

Town Of Shelburne Vermont
Request for Proposal
Replacement of Telecommunication System
January, 2017

Section 1 - General Information

1.1 Introduction

The Town of Shelburne Vermont (“the Town”) is soliciting written proposals for an on-site VOIP PBX to replace the current Nortel system. The current system serves the Town, School District Administrative Offices, Fire and Police Departments as well as the Shelburne Public Library. **The Town has elected to not consider a Lucent/Avaya solution for this upgrade but will encourage all other VOIP platform proposals.**

The Town is not interested in a hosted solution, preferring a VOIP server on site.

Note: The Police Department dispatches for several communities in the area and is a 911 PSAP. This RFP will not deal with any PSAP equipment.

1.2 Project Schedule

Activity	Date
Release RFP	Dec. 27, 2016
Pre-Proposal Conference / Walkthrough	Jan. 18, 2017 1pm. Meeting Room 2
Last Date For Questions	Close of Business Feb. 1, 2017
Proposal Due Date	2pm Feb. 8, 2017
Bid Opening	4pm Feb. 8, 2017 Meeting Rm. 2
Selection Date	Feb. 15, 2017

Note: New Telecommunications System will be installed, fully functional and have passed all requirements listed in Section 4.7 no later than **June 30, 2017**.

1.3 Proposal Inquiries

All inquiries related to this RFP process are to be directed, by email, to the contact below. Information obtained from any other source is not official and should not be relied on. Inquiries and responses will be recorded and will be distributed to all contractors via the Town’s website www.shelburnevt.org. Prior to the date fixed for the opening of this RFP, contractors shall visit the bid list on the web site for any addenda. Proposals shall be deemed incomplete if contractor does not acknowledge receipt of all addenda.

Ann Janda
Director of Administration
P.O. Box 88
5420 Shelburne Road
Shelburne, Vt., 05482
ajanda@shelburnevt.org.

1.4 Pre-Proposal Conference

A pre-proposal conference will be held to discuss the content of this RFP perform a walk-through and answer any contractor’s questions at 1pm January 18, 2017 to meet at the Shelburne, Vermont Town hall. A tour of the key facilities on the campus will follow the meeting. Each interested contractor is requested to inform the Town of its intent to attend the pre-proposal conference by January 11, 2017 and limit the number of representatives attending to two.

1.5 Submission of Proposals

By 2pm February 8, 2017:

Submit **5 hard copies** of your proposal along with **one electronic copy** (PDF via email) of the annotated **Requirements Matrix (Appendix “A”)** and your pricing spreadsheet in a sealed package plainly marked **“RFP – Town of Shelburne Telephone System Replacement”** with the name and address of the contractor on the outside of the package.

Submit Proposals to:

Ann Janda
Director of Administration
Town of Shelburne
P.O. Box 88
5420 Shelburne Road
Shelburne, Vt. 05482
ajanda@shelburnevt.org

Proposals received later than the date and time specified will not be considered.

1.6 Proposal Response Format

Prepare your responses to this RFP using the following seven section format. Proposals not provided in this manner will be considered non-responsive.

Section 1 – Letter of Transmittal

Include a brief statement including your understanding of the work to be performed, limited to two pages. Identify the designated contact person for all communication regarding this RFP process and include all phone and email contact information. Letter should also include a statement from the respondent accepting all terms, conditions and requirements contained in this RFP.

Section 2 – Vendor Description and Qualifications

Provide a description of the qualifications and experience of your firm. Provide in this section the required reference information as listed in Section 1.13 and the required Service Provider’s Guarantees as described in Section 1.21.

Section 3 – System Description

Provide a complete and detailed technical and functional description of the equipment and services proposed. Include in this section your responses to all required items in

Section 2 of the RFP. Include a system block diagram of the equipment to be deployed at each site and how it is interconnected to the various sites on the Town of Shelburne campus and to the interconnected carriers serving the Town telephony services.

Section 4 – Project Plan

Provide a complete project work plan and schedule, detailing all tasks that will be performed under the contract. Include a listing of all tasks, and name the responsible parties for completing the tasks. Provide a cutover plan that identifies and quantifies any anticipated service disruptions that may occur during the cutover. Identify any Town of Shelburne resources that will be required to perform tasks. Describe special procedures in your plan to assure continuity of service to Police, Fire and Dispatch services.

Section 5 – Warranty, Maintenance and Post-Installation Support

Provide complete responses to all the stated requirements for a full warranty and subsequent maintenance agreements including service level performance guarantees.

Section 6 – Requirements Matrix

Annotate the provided Requirements Matrix (Appendix A) and submit both paper and electronic copy as required in Section 1.5

Section 7 – Pricing

Explain in detail the pricing model for the proposed system. Complete your company's pricing sheets as described in Section 6. The Summary Pricing Sheet must be signed by an authorized representative of the contractor's firm. Describe all costs that the Town of Shelburne will incur on an annual basis including capital, operating, maintenance as well as hardware, firmware and software upgrades. Complete one detailed spreadsheet identifying all materials, components and labor costs. Provide unit pricing and summary pricing, including all applicable discounts. Submit a paper and an electronic copy as requested in Section 1.5.

1.7 - Proposal Costs

Contractors are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Town of Shelburne, if any. If the Town elects to reject all proposals, the Town will not be liable to any Contractor for any claims, whether for costs or damages incurred by the Contractor in preparing the proposal, loss of anticipated profit in connection with any final contract or any other matter whatsoever.

1.8 - Reservation of Rights

The Town of Shelburne reserves the right to:

- Reject any and all proposals received in response to this RFP
- Waive or modify minor irregularities in proposals received.
- Utilize any and all ideas and suggestions submitted in the proposals received.
- Change the quantities of equipment or service to be furnished in order to reflect any system requirements which may become known after issuing the RFP. The unit prices furnished with the proposals will be used to modify the Contractor's quoted price.

- Negotiate with another contractor should the Town be unsuccessful in negotiating a contract with the selected Contractor within an acceptable time frame.

1.9 - All Costs Included

All costs must be included in the Contractor's proposal. The Contractor shall deliver, install and complete an integrated system which may include the use of the Town's existing equipment. These specifications are meant to outline the Town's functional requirements and are not meant to be an exhaustive list of services required to accomplish these requirements.

1.10 - Compliance with Applicable Laws and Ordinances

The Contractor shall comply with all applicable State and federal laws, Town ordinances, codes and regulations.

1.11 - Withdrawal of Proposals

Once its proposal is submitted and received, the Contractor agrees that it may not and will not withdraw the proposal within ninety (90) consecutive calendar days after the actual date of the opening of proposals or as extended by addendum.

1.12 - Subcontractors and Third Parties

For the purposes of this document "partners / subcontractors" designates entities that are contractually included within the response to this RFP. "Third Parties" refers to additional services required to support the solution with which the Town will maintain separate contract(s).

It is the Town's intention to award a single contract for the services to be provided. Contractors intending to enter into partnerships or use subcontractors or third parties to provide any components or subsystems or to perform any portion of the work or provide any portion of the ongoing services must include a description of which portion(s) of the contract or services will be performed by partners, subcontractors or third parties, the names and addresses of the subcontractors, partners or third parties, and the expected breakdown of costs under the contract.

Contractors may not use the services of other partners, subcontractors or third parties not named in the Contractor's proposal without prior written permission of the Town of Shelburne. The Contractor will be completely responsible for the actions of its partners or subcontractors, the components or subsystems they provide, and the performance of their work as if the partners / subcontractors / third parties were employed directly by the contractor.

1.13 - Contractor Requirements

- The Town reserves the right to eliminate from further consideration any response which is deemed to be substantially or materially unresponsive to the request for information contained in this section.

- Contractors must submit references for projects of similar scope and complexity. References from within Vermont are preferred. Projects cited should include:
 - A minimum of three (3) projects involving the proposed VOIP system of similar size and complexity within the past three years.
 - A minimum of two (2) projects involving municipal government or public school systems within the past three years.
- Contractors shall provide the following information with its reference projects:
 - Date(s) of Service.
 - Customer name and location.
 - Contact person's name, title and telephone number.
 - Contractor's project manager for the engagement.
 - System and size (#locations and stations).
 - System installation date.
 - Number of years system has been maintained by the contractor.
 - Any special features or functionality implemented or proposed.
- The proposed system design or configuration must meet or exceed all of the requirements of the RFP with regard to capacity, functionality, performance, reliability, survivability and security as detailed in section 2 of the RFP. By submission of a proposal the Contractor warrants that all the components required to run the system have been identified in the proposal, or will be provided by the Contractor at no charge.
- Contractors must submit with its proposal a comprehensive and detailed system warranty, maintenance and ongoing support program that meets or exceeds all the requirements stated in Section 4 of the RFP including performance monitoring, maintenance, preventive maintenance, trouble resolution, response times, escalation procedures, management and statistical reporting, and penalties for non-compliance.
- The Town of Shelburne may make any investigations it deems necessary to determine the ability of Contractors to perform the work, and Contractors shall furnish the Town all such information and data for this purpose as the town may request.

1.14 - Prevailing Law

The Contractor's proposal and any contract entered into are subject to all applicable statutes of the United States or of the State of Vermont or all applicable regulations or orders of the Federal or State governments now in effect or which shall be in effect during the period of such contract. In the event of any conflict or ambiguity between any part of this RFP, and State or Federal Laws or Regulations, the latter shall prevail. Additionally, all items to be supplied or services to be performed under the bid shall conform to all applicable requirements of local, State and Federal law.

1.15 - Governing Law and Venue

In event of litigation, the bid documents and related matters shall be governed by and construed in accordance with laws of the State of Vermont.

1.16 - Assignment Prohibited

No contract awarded under this proposal shall be assigned without the approval of the Town of Shelburne. Any attempted assignment in violation of this provision shall be voidable at the option of the Town.

1.17 - Warranty – Product

Contractor warrants that all articles furnished are new, unused and are free from all defects of material and workmanship, and that all articles shall be fit and sufficient for the purposes intended, and shall save, keep, bear harmless and fully indemnify the Town and any of its officers, employees or agents from all damages, costs or expenses in law or equity that may at any time arise from buyer’s normal use.

1.18 - Brands

When a particular brand or brand and number are named in connection with any item, it is named as a standard of quality and utility only. A Contractor may submit a bid to furnish an item other than that named, but the item offered by the Contractor must state in the Bid Form the brand with its number if any, that they will furnish. The Town shall be the sole determiner of whether the offered item is the equal of the named item. If the Contractor fails to write in the brand and number of the item to be furnished, it is understood that the Contractor will furnish the item named by the Town as the standard of quality and utility.

1.19 - Samples

Where the Contractor quotes on a brand named by the Town as a standard of the quality and utility desired, a sample of the item will not be required unless specifically requested by the Town. If the bid submitted includes any items of brand(s) or make(s) other than those named by the Town, the Town reserves the right to request a sample of substituted items during the bid evaluation period. The sample(s) submitted by the Contractor shall be the exact item the Contractor proposes to furnish. Samples of items, when requested, must be furnished free of expense to the Town. Failure to provide requested samples may result in the rejection of the bid.

1.20 - Public Announcements

Public announcements or news releases pertaining to this contract shall not be made without prior permission from the Town of Shelburne.

1.21 - Service Provider Guarantees

The following referenced manufacturer’s guarantee must be submitted with the proposal:

For a seven year period commencing on the date the Town of Shelburne has accepted the installation pursuant to the terms of the contract, the manufacturer’s guarantee shall also include the following:

- Parts supply and replacement of identical or functionally equivalent (or better) components or services.
- Alternative field support and maintenance providers to protect the Town of Shelburne from interruption of service due to the inability of the Contractor to meet its support obligations. This support and maintenance will be provided at the costs identified in this proposal. The determination of what constitutes inability of the Contractor to meet service obligations shall be that of the Town of Shelburne at its sole discretion.
- Continued enhancement and upgrade of the proposed system hardware, software and service offerings.

1.22 - Acceptance of Proposals

a) This Request for Proposal shall not be construed as an agreement to purchase goods or services.

b) The Town of Shelburne will have sole discretion in selecting the Contractor(s) and have the right to reject any or all proposals.

1.23 - Liability for Errors

While the Town of Shelburne has used considerable efforts to ensure an accurate representation of information in the RFP, the information contained in this RFP is supplied solely as a guideline for Contractors. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Contractors from forming their own opinions and conclusions with respect to matters addressed in this RFP.

1.24 - Modification of Terms

The Town of Shelburne reserves the right to modify the terms of this RFP at any time at its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a contract with the successful Contractor(s).

1.25 - Ownership of Proposals and Public Disclosure

All documents, including proposals submitted to the Town of Shelburne become the property of the Town. They will be received under and are subject to the provisions of the Public Records Law.

1.26 - Equal Opportunity Employment

Contractor, in submitting its proposal certifies that it is an Equal Opportunity Employer, and certifies that it is in compliance with the Civil Rights Act of 1964 and all other applicable Federal and State laws and regulations relating to equal opportunity employment.

1.27 - Indemnification

The successful Contractor shall maintain, or cause to be maintained, such insurances as will protect it and the Town from claims under Worker's Compensation Acts, and such

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public liability insurance as will protect it and the Town from claims for damages from personal injury, including death, and damage to the property, which may arise from the Contractor's operations under this resultant contract whether such operations be by itself or by any subcontractor or anyone directly or indirectly employed by either of them. The successful Contractor agrees to save harmless and to indemnify the Town from every claim or demand which may be made by reason of:

- a) any injury to person or property sustained by the successful Contractor or by any person, firm or corporation, employed directly or indirectly by him upon or in connection with his work however caused; and:
- b) any injury to person or property sustained by any person, firm, or corporation caused by any act, neglect, default, or omission of the successful Contractor or any other person, firm, or corporation directly or indirectly employed by it upon or in connection with its work whether the said injury or damage occurs upon or adjacent to the work. The Contractor at its own cost, expense and risk, shall defend any and all actions, suits or other legal proceedings that may be brought or instituted against the Town on any such claim or demand, and pay or satisfy the judgment that may be rendered against the Town in any such action, suit or legal proceedings or result thereof.

The bidder shall be required to furnish proof of the ability to obtain the following insurance coverage in their responses:

- Comprehensive General Liability: Commercial General Liability insurance coverage providing coverage on an "occurrence" rather than on a "claims made" basis, which policy shall include, but not be limited to, coverage for bodily injury, property damage, personal injury, contractual liability. Maintain at all times a total combined general liability policy limit of at least \$2,000,000 per occurrence and \$4,000,000 aggregate, applying to liability for bodily injury, personal injury and property damage, which total limit may be satisfied by the limit afforded under its commercial general liability policy, or equivalent policy, or by such policy in combination with the limits afforded by an umbrella or excess liability policy(ies).
- Automobile Liability: liability for bodily injury and property damage arising out of the Municipality's ownership, use, maintenance, or operation of all owned, non-owned, and hired automobiles and other motor vehicles utilized by Contractor in connection with its performance under this Contract. Such policy shall provide total liability limits for combined bodily injury and/or property damage in the amount of at least \$2,000,000 per accident, which total limits may be satisfied by the limits afforded under such policy, or by such policy in combination with the limits afforded by an umbrella or excess liability policy(ies)
- Workers Compensation Insurance at the Vermont statutory limit including Employer's Liability with limits of \$500,000 each accident, \$500,000 for each disease / policy limit and \$500,000 for disease for each employee.
- The Town of Shelburne requires a 30 day notice of cancellation of insurance be given to them by the insurance vendor.
- Provide a valid certificate of insurance that lists the Town of Shelburne as additional insured. The specified coverages shall remain in effect for the duration of the project.

Section 2 – System Requirements

2.1 – Summary of Requirements

The Town of Shelburne seeks to replace the existing NORTEL telephone PBX with an on-site VOIP architecture. The current system components are:

A NORTEL Digital PBX fed by a PRI with DID/DOD from Fairpoint and various copper circuits.

Administration, School District Administrative Offices, Library and Fire Department Buildings on campus are connected underground with MMF cables. Library phones are connected to the PBX via a 100 pair underground copper cable.

Important Note: The cabling in the building(s) appears to be a mixture of station cables and CAT3 Twisted Pair. The customer's data network has been upgraded to CAT5e cabling but not the phone network. The customer is concerned about the cost of upgrading the phone cabling and would like Contractor to supply information concerning the ability of their proposed system to run effectively on CAT3 cable.

Phone Set Requirements:

- **Town of Shelburne Departments**

- **Police / Dispatch**

- Police - Three (3) Dispatch Consoles with expansion modules

- Acorn recorder system used on dispatch consoles

- Police – Nine (9) Standard Phones

- Police – One (1) Copier / FAX

- Police – Three (3) additional (Locker Rooms & Records Rm.)

- **Town Offices**

- Recreation – One (1) console w/72 button expanders

- Recreation – One (1) Standard Phone

- Town Clerk – Six (6) Standard Phones

- Town Clerk – One (1) FAX Line

- Town Manager – Two (2) Standard Phones

- Finance / Water Dept. Five (5) Standard Phones

- Kitchen / Break Rm. – One (1) Standard Phone

- Planning / Zoning – One (1) console w/72 button expanders

- Planning / Zoning – Two – (2) Standard Phones

- Assessor – One (1) Standard Phone

- Meeting Rooms 1&2 – Add Two (2) Conference Phones (e.g. Polycom)

- Buildings & Grounds – One (1) Standard Phone

- **Shelburne School District Administration Offices**

- Business & Operations – Four (4) Standard Phones

- Misc. Office / Cubicles – Six (6) Standard Phones

Reception – One (1) Standard Phone
Reception – One (1) desk Set w/expander module
Reception – One (1) FAX Line
Curriculum & Instruction – Four (4) Standard Phones
Student Services – Five (5) Standard Phones
Superintendent – Three (3) Standard Phones
Conference Room – One (1) Standard Phone

- **Public Library**
 - Ground Floor – Seven (7) Standard Phones
 - Basement – Two (2) Standard Phones

- **Fire Department**
 - All Floors – Three (3) Standard Phones

A network diagram can be found in Appendix A

The system to be implemented includes the following:

- Required appliances, routers, gateways and other required components to interconnect the Town of Shelburne complex and to provide access to service providers.
- IP telephones of various capacity and functionality.
- Voice mail system with optional voice to email (audio attachment) and voice to text capability.
- Paging capabilities.
- Operational continuity capability; fallback to landline, wireless or similar service in the event of a network outage.
- Ability of Town support personnel to perform MAC (Moves, Adds, Changes) functions, Voice Mail password reset, etc.
- Interfaces to support analog applications such as FAX, Alarm Reporting etc.

All components, other than refurbished telephones if selected, shall be new. No other refurbished equipment will be considered.

Contractors shall submit a detailed design and configuration diagram indicating the specific components in each building and the connectivity among components for their proposed system with their proposals.

2.2 – Extended Requirements

TBD.

2.3 – System Life Cycle

The anticipated operating life cycle of the proposed system must be at least seven (7) years. Contractors must guarantee support for their proposed system for the entire system life cycle. Said support must encompass the following:

- Maintenance by technicians certified on the product / component.
- Spare parts.
- System administration and reconfiguration.
- Hardware, software and service offering upgrades.
- Documentation updates.
- Training / retraining.

2.4 - System Space Planning

Contractors shall provide a proposed equipment room/rack layout for all required equipment spaces and wiring closets. If the required space is not already available in existing racks, Contractors shall include standard floor or wall mounted 19” open racks sized to support its proposed equipment.

2.5 – Expandability / Modularity

The proposed solution shall be able to grow and expand in an incremental manner to handle additional VOIP stations, call processing capability, lines, storage capacity and call volume without equipment replacement and/or major retrofits. Describe the IP licensing process, the number of spare licenses allocated to this project and if the allocation of additional licenses is under the control of the vendor. Include these costs if any in the pricing proposal.

2.6 – Security

The solution shall be secure and possess mechanisms to protect the configuration and administration platform against unauthorized access and security threats during Denial Of Service attacks. Access to the system by Town of Shelburne operations personnel and the service provider should be controlled through the use of authentication techniques to prevent unauthorized alteration or destruction of configuration information.

2.7 – Operations / Manageability

Contractor (or contracted service provider) is responsible for proactively monitoring system performance and availability during any warranty period and during any subsequent period in which the Town of Shelburne has entered into a maintenance agreement or Service Level Agreement (SLA) with the Contractor or contracted service provider. Performance and availability reports shall be provided to the Town on a regular schedule.

2.8 – General Feature Requirements

When fully implemented, the system must perform and be able to be administered as a single system. Detailed general feature requirements can be found in Appendix “A” – Requirements Matrix.

2.9 – Station Equipment Requirements

The Town of Shelburne will be replacing existing NORTEL phones with VOIP capable instruments with the minimum expectation of comparable functionality. Phones will require Power Over Ethernet (POE) switches for connectivity.

Contractors shall submit the following information to describe the proposed IP telephone sets:

- **Display** – Describe the display, including size (length and width), resolution (pixels), and the number of lines and characters that can be displayed.
- **Applications** – Describe the applications that can be accessed by the IP set. Describe the applications that are included in your proposed pricing and any additional applications that are currently deliverable.
- **Headset Support** – Describe the ability of the proposed sets to support wired and wireless headsets. Describe whether the sets have headset jacks. Describe whether the sets support Bluetooth wireless headsets and whether an outboard appliance is required.
- **Expandability** – Describe the ability of the proposed sets to expand to function as answering consoles. Multi-Button Consoles should allow for status monitoring and Direct Select of multiple system extensions.
- **Analog Adapters** – Certain existing functions require analog interfaces to the VOIP PBX. Contractors should describe capabilities to support analog devices.

Contractors must provide a description and photographs of the entire family of telephone instruments that may be used on their proposed system, identifying instrument size, fixed and assignable button appearances and features, and color choices available.

2.10 - Voicemail / Messaging System Requirements

Standard Voicemail features are required. Detailed Voicemail / Messaging system requirements can be found in Appendix “A” – Requirements Matrix.

2.11 – Call Routing Requirements

Standard call routing such as “Forward Busy”, “Forward No Answer”, “Direct Transfer to Email” shall be described. Detailed call routing requirements can be found in Appendix “A” Requirements Matrix.

2.12 – Paging Requirements

Ability to broadcast a message to all VOIP station equipment speakerphones is required. Detailed paging requirements can be found in Appendix “A” Requirements Matrix.

2.13 – Mobility – Call Forward to External

Basic capability to forward calls to external phone numbers in simple “Forward No Answer” or “Forward Busy” scenarios. This capability is not to be confused with “Cellular Telephone Integration” services such as simultaneous ring described in the next item.

2.14 – Mobility– Cellular Telephone Integration

Describe the capability for cell phone – desktop phone integration to support mobile staff. This capability is not to be confused with simple call forwarding to a cell phone. The preferred capability is that office extensions can be extended to a smart phone using a smart phone application/client without the caller knowing that the call is being extended. Contractors shall describe this functionality in detail, including any necessary hardware or software, the process by which the feature can be activated locally and any costs associated.

2.15 - Business Continuity / Disaster Recovery Requirements

Describe features to provide operational resiliency in the event of technical outages.

2.16 – Public Safety and Emergency Communications Requirements

The system shall be equipped so that the accurate location (address, floor, room number) is identified to the Public safety Answering Point (PSAP) when a user dials 911 from any extension in the system. It is desired that users should be able to dial 911 directly when placing an emergency call, without the need for an access code for an outgoing call.

2.17 – Desktop Integration

Contractors shall submit descriptions of the desktop integration features available in their systems. Include the following at a minimum:

- Ability for users to manage telephone feature configuration from the desktop.
- Ability for users to see voice mail messages and manage voice mail boxes from the desktop.
- Ability to dial from a directory (click-to-dial).

Contractors shall identify which of these capabilities carry an additional cost and provide such costs as options.

2.18 – Carrier and Network Services

The Contractor shall be responsible for the coordination of the installation of any new network services, from all appropriate carriers, required to support the telephone system, as part of a complete turnkey installation. This includes coordination of the porting of all existing numbers that the Town of Shelburne elects to maintain.

2.19 – Station Reviews

The exact quantity, type and configuration of telephone instruments to be installed at each location will be determined as a result of detailed station reviews to be jointly conducted by the successful Contractor and the Town of Shelburne; with the Town reserving the right of final approval. Contractors must provide a listing of each type of telephone instrument available and the add/delete price for each model. These add / delete prices will be used during the station review process to determine any incremental

costs/cost reductions resulting from the station reviews. These unit costs shall apply until system cutover.

2.20 – Class of Service

The system must be capable of assigning Class of Service levels to differentiate user and user groups as to their originating and terminating call options. This may include Class of Restriction methods as well. Describe proposal capabilities and if changes to the classes are capable through the system administrator.

2.21 – Features and Capabilities

Contractors shall provide a complete list and description of all system, station and attendant features available with the proposed system. A description of the primary features that must be included with the system follows:

- The system must be capable of all the existing or equivalent features of the current system so as to ease transition to the new system. The Town shall be the exclusive arbiter of what constitutes an equivalent feature.
- The Town of Shelburne will evaluate the general system and user feature sets based upon the applicability of the features to the Town's requirements, the ease of use of the features, the ease of management, configuration and reconfiguration of the features, whether features are standard or optional, and costs.
- Contractors shall describe which features and settings can be controlled, configured and reconfigured by end users, which are controlled by the system administrator, and the level of flexibility the system administrator has to allow or disallow end user control. The Contractor shall describe the tools available to end users to control, configure or reconfigure features and settings.
- The system shall be furnished with an internal directory so that users may search and dial any internal extension by user name or organizational component from within the desktop unit software.
- All equipment and software offered as a part of the proposal shall be announced and available as of January 1, 2017.

Section 3 – Warranty, Maintenance and Post-Installation Support

3.1 – Design and Operation

Contractor shall warrant that the equipment, components, or services provided in response to this RFP will perform in accordance with their respective design specifications, and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of seven (7) years from acceptance. This represents the anticipated life cycle of the proposed system.

3.2 – Configurations

Contractor shall warrant that the configurations of equipment and services proposed in response to this RFP represent sound design principles being applied to provide a total system solution to the requirements stated in the RFP, and that the equipment and services provided will operate together in a manner to perform the functions expressed in the RFP.

3.3 – Equipment Models and Software Versions

Contractor shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice.

Contractor shall furnish the current version of software for all systems provided. If a new version is released after contract execution, but prior to final implementation of the system, then the Town of Shelburne shall have the option of substituting the newer version or release in place of the originally proposed version or release, at no additional charge.

3.4 – Product Life Cycle

Contractor shall warrant that the components offered are not currently at the end of their product life cycle. Contractors shall submit a statement identifying the length of time from cutover that Contractors will guarantee new parts availability.

3.5 – Warranty Coverage

The Contractor warrants that the system as priced, including all hardware and software, will include a complete warranty including all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from the date of acceptance. The Contractor will serve as a single point of contact and provide the name, address, and telephone number of the individual to contact when maintenance is required. The Contractor shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

3.6 – Equipment Replacement

During the warranty period, any equipment that must be replaced as a result of conditions covered under warranty will be replaced with new equipment of the same make and model in the times identified in 3.7 and 3.8 below.

3.7 – Major Failures

During the warranty period, the Contractor shall provide maintenance services for major failures on a 7x24 basis. The Contractor will respond to major failures within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on the Town of Shelburne's site. For the purposes of warranty and maintenance, a major failure is defined as any failure that affects the following:

- Inability to initiate outbound calls: failure of system continuity features (e.g. failover to alternative services is inoperative).
- Deterioration of voice quality to an average below a MOS of 3.8.
- Failure of any integration functionality between systems installed under this contract and other existing systems.
- Any failure whatsoever that reasonably affects the Town of Shelburne's ability to respond to any emergency situation, or which substantially impedes the Town's ability to operate, as determined by the Town of Shelburne.

3.8 – Routine Repairs

During the warranty period, and during any subsequent maintenance agreements, other routine repairs will be completed before the end of the next business day.

3.9 – End of Warranty Period

After the warranty has expired for any purchased equipment, the Town of Shelburne may elect to enter into service and maintenance agreements with the selected Contractor. During any such maintenance agreements, the Contractor shall provide maintenance services on a 7x24 basis under the same terms as the initial warranty as described in Section 3.7 and 3.8, with the exception that maintenance services will not be required on IP telephone sets. Maintenance shall include all parts and labor, monitoring the system for alarm conditions and responding to such alarms, travel and all other expenses necessary to support the system. The Contractor will respond to major failures as described in Section 3.7 within two (2) hours. Response time is defined as the amount of time required for a qualified technician to arrive at the Town of Shelburne site.

The Town will evaluate life cycle costs for an expected life of seven (7) years. Contractors shall provide post-warranty maintenance pricing on an annual basis. Contractors may submit guaranteed pricing for as many years as they wish. Otherwise, the Town will assume that maintenance costs will increase 3% annually in determining total life cycle costs.

3.10 – System Failure

In the event of a major system failure, whether due to circumstances covered under warranty or maintenance agreement, or due to Acts of God or nature, or any other cause, the Contractor will have a replacement system readily available which can be installed and operational within 48 hours to provide rudimentary telephone service to the Town of Shelburne

3.11 – Preventive Maintenance

As part of the initial warranty and any subsequent maintenance agreement, the Contractor shall perform routine, preventive maintenance on the system on a quarterly basis at a minimum. Contractor will describe in detail its preventive maintenance program and provide written documentation of the results of the preventive maintenance to the Town of Shelburne.

3.12 – Remote Diagnostics

The Contractor shall have a remote diagnostics and maintenance capability that permits the Contractor to monitor system performance, and perform routine diagnostics and maintenance from a remote maintenance facility, and will identify the location and capabilities of this facility.

Section 4 – Scope of Services

4.1 – Implementation Planning

Following the notice of award and contract negotiations, the Contractor will immediately develop a detailed phasing and implementation plan and schedule for all aspects of the network implementation including:

- System common equipment (servers, routers, gateways).

- All station equipment, including station reviews, set labeling, set placement, tone and test and interconnection.
- Interconnection to the Town fiber optic network.
- Coordination with carriers for the installation of and interconnection to carrier services.
- Testing of all system functionality.
- Delivery of system documentation.
- Training per the requirements stated in Section 5.

The Contractor shall work with the Town of Shelburne to develop and coordinate a phasing and cutover/transition plan that is acceptable to the Town. The cutover plan must identify, quantify and minimize any anticipated downtime. The cutover plan must provide for a return to the existing system should the cutover be unsuccessful. The cutover shall occur during non-business hours. The implementation plan shall take into account the limited amount of Town resources available to dedicate to the implementation and match Contractor resources and time accordingly.

4.2 – Equipment Delivery and Storage

The Contractor is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at the facilities.

The Contractor will provide the Town with an itemized accounting of each item of equipment upon delivery to the Town's premises pursuant to the final negotiated contract. Only Town of Shelburne personnel who are designated and authorized by the Town to receive delivery shall be recipients of those deliveries, and only the signatures of those designated staff members shall be accepted upon the receipts.

4.3 – Site Preparation

Unless otherwise specified, the Town of Shelburne will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). Contractors shall provide the physical and environmental parameters for all switching equipment and ancillary systems. Contractors shall state the precise preparation requirements needed to accommodate the system in every equipment space, including:

- Space requirements.
- Power requirements: voltage/current rating and receptacle type per component.
- Grounding requirements.
- Power required for each IP telephone model.
- Temperature/humidity operating range.
- Wall/floor/ceiling surface requirements.

A site inspection shall be performed by the Contractor prior to delivery and installation to ensure that all required site preparation items have been completed satisfactorily. The site inspection will be coordinated and scheduled with Town of Shelburne staff. The Contractor shall provide all site requirements with its proposal. The Contractor will certify that the site is suitable for the system following this inspection.

4.4 – Codes and Regulations

All work and materials shall comply with all federal and state laws, municipal ordinances, regulations and directions of inspectors appointed by proper authorities. Specifically, all work shall be performed in strict accordance of the National Electric

Code and Vermont amendments as adopted, and in strict accord with the most recent Vermont State Building Code. The Contractor shall obtain and pay for all permits and licenses required for the performance of the work and shall post all notices required by law.

4.5 – Payment of Material and Services

Unless otherwise stipulated, the Contractor shall provide all labor, tools, equipment, transportation and other facilities necessary for the performance and completion of the work. The Contractor shall verify conditions at the facility, including door openings and passages. Any and all special handling requirements shall be provided and paid for by the Contractor.

4.6 – Premises

The Contractor shall be responsible for any damages to the structure or property of the Town of Shelburne caused by the Contractor, or any subcontractor or other direct or indirect employee of the Contractor throughout the course of this installation. Throughout the progress of the work, the Contractor shall keep the work area free of debris of all types, and remove from the premises all rubbish resulting from any work performed by him on a daily basis. At the completion of the project, the Contractor shall leave the premises in a clean and finished condition.

4.7 – Project Completion

The Contractor shall acknowledge that successful completion of this implementation shall include installation, testing, and acceptance, following a successful performance period as described below, by the following acceptance criteria:

- Prior to acceptance by the Town of Shelburne, the Contractor shall be responsible for performing testing and inspections to verify the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. Town of Shelburne personnel shall have the option of witnessing the testing.
- At a minimum pre-cutover functional tests as part of the acceptance test plan shall include:
 - Placement and reception of test calls under a variety of conditions: busy, no answer, call forward etc.
 - Tests to correctly place and receive calls via connected common carrier facilities.
 - Voice quality tests.
 - Administrative and Maintenance subsystem capabilities.

Upon completion of successful testing and inspection by the Contractor, the Contractor shall provide written notification to the Town of Shelburne. The town shall, within 24 hours of notification, exert reasonable effort to commence independent inspection and confirmation, and shall exert reasonable effort to complete said inspection and confirmation within 48 hours of notification. The Town has a right to reject defective material and workmanship and require its correction.

- Upon satisfactory completion of said testing and inspection the Town of Shelburne shall notify the contractor and the Performance Period shall commence. A Performance period of thirty (30) consecutive calendar days of

operating in accordance with the manufacturer’s specifications shall constitute a successful Performance Period.

- Upon successful completion of the Performance Period, and within three (3) business days, the Town of Shelburne and the Contractor will meet to confirm acceptance and the final acceptance form shall be executed.

4.8 – Documentation

The Contractor shall provide two (2) complete sets of technical documentation including system manuals, technical specifications, as-built drawings, and a complete inventory of all components, including the serial number, model number, manufacturer, description and location installed.

4.9 – Equipment Disposal

Contractor proposals shall provide trade-in or buy-back incentives to assist the Town in disposing of existing systems. The Town shall have the sole right to accept or reject equipment disposal proposals.

Section 5 – Training Requirements

5.1 – End User Training

The Contractor shall provide complete end user station training for all station equipment types and other end user equipment. Training may be either classroom/on-premises, virtual classroom or on-demand online.

Costs for this training shall be included in the base system pricing. The Town of Shelburne will provide appropriate space and assist with scheduling of on-site classes. Each user will be provided with written training materials for his/her telephone station equipment. In addition a supply of training materials and user guides shall be provided as well as access to online guides.

5.2 – System Administration Training

The contractor shall supply complete training for a minimum of two (2) persons on the operation of system management and administration functions. Costs for this training shall be included in the base system pricing.

Section 6 – Pricing Proposal

6.1 – Pricing Format

Pricing for the proposed system must be provided in summary format, and in detail, with each chargeable item of equipment, hardware or software individually listed. The unit purchase and installation prices must apply from the date of contract until full implementation.

6.2 – Life Cycle Cost Comparison

The Town of Shelburne will develop a total seven (7) year life cycle cost for the proposed system, and use this methodology for determining the lowest cost among all proposals received. The calculation will include:

- All acquisition costs for the proposed system.
- All installation and configuration costs.
- All Licensing Costs
- All Project Management costs.
- All annual Post-Warranty maintenance costs per section 3.

6.3 – Approximation of Quantities

The quantities given in the RFP are approximate only, being given for the uniform comparison of proposals, and the Town of Shelburne does not expressly or by implication agree that the actual amount of work will correspond therewith. An increase or decrease in the quantity for any unit price item shall not be regarded as sufficient grounds for an increase or decrease in the unit price of that item nor in the time allowed for the completion of the work.

6.3 – Pricing Timeframe

It is required that all pricing and provisions of the Contractor's proposal remain in effect for a minimum of 90 days from the submittal date or the completion of negotiations, whichever is the latest.

6.4 – Authorized Signature

Proposals must be signed below by a representative of the Contractor authorized to commit the Contractor to the quoted price and all of the terms and requirements stated in the RFP. Contractor's signature below signifies compliance with all the terms and requirements of the RFP.

Town of Shelburne Vermont – Phone System Replacement RFP

Date _____

Signature Person Submitting Proposal

Signature Printed

Name of Business

Business Address

Town and State

