

# **REQUEST FOR PROPOSALS**

## **Town of Trumbull, Connecticut VoIP Telephone System**

**DUE DATE: JANUARY 5, 2017, 2:00PM**

**CLOSING LOCATION:**

5866 Main Street  
Trumbull, CT 06611

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TOWN OF TRUMBULL & BOARD OF EDUCATION  
TRUMBULL, CONNECTICUT  
REQUEST FOR PROPOSAL  
VOIP TELEPHONE SYSTEM

PROPOSAL 6211 DUE: JANUARY 5, 2017 @ 2:00PM

## 1 GENERAL INSTRUCTIONS

The Town of Trumbull, CT is a municipality of approximately 36,000 residents located in Fairfield County. The Town (which, for purposes of this RFP refers to all Town departments and Board of Education facilities) is soliciting written proposals for a Voice over Internet Protocol (VoIP) telephone system to serve its facilities throughout the Town. The current system has been in service for approximately 20 years. Most components are well beyond end-of-life and are no longer supported by their respective manufacturers.

This RFP is not a contract offer, and no contract exists until a written contract is signed by the Town and the successful proposer.

The system requirements are described in detail in section 2 of the Request for Proposals (RFP). The Town invites proposals for the VoIP system from firms that have experience in furnishing, installing and maintaining VoIP telephone systems in organizations of similar size and complexity in the region, and that have the staff capacity, training, certifications and expertise to do so for the Town.

Vendors may propose different technical, financial and deployment strategies to meet the RFP specifications. Potential technical strategies envisioned by the Town include:

- An enterprise approach with system servers located at key Town facilities (probably three), and survivable appliances at other facilities; all connected by the Town WAN, creating a single system, or
- Individual systems located at each facility that are networked together over the Town WAN's so they perform as a single system, or
- A hosted/cloud-based approach with servers and other back-room equipment located off-site at the vendor's facility, with multiple high bandwidth links from the vendor to Town facilities.

Financial models may include:

- A purchase model whereby the Town buys and owns all the system components, servers, handsets and other necessary equipment, and which are housed at Town facilities. The Town pays for the purchase, design/configuration and installation of the equipment, and enters into ongoing service agreements for maintenance, support and software upgrades, and carrier services, or
- A hosted/cloud-based model whereby the servers and back-room equipment, housed at the vendor's facility, are the property of the vendor. In this model, the Town may either buy the telephone handsets, or they may be leased along with the telephone service. All costs for equipment, professional services, and ongoing maintenance and support are incorporated into monthly service charges.

A pre-proposal conference and walk-through to discuss the content of this RFP and answer any Proposer's questions will be held on **December 12, 2016** at 10:00AM in the conference room at TOWN HALL COUNCIL CHAMBERS. A tour of key facilities will follow the meeting. Each interested Proposer is requested to inform the Town of its intent to attend the pre-proposal conference by December 9, 2016. It is strongly recommended that proposers attend this conference. When you attend there will be a Non-Disclosure to sign and then will receive [WAN/LAN Diagrams](#).

### 1. PREPARATION OF PROPOSALS

- a. Proposals shall be submitted in the format stated below. Submit one (1) ORIGINAL, three (3) EXACT COPIES, and one (1) COPY in PDF format on a CD or thumb drive. Proposers should submit proposals in a clear, concise and legible manner to permit proper evaluation of responsive proposals.
- b. Proposers may also submit, under separate cover with their proposal, any samples of reports and documents that are necessary to meet the requirements of this proposal request.
- c. Proposal Response Format – Prepare your responses to this RFP using the following format:
  - i. Section 1 – Prepare and, where requested, sign the Proposal Form, Statement of Qualifications, References and Subcontractor forms attached to this RFP.
  - ii. Section 2 – Vendor Description and Qualifications - Provide a description of the qualifications and experience of your firm. Include responses to the specific required items listed in Section 1 of this RFP. Provide in this section the required reference information as listed in Section 1.14 and the required Manufacturer's Guarantees as described in Section 1.16.
  - iii. Solution 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 listed in Section 2 of the RFP. Include a system diagram and detailed diagrams and rack elevations of the equipment to be deployed at each site and how it is interconnected to the Town WAN's, LAN's, host (if applicable) and carrier services.

- iv. Project Plan - Provide a sample project work plan and schedule, detailing all tasks that are performed in typical installations of this size and complexity. Provide responses to all items in Section 4 of the RFP. Provide a cutover plan that identifies and quantifies any anticipated service disruptions that may occur during the cutover. Identify any Town resources that you will require to perform tasks (staff support, office space, space to store tools and equipment, access to buildings, etc.). Proposers shall not rely on Town staff for support in excess of normal project participation. Town staff participation is expected to include participation in discussions to develop the final system configuration; providing access to facilities, equipment spaces, wiring closets; providing documentation; attendance at project meetings; and coordination among Town departments. Proposers shall clearly identify any Town resources it requires.
- v. Warranty, Maintenance and Post-Warranty Support - Provide complete responses to all the stated requirements for a full warranty and subsequent maintenance and post-installation support for a 5-year period.
- vi. Training – Provide complete responses to the stated training requirements in Section 5 of the RFP.
- vii. Pricing Proposal – Complete the pricing proposal including the following: (1) Complete and sign the summary pricing tables from Section 6 of the RFP. (2) Complete the detailed pricing sheets identifying the components and services to be provided at each building. All prices are to be firm for a period of 90 days following proposal opening.

**2. PROPOSAL SUBMISSION**

- a. Proposals are to be submitted in a sealed envelope clearly marked and addressed as follows:
  - Purchasing Agent – KEVIN BOVA
  - Proposal BID# 6211- DUE JANUARY 5, 2017 @ 2PM– Voice over Internet Protocol Telephone System
  - Town of Trumbull
  - 5866 Main Street
  - Trumbull, CT 06611
- b. Please be advised that the person signing the formal proposal and pricing forms must be authorized by your organization to contractually bind your firm with regard to prices and related contractual obligations for the delivery period requested.
- c. No oral, telephonic, or faxed proposals will be considered. Corrections, deletions, or additions to the proposals may be made by wire, provided such wires are received in correct and comprehensive form prior to the opening time of proposals, and confirmed by letter. No telephone corrections, deletions, or additions will be accepted. The Town reserves the right to reject any or all proposals, and to waive any or all formalities in connection therewith.

**3. PROPOSAL SCHEDULE**

- a. The anticipated project schedule is as follows:

Activity	Date
Release RFP	December 5, 2016
Pre-Proposal Conference	December 12, 2016, 10:00AM
Last Date for Questions	December 27, 2016
Proposal Due Date	January 5, 2017, 2:00PM

- b. Proposals shall be received at the office of the Purchasing Agent, Town Hall, prior to the advertised hour of opening, at which time all proposals will be publicly opened and read aloud.
- c. A Proposer may withdraw a proposal at any time prior to the above scheduled date and time. Any proposal received after the above scheduled date and time shall not be considered or opened.

**4. PROPOSER QUALIFICATIONS AND MINIMUM REQUIREMENTS**

Evaluation of proposals and selection of the preferred Proposer will be by a working group formed by the Town. Proposers must meet the following requirements in order for their proposals to receive further consideration.

- a. Proposer must have and provide documentation for a minimum of 10 years of experience in the telecommunications industry.
- b. Proposer must submit a minimum of five (5) projects of similar size and complexity, preferably with government clients, completed within the past five (5) years.
- c. The proposed system design and 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 Proposer warrants that all components required to run the system have been identified and included in the proposal.
- d. Proposer must submit with its proposal a comprehensive system warranty, maintenance and ongoing support program that meets all the requirements stated in section 4 of the RFP including performance monitoring, maintenance, software upgrades, preventive maintenance, trouble resolution, response times, escalation procedures, management and statistical reporting, and penalties for non-compliance.
- e. Proposer must include with its proposal the Manufacturer's Guarantees as identified in Section 1.16.
- f. Proposer must assign a Project Manager with a minimum of five (5) years of successful experience in managing

installations of similar size and complexity, and a minimum of one-year project management experience with the Proposer

5. **PROPOSER REFERENCES**

Proposer shall provide the following information with its reference projects:

- a. Customer name and location
  - b. Contact person(s): name, title and telephone number
  - c. Contractor's project manager for the engagement
  - d. System and size (# locations and stations)
  - e. System installation date
  - f. Years system being maintained by the Contractor
- a. The Town may make any investigations as it deems necessary to determine the ability of Proposers to perform the work, and Proposers shall furnish the Town all such information and data for this purpose as the Town may request.

6. **PROJECT MANAGEMENT TEAM**

A critical component of the Town's evaluation of the Proposer will be the team of individuals that the Proposer proposes. The Proposer shall identify and appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and partners/subcontractors/third party providers during the installation, cutover, and final testing of the system. The resume of the proposed Project Manager, including references, shall be submitted with the proposal. During any subsequent interviews, the proposed Project Manager shall attend. The Town will use this opportunity to evaluate the proposed Project Manager, and his/her project management/leadership capabilities. The Proposer shall not replace the Project Manager without the Town's prior approval. The Proposer shall also identify additional key personnel who shall support the designated Project Manager, and be available to the Town in the absence of the primary Project Manager. The Proposer shall clearly describe escalation procedures available to the Town. Once the key project team members have been assigned and accepted, the Town will reserve the right to approve any proposed substitutions.

7. **MANUFACTURER'S GUARANTEE**

Part A - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating that the Proposer is qualified and certified by the manufacturer to perform the work described in the RFP pertaining to manufacturer's products.

Part B - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating that the manufacturer, in the event that the Proposer is unable to complete an acceptable installation within the terms and conditions of the contract, will perform or cause to be performed all installation obligations of the Proposer for the awarded contract at no additional cost to the Town.

Part C - The Proposer shall secure from the manufacturer, if the Proposer is not the manufacturer, a written guarantee executed by the manufacturer stating the manufacturer, in the event that the Proposer is unable to provide continuing maintenance within the terms and conditions of the contract, will perform or cause to be performed all maintenance obligations of the Proposer for the awarded contract at a cost to the Town no greater than Proposer's then prevailing rates per the proposal.

Part D - For a seven-year period from the date the Town has accepted the installation pursuant to the terms of the contract the manufacturer's guarantee will also include the following:

- a. Parts supply and replacement.
- b. Manufacturing field support and maintenance to protect the Town from interruption of service due to the inability of the Proposer to meet its service obligations. This support and maintenance will be provided at the costs identified in this proposal. The determination of what constitutes inability of the Proposer to meet service obligations under the contract shall be that of the Town in its sole discretion.
- c. Continued enhancement and upgrade of the proposed system hardware and software

The above referenced manufacturer's guarantee must be submitted with the proposal.

8. **TOWN OPTIONS**

- a. The Town reserves the right to reject any or all proposals and to waive any requirements, irregularities, technical defects or service therein when it is deemed to be in the best interest of the Town.
- b. If your proposal does not meet or better the required specifications on all points, which must be outlined in a letter, otherwise it will be presumed that a proposal is in accordance with the required specifications.
- c. The Town of Trumbull reserves the exclusive right to determine whether or not a proposal meets or exceeds the stated specifications.

9. **TAXES**

All purchases made by the Town, and associated with the award of this requirement shall be tax exempt. Any taxes

must not be included in proposal prices. A Town Tax Exemption Certificate shall be furnished upon request.

10. **INQUIRIES**

- a. All inquiries regarding this request shall be answered up to close of business December 27, 2016 after which time no additional questions will be accepted. To ensure consistent interpretation of certain items, answers to questions the Town deems to be in the interest of all proposers will be made available in writing or by Fax as appropriate to all proposers. All Technical inquiries may be directed to Jeffrey Hackett, Trumbull BOE Technology at 203.452.4311 [hackettj@trumbullps.org](mailto:hackettj@trumbullps.org) and or Bill Chin Director of Information Technology 203-452-5101 [wchin@trumbull-ct.gov](mailto:wchin@trumbull-ct.gov) . All other questions shall be directed to Kevin J. Bova, Purchasing Agent (203.452.5042) [kbova@trumbull-ct.org](mailto:kbova@trumbull-ct.org).
- b. Additionally, after proposals are received, the Town reserves the right to communicate with any or all of the proposers to clarify the provisions of Proposals. The Town further reserves the right to request additional information from any proposer at any time after proposals are opened.
- c. It is the sole responsibility of the responding firm to verify any addendums that may have been issued relating to this request prior to submission of a proposal. Failure to submit a proposal or proposal that does not address any changes or addendums may result in a disqualification of a proposal submission.

11. **AWARD AND AUTHORITY**

The Town Purchasing Agent will issue notification of award in writing along with a Standard Contract agreement. The Award will be based on Best Quality & Value with the base proposal(s) and with or without options that meet the specifications and scope of work and the Town's budget. The award shall be made after careful consideration of all factors including but not limited to price.

12. **METHOD OF AWARD**

- a. The following criteria will be used to evaluate all proposals:
  - i. Life cycle costs
  - ii. Proposer qualifications and experience
  - iii. Qualifications and experience of the proposed project manager and project team
  - iv. References for projects of similar scope and complexity
  - v. Ability of the proposer to meet the Town's requirements for system capabilities, features and functionality, reliability and capacity as defined in the RFP
  - vi. Ease of use and administration
  - vii. Warranty, maintenance and post-installation support
  - viii. Installation plan and schedule
  - ix. General responsiveness and quality of proposal
- b. The Town shall determine the "lowest responsible qualified proposer" on the basis of its evaluation of the criteria identified above. After determining the "lowest responsible qualified proposer", the Town will issue a Notice of Award to the successful Proposer. If the costs for the "lowest responsible qualified proposer" exceed the funds available for the project, the Town reserves the right to increase or decrease any class, item or part of the work.
- c. In the event that the lowest responsible qualified proposer fails to execute the Contract and/or fails to provide the required documents within the time period prescribed, the Town at its option, may consider the lowest responsible qualified proposer to be in default, in which case the Proposal Guarantee shall become the property of the Town.

13. **PROPOSAL, PROPOSAL BOND, PERFORMANCE AND PAYMENT BONDS**

A Proposal Bond payable to the Town must accompany each Proposal for ten (10%) percent of the total amount of the Proposal. As soon as the Proposal prices have been compared, the Town will return the bonds to all except the best quality and value Proposal. The Proposal Bond of the successful Proposer will be retained until the Project is completed and signed off by both parties, after which it will be returned. A certified check may be used in lieu of a Proposal Bond.

14. **ASSIGNMENT OF RIGHTS, TITLES, AND INTERESTS**

Any assignment or subcontracting by a proposer, vendor, or contractor for work to be performed, or goods, in whole or in part, and any other interest in conjunction with Town procurement shall not be permitted without the express written consent of the Town of Trumbull, an Affirmative action /equal opportunity employer. Minority / women owned business enterprise are encouraged to apply. No contract may be assigned or transferred without the consent of the Purchasing Authority.

15. **HOLD HARMLESS CLAUSE**

Proposer agrees to indemnify, hold harmless and defend the Town from and against any and all liability for loss, damage or expense which the Town may suffer or for which the Town may be held liable by reason of injury, including death, to any person or damage to any property arising out of or in any manner connected with the operations to be performed under an agreement with the Town, whether or not due in whole or in part of any act, omission or negligence of the Town or any of his representatives or employees.

16. **WORK REGULATIONS AND STANDARDS**

All work activities performed in association with this request must be performed and completed for the Town in accordance with current Federal State and Local regulations. All services performed shall also conform to the latest OSHA standards and/or regulations.

17. **WARRANTIES**

A copy of all applicable warranties must be submitted in full detail.

18. **CONFLICT OF INTEREST**

Public officials shall be prohibited from receiving any town work procured through a public proposal or proposal waived process so as to avoid any appearance of impropriety or conflict of interest; and; Public officials cannot circumvent the intent of this ordinance by receiving town work through a proposal waiver, as proscribed by the Trumbull Town Charter.

19. **STATEMENT OF QUALIFICATIONS AND REFERENCES**

Proposers shall complete and submit the "Statement of Qualifications" section of this request along with the References Form. The Town may make such investigations as necessary and it deems appropriate to determine the qualifications of the proposer to perform the work required. If the Town is not satisfied that the proposer is properly qualified, The Town reserves the right to reject the proposal of said Proposer.

20. **INSURANCE**

The successful proposer shall provide the Town Purchasing Agent with a Certificate of Insurance before work commences. The Town shall be named as an additional insured with Insurance Company licensed to write such insurance in Connecticut, against the following risks and in not less than the following amounts:

- Worker's Compensation
- Contractor's Public Liability and Property Damage
- Automobile Insurance

<b>General Liability</b>	<b>Each Person</b>	<b>Each Occurrence</b>	<b>Aggregate</b>
Bodily Injury Liability	\$1,000,000	\$1,000,000	\$2,000,000
Property Damage Liability	\$1,000,000	\$1,000,000	\$2,000,000
Personal Injury Liability	\$1,000,000	\$1,000,000	\$2,000,000
Comprehensive Automobile Liability			
Bodily Injury	\$1,000,000	\$1,000,000	\$2,000,000
Property Damage		\$1,000,000	\$2,000,000

The insurance policy must contain the additional provision wherein the company agrees those thirty (30) days prior to termination, expiration, cancellation or reduction of the insurance afforded by this policy with respect to the contract involved, written notice will be served by registered mail to the Town.

In the event of cancellation, the contractor will cease all operations on or before the effective date of said cancellation and shall not commence work again until he has obtained replacement insurance and has delivered a Certificate of Insurance to the Town Purchasing department & BOE Facilities Department Office.

21. **SPECIFICATIONS –**

- a) Each Proposer will be held responsible to have studied the Specifications, visit the sites regarding the proposed work, satisfied itself regarding all existing conditions and measurements, and to have included in the proposal an amount sufficient to cover all work.
- b) Should any Proposer find discrepancies in the Specifications, or be in doubt as to the exact meaning, notify the Town at once. The Town may then, at their option, issue Addenda clarifying same. The Town shall not be responsible for oral instructions or misinterpretations of Specifications.
- c) The Town reserves the right to issue Addenda at any time prior to the Proposal Opening. All such Addenda become, upon issuance part of the Specification. Each Proposer shall cover such Addenda in the proposal and shall acknowledge receipt of same on the blank provided therefore. It is the proposers' responsibility to access the Town's website or contact the Town for any addenda that may be issued in conjunction with this proposal. It is the responsibility of all proposal submitters to verify with the Town if any addenda or changes to this proposal have been made. All and any addendums will be posted on the Town of Trumbull – Purchasing Department website. [www.trumbull-ct.gov](http://www.trumbull-ct.gov) .
- d) The Town reserves the right to require any or all Proposers to submit statements as to previous experience in performing comparable work; and as to financial and technical organizations and resources available for this work. The mere opening and reading aloud of a proposal shall not constitute or imply the Town's acceptance of the suitability of a Proposer or the proposal, nor shall possession of Drawings or



Specifications constitute an invitation to proposal. The competency and responsibility of Proposers as well as the number of working days required for completion will be considered in making an award.

22. **SUBCONTRACTORS AND THIRD PARTIES**

It is the Town's intention to award a single contract for the work to be performed. Proposers intending to enter into partnerships, or use subcontractors or third parties to provide any components/subsystems or to perform any portion of the work must include a description of which portion(s) of the Contract will be performed by partners, subcontractors or third parties, the names and addresses of the partners/subcontractors/third parties, and the expected amount of money each will receive under the Contract. Proposers may not use the services of other partners/subcontractors/third parties not named in the Proposer's proposal without prior written permission from the Town. The Proposer will be completely responsible for the actions of its partners/subcontractors/third party providers, the components/subsystems that they provide, and the performance of their work as if the partners/subcontractors/third parties were employed directly by the Proposer.

TOWN OF TRUMBULL & BOARD OF EDUCATION  
TRUMBULL, CONNECTICUT  
REQUEST FOR PROPOSAL  
VOIP TELEPHONE SYSTEM

PROPOSAL 6211 DUE: JANUARY 5, 2017 @ 2:00PM

## REQUIREMENTS – SCOPE - SPECIFICATIONS

### 2 SYSTEM REQUIREMENTS

#### 2.1 Existing Environment

The Town's current telecommunications environment consists of the following:

- Centrex service, including approximately 444 Centrex telephone lines (202 serving Town sites, 242 serving BoE sites) connecting all Town facilities to the Frontier Communications Trumbull central office, and, in some cases, Frontier's Bridgeport central office.
- Approximately 22 Norstar key systems and 554 Nortel handsets (270 at Town sites, 284 at BoE sites).
- A Nortel Business Communications Manager (BCM) system at Trumbull High School with approximately 252 digital handsets, 150 of which are in classrooms
- Approximately 24 analog sets at seven smaller sites not served by Norstar systems
- An Octel voice mail system that supports all users in Town except Police, located at the BoE offices.
- A Nortel Call Pilot voice mail system at Trumbull Police.

#### 2.2 Summary of Requirements

The Town envisions implementing a VoIP system consisting of the following primary elements:

- Primary system components, including servers, routers, gateways and other required components, with adequate redundancy to minimize the impact of a single component failure
- IP telephones of various capacity and functionality per the table below
- Survivable gateways or similar appliances to support connectivity and survivability at key sites
- Voicemail system to support all users
- Unified messaging to support forwarding of voicemail to email
- Interfaces to support analog telephone sets and other analog devices
- Interfaces to support connection to SIP and analog trunks
- Interfaces to support connection to the Town WANs and LANs
- Interfaces to support connection to Police recording system
- System administration platform
- Cabling as specified
- Call accounting system
- Uninterruptible power supplies to support primary components for two hours
- Racks, patch panels and other hardware required to build and support the proposed system
- Professional services for initial installation/design/configuration and post-cutover reconfiguration
- Optionally, mobility services as described herein

The Town will consider either premise-based or hosted solutions, and nothing in this RFP should be construed to favor one approach over the other.

Proposers shall submit a detailed design and configuration diagram identifying all components, their location, and the connectivity among components for their proposed system. Proposers shall provide a proposed equipment rack layout for all required equipment spaces and wiring closets. If not already existing, Proposers shall include standard floor-mounted or wall-mounted 19" four post open racks sized to support its proposed equipment, leaving a minimum of 25% of the rack units available for expansion in each site.

#### 2.3 System Life Cycle

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

- Maintenance by technicians certified on the product/component
- Spare parts
- System administration, reconfiguration and MAC work
- Professional services for major reconfigurations, addition of new sites and the roll out of new applications and services
- Hardware and software upgrades
- Training/retraining
- Manufacturer/factory support

## **2.4 System Reliability**

### Hardware

The system should remain available for generating incoming and outgoing calls, despite individual component failures. In order to guard against failures that will make the system inoperative, the system must possess sufficient redundancy, survivability and physical diversity to minimize the scope of a major component failure. Proposers shall discuss in detail how they accomplish this survivability, and explain the impact of major component failures.

The proposed system shall be equipped with all necessary hardware and software to monitor performance and perform diagnostic tests. The tests shall run periodically without manual startup and on demand by Town staff. Remote access diagnostic capabilities shall be provided, with proper authentication, from any location with a secure network connection. Frequency of scheduled performance testing shall be configurable by the Town. System performance and operation shall not be affected during such testing. The system shall be configured to alert Town staff of certain alarm conditions via email, text, outdialing to a cellular telephone or other remote notification device.

### Software

The software proposed should be sufficiently mature to provide reliable operation. Proposers shall provide data to demonstrate that the proposed generic version has been in operation for commercial customers of the size and complexity of the Town.

Software upgrades to keep the system in the latest software release shall be included for 7 years as part of the annual maintenance/service level agreements, or incorporated into monthly hosting costs.

Software updates shall be automated but controllable as to time executed as to not interfere with performance.

### Station Equipment

Proposers shall provide evidence that the proposed telephone sets can withstand physical stress of typical use, such as resistance to damage from dropping, strain on line and handset cords and the reliability of keypads in heavy usage. Proposers shall include one telephone instrument, representative of the family of instruments proposed, with their responses. The set will be returned after the proposal evaluation has been completed.

### Voice Quality

The system shall maintain voice quality of a Mean Opinion Score (MOS) of 4.0. Describe the metrics and methodology used to calculate sound quality, and the means by which voice quality is tracked and reported.

### Security

The system shall be secure and possess mechanisms to protect critical tables, databases, and operating systems. Access to the system by Town operations personnel and the service provider should be controlled through the use of authentication techniques to prevent unauthorized alteration or destruction of critical tables, databases, programs, etc. Specify the nature of the security provided with the proposed system.

## **2.5 Expandability/Modularity**

The proposed system shall be able to grow and expand in an incremental manner to handle additional lines, storage capacity, and call volume without equipment replacement and/or major retrofits. The proposed system shall have a minimum initial growth capacity of 20% in additional lines and call volume without equipment additions or hardware/software upgrades. Proposers shall identify any thresholds in capacity, line count, call volume or other parameters that may result in the need for such replacements or retrofits.

## **2.6 System Administration and Management**

System management and administration services shall be provided to enable the Town to manage the system. The system should be able to be configured with different permission levels to allow access to all or to some elements of the systems, and to provide the ability to make changes to all or to some elements of the systems. So, for example, Town IT could manage its part of the system, and BoE IT could manage

its portion. System management and administration includes:

- The ability to perform moves, adds and changes to the system such as activating new extensions and voice mailboxes, changing features and restrictions on extensions, resetting passwords, etc.
- The ability to perform basic troubleshooting and diagnostics
- The ability to monitor system performance, including:
  - Voice quality on the IP network
  - Security (reporting on a security breaches, attempted security breaches)
  - Resource utilization
  - Alarms and actions taken
  - Trunk resource utilization

In Section 5 of the RFP, requirements for training for Town system administrators and technicians are described. It is anticipated that this training and knowledge transfer will be adequate to permit Town staff to perform system diagnostics and troubleshooting and perform most MAC work, without assistance from the vendor, should the Town choose to do so.

**However, note that this capability shall not relieve the Proposer from any contractual responsibility to proactively monitor system performance and perform maintenance operations during the warranty period and during any subsequent period in which the Town has entered into a maintenance agreement or service level agreement with the Proposer.**

## 2.7 Required Features

Proposers shall provide a complete list and description of all features available with the proposed system. The Town 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.

Proposers 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 that the system administrator has to allow or disallow end user control. Proposers shall describe the tools available to end users to control, configure or reconfigure features and settings.

The system should perform as a single system. Note that the Town and BoE have separate WAN's that do not touch. Functionality required includes:

- A coordinated dialing scheme - The dialing scheme will facilitate calling among all extensions. The numbering plan will allow users at any extension to dial any other extension on the network by dialing a 4-digit extension number.
- Carrier services resource sharing – The system shall have the ability to route outgoing calls from any site/extension number, and incoming calls to any site/extension number, via carrier services that will be distributed among the primary sites. **It is expected that the selected vendor will be responsible for coordinating the acquisition and implementation of carrier services (SIP trunking), as well as obtaining new DID numbers and porting existing Centrex lines to the new system as DID numbers.**
- Feature transparency - Traditional system features shall be able to be employed transparently across the network. Features and services such as call routing, call transfer, conference calling, call coverage, call forwarding, and others will be able to be employed among all facilities.
- E9-1-1 Location Reporting – When any extension in the system dials 911, the accurate location identification of the location from which the call is initiated shall be displayed at the appropriate Public Safety Answering Point (PSAP). The system should include the capability of notifying selected Town staff via email, text, desktop or IP telephone display or other means when an extension dials 911. Such notification shall include the extension number and location of the caller. The level of granularity of the location identification (building, floor, wing, room number) shall be in compliance with current Connecticut state law. The staff notification function should also apply to any “panic buttons” that may be deployed as analog lines in the system.
- Incoming Caller Identification – The system will support the display of caller ID information, including the telephone number, and, when available, the name of the caller, for incoming calls to the system. The feature will further apply to call routing information when calls are forwarded or transferred between extensions on the network.

- System Directory – The system will include an easy to use internal directory function, integrated with Active Directory, allowing users to search by name, extension number, or facility using either the functionality of the telephone display or desktop integration. Functionality shall include, at a minimum, a Town-wide directory, personal directories for individual users, and recent call lists (calls received, calls made, calls missed, etc.). Note that the Town and BoE have separate AD infrastructures.
- Networked messaging system – All sites on the network will be served by a single voice messaging system. Full integration between the voice messaging system and the telephone system must extend to all extensions. Minimum integration functionality and unified messaging requirements are defined in the Voice Messaging System Requirements section of this document.

## 2.8 Station Equipment

The Town will deploy a configuration of primarily IP telephones, with limited use of analog telephones. Power to IP telephones will be provided by Power over Ethernet switches using the 802.3 standard, provided by the Town. Handset counts to be used for system pricing are provided in the table below. Handsets shall be ADA compliant and hearing aid adaptable. The system will be required to support, at a minimum, the following telephone types:

- **IP telephone sets** with gigabit Ethernet ports equipped with multiple fixed and programmable line appearance keys, feature keys, a message waiting indicator, displays of adequate size and resolution to allow users to take advantage of system and set-based applications, and speakerphones. The system shall include a family of sets, and optional add-on modules providing the capability of supporting individuals that are responsible for handling high call volumes for several staff. The IP sets will have paperless labeling. For the purpose of proposal development, the Town has identified three (3) full-featured IP telephones to be included in proposals:
  - **Basic User** – for low usage locations, capable of 2 simultaneous calls/sessions, message indicator, one-button access to features such as hold, transfer, conference, and full duplex speakerphone.
  - **Standard User** – office worker, message indicator, capable of at least 4 simultaneous calls/sessions and ability to monitor at least 4 lines, one-button access to features such as hold, transfer, conference, voice mail access, full display, and full duplex speakerphone.
  - **Heavy User** – reception, secretarial and administrative support staff, message indicator, capable of at least 8 simultaneous calls/sessions and ability to monitor status of at least 8 lines, one-button access to features such as hold, transfer, conference, voice mail access, full display, and full duplex speakerphone.
  - **Expansion Modules** – for locations where it is necessary for a support person to answer and process high call volumes, view the status of several lines, or view multiple messaging indicators.

Proposers shall submit the following information to describe the proposed IP telephone sets.

- **Capacity** – Describe the capacity of the set, including the maximum number of simultaneous calls and the number of line appearances
- **Display** – Describe the display, including size (length and width), resolution, and the number of lines and characters that can be displayed. Provide photographs of the sets and the displays.
- **Applications** – Describe the applications that can be accessed via the IP set. Describe the applications that are included in your proposal pricing and any additional applications that are currently deliverable. Identify whether the system includes an application development tool that allows the development of additional applications, and the standards that are supported (HTML, XML, etc.). Describe any additional software to run those applications and whether it is stored on the handset or the server.
- **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.
- **Power Consumption** – Identify the power required to serve each IP telephone set in WATTS. Identify the power requirements in an on hook condition, off hook condition,

and during call setup.

- **Analog single line telephone sets** – Where analog sets will be deployed, the Town will re-use existing analog sets. Proposer shall supply only the analog ports necessary to support analog sets. The system shall also support the connection of analog devices such as fax machines and credit card authorization devices.
- **Softphones** – software supporting telephone service integrated into a PC, with no physical telephone set. Provide unit costs only.
- **Wireless IP telephones** capable of operating at any Town facility equipped with appropriate wireless infrastructure, using the 802.11b/g/n /ac standards. While on the Town network, the phones should not use Cellular Data and only use Wi-Fi. Provide unit costs only.
- **Cordless analog sets** – Provide unit pricing for the EnGenius Duraфон 1x cordless set or equivalent.

Proposers 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 selections.

## **2.9 Requirements by Site**

The number of working devices required at each location is approximately as shown on the table below. Proposers shall include these quantities of devices in their proposals.

The exact quantity, type and configuration of telephone instruments to be installed at each location will be determined as a result of station reviews to be conducted by the successful Proposer, with assistance from the Town. Proposers 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 station review process to determine any incremental costs/cost reductions resulting from the station reviews. The unit cost will apply for one year from system acceptance.

The Town requires that the successful Proposer conduct detailed station reviews as part of its project plan. Station reviews shall include meetings with representatives from each department at their sites to determine the requirements at each facility, and properly apply the capabilities of the system to each station. The Town requires that the successful Proposer physically visit and interview representatives from each facility in order to understand the configuration and operation of each site and to complete the system configuration.

Department	Address	Set Count	Basic	Standard	Heavy	Analog Station Ports	Analog Trunk Ports
<b>Town Facilities</b>							
Trumbull Town Hall	5866 Main Street	93	19	55	19	4	4
Town Hall Annex	5892 Main Street	7	2	5		1	1
Police Department	158 Edison Road	89	18	53	18	4	4
EMS	250 Middlebrooks Avenue	9	2	5	2	2	2
Senior Center/Social Services	23 Priscilla Place	14	3	8	3	2	2
Main Library	33 Quality Street	25	5	15	5	2	2
Fairchild Nichols Memorial Branch Library	1718 Huntington Turnpike	6	2	4		2	2
Public Works Complex	366 Church Road	21	4	13	4	2	2
Tashua Knolls Golf Course	40 Tashua Knolls Lane	6	2	4		1	1
Animal Control	300 Church Hill Road	2	2			1	1
Counseling Center	121 Old Mine Park	7	2	5		1	1
Health Department	335 White Plains Road	7	2	5		1	1
Ranger Station	1445 Huntington Turnpike	1	1				
Helen Plumb	571 Church Hill Road	1	1				
WPCA Pump Station	119 White Plains Road	1	1				
Police Substation	5065 Main Street	2	2				
<b>Total for Town Sites</b>		<b>291</b>	<b>68</b>	<b>172</b>	<b>51</b>		
<b>BoE Facilities</b>							
Board of Education – Long Hill Administration Building	6254 Main Street	80	16	48	16	4	4
Booth Hill Elementary School	545 Booth Hill Road	16	4	10	2	2	2
Frenchtown Elementary School	30 Frenchtown Road	20	4	14	2	2	2
Daniels Farm Elementary School	710 Daniels Farm Road	17	4	11	2	2	2
Middlebrook Elementary School/TECEC	220/240 Middlebrooks Avenue	27	5	20	2	4	4
Jane Ryan Elementary School	190 Park Lane	15	4	9	2	2	2
Tashua Elementary School	410 Stonehouse Road	15	4	9	2	2	2
Hillcrest Middle School	530 Daniels Farm Road	31	6	21	4	4	4
Madison Middle School/REACH	4630 Madison Avenue	43	7	30	6	4	4
Trumbull High School	72 Strobel Road	252	172	60	20	4	4
Agri-Science and Biotechnology Center	536 Daniels Farm Road	20	4	12	4	2	2
Maintenance Barns	546 Daniels Farm Road	3	3			1	1
<b>Total for School Sites</b>		<b>539</b>	<b>233</b>	<b>244</b>	<b>62</b>		
<b>Total for All Sites</b>		<b>830</b>	<b>301</b>	<b>416</b>	<b>113</b>		

## 2.10 Network Environment and Network Readiness Assessment

### 2.10.1 Current Network Environment

The Town and BoE have separate fiber optic-based WAN's.

The Town WAN consists primarily of gigabit Ethernet links running on fiber provided by Charter

Communications. It is a point-to-point network, with the hub located at the Town Hall data center.

Eight (8) Town sites not on fiber are served by cable modems.

There is a project underway to renovate the Highway Department complex, including the construction of a new building to house the Parks Department. As part of this project, the Town will extend Town-owned fiber from EMS to Animal Control to the new Highway and Parks buildings. These sites are on one continuous piece of property.

The BoE WAN is provided by Digital Back Office (DBO) and consists of gigabit Ethernet links from the BoE office to each school. At each location, the fiber terminates in Cisco 3750 switches, from which the WAN is handed off to the building LAN.

Town and BoE LAN's are comprised largely of Hewlett Packard LAN switches of various capacity and functionality depending on the number of users served and the site requirements. Most are Power over Ethernet (PoE) models. Network diagrams and a listing of switch make/model and PoE/QoS capabilities will be provided at the pre-proposal meeting to bidders signing the required non-disclosure agreement.

### **2.10.2 Network Readiness Assessment**

The Town anticipates that some enhancements to the current network may be required to support VoIP. The selected vendor will be required to perform a Network Readiness Assessment to determine what enhancements are necessary to support its proposed system, prior to initiating the installation.

The Scope of Work for this assessment should include the following, at a minimum:

- Compile an inventory of devices and links on the current network, verifying/reconciling the list of devices and documentation as provided by the Town
- Evaluate all network devices, including hardware specifications, software versions, feature sets, etc. with respect to age, condition, life expectancy/end-of-life or end-of-support status, serviceability, capacity, etc.
- Identify and evaluate the configuration of all network devices
- Monitor and evaluate the current utilization of network devices, including resources such as available port capacity, power (PoE) utilization and capacity, processor, memory, disk space, etc.
- Monitor and evaluate the current utilization of network links and capacity
- Identify and quantify any bottlenecks or other issues that are currently affecting the network's performance
- Simulate the addition of VoIP traffic onto the network based on parameters provided by the Town (such as predicted simultaneous call volume and average call duration)
- Perform a visual/physical inspection of the physical infrastructure in network spaces to include:
  - Type of network cabling in use and its condition
  - Available rack space
  - Power and backup power
  - Heating, cooling and humidity control
  - General condition of space (cleanliness, ease of access to network gear)
- Perform any other tasks/activities that are pertinent and necessary to accomplish the objectives of the assessment

The result of the assessment will be a comprehensive report that includes, at a minimum, the following:

- A general summary of the condition and performance of the network
  - A summary of the current network performance
  - A summary of the predicted network performance after adding VoIP
  - A summary of the enhancements necessary for the network to support VoIP
- Specific recommendations for:
  - Hardware upgrades or replacements. At a minimum, this should include any required upgrades/replacements to LAN switches for PoE and QoS



- Software upgrades
  - Modification to or sizing of network circuits/links
  - Changes to configurations based on best practices or other defined parameters
  - Need for physical infrastructure improvements including cabling, rack space, power, backup power
- Predicted call quality using the Mean Opinion Score (MOS) rating method. Identify and quantify the technical factors that impact the predicted call quality including delay, jitter and packet loss.

Describe the process that will be used to perform the assessment. Identify the amount of time that will be required. Identify any Town resources, including staff time, PC's, on-site access, etc. that will be required.

Provide a price proposal for the work described. If possible, provide this pricing on a per building basis, assuming the following locations will be included in the assessment:

For pricing purposes, assume that all buildings with the following exceptions are to be assessed:

- Ranger Station
- Helen Plumb
- WPCA Pump Station
- Police Substation
- BoE Maintenance Barns

## 2.11 Cabling

Cabling at most facilities is category 5 or better, with much of it being at least 20 years old. Proposers are requested to provide optional pricing to furnish and install category 6 cabling, terminated on category 6 RJ45 jacks at the device end, and on category 6 patch panels in the telecom closets, at the following locations:

Site	Drops
Hillcrest Middle School	31
Madison Middle School/REACH	43
Booth Hill Elementary School	16
Daniels Farm Elementary School	17
Jane Ryan Elementary School	15
Middlebrook Elementary School/TECEC	27
Tashua Elementary School	15
Senior Center	1

Any new cabling will be tested and certified in accordance with TIA category 6 cabling standards, and shall include the following:

- A wire map test to verify cable lengths, installation wiring errors, check for end-to-end pin-to-pin connectivity, split pairs, crossovers, shorts, split pairs, reversed pairs, opens or breaks or any other miswires.
- Manufacturer Testing that shows the cabling performance meets or exceeds the appropriate category of cabling (Category 6 as in TIA-568-B.2 and in B.2, Addendum 1). Tests are done for the manufacturer by a third party in their test lab and under conditions that meet industry standards. The mark on the cable jacket is evidence that the manufacturer had a national research test lab (NRTL) test that cabling product to TIA and other standards, and that it passed.
- Certification Testing Performed On-Site: This confirms that the installed cabling's performance meets or exceeds Category 6 cabling standards (as in TIA-568-B.2 and in B.2, Addendum 1), to include:
  - Insertion Loss
  - Near End Crosstalk (pair to pair)
  - Far End Crosstalk
  - Return Loss
  - Propagation Delay
  - Longitudinal Conversion Loss

- Longitudinal Conversion Transmission Loss

Floor plans with jack locations will be provided at the pre-proposal meeting to bidders signing the required non-disclosure agreement.

The Town also anticipates that some additional cabling will be required, including extending some demarcs from the current telephone system locations to the network core.

## **2.12 Voice Messaging System**

### **2.12.1 Basic System Requirements**

Proposers shall propose a voice messaging system with the capacity to support up to 1,500 users. This will support all telephone users plus many Town employees that do not have dedicated telephone sets (teachers, police officers, firefighters, public works, etc.). The system will be equipped to support twenty four (24) simultaneous sessions initially, with the ability to grow by 50% with no major equipment additions. Proposers shall describe all user features available on the Voice Messaging System.

### **2.12.2 Integration with Telephone System**

The proposed messaging system must be fully and transparently integrated with the proposed telephone system. Minimum integration features must include:

- Lighting message waiting lamp on phone set
- Providing stutter dial tone on stations not equipped with message waiting lamp
- Tracking caller ID information for all messages
- Forwarding of calls to personal greeting (user programmable)
- Transfer of calls directly to a voice mailbox (user programmable)
- Transfer of calls from a coverage point directly to the mailbox of the originally intended destination (user programmable)
- Out calling (user programmable)
- Autoforwarding of calls to an alternate number (user programmable)

### **2.12.3 Automated Attendant**

Calls made to certain numbers may receive a recorded announcement followed by a menu of options. Menus may contain department names or functional names. The system shall support a minimum of 50 discreet automated attendant menus. Menus shall be able to be nested four (4) layers deep. Once the caller selects a specific alternative on the menu, the Automated Attendant shall, via the telephone system, extend the call to the specific extension.

Users shall have the ability to pre-record multiple automated attendant greetings that may be invoked on a scheduled basis or on a manual basis by secure access from any telephone or via a web portal. For example, departments using automated attendant shall have the ability to have a business day greeting and a nights/weekends greeting that are activated on a scheduled basis. Alternately, departments shall have the ability to answer the phone “live” during business hours, and activate the automated attendant nights and weekends.

Users shall have the ability to record/re-record and activate automated attendant greetings by secure access from any telephone or via a web portal. For example, if the Town decides to close its offices due to a major storm, the Town shall have the ability to insert an automated attendant greeting from any touchtone telephone or via a web portal.

### **2.12.4 Unified Messaging**

The Town envisions deploying Unified Messaging. For purposes of this discussion, Unified Messaging refers to the ability to have voicemail messages delivered to a user’s email inbox. State how this is accomplished in your proposed system, whether by (1) speech-to-text technology, so that the voicemail message is transcribed to text, or (2) forwarding a link to the user’s email inbox. The Town prefers not to have voice mail messages sent to email as file attachments.

The Town will have the option of activating the Unified Messaging feature systemwide or on a user-by-user basis; and users will always have the option of retrieving messages using the traditional method of dialing into the system and entering a password.

Proposers shall describe the messaging system’s ability to backup, restore, archive and lock voice messages. Proposers shall describe the capacity requirements for storage for the Town to archive and vault all messages for a two year retention period, to create legal hold files on said vault and to comply with all federal and state judicial requirements securing the integrity of the vault.

Town and BoE both use Microsoft Office 365.

### **2.13 Desktop Integration**

Proposers shall submit descriptions of the desktop integration features available in their systems. Include in this discussion 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 mailboxes from the desktop (independent of unified messaging)
- Presence, status and chat features
- Ability to dial from a directory (click-to-dial)
- Ability to dial from Outlook (premise-based and Office 365) and other applications

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

Public Safety and Emergency Communications Requirements

### **2.14 9-1-1 Location Identification**

The system shall be equipped so that the accurate location information is identified to the appropriate Public Safety Answering Point (PSAP) when a user dials 9-1-1 from any extension in the system. The granularity of the location information (address, floor, room number) shall be in compliance with current Connecticut state law.

#### **2.14.1 Direct 9-1-1 Dialing**

Users shall be able to dial 9-1-1 with no access code when placing an emergency call.

#### **2.14.2 Call Recording**

Trumbull Police records certain calls. The current recording system is a Verint Audiolog 5000, release 5, which the Town intends to maintain in service. Proposers shall provide the necessary components and services, coordinating their work with the call recording vendor, to record all calls on a total of six (6) IP telephones. In the current environment, each of these sets has approximately six (6) lines appearing.

### **2.15 Carrier Services**

The system must support interconnection to a wide complement of network services, including the following:

- SIP Trunking
- ISDN PRI
- Centrex lines
- Analog central office trunks
- T-1
- 10/100/1000 Mbps Ethernet

SIP trunking is the preferred method of connecting to the Public Switched Telephone Network (PSTN). If the successful Proposer can also furnish and support SIP trunking, please provide a description of the available services and their costs. For proposal services, assume a requirement for 100 simultaneous sessions (that is, 100 simultaneous incoming/outgoing calls, exclusive of internal, extension-to-extension calls).

In any case, the successful Proposer shall be responsible for the coordination of the installation of all 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 elects to maintain and the provision of any required new DID numbers.

Ninety (90) days after system cutover, the successful Proposer shall conduct an analysis to determine actual required trunking quantities, at no additional cost to the Town. Results of the analysis shall be presented to the Town, and upon Town approval, the successful Proposer shall coordinate the installation of proper modifications.

### **2.16 Call Accounting System**

Proposers shall provide pricing for a call accounting system as an option. The call accounting system shall allow the Town to collect data on calling activity on a scheduled basis, such as monthly department reporting.

The system shall also support real time reporting for the purpose of researching individual calls, for example harassing or threatening calls. The call records shall contain the following information, at a minimum:

- Date and time of call
- Originating phone or extension number
- Access Code dialed
- Authorization Code (if used)
- Network resource used
- Destination number (internal extension or outside number)
- Duration of call

The call accounting system will allow the Town to collect, maintain and report on all calls (incoming, outgoing, and extension-to-extension). A robust set of management reports must be standard with the system, which includes the capability to aggregate calls made to and from various groups of extensions, user groups and departments. Provide samples of all reports with your proposal.

### **2.17 Mobility – Cellular Telephone Integration**

The Town has a requirement for some of its workforce to be mobile, and requires the system to support this mobility for mobile workers. Describe the capability for cell phone integration to support mobile staff. The preferred capability is a smartphone application/client that can act as an extension on the system. Describe whether this feature uses minutes on a user's cellular plan, capacity on a user's data plan, or otherwise may result in additional costs.

Proposers shall describe this functionality in detail, including any necessary hardware or software, the process by which the feature can be activated locally and remotely, and costs. Proposers shall provide optional pricing in its base system proposal for 100 concurrent smartphone clients/licenses, and provide incremental optional pricing for blocks of 25 additional concurrent clients/licenses.

### **3 WARRANTY, MAINTENANCE & POST-INSTALLATION SUPPORT**

#### **3.1 Design and Operation**

Proposer shall warrant that the equipment, components, and services sold or 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 five (5) years from Acceptance. This represents the anticipated life cycle of the proposed system.

#### **3.2 Configurations**

Proposer 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**

Proposer 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. Proposer shall furnish the current version of software for all systems provided. If a new version or release is issued after contract execution, but prior to the shipment of the system, then the Town shall have the option of substituting the new version or release in place of the originally proposed version or release, at no additional charge. If the Town selects to install the originally proposed release, the supplier will coordinate upgrading to the latest release with the Town in a timely manner.

#### **3.4 Product Life Cycle**

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

#### **3.5 Current Installations and Demonstrations**

Proposer warrants that all of the equipment and software proposed is currently installed in a user environment and able to be demonstrated. Experimental or unannounced equipment or software will not be acceptable unless specifically stipulated by the Town.

#### **3.6 Warranty Coverage**

Proposer warrants that the system as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final Acceptance. Proposals for extended warranty periods will also be welcomed by the own.

The warranty shall also include software updates/patches/enhancements to ensure that the system is operating with the latest software version. Proposer 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. Proposer shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

In a hosted environment, these costs shall be included in the ongoing monthly service charges for the hosted system.

#### **3.7 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 time frames identified in items 3.8 and 3.9 below.

#### **3.8 Major Failures**

During the warranty period, Proposer shall provide maintenance services on a 7x24x365 basis. Proposer 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's site, or the host site in the case of a hosted system. For the purposes of warranty and maintenance, a Major Failure is defined as any failure that affects the following:

- 10% of station equipment out of service
- 10% of carrier services out of service

- Any building completely out of service
- Any peripheral system out of service (messaging, system administration, call accounting)
- Deterioration of voice quality to an average of below an MOS of 3.8
- Failure of any integration functionality between systems installed under this contract, or between systems installed under this contract and other existing Town systems
- Any failure whatsoever which reasonably affects the ability of the Town to respond to any emergency situation, or which substantially impedes the Town's ability to operate, as determined by the Town.

### **3.9 Routine Repairs**

During the warranty period, and during any subsequent maintenance agreements, other routine repairs will be completed:

- Before the end of the same day if reported before noon
- Before the end of the next business day if reported after noon
- For public safety sites, routine repairs will be completed the same day as reported, regardless of the time reported.

### **3.10 End of Warranty Period**

After the warranty has expired, the Town may elect to enter into service and maintenance agreements with the successful Proposer. During any such maintenance agreements, Proposer shall provide maintenance services on a 7x24x365 basis under the same terms as the initial warranty as described in Section 3.8 and 3.9. Maintenance shall include all parts and labor, monitoring the system for alarm conditions and responding to such alarms, software updates/patches/enhancements to keep the system current and insure ongoing support from the Proposer and manufacturer, travel and all other expenses necessary to support the system.

The Town will evaluate life cycle costs for an expected life of five (5) years. Proposer shall provide post-warranty maintenance pricing estimates on an annual basis for years 2 through 5. Proposer 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.

In a hosted environment, these costs shall be included in the ongoing monthly service charges.

### **3.11 Preventive Maintenance**

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

### **3.12 Remote Diagnostics**

Proposer shall have a remote diagnostics and maintenance capability that permits Proposer to monitor system performance, and perform routine diagnostics and maintenance, and will identify the location and capabilities of this facility. Proposer shall provide performance monitoring of the system primary components and peripheral systems as part of the initial warranty and any subsequent maintenance agreements.

## **4 SCOPE OF SERVICES**

### **4.1 Implementation Planning**

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

- Network Readiness Assessment
- VoIP system common/shared components (servers, routers, gateways)
- Voice messaging system and unified messaging functionality
- Software configuration and development of required databases
- All station equipment, including station reviews, set placement, tone and test and interconnection
- System administration application

- Interconnection to Town WAN and LANs
- Provision of configuration data for incorporation into configuration files of network electronics
- Additional switching and station cabling where this requirement is identified
- Furnishing and installation of required patch cords and/or cross-connects to provide complete connectivity from telephone system common equipment to station equipment.
- Coordination with carriers for the installation of and interconnection to network services, provision of DID numbers and number porting.
- Testing of all system functionality
- Delivery of system documentation
- Training per the requirements stated in Section 5 of this RFP

The successful Proposer shall work with the Town to develop and coordinate a phasing and cutover/transition plan acceptable to the Town. The cutover plan must identify, quantify and minimize any anticipated down time. The cutover plan must allow for a return to the existing system should the cutover be unsuccessful. The cutover shall occur during non-business hours for non-public safety sites. Cutover times for public safety sites will be determined with public safety officials.

#### **4.2 Equipment Delivery and Storage**

The successful Proposer is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities, with inside delivery required. Proposers are informed that no loading docks are available and that lift gates will be required. The Town has limited space for storage, and does not wish to have the system stored in Town storage areas, awaiting relocation to its final location at each site. The Town prefers that the system components be delivered directly to their final installation location.

The successful Proposer will provide the Town with an itemized accounting of each item of equipment upon delivery to the Town premises pursuant to the final negotiated contract. Only Town personnel who are designated and authorized by the Town to receive delivery shall be the 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 will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). Proposers shall provide the physical and environmental parameters for all components. Proposers shall state the precise preparation requirements needed to accommodate the system in every equipment space, including:

- Space requirements
- Thermal dissipation (BTU/hour) per
- Power requirements: voltage/current rating and receptacle type per component
- Power required for each IP telephone model
- Temperature/humidity operating range
- Wall/floor/ceiling surface requirements
- Lighting requirements

A site inspection shall be performed by the successful Proposer 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 staff. Proposers shall provide all site requirements with their proposals. The successful Proposer will certify that the sites are 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 in strict accordance with the most current edition of the National Electric Code. The successful Proposer 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 successful Proposer shall provide all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. The successful Proposer 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 successful Proposer.

#### **4.6 Premises**

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

#### **4.7 Project Completion**

The successful Proposer shall acknowledge that successful completion of this project shall include the installation, testing, and Acceptance, following a successful Performance Period as described below, by the following Acceptance Criteria:

- Prior to Acceptance by the Town, the Proposer shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. Town 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:
  - All required subscriber, operator and system features for each installed system, subsystem and station
  - Placement and reception of test calls under a variety of conditions: busy, no answer, call forward, etc.
  - Demonstration that the system and all subsystems are operating in accordance with the configurations agreed upon by the Town and the Proposer
  - Voice quality tests
  - Demonstration of acceptable performance in the presence of traffic overloads
  - Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each subsystem
  - Security Penetration testing
- Upon completion of successful testing and inspection by the Proposer, the Proposer shall provide written notification to the Town. 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 independent inspection and confirmation within 48 hours of notification. The failure of the Town to inspect and confirm within these time periods shall not be deemed an acceptance of the system. The Town has the right to reject defective material and workmanship and require its correction. Rejected workmanship shall be satisfactorily replaced with proper material or equipment without charge therefore and the Proposer shall remove the rejected equipment or material from the premises.
- Upon satisfactory completion of said testing and inspection, the Town shall notify the Proposer, and the Performance Period shall commence.
- A Performance Period of thirty (30) consecutive calendar days of operating in accordance with the manufacturer's published specifications, and in accordance with the configurations agreed upon by the Town and the Proposer, subject to testing and inspection, shall constitute a successful Performance Period.
- If a Major Failure (as defined in Section 3.8 above) occurs during the Performance Period, the Proposer shall remedy the problem in accordance with manufacturer's published specifications, and/or the configurations agreed upon by the Town and the Proposer, and the Performance Period shall recommence.
- Upon successful completion of the Performance Period, and within three business days, the Town and the Proposer shall meet to confirm Acceptance, and the Final Acceptance Form shall be executed.
- If a successful Performance Period cannot be accomplished within ninety (90) calendar days after commencement of the first Performance Period, the Town reserves the right to find the Proposer in default, and terminate the Contract. In that event, the Proposer shall remove the equipment, and the Town shall not be responsible for any payment whatsoever to the Proposer, except for any materials left in place and elected to be reused by the Town.



#### **4.8 Documentation**

The Proposer shall provide two (2) complete sets of technical documentation including system manuals, technical specifications, network infrastructure connectivity diagrams, call center flow diagrams and automated attendant flow diagrams, as-built drawings (hard copy and electronic using Microsoft Visio or equivalent), and a complete inventory of all components, including at least the serial number, model number, manufacturer, description, and location installed. The inventory database shall be provided in electronic format agreeable to the Town.

#### **4.9 Equipment Disposal**

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.

## **5 TRAINING REQUIREMENTS**

### **5.1 End User Training**

Proposer shall supply complete station user training for all station equipment types and other end user equipment, for all station users, utilizing live equipment at each Town site, within two weeks prior to system cutover. Costs for this training shall be included in the base system pricing, including any expenses. The Town will provide appropriate space and assist in scheduling of classes for station user training. Each user will be provided with written training materials for his/her telephone station equipment. In addition, a supply of training materials/user guides shall be provided to the Town for future use. User guides shall also be made available on line.

### **5.2 System Administration Training**

Proposer shall supply complete training for a minimum of five (5) persons on the operation of the system management and administration functions of all systems and subsystems, within two weeks prior to the system cutover. Costs for this training shall be included in the base system pricing. Training will be provided on all primary and peripheral systems and services installed under this contract.

### **5.3 Certified System Specialist Training**

Proposer shall provide pricing for the training necessary for the Town to assume responsibility for system maintenance, should the Town choose to do so after the warranty period has expired, for all primary and peripheral systems and services installed under this contract. Training will be adequate for personnel to become "certified" system technicians and/or administrators. Provide pricing inclusive of travel and out of pocket expenses. Provide the locations where training is conducted. Identify available training courses syllabuses and schedules, and provide pricing for on-going training and re-certification programs.

### **5.4 Post-Cutover Training**

“Train the Trainer” or equivalent training shall be provided at no cost to up to 30 staff. Proposer shall provide the materials and support necessary for the Town to provide training on an ongoing basis to new employees and refresher training to existing employees. Provide descriptions of all training programs available, length of classes, and quantities of individuals per class. Provide copies of training materials. Training materials and manuals should be available for download to the Town via the Internet.

## **6 PRICING PROPOSAL**

### **6.1 Pricing Format**

Pricing for the proposed system must be provided in summary format on this sheet, and in detail, by site, on the attached spreadsheets. Provide one detailed pricing sheet for each facility. Each chargeable item of equipment, hardware, software installation, configuration and professional services must be listed on the attached spreadsheets. The unit purchase and installation prices must apply from the date of contract until cutover of all sites. Add-on unit prices must apply for one full year after final Acceptance.

### **6.2 Life Cycle Cost Comparison**

The Town will develop a total five (5) year life cycle cost for the proposed system, and use this as the methodology for determining the lowest cost among all proposals received. The calculation will include:

- All acquisition costs for the proposed system, including all sites
- All installation and configuration costs for the proposed system, including all sites
- All project management and professional services costs for the implementation of the proposed system
- All annual post-warranty maintenance costs (Proposers shall provide post-warranty maintenance pricing per the requirements stated in Section 3 of the RFP on an annual basis. Proposers 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. Annual maintenance costs may not increase by more than the Consumer Price Index.)

### **6.3 Approximation of Quantities**

The quantities given in the proposal are approximate only, being given as a basis for the uniform comparison of proposals, and the Town does not expressly or by implication agree that the actual amount of work will correspond therewith. The Town will work closely with the successful Proposer to develop a final system design and configuration, and negotiate final pricing and terms based on actual quantities, features and functionality to be deployed and phasing schedule.

TOWN OF TRUMBULL & BOARD OF EDUCATION  
TRUMBULL, CONNECTICUT  
REQUEST FOR PROPOSAL  
VOIP TELEPHONE SYSTEM

PROPOSAL 6211 DUE: JANUARY 5, 2017 @ 2:00PM

## **Proposal**

### **6.4 Pricing Timeframe**

It is required that all pricing and provisions of the Proposer's proposal remain in effect for a minimum of 120 days from the submittal date.

### **6.5 Authorized Signature**

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

### **6.6 Payment Terms**

For a premise-based system, the Town will pay for the purchase and installation of the system on a milestone basis, as follows:

Delivery of Equipment to Sites	-	20%
Cutover of Primary Sites	-	30%
Cutover of Final Site	-	25%
Final Acceptance	-	25%

The Town's Project Manager shall be the sole judge of whether the Proposer has met the requirements for each payment. The Project Manager reserves the right to change or reduce payment requisitions based on the Proposer's performance.

### **6.7 Project Schedule**

It is expected that the Proposer will commence the work no more than 10 business days after the execution of the Contract. A projected time line must be submitted with the proposal.

TOWN OF TRUMBULL & BOARD OF EDUCATION  
 TRUMBULL, CONNECTICUT  
 REQUEST FOR PROPOSAL  
 VOIP TELEPHONE SYSTEM

BID 6211 DUE: JANUARY 5, 2017 @ 2:00PM  
 PROPOSAL continued

**6.8 Pricing Forms**

**6.8.1 Base System Pricing – Premise-based System – Town Sites**

Item	Cost
Purchase Price for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	
<b>Total Cost for Base System</b>	
<b>Annual Maintenance Costs (After required 1 year warranty)</b>	

**6.8.2 Base System Pricing – Hosted System – Town Sites**

Item	Cost
Monthly Charges for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	

**6.8.3 Base System Pricing – Premise-based System – Board of Education Sites**

Item	Cost
Purchase Price for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	
<b>Total Cost for Base System</b>	
<b>Annual Maintenance Costs (After required 1 year warranty)</b>	

**6.8.4 Base System Pricing – Hosted System – Board of Education Sites**

Item	Cost
Monthly Charges for Telephone System with all required functionality	
Installation/Professional Services/Project Management Price for Telephone System with all required functionality	
Year 2 Maintenance/post cutover support	
Year 3 Maintenance/post cutover support	
Year 4 Maintenance/post cutover support	
Year 5 Maintenance/post cutover support	
Trade-in/Buy Back/Equipment Disposal Incentive	

**6.8.5 Optional Services**

Mobility services – 100 concurrent smartphone licenses/clients (iPhone or Droid)	
Mobility services – blocks of 25 additional licenses	
Unit Cost per cable drop – category 6 UTP, terminated both ends and tested	
Cabling Hillcrest Middle School	
Cabling Madison Middle School/REACH	
Cabling Booth Hill Elementary School	
Cabling Daniels Farm Elementary School	
Cabling Jane Ryan Elementary School	
Cabling Middlebrook Elementary School/TECEC	
Cabling Tashua Elementary School	
Cabling Senior Center	

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

Date \_\_\_\_\_

\_\_\_\_\_  
*Signature of Individual Submitting Proposal*

\_\_\_\_\_  
*Printed Name of Individual Submitting Proposal*

\_\_\_\_\_  
*Name of Business*

\_\_\_\_\_  
*Business Address*

\_\_\_\_\_  
*Town, State, Zip*

\_\_\_\_\_  
*Email*

\_\_\_\_\_

Phone/Fax

**TOWN OF TRUMBULL**

**RFB/P #6211 DEADLINE: JANUARY 5 ,2017 AT 2:00 P.M.**

**TITLE –Non - Disclosure**

**Non-collusion Language**

In submitting this bid/proposal, the undersigned declares that this is made without any connection with any persons making another bid/proposal on the same contract; that the bid/proposal is in all respects fair and without collusion, fraud or mental reservation; and that no official of the Town, or any person in the employ of the Town, is directly or indirectly interested in said bid/proposal or in the supplies or work to which it relates, or in any portion of the profits thereof.

**Compliance with Ethics Code**

In submitting this bid, the undersigned further declares that it has not, and will not, induce or attempt to induce any Town of Trumbull employee or officer to violate the Trumbull Code of Ethics in connection with its offer to provide goods or services under, or otherwise in the performance of, such contract.

The undersigned further understands that the above declarations are material representations to the Town of Trumbull made as a condition to the acceptance of the bid/proposal. If found to be false, the Town of Trumbull retains the right to reject said bid/proposal and rescind any resulting contract and/or purchase order and notify the undersigned accordingly, thereby declaring as void said bid/proposal and contract or purchase order.

**RESPONDENT INFORMATION:**

**BIDDER'S COMPANY NAME** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_

\_\_\_\_\_  
**TELEPHONE #** \_\_\_\_\_ **FAX #** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_

**WEB SITE** \_\_\_\_\_

**AUTHORIZED SIGNATURE** \_\_\_\_\_

**PRINT NAME** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**STATE OF CT TAXPAYER ID #** \_\_\_\_\_

**FEDERAL TAXPAYER ID #** \_\_\_\_\_

**INCORPORATED IN THE STATE OF** \_\_\_\_\_ **Corporate Seal** Yes No

**TOWN OF TRUMBULL**

**RFB/P #6211 DEADLINE: JANUARY 5, 2017 AT 2:00 P.M.**

**TITLE –Non - Disclosure**

**Non-collusion Language (continued)**

The Trumbull Code of Ethics can be found at [www.trumbull-ct.gov](http://www.trumbull-ct.gov) . Relevant provisions of the Code of Ethics state as follows:

DEFINITION. (Persons, hereinafter referred to as “officials” and/or “employees”, bound by this Code are:

1. Elected or appointed Town officials, either paid or unpaid, including the Board of Education. The term “official” as used throughout this Code shall include officers.
2. All Town employees, which shall include paid consultants of the Town and of all Boards, Commissions, Committees and Authorities, including the Board of Education.
3. Town officials and employees for a period of one year following termination of such official position or employment for actions taken while serving as an official or employee.

B. “Commission” shall mean the Ethics Commission, referred to in Chapter VII, Section 22, Town Charter and Connecticut General Statutes Section 7-148 (c) (10) B and Section 7-148(h).

C. In all references herein to any parties, persons, entities or corporations the use of any particular gender or the plural or singular number is intended to include the appropriate gender or number as the text of the within instrument may require.

D. “Town” shall mean the Town of Trumbull.

2. GIFTS AND FAVORS. No town officer or his immediate family shall accept any valuable gift, thing, favor, loan or promise which might tend to influence the performance or nonperformance of his official duties.
3. IMPROPER INFLUENCE. No town officer having a substantial financial interest in any transaction with the town or in any action to be taken by the town shall use his office to exert his influence or to vote on such transaction or action.

**By signing below, the undersigned declares that he/she has read the non-collusion language contained herein and agrees to abide by its contents:**



**AUTHORIZED SIGNATURE** \_\_\_\_\_

**PRINT NAME** \_\_\_\_\_

**BIDDER'S COMPANY NAME** \_\_\_\_\_

**CONTRACT SIGNATURE**

The bidder shall indicate below, the full name, title, and the complete mailing address of the authorized person (i.e., **officer of the company**) who will sign the contract (if one is needed) for this procurement:

\_\_\_\_\_

End of RFP