manner, will be forwarded by email addenda to all parties that have received a copy of the RFB. Therefore, it is the responsibility of the bidder to ensure an email address has been provided.

Submission: A **SIGNED** original and three (3) copies of the bid must be received at Morrow City Hall, 1500 Morrow Road, Morrow, GA 30260. **Deadline for submittals is February 15, 2012 at 2pm.** The bid must be date/time stamped by Morrow City Hall in order to be considered. Bidders are strongly encouraged to submit bids in advance of the due date/time to avoid the possibility of missing the deadline due to unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The City assumes no responsibility for delays caused by any package or mail delivery service or unforeseen condition. A postmark on or before the due date **WILL NOT** be a substitute for receipt of bid. Bids received after the due date

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and time will be not be returned. Additional time will not be granted to any single bidder, however, additional time may be granted to all bidders when the City determines that circumstances require it. **FAXED OR E-MAIL BIDS WILL NOT BE ACCEPTED.**

Envelope: The signed bid should be submitted in an envelope or package, sealed and identified on the outside of the envelope with contact name, contact email, company name and due date.

Bid Opening: The bid packages will be opened and bid amounts recorded 30 minutes after the deadline for submittal at Morrow City Hall, 1500 Morrow Road, Morrow, Georgia 30260. For all bids that clearly identify a primary contact, provide an email address for the primary contact, a list of the submitted bids with company name, and bid amount will be sent via email.

Materials to Include:

1. Contact Information
2. Description of Company
3. Project Proposal
4. Credentials of Relevant Staff
5. List of Proposed Subcontractors (if any)
6. Basis of Pricing
7. E Verify Affidavit or Statement
8. Certificate of Insurance
9. Professional Certifications
10. References as previously described

Selection: All of the proposals are due on or before **February 15, 2012 at 2pm**. Each proposal will be evaluated by the appropriate staff. Three (3) bidders will be placed on a “short list” and may be asked to come in for an interview. The bidders that are selected to come in for an interview may be asked to submit additional information. You will be notified within one (1) week prior to the interview date of any additional information that will be needed from our office. We reserve the right to ask for clarification or additional information contained so that a fair and comprehensive evaluation of all proposals can be conducted. If only 3 bids are received, the City reserves the right to terminate this process and begin again or to choose from the 3 submissions.

Debarment: Submission of a signed bid in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the City will be notified of any change in this status.

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E-Verify: All bidders must submit an affidavit to certify that they participate in the Federal Employment Eligibility Verification. If a bidder does not participate in this free program, they must submit a statement that they will sign up for the program before the contract commences. (Morrow's Human Resource Department is available to assist in this process).