



ADMINISTRATIVE SERVICES DEPARTMENT

MIS DIVISION

**Voice over Internet Protocol (VoIP) Phone System
and
Related Professional Services**

REQUEST FOR PROPOSALS (RFP)

RFP DUE DATE: Friday, November 2, 2012



IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT DANNY DANIELS, AT DCDANIELS@MENLOPARK.ORG OR CALLING (650) 330-6657.

Request for Proposal

Voice over Internet Protocol (VoIP) Phone System and Related Professional Services

I. Goals

The City of Menlo Park is planning to implement a fully-functional, well-documented, Unified Communication and Collaboration, IP telephone system utilizing VOIP, thereby ensuring long-term growth through effective management and maintenance. The City of Menlo Park invites proposals from qualified firms that can provide an IP telephone system and related professional services that meets or exceeds the specifications listed in this RFP. The project requires the design and assisted implementation services of a new IP telephone system and includes the interconnection of this system to the established multi-site, wide-area data network. Proposals must not only meet the current functionality requirements, but should also be adaptable for future growth not only for the numbers of users but also system features.

The goal of the IP telephone system is to allow the City of Menlo Park to utilize its data infrastructure, thereby positioning the City to prepare for future initiatives. In order to accomplish this, there will be strict standards required on design and all equipment purchased based on QOS (Quality of Service), redundancy, simplicity of design and management, etc.

The vendor will provide design and assisted installation services for a IP telephone system that seamlessly blends technologies into a reliable and manageable unified communication system that can grow to meet the City's needs. All proposed equipment should be able to integrate within the City's existing network topology to form a complete Unified Communication and Collaboration telecommunications system that accommodates current and emerging trends.



II. Current Environment

The City of Menlo Park data network consists of a main Civic Center campus and three remote wide area network sites. The main campus is located at 701 Laurel Street, Menlo Park, California, 94025.

The three remote sites are located at:

- 1. Police Substation, 1197 Willow Road, Menlo Park, 94025
- 2. Onetta Harris Community Center, 100 Terminal Ave, Menlo Park, 94025
- 3. Child Development Center, 410 Ivy Drive, Menlo Park, 94025

The City of Menlo Park currently maintains a Nortel Meriden Opt11 PBX system located within the main Civic Center location. Remote site 1 uses a Nortel Opt-11 mini PBX While remote sites 2 and 3 utilize a mini remote carrier system with point to point t1 PRI with the main site Opt 11 PBX.. Total count we currently maintain 267 Digital Phone sets, and 30 Analog Ports system wide.

The remote sites are each served by a single communication closet at each building. The Civic Center campus currently consists of 8 buildings. These buildings are connected together using 1GB Multi-mode fiber optic cable and category 3 copper wire. The Civic Center campus currently connects to the wide area network sites via 1GB single-mode fiber optic cable. We also have a project underway to provide a backup network path at each of the three remote sites using 10mb internet VPN connections. It is anticipated that a dual honed topology will be in place in time for the adoption of this RFP. All fiber sites currently aggregate at 1 GB to the City's core switch.

The City's data infrastructure consists primarily of Cisco switches. All layer 2 switching is fully QOS compliant but lacks POE (Power over Ethernet) functionality.

Current Access layer switches

Civic Center - 1 st Floor	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - 1 st Floor	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - 1 st Floor	Cisco 2960 w/ fiber uplink, 48 port
Civic Center - 2 nd Floor	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - 2 nd Floor	Cisco 3560 w/ fiber uplink, 48 port
Civic Center – basement	Cisco 4506 (Core) ws-x4848, 48 port
Civic Center – basement	Cisco 4506e (PD) ws-4648-VE, 96 port
Civic Center - Gymnastics	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - Recreation	Cisco 2960 w/ fiber uplink, 24 port



Civic Center - Gymnasium	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - Library	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - Maintenance	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - City Council	Cisco 2960 w/ fiber uplink, 24 port
Civic Center - Public Works	Cisco 2960 w/ fiber uplink, 24 port
Police Substation (SUB)	Cisco 2901, Cisco 2960 w/ fiber uplink, 24 port
Onetta Harris Center (OHCC)	Cisco 2901, Cisco 2960 w/ fiber uplink, 24 port
Child Dev. Center (CDC)	Cisco 2901, Cisco 2960 w/ fiber uplink, 24 port

III. General System Requirements

The City of Menlo Park is soliciting information for a Unified Communication and Collaboration IP telephone and voicemail system that meets or exceeds 1) the current phone system at City of Menlo Park, 2) current industry standards, and 3) the specifications listed below.

A. Call Control System

- H.323
- Redundant call control
- High quality voice with minimal latency
- Simple communication across WAN connections w/o complete loss of service during WAN outages
- Configured to support at least 300 users and scalable to 600 users
- SIP compatible
- GUI management interface
- GUI user interface
- Detailed call logging and reporting
- Music on Hold
- System Paging
- Text to Speech
- Speech to Text
- Cell Phone integration
- Telephones capable of providing 1000Mb/s pass through
- 99.999% Reliability



B. Voice Mail Server

- Voice mail
- Configured to support at least 300 users and scalable to 600 users
- SIP compatible
- GUI management interface
- GUI user interface
- Integration with Active Directory (LDAP compatible)

C. Telephones

- Capable of providing 1000Mb/s pass through
- 802.3af compliant (i.e. POE compliant)
- Current number of phones (see above).
- Provide per-phone pricing for a variety of phone models
- Capability to put analog devices on the VoIP phone system (ATA)
- One for One softphone mapping

D. Gateways

- Ability to connect multiple T-1/PRI digital gateways
- Ability to connect analog ports
- Ability to connect analog ports for redundancy / remote site survivability.

E. Deployment and Training Services

- Provide installation services and administrative cross training for all core hardware
- Provide programming services and administrative cross training for Call Control and Voice Mail Messaging Server

- Provide optional cost for phone placement and programming
- Provide optional cost for technical support staff training
- Provide optional cost for end-user training

IV. System Features

Please indicate whether the proposer's system includes the following features with an explanation, if necessary. Proposers can add additional features available with proposed solution.

Call Control

- Call Menus
- Call Hold
- Call Parking
- Call Forwarding
- Busy/No Answer
- Call Routing
- Conference Calling (Max number of users in Conference Call/Max concurrent CCs)



Call Recording Auto Attendant Attendant console
Audio Conferencing
Video Conferencing
Instant Messaging
Unified Messaging
Hunt Groups
User Directory (Integrated with Active Directory) Integrated Voice Response Automated
call-by-call bandwidth selection
Automated phone installation configuration
Automatic phone moves (Follow me) Direct inward dialing
Performance monitor interface
Station monitoring or busy lamp field across all locations
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
Call Logging w/ Export Abilities
Call Accounting
Roaming User Support (Log into Phone) Direct Inward Dial
Enhanced 911
PSAP interface (public-safety answering point)
Caller ID
Single Number Reach
Multiple Line Appearance on Phones
Message Waiting Light
Media Storage Type (Solid State?)
99.999% Availability
Option for system redundancy Distributed or Centralized System Supported Protocols
Moves, Adds and Changes Require Reboot? Terms of Service, and VLAN Supported?
How is QoS managed?
Types of phones supported
System Paging
Text to Speech
Speech to Text
Cell Phone integration
Soft phone availability
Switchboards availability?
Full Duplex Speaker Phones
Backlit displays
Maximum Number of Nodes
100% transparency across multiple sites?
Presence - knowing the availability of the other users
Unified messaging - one inbox for emails/voicemails/faxes
Integrated audio/web/video conferencing
Instant messaging/chat



Click to dial features from Outlook and/or a web browser
Corporate phone books across all locations
Extension dialing over all locations
Screen pops with specific, customized customer information
Disaster recovery - calls can be routed to other locations to ensure no call is missed and data can still be accessed so that there is little to no loss of productivity

Voicemail

Unified Messaging that integrates with email
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

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? SNMP System logs or an API
Self-administration w/ nominal training?
Single management interface for PBX, VM, ACD, E911, phones and users? Single management interface to manage all sites?
Single management interface to manage all PSTN connections at all sites?
Is there role-based system administration?
Annual Maintenance Cost

V. Scope of Work

Included with the proposal must be diagrams demonstrating the VOIP architecture along with specific equipment along with handsets. Proposers must also include installation and configuration costs along with options for network management software compatible with the proposer's equipment and detailed diagrams documenting the proposer's implementation. Provide programming services for initial Call Control and Voice Mail Messaging Server deployment. Provide optional cost for phone placement and programming. Provide optional cost for technical support staff training. Provide optional cost for end-user training.



VI. Submittal Procedure

A. Proposals

Proposers must submit one (1) printed original proposal, signed in ink, and sealed. Proposers may elect to either personally deliver, or mail, their proposals to:

City of Menlo Park
Attn: MIS Division
701 Laurel Street
Menlo Park, Ca 94025

B. Proposal Format

All proposals should be electronically generated and the printed original signed in ink. Proposals should not be submitted in elaborate or expensive binders. Legibility, clarity and completeness are important and essential. The proposal must be signed by individual(s) legally authorized to bind the Proposer(s) and must contain a statement that the proposal and the prices contained therein shall remain firm for a period of one hundred-eighty (180) days after receipt by the City of Menlo Park. Faxed proposals are not acceptable.

The deadline for the submittal of proposals is no later than **November 2 , 2012 at 10:00 a.m. PST**. Proposers may submit their proposals at any time prior to the above stated deadline. The City of Menlo Park shall bear no responsibility for submitting proposals on behalf of any Proposer.

C. Addenda and Modifications

Requests for additional information and questions should be addressed to dcdaniels@menlopark.org with subject title "VOIP RFP Request" no later than **October 26, 2012 by 5:00pm PST**

Any changes to the RFP or the RFP process shall be posted to the website as addenda.

D. Key Dates:

RFP Issued	Oct 12, 2012
Optional building walk-through and meetings	Schedule with IT
Requests for additional information deadline	Oct 26, 2012
Deadline to submit proposals	Nov 2, 2012 by 10:00 a.m.
Evaluation of Proposals	Nov 2, 2012 – Nov 30, 2012
Award of Contract	December
Installation	Jan 1, 2012 – July 1, 2013



E. Information for Proposers

Proposer must submit:

Title Page

- The title page includes the heading: “VOIP RFP”, full legal name of business entity, mailing information and telephone information for headquarters and local office; contact information including phone, cell, fax and email address

Pricing Structure Sheet

- Pricing Sheet must show detailed breakdown for every item.
- References (minimum two (2)), along with contact information to permit follow-up with references
- May include alternative suggestions

F. Vendor Reference Check

The reference check may consist of prearranged meeting, phone call and/or email inquiries to an agency or agencies that is a current or past customer of vendor – either provided by vendor for reference or contacted independently by Menlo Park. All customers will be asked the same initial questions. Follow-up and clarifying questions will be asked based on responses provided. The reference check section will also include Financial background check of the vendor to determine the past, current and future financial condition of the company. If the company is publicly traded on any internationally recognized stock exchange, provide the company’s stock symbol.

Listed below are key subject areas the City will be using to assist in the technical evaluation phase.

- 1) Responsiveness to Vendor Requirements
- 2) Reference Checks
- 3) Cost

G. Miscellaneous

The City of Menlo Park reserves the right to negotiate with and award contracts to one or more proposers. The decision for selection will be made on a combination of criteria, including: total cost; responsiveness to RFP; reputation and demonstrated competence of Vendor and performance in similar projects; professional qualifications of the Vendor necessary for the satisfactory performance of services required; quality and completeness of proposal; Vendor's ability to perform in a timely fashion; City's perception of Vendor's stability within the industry; and any other factors the City believes to be important. The City reserves the right to reject any and all proposals or to waive any minor errors,



discrepancies or irregularities in any proposals. The selection will be at the discretion of the City and will be based on the selection criteria described above. Proposers must accept Net 30 days payment terms. Please specify any minimum purchase, term or volume discounts, package pricing or exclusivity that may pertain to your offer. Quotes must be quantified on the Pricing Structure Sheet and must be good for 180 days after submission date. Alternative and/or additional required products must be completely and thoroughly described, including associated cost. Proposers must provide detail on their technical support commitment, including hours of operation and technical capabilities.

All quotes must include all shipping/handling/postage charges and fees. Proposers must provide delivery and installation schedule and/or location and availability of service and repair facility where appropriate. Proposers must show unit prices.

The City of Menlo Park reserves the right to cancel this RFP or to reject any or all proposals received prior to contract award. The City of Menlo Park reserves the right to waive any provisions contained in this RFP. The City of Menlo Park may award the final contract based in part on the final negotiated contract terms.