

VOIP TELEPHONE SYSTEM

Request for Proposal – “RFP”

TO ALL PROPOSERS

You are invited to submit a proposal to provide a replacement IP telephone system as described herein. All proposals shall be submitted in sealed envelopes or packages with “VOIP Telephone System RFP Enclosed” plainly marked, showing the name and address of the proposer and addressed to:

City of Pampa
Po Box 2499
Pampa, TX 79066
Attention: Karen Price, City Secretary

1. Questions from Vendors are due by December 14, 2016
2. Responses to Questions will be provided by December 21, 2016
3. Final Vendor Proposals must be received by the City of Pampa no later than 1:00 p.m. (Central Time) on January 4, 2017

Should you have any questions concerning the preparation of your proposal, please do not hesitate to contact us.

Contact: Kevin Webb
Phone: (806) 669-5787
Fax: (806) 669-5712
Email: kwebb@cityofpampa.org

Please note that this Request for Proposal letter does not constitute a guarantee on the part of the City of Pampa that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

City of Pampa
Information Technology Department
PO Box 2499
Pampa, TX 79066

REQUEST FOR PROPOSAL

1. **SUBMISSION OF OFFERS:** For each Offer, four (4) printed copies must be received at the time and place specified on the Cover Page of this Solicitation. For further details on the specific submission format, please see Project Overview and Requirements, Sections 5 and 6, page 12.

2. **SCHEDULE OF ACTIVITIES:** The following activities and dates are an outline of the process to be used to solicit vendor responses and to evaluate each vendor proposal.

November 28, 2016..... Issue Request for Proposal
December 14, 2016..... Deadline for submitting clarification requests
December 21, 2016 Responses to Questions will be provided
January 4, 2016..... Proposal submittal deadline
January 9, 2016..... Award contract

3. **METHOD OF AWARD - BEST EVALUATIVE SCORE BASED ON WRITTEN RESPONSE:** It is the intent of the City to award this Contract to the Vendor who receives the highest score when the responses submitted by interested Vendors are reviewed by the City's response evaluation committee. For this Solicitation, the evaluation committee will score responses based on the following criteria:

- Overall technical solution
- Vendor experience and references
- Desired features
- Project Management and methodology
- Quality of proposal
- Price of required features
- Time for Completion

Note: "Proof of concept" demonstrations may be requested after reviewing the RFP proposals. If so, the scores from these demonstrations will be added to the scores from the written responses and the final decision will be based on the cumulative scores.

The City reserves the right to conduct negotiations with Vendors and to accept revisions of proposals. During this negotiation period, the City will not disclose any information derived from proposals submitted, or from discussions with other Vendors. Once an award is made, the solicitation file and the proposals contained therein are in the public record.

- 4. COMPETENCY OF VENDORS:** Pre-award inspection of the Vendor's facility may be made prior to award of contract. Responses will only be considered from firms which have been engaged in the business of manufacturing or distributing the goods and/or performing services as described in this Solicitation for a minimum period of five (5) years prior to the date of this Solicitation. The Vendors must be able to produce evidence that they have an established satisfactory record of performance for a reasonable period of time and have sufficient financial support, equipment and organization to ensure that they can satisfactorily execute the services if awarded a contract. The term "equipment and organization" as used herein shall be construed to mean a fully equipped and well established company in line with the best business practices in the industry and as determined by the proper authorities of the City. The City reserves the right, before awarding the contract, to require a Vendor to submit such evidence of its qualifications as it may deem necessary, and may consider any evidence available to it (including, but not limited to, the financial, technical and other qualifications and abilities of the Vendor, including past performance and experience with the City) in making the award in the best interests of the City.
- 5. EQUAL OPPORTUNITY:** The City of Pampa intends and expects that the contracting processes of the City and its Vendors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Vendors make available equal opportunities to the extent third parties are engaged to provide goods and services to the City as subcontractors, vendors, or otherwise. Accordingly, the Vendor shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract. The Vendor shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The Vendor shall maintain records demonstrating its compliance with this article and shall make such records available to the City upon the City's request.
- 6. FURNISH AND INSTALL REQUIREMENTS:** These Specifications may describe the various functions and types of work required to install the equipment purchased in conjunction with this Solicitation. Any technical omissions of functions or types of work within these Specifications shall not relieve the Vendor from furnishing, installing or performing such work where required to the satisfactory completion of the project. The Vendor shall include all costs associated with installation in its proposed unit cost to the City and shall not identify installation costs as a separate item unless specifically allowed on the Project Overview and Requirements.
- 7. HOURLY RATE DEFINED:** The hourly rate quoted by the Vendor shall include full compensation for labor, equipment use, travel time, and any other costs incurred by the Vendor. This rate is assumed to be at straight-time for all labor. If overtime is allowable under this Solicitation, it will be covered as a separate item in the terms and conditions.
- 8. COMPLETION OF WORK FROM DATE OF PURCHASE ORDER:** The Vendor shall state in its Response the number of calendar days from the date of the Purchase Order

issued by the City in which it will guarantee to complete the work, repair, and/or service. Time for completion may be considered a factor in determining the successful Vendor. The completion date shall not exceed sixty (60) calendar days after the date of the Purchase Order. All work shall be performed in accordance with good commercial practice and the work schedule and completion dates shall be adhered to by the successful Vendor(s), except in such cases where the completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the Vendor. In these cases, the Vendor shall notify the City of the delays in advance of the original completion date so that a revised completion date can be negotiated. Should the Vendor(s) to whom the contract(s) is awarded fail to complete the work within the number of days as stated in its Response, it is hereby agreed and understood that the City reserves the right to cancel the contract with the Vendor and to secure the services of another vendor to complete the work. If the City exercises this right, the City shall be responsible for reimbursing the Vendor for work which was completed and found acceptable to the City in accordance with the Specifications. In addition, the City may, at its sole discretion, request payment from the Vendor, through an invoice or credit memo, for any additional costs over and beyond the original Response price which were incurred by the City as a result of having to secure the services of another vendor.

9. **BACK ORDERS ARE NOT ALLOWED:** The City shall not accept any back orders of deliveries from the Vendor. Accordingly, the Vendor is required to deliver all items to the City within the time specified in this solicitation. In the event that the Vendor fails to deliver the goods within the time specified, the City reserves the right to cancel the order, seek the items from another vendor, and charge the Vendor for any re-procurement costs.
10. **DEFICIENCIES, DEFECTS AND/OR DAMAGES TO PRODUCTS SHALL BE CORRECTED BY VENDOR:** The successful Vendor shall promptly correct all deficiencies, defects and/or damages in equipment or products delivered to the City in accordance with this Solicitation. All corrections shall be made within fourteen (14) calendar days after such deficiencies, defects and/or damages are verbally reported to the Vendor by the City. The Vendor shall be responsible for filing, processing and collecting all damage claims against the shipper when applicable.
11. **RESPONSE TO QUESTIONS:** Questions which arise during the Response preparation period regarding issues around this Solicitation, purchasing and/or award should be directed, in writing, via fax, email or U.S. mail, to Kevin Webb, Information Technology Manager, City of Pampa, PO Box 2499, Pampa, Texas 79066, kwebb@cityofpampa.org, or fax number 806-669-5712. The vendor submitting the question shall be responsible for ensuring that the question is received no later than 5:00 p.m., December 7, 2016.

Responses to questions shall be provided to all interested vendors in the form of an addendum no later than December 21, 2016. Receipt of the addendum shall be acknowledged and a copy returned with the RFP. Any official interpretation of this Solicitation must be made by the City's Information Technology Manger. The City shall not be responsible for interpretations offered by employees of the City who are not authorized agents of the City's Information Technology Department.

City of Pampa
Information Technology Department
PO Box 2499
Pampa, TX 79066

PROJECT OVERVIEW AND REQUIREMENTS

1. PURPOSE AND OVERVIEW:

1.1 RFP Purpose: This request is to lease or lease purchase a multi-site, integrated IP telephony system to service all the major facilities of the City of Pampa. This includes IP phone system capabilities (on-site), user phones, local and long distance calling, dedicated connections to the Public Switched Telephone Network (PSTN) in certain locations, unlimited remote support, and analog telephone lines.

1.2 Organizational Overview: The City of Pampa is a Texas municipal government responsible for an area encompassing more than 9 square miles and with a current population greater than 18,000 citizens.

The City employs more than 160 people (full and part-time) working across nineteen separate facilities, including City Hall/Police, two Fire Stations, Animal Services, Library, Service Center, PD Station 11, a Recreation Center (aka. Armory), Convention Center, Water Park, Land Fill, Scale house, two Recycle Centers, Gun Range, Waste Water Treatment Plant, Water Treatment Plant, Public Works Service Center, Parks, and a Golf Pro Shop.

The information technology infrastructure consists generally of 200 workstations.

2. CURRENT STANDARDS AND ENVIRONMENT:

2.1 Phone System: The City of Pampa currently uses a Nortel BCM400 system (City Hall and Police station). We have several Nortel BCM50's, two generic IP Phone Systems, and two Grandstream IP Phone Systems at our branch locations. All branch offices utilize a proprietary wireless point-to-point system for inter-facility connectivity. Through-put for the wireless connections range from 3 Mb to 108 Mb full duplex. All lines at every location utilizes POTS for dial tone.

Handset Counts (estimated):

Site Name	# Phones	Combo Users	Extension Only
City Hall	65	43	22
Fire Station 1	8	4	4
Fire Station 2	3	1	2
Animal Control	10	3	7
Library	10	9	1
Service Center	4	3	1
Station 11	1	0	1
Armory	3	1	2
MK Brown	5	2	3
Pampa H2O	1	1	0
Landfill & gun range	8	7	1
Hidden Hills	3	1	2
Utility Construction	6	6	0
Parks & Rec	2	2	0
Water Treatment	5	5	0
Total	134	88	46

2.2 Hardware: The City of Pampa I.T. Department uses Dell, HP, and Lenovo servers. We employ two HP Proliant DL380 Gen9 and one HP MSA 2040 SAN rack-mount servers connected via iSCSI 10gb fiber located in the City Hall/Police data center. We also employ two Dell PowerEdge T610 and one Supermicro rack-mount servers for storage located in the Disaster Recovery data center at the Recreation Center.

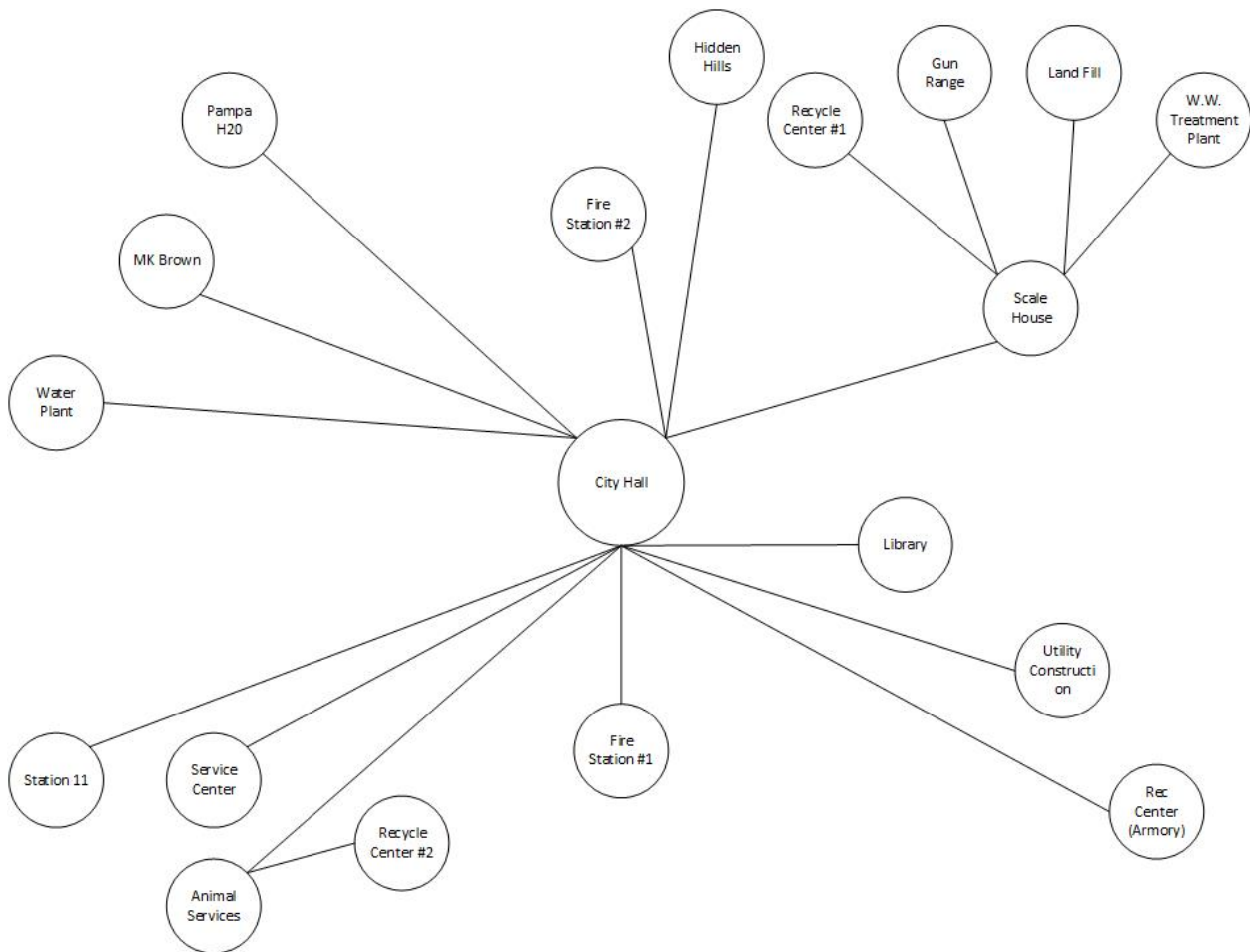
2.3 Software: The HP Proliant servers run VMWare vShere ESXi 6 utilizing the HP MSA for storage. A vCenter 6 appliance is used for management. Most virtual machines run Microsoft Windows server operating systems. Most are running Windows Server 2008 R2, with a few Windows Server 2012 and 2012 R2 Servers. Windows 2008 R2 terminal server is used to provide a consistent desktop to all end-user's desks.

The Dell servers also run VMWare vShere ESXi 6 utilizing the Supermicro for storage.

The City runs many line-of-business applications, but most are based around Microsoft products. We run a Microsoft SQL 2012 server, two Microsoft 2008 R2 Domain Controllers, and one Microsoft Exchange 2010 Standard server for email.

2.4 Networking Equipment: The City uses multiple vendors for switchgear. City Hall uses a Barracuda NG Firewall for internet connectivity, Mikrotik CCR-1036 for routing, a Cisco Catalyst 4500x-16 fiber switch as its core, and all edge switches are Catalyst 2960x's with POE. All other facilities use a mixture of different vendors for switchgear. Wireless P2P and P2MP connectivity uses Mikrotik Routerboards.

2.5 Wide Area Network: The City employs several technologies to create the WWAN that links our facilities together. Here is a diagram of the current links between facilities.



2.6 City Hall/Police Data center: This is our primary data center; we plan to maintain this location as our primary datacenter. The room does have adequate cooling and conditioned 120V power outlets available in two server racks. UPS's are available for each rack with room power backed up by a building generator. We expect to maintain this location for dial tone and voicemail.

2.7 Disaster Recovery Data center: This is our second data center located at the Recreation Center (Armory), we plan to maintain this location as a redundant site

for backups and data storage. The room does have adequate cooling and conditioned 120V power outlets available in one server rack. Two UPS's are available and there are not any redundant power sources at this time. We expect to maintain this location for redundant dial tone.

3. REQUIREMENTS:

3.1 Mandatory Vendor Requirements:

- 3.1.1** Provide local presence and personnel in the greater Pampa metro area with the necessary training, expertise and access to spare parts to support and troubleshoot any issues with the IP phone system.
- 3.1.2** Currently maintain a support infrastructure capable of providing both on-site and telephone support 24 hours per day, 7 days per week. Provide a maximum four-hour response for on-site support of any critical issues with the system reported by the City of Pampa I.T. Department.
- 3.1.3** Have a proven history of successful on-time and on-budget implementations of the proposed solution with the functionality required by the City, for entities similar in size and configuration to the City of Pampa.
- 3.1.4** Provide a Project Manager, technical and functional staff with 3 to 5 years of experience performing similar work.

3.2 Mandatory Solution Requirements: The proposed solution provided by the Vendor must meet these requirements:

- 3.2.1** Shoretel IP phone system (no hybrids), or approved equal.
- 3.2.2** Install two T1/PRI. One at City Hall and one at the Recreation Center. (absolutely no SIP providers will be accepted)
- 3.2.3** Port POTS lines to T1/PRI
- 3.2.4** Phones pass-through network connection to computer.
- 3.2.5** Configure new extension numbering plan for all facilities. Implement DID for all extensions as stations are upgraded to new phone system.
- 3.2.6** Customizable outgoing caller-id for each handset.
- 3.2.7** Full access to all voicemail functions at every facility.
- 3.2.8** Voicemail system includes integration with Microsoft Exchange and Outlook.

- 3.2.9 Desktop call-manager client that runs on Windows 7 and Windows Server 2008 R2 terminal services.
- 3.2.10 Ability to use existing wireless WAN links for voice traffic between facilities.
- 3.2.11 Use of Quality of Service to prioritize voice traffic if/where needed.
- 3.2.12 Ports available for analog POTS devices.
- 3.2.13 Ability to integrate with building PA systems (where applicable) or utilize paging through the phone handsets.
- 3.2.14 Handsets can accommodate wired and/or wireless headsets without extra amplification equipment.
- 3.2.15 Handsets designed appropriately for any public phone locations.
- 3.2.16 Wireless handsets available for short-range and Wi-Fi connectivity.
- 3.2.17 Wi-Fi wireless handsets (where applicable), when logged in, will maintain the user's DID and caller-id information.
- 3.2.18 Multiple greeting tables available for all facility/departmental auto-attendants.
- 3.2.19 All phone system administrative functions can be accessed through a web-based administration portal.
- 3.2.20 Support/Maintenance/Lease agreement costs cover handset replacement.
- 3.2.21 Training shall be provided for all City of Pampa employees.
- 3.2.22 Include on-site personal training for all City of Pampa I.T. Department Staff who will be configuring, managing, maintaining and troubleshooting the entire system.

3.3 Desired Solution Features: The proposed solution provided by the Vendor should ideally have these features:

- 3.3.1 Adhere to the City standards for hardware, software and networking equipment manufacturers as specified in Current Standards and Environment, Section 2.
 - 3.3.1.1 The City will accept proposals that include hardware, software and networking equipment manufactured by other companies, but

the Vendor must provide written justification as to the reason for the substitution.

3.3.1.2 Any significant substitutions may adversely affect the score of the proposal during evaluation by the City.

3.3.2 Record phone conversations into voicemail or some other centralized storage location, and allow administrators to retrieve them. The audio files must be in a standard format such as MP3, WAV, etc.

3.3.3 Handsets that include a pass-through gigabit Ethernet speed capability.

3.3.4 Ability to send faxes directly from the desktop workstations through the phone system.

3.3.5 Option to pair Bluetooth-compatible headsets directly with the handsets and use them as a wireless headset.

3.3.6 Desired configuration:

Site Name	SG	# Phones	Combo Users	Extension Only	DVS	Site Type	Dedicated PTSN Capacity	Analog Phone Lines
City Hall	T1, 90	65	43	22		Hub	23	1
Fire Station 1	30	8	4	4		remote with switch	2	2
Fire Station 2	30	3	1	2		remote with switch	2	1
Animal Control	30	10	3	7		remote with switch	2	2
Library		10	9	1		remote	0	1
Service Center		4	3	1		remote	0	1
Station 11		1	0	1		remote	0	1
Armory	T1, 90	3	1	2	1	Hub 2	23	1
MK Brown		5	2	3		remote	0	1
Pampa H2O		1	1	0		remote	0	3
Landfill & gun range		8	7	1		remote	0	1
Hidden Hills		3	1	2		remote	0	1
Utility Construction		6	6	0		remote	0	0
Parks & Rec		2	2	0		remote	0	0
Water Treatment		5	5	0				1
Total		134	88	46	1			17

3.4 Additional Solution Features:

The proposed solution by the vendor can also have additional features and capabilities not mentioned above. The Vendor may include a list of any such additional features and capabilities they feel are important to the evaluation process. The Vendor-provided list should contain descriptions of the functions and benefits of those features and capabilities.

4. PROJECT DELIVERABLES:

41 An integrated, multi-site IP phone system with voicemail completely implemented, configured and tested to the satisfaction of City of Pampa I.T. Department project members. This includes all hardware, software and licensing necessary for the system to function according to the specifications contained in this RFP.

4.1.1 On-site, personal training for all City of Pampa I.T. Department Staff who will be configuring, managing, maintaining and troubleshooting the entire system.

4.1.2 End-user training for City of Pampa employees, including both electronic and on-site personal training.

42 Detailed documentation and other software, in electronic format on physical media (CD, DVD, or equivalent storage), to include:

4.2.1 As-built drawings, including one-line diagrams showing all City facilities and the connections being utilized between them. Include all IP subnets utilized and relevant individual IP addresses for infrastructure equipment.

4.2.2 Vendor-provided configuration sheets, detailing how the entire system (hardware, software, network and security configuration, including any passwords) is configured at the close of the project.

This includes a master dial-plan, preferably in Microsoft Excel format, showing all relevant information about PRI lines, POTS lines, rollovers, hunt groups, all IDs and all extensions programmed into each system at each facility. This document must give a clear indication of the current physical location of each phone extension (office number or reasonable location description), and which extensions/DIDs are available for future use.

4.2.3 Backup copies of all programming code and/or configuration files necessary for the full recovery of the system.

4.2.4 All relevant manufacturer documentation for the system and all its components.

4.2.5 End-user and administrator training documents and presentation materials.

4.2.6 All configuration, client and administrator software necessary for operation and disaster recovery of the system.

5. OFFER SUBMITTAL FORMAT:

5.1 An unbound, three-hole punched original (clearly marked "Original") and three (3) bound copies of each Proposal must be received no later than 1:00 p.m., Central Time, Friday, January 4, 2017.

5.2 Three-ring binders or plastic comb binding are the only acceptable means of binding.

6. MANDATORY DOCUMENTS FOR SUBMISSION:

6.1 The submission must include a completed and signed Solicitation Cover Sheet.

6.2 A separate document clearly marked with the title "Executive Overview."

6.2.1 This document should serve as an introduction and summary of the solution being proposed by the Vendor.

6.2.2 The information should be structured such that anyone reading just the overview will have a clear understanding of the scope of work, equipment and project methodology being proposed.

6.2.3 This document should ideally be kept to less than two pages in length.

6.3 A separate document clearly marked with the title "Company Information and References."

6.3.1 Provide the name of the company, type of business, years in business, number of current employees and proof of reasonable financial stability.

6.3.2 Provide proof of authorization from all manufacturer(s) that the Vendor is certified to sell and support all products being proposed.

6.3.3 List three (3) references from agencies where the Vendor has provided similar services to that requested in this RFP, which included the same general staff that will be assigned to the project for the City. Provide the following information for all three references: Company Name, Contact Name, Contact Phone Number, Contact Fax Number and Contact Email Address.

6.4 An itemized price list of all project costs. The pricing lists shall be broken down into two categories, and shall include totals for each category.

6.4.1 Mandatory Solution Requirements:

- 6.4.1.1** Hardware (show each major piece of hardware as a separate line item)
- 6.4.1.2** Software (show each major software package as a separate line item)
- 6.4.1.3** Licensing (show each license as a separate line item)
- 6.4.1.4** Professional Services for Implementation (including travel, lodging and meals, if necessary)
- 6.4.1.5** Training (both for IT staff and for the City staff)
- 6.4.1.6** Any other costs associated with full implementation, along with a brief explanation of why these other costs are included.

6.4.2 Desired Solution Features:

- 6.4.2.1** Provide “a-la-carte” pricing for each desired feature your system supports, allowing the City to properly evaluate the value gained by adding that feature versus the cost to implement.
- 6.4.2.2** The pricing for each feature must include all necessary hardware, software and licensing to fully implement it.

6.5 A separate document clearly marked with the title “Mandatory Solution Requirements Justification”.

6.5.1 This document will include the list of all the mandatory solution requirements provided in Requirements, Section 3.2 of this RFP.

6.5.2 Below each requirement, there must be a written justification of how the Vendor’s proposed solution satisfies that requirement.

- 6.5.2.1** Each requirement justification must have a descriptive, full-sentence answer. Along with each answer you may, at your discretion, also refer to other materials included in your submission. A submission can be summarily rejected if any of the requirements justifications do not meet these criteria.

6.6 A project plan clearly marked with the title “Project Plan.” This document should include all of the following:

- 6.6.1** Approach for implementation.

- 6.6.2** List of objectives and deliverables.
- 6.6.3** Estimated timelines of work schedule, including milestones.
- 6.6.4** A master project schedule along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks City of Pampa IT personnel are expected to perform to successfully implement the new system.
- 6.6.5** Any City resources (Facilities [work space], Technology, and Staff Resources) needed to assist with the project.
- 6.6.6** A written process to monitor project progress (milestones, coordination meetings, regular project “health checks”).
- 6.6.7** A clear and concise system for change control management.
- 6.7** Product specification sheets (also known as “cut sheets”) for all proposed phones, hardware, and software components.
 - 6.7.1** Include large photographs (preferably in full-color) of all phone handsets that will be part of the project.
- 6.8** The Vendor may submit any other documentation they feel is prudent or necessary for the City of Pampa to properly understand and evaluate their proposal.
 - 6.8.1** These documents will not be scored separately; however, they will be considered as part of the overall score for Quality of the Proposal.