

The City of Moultrie, Georgia Police Department

REQUEST FOR PROPOSAL

VoIP TELEPHONE SYSTEM

EXECUTIVE SUMMARY

The City of Moultrie Police Department (Moultrie PD) is soliciting bids for a converged voice and data solution. The selected vendor will be our primary source for the following:

- o VoIP hardware, software, and voice mail equipment to be used throughout our operations and all city government departments.
- o Installation and configuration services for this equipment.
- o Training of key users and System Administrators.
- o Maintenance and Support of purchased and installed equipment as required.
- o The City of Moultrie is expecting to install Digium/Asterisk compatible VOIP systems throughout our city that are expected to fully communicate among all the various city departments.
- o The system quoted must be fully compatible and integrate with a Digium/Asterisk system which is based on open source software.
- o System should further pass extensions, transfers, extension lists and appear as a Digium/Asterisk-based system from a non Digium/Asterisk system.
- o The system quoted should also offer IAX trunk interoperability in order to interconnect Digium/Asterisk based servers.
- o Extra software/hardware quoted to comply with integration requirements should be labeled as 'required for integration'
- o All applicable licensing costs for a period of 3 years shall be disclosed for all specified features for the system and each extension proposed. A table called "Licensing Costs" shall be included in the proposal.
- o System proposed shall have fully redundant hard drives, power supplies as well as a hot swappable automatic fail over spare.
- o Screens for (40) 6 line HD Gigabit phones shall be fully color
- o PoE Shall be provided by Moultrie PD
- o 9 Expansion Modules shall be proposed for three phone sets
- o System must interface with POTS in initial deployment (16 lines/3 fax)
- o System must interface via PRI in the future
- o System must integrate with radios (Motorola Turbo XPR4550)
- o System must integrate with paging
- o System must include UPS protection
- o System must include all necessary servers for all proposed applications. PD will not supply servers.
- o System must eloquently integrate with existing cabling & include necessary manageable length patch cables for each work station. Please read network layout and request as much information as possible before proposing.
- o Proposal must include 10 power supplies for the proposed Color 6 line IP Telephones for possible off site use.
- o Proposal must include 60 hours of service to be used over the next 36 months.

Moultrie PD reserves all rights to determine which vendor best meets the required needs of its operations. This solution must include Call Managers, Voice Mail with Integrated Messaging, and IP Phones. Moultrie PD is requesting proposals from a number of vendors and systems integrators for the supply, deployment, and maintenance of the complete voice and data solution that will be implemented in a phased approach.

Each question requires a written response. If you would like to attach documentation to support your answers, please do so. However, the summary answers should stand on their own. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities.

Completing this RFP

The RFP asks questions about functionality, approach, and pricing. If you require any clarification, provide the questions in writing via email to: Joey Lancos (joey.lancos@moultriega.com). Telephone or voice mail systems under development, in planning, or at beta test will not be considered. Used or refurbished systems will not be accepted.

This RFP has been developed in an effort to implement communication technologies to better enhance the overall communications experience within the PD. The goal of this RFP is to:

Purpose for the RFP:

1. Allow the PD to serve the community in a fiscally responsible and efficient manner. By combining voice, video and data onto an end to end network infrastructure, the PD will find significant cost savings to give us a positive return on our investment.
2. Implement communication to enhance operations and services in the PD.
3. Create the speed, mobility, and communication functionality of our systems to better serve our staff and members.

SCOPE OF WORK

This RFP documents the Moultrie PD's requirements for a VoIP phone system. The proposed VoIP phone system must be able to support all the required call processing, voice messaging, management and administrative features of this RFP.

This RFP is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the bidder flexibility in proposing the most appropriate and cost-effective system. Bidders should use their knowledge and experience to recommend a creative solution that will meet or exceed the PD's requirements. Only existing systems and software releases should be proposed. Systems under development or in planning will not be considered. Features that will be available only in future software releases will be considered as not available.

Proposals shall be evaluated on the percentages described herein. The evaluations will be performed by the Moultrie PD staff after the proposal submission deadline. The PD will short list up to three (3) top proposers and potentially invite those firms to present their product or services in an oral interview with PD staff. The short listed vendors will be asked to submit their cost proposals at the time of presentations. All decisions of Moultrie PD evaluators will be final

and will not be subject to any appeal process. Proposals received after the deadline will be returned.

Any matter of the bid package that requires explanation or interpretation must be inquired into by the Bidder in writing at least 72 hours (excluding weekends and holidays) prior to the time set for the Proposal Opening. Email all questions to Gwen Smith (purchasing director) gwen.smith@moultriega.com. Any and all questions will be responded to in the form of written addenda to all Proposers. All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page.

The ONLY official position of the PD is that position which is stated in writing and issued by the Purchasing Department. No other means of communication, whether written or oral, shall be construed as a formal or official response statement. No Proposals will be considered which have not been received by the deadline set forth. The PD is not responsible for delays occasioned by the U.S. Postal Service, the internal mail delivery system of the PD, or any other means of delivery employed by the bidder.

AWARD

Proposals will be evaluated promptly after opening and a tabulation summary will be provided upon request. Proposal results can be obtained from the City of Moultrie purchasing department during normal business hours. Tabulated results will be prepared and presented to our council members during a regularly scheduled council meeting where an award will be presented. No proposal may be withdrawn for a period of sixty (60) calendar days after the proposal opening date.

Name of the Bid:

VoIP Telephone System

Deadline for Bid Submittal:

February 26, 2010 at 4PM

Bids Shall be Submitted To:

**Gwen Smith (Purchasing Director)
City of Moultrie
P.O. Box 3368
Moultrie, Georgia 31776-3368**

INSTRUCTIONS TO BIDDERS

Method of Submittal

Mail , In person delivery (Sealed Bid)
Fax bids are not acceptable

Mandatory Pre-proposal Conference information on page 20

Submittal Documents Required:

Answer to this RFP as required within.

Contact Person, Title:

Joey Lancos, Deputy Chief
Moultrie Police Department
(229) 873-3198

E-mail Address:

Joey.lancos@moultriega.com

Award of proposal shall be made to the most responsible proposer(s) meeting the specifications set forth herein. The PD may select a bidder based on an "all or none" bid, on individual responses, or as is otherwise deemed to be in the best interest of the PD. In addition to the quoted price, the following criteria may be used in the award: quality of products, lead-time quoted, length of time committed for firm pricing and guarantees warranties.

TIE BIDS

In the event two or more bidders are tied in price while otherwise meeting all of the required conditions, the bid shall be awarded to the business with the closest affiliation to Moultrie PD, or if not within the above, within the State of Georgia where no bidder has direct affiliation with Moultrie PD or is located in the State of Georgia.

TIE PROPOSALS

For purposes of this quote, PD holiday closures are typically Christmas Day and Christmas Eve, New Year's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day following. Deliveries generally will not be accepted on those dates.

DELIVERY

The delivery time as negotiated with the successful applicant, shall be the time required to deliver the complete item(s) after the receipt of the order or award of the Contract. FOB point in terms of loss or damage is destination.

TERM OF PAYMENT

Purchases authorized under this contract will be paid for upon receipt of original invoice within thirty (30) days and after all products are delivered, installed, inspected and accepted.

SURCHARGES

Surcharges (i.e. fuel surcharges) shall NOT be allowed to be added to invoices as an additional line item, which was not included in the original bid amount.

WARRANTY

The supplier warrants that all articles, materials and service performed shall be consistent with manufacturer's specifications and will be free from defects. Without limitation of any rights which the PD may have by reason of any breach of warranty, goods which are not as warranted may be returned at Bidder's expense within thirty (30) after delivery, for either credit or replacement, as the PD may direct without additional charge to the PD.

INFORMATION TO PROPOSERS

Deadline for this request is: February 26, 2010 by 4PM

Submittals must be received by the City of Moultrie before the aforementioned time and date. Submissions received after this time will not receive consideration. Each prospective proposer must submit one (1) unbound original and two (2) bound copies of their proposal before the above deadline.

RFP submissions must be delivered prior to the aforementioned deadline at the following location:

Gwen Smith, Purchasing Director
1108 1st. Street N.E.
P.O. Box 3368
Moultrie, Georgia 31776-3368

Each proposer must include a full description of the proposed VoIP telephone system. Provide system architecture information, screen shots, system requirements, hardware information, implementation timeline, networking requirements and server information. Short listed proposers must include pricing information for initial turnkey installation, licensing requirements, and subscription and/or maintenance costs and any other system costs that may be incurred.

Only the short listed proposers will be asked for sealed cost proposals. Each bidder must agree to comply with the insurance and indemnification requirements outlined below. Submission of a proposal shall constitute agreement with the requirement and intent to comply. All certificates of insurance must be executed and delivered per the requirements before work may begin. Failure to comply with the insurance requirements will be considered breach of contract and will result in termination.

Note any exceptions to the specifications or exclusions clearly in the proposal. If exceptions are not clearly indicated in the submission, the selection team will assume full compliance with all aspects of the proposal requirements and scope of work. **IN THE CASE OF CONFLICT BETWEEN THESE SPECIFICATIONS AND ANY STANDARD SPECIFICATIONS BY BIDDER, THESE SPECIFICATIONS SHALL CONTROL.**

Requirements for VOIP Network/Communications System

Moultrie PD is seeking a "pure" VoIP telephony solution which supports future functionality. The preferred solution would use IP as the transport protocol (TCP based) for the call setup, call duration and call tear down. Voice mail needs to be included with this RFP. Please provide

enough mailboxes to cover the initial phone deployment, taking into consideration the potential to economically add more mailboxes and ports.

The proposed VoIP System should be capable of handling our future VOIP video applications without major modification to the network infrastructure. Security video cameras are being considered for future applications and VOIP cameras would be preferred in this case.

Each question requires a written response. If you would like to attach documentation to support your answers, please do so. However, the summary answers should stand on their own. The quality of the response to the RFP will be viewed as an example of the bidder's capabilities. Preference will be given to the bidder that provides a comprehensive, cost-effective, single vendor solution for current specifications, future capacity requirements, and on-going service and support

CRITERIA FOR VENDOR SELECTION

50%: Quality System Design that will be Scalable, Efficient, Reliable and meets Open Systems Standards

- o The proposed system and design will be evaluated as it relates to: fulfilling requirements of the RFP, available redundancies, scalability and support. System redundancy/reliability factors will be considered.
- o Bidder's system must not have a single point of failure, and must have better than five-9's reliability. Bidder must supply phone sets with inline power (not local wall outlet) for power fail dial tone availability. Phones in future remote locations must maintain all features in the event of WAN outage. Bidder should provide ten (10) wall outlet power supplies for phones located where PoE is not available.
- o The proposed system should be committed to supporting open system industry standards.
- o Maximum flexibility for efficient and cost-effective equipment through a standard browser-based interface.
- o Scalable, cost-effective voice messaging solution that supports industry standards for both telephone and desktop access, and supports unified messaging with Microsoft Exchange Server 2003 with Microsoft Outlook clients.
- o Modular, cost-effective growth in both IP phones and applications over the next five years. Asset protection moving forward is critical.
- o IP phone to Radio interoperability. Allowing Radios the ability to interoperate with any communication device (Cell phone, IP phones, analog/digital radios, etc). Prefer single vendor solution.
- o The ability to incorporate future requirements and technological advances.
- o Must be toll quality voice that meets or exceeds the voice quality of a typical traditional PBX or CLEC installed POTS line.

20%: Local Support and Service Capabilities

- o Local technical support of the entire system and all applications. Remote serviceability.
- o System must be easy to use, learn, and administer.

20%: Vendor Profile and Experience, Technical Support Staff Qualifications

- o Evaluation of the bidder's experience in designing and implementing multi-service network infrastructures – specifically VoIP installations. It is preferred that vendors have prior experience installing similar systems in a religious institution.

10%: Competitive Pricing

- o Award of bid shall be made to the most responsible bidder(s) meeting the specifications set forth herein. The PD may select a bidder based on an “all or none” bid, on individual responses, or as is otherwise deemed to be in the best interest of the PD. In addition to the quoted price, the following criteria may be used in the award: quality of products, lead-time quoted, length of time committed for firm pricing and guarantees warranties.

VENDOR RESPONSE SECTION(s)

2. BIDDER'S EXECUTIVE OVERVIEW

This section serves as an introduction to, and executive summary of the system being proposed. This information should be structured so anyone reading only this section has a clear understanding of the proposed system.

2.1 Bidder Profile

Describe your company's experience with building/designing intelligent network infrastructures. Include in your response the voice-over-IP experience you have.

1. Your company name and address.
2. Contact person
3. Years of business
4. Company financial stability
5. Staff – breakdown for office, technical, administrative, etc.
6. Reference list for similar installations in area.
7. Years your company has used or represented supplier(s) equipment.
8. Availability for service and/or emergency service.
9. Service/technical rates
10. All bidders must be manufacturer-authorized to sell/support the equipment being proposed. Please provide proof of authorization (i.e. photocopy of certificate).
11. Does the bidder install the product or use business partners (sub-contractors)?
12. Does the vender maintain the product or use business partners (sub-contractors)?
13. Does the bidder maintain a support call-in center for problems?
14. Does the bidder provide on-site assistance if it is required?

2.2 Proposed System

This section is to provide an overview of the manufacturer's architecture. It also covers how the proposer/manufacturer will provide an intelligent network infrastructure to support the VoIP Communications system.

2.2.1 Provide a description of the proposed system. Include diagrams if desired in an appendix. Include a list of model names and version numbers of all relevant components.

2.3 911 Services

2.3.1 How closely can your proposed system direct 911 operators/emergency personnel (within square feet of the phone)? Are there optional components available to provide “compliance” in the future?

2.3.2 Can this system enable users to “login” to different phones throughout the network (nomadic users)? If so, describe capabilities to provide accurate location information to 911 operators/emergency personnel.

3. SOFTWARE AND HARDWARE

3.1 System Software

1. Which software package is being proposed? Please provide the release and version.
2. How does your company provide future software releases? How are software upgrades performed?
3. When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?
4. Discuss the backup procedure of the system. How frequently do you back-up the operating software, which includes up-to-date moves and changes? Can a copy be easily secured off-site?
5. What is the maximum user capability of the proposed VoIP communications system? Provide a description of how scalability is achieved.
6. What is the maximum number of simultaneous conversations supported by the proposed system?
7. Describe requirements to the data network to support the system including necessary infrastructure, features and capabilities.
8. In a converged network supporting voice and data, how are QoS issues resolved?
9. Describe how your equipment integrates with networking equipment described in Appendix A to prevent unauthorized access to the data network. For example, what methods does your solution use to prevent a person from unplugging an IP phone and connecting an unauthorized computer to the data network.

3.2 Station Hardware

1. Provide a description of each IP telephone available with the proposed system. Phone shall have 6 lines, Gigabit, Color, HD. Specify the power requirements for each IP telephone and if they require local or closet power. Note all telephones proposed (except cordless telephones) should have full-duplex speaker phone with mute button.
2. Are shared extensions supported on the phones?
3. Describe methods for forwarding calls to voice mail, the operator, or other phones. Is there an easy way to transfer after hour calls to an answering service?
4. Please describe the proposed system speed dialing (system, group, personal) and company directory capabilities.
5. Do you offer an IP soft phone? If yes, please provide an overview of its features and list costs.
6. Does the phone system interface with video conferencing capabilities? If so, describe and list costs.

7. What type of audio conferencing features are built into the system? What features are optional? List costs.
8. Is the system capable of supporting IP cordless phones with noise suppression? Does the system hardware include these as an option?
9. Describe the power requirements of the VoIP phones used by your system while in each different state (in-use, idle, ringing, using the speaker, etc...)
10. Describe whether your system is capable of utilizing the 3-pair CAT3 wiring in certain locations to provide power and data connectivity to only a VoIP phone running at 10mb speeds without a PC sharing the connection. Also describe whether your system is capable of providing power and data connectivity to a VoIP phone and computer that will only have 2-pairs of a CAT5 cable dedicated to it. The minimum requirement for 10/100 data networking is 2-pairs.
11. Does the station equipment on your proposed system provide the following features? Note if any of these features are optional or result in additional charges. Please add any additional features not listed here at the end of this list and provide descriptions of how these features can be customized.
 - o 3 or 4 digit dialing within the system
 - o Adjustable display contrast
 - o Adjustable audio volume on intercom/speaker, headset, handset
 - o Adjustable ring volume, tone, and pitch
 - o Attendant voice-over notification
 - o Attendant or operator console
 - o Audio volume adjust
 - o Auto echo cancellation
 - o Back door capabilities
 - o Barge in
 - o Burst station callback
 - o Call forward all
 - o Call forward busy
 - o Call forward do not disturb
 - o Call forward no answer
 - o Call forward to individual extensions, groups, voice mail, cell phones, beepers, staff home lines
 - o Call hold/release
 - o Call hold exclusive/release
 - o Call park/pickup
 - o Call transfer (internal and external)
 - o Call waiting (visual)
 - o Calling line ID line and name from external and internal calls
 - o Camp on (to busy extensions)
 - o Conference (unicast)
 - o Conference - meet me (multicast)
 - o Destination status display
 - o Dial by name directory (direct inward dialing)
 - o Direct inward dialing
 - o Do not disturb
 - o E-911 identification of where call is placed
 - o Elapsed time display

- o Extension dialing between locations
- o Extension sharing – more than 1 phone can share an extension
- o Flash
- o Full-duplex speakerphone with mute button
- o Headset – cordless with noise suppression
- o Headset on/off key
- o Headset with cord
- o Identification of recalls
- o Intercom on all phones within building
- o Last number redial
- o Line privacy
- o Multiple calls per line appearance
- o Multiple line appearances
- o Night answer mode
- o Off-hook ringing
- o Off-hook voice announce
- o Paging – by individual phone, groups of phones, all phones, PA system, in meeting rooms only
- o Paging zones
- o Redial of any of the last 5 calls made
- o Ring distinction on incoming calls between internal calls and external calls
- o Shared extensions on multiple phones
- o Speed dialing
- o Wall mountable key sets

12. Does the system support the following types of user equipment without the use of 3rd party vendors and without the use of dedicated CLEC analog lines such as POTS lines? Describe any problems that can occur using any of these technologies over only the VoIP system?

- o Analog telephones
- o IP telephones
- o Headset phones with noise suppression
- o Proprietary digital phones
- o Radios
- o Modems
- o Fax machines
- o Cordless analog and/or IP telephones
- o Cordless headset analog and/or IP telephones with noise suppression
- o Conference phone for large rooms

3.3 Attendant Console

1. Does your system offer a PC-based attendant console application? If so, please respond in detail to this section.
2. Provide a description of the general capabilities and features of your PC-based attendant console application.
3. Is the PC-based attendant console application browser-based? What PC operating systems are supported?

4. Is the PC-based attendant console application a separately priced option? If so, what is the price?
5. How many attendant consoles can be run on your system? Can more than 1 person in each department have attendant capability on their PC? Explain. Does this affect the cost?

3.4 System Features

Does your system provide the following features? Note if any of these features are optional or result in additional charges. Please add any additional features not listed here at the end of this list and provide descriptions of how these features can be customized.

- Attendant console
- Automated call-by-call bandwidth selection
- Automated phone installation configuration
- Automatic phone moves
- Building intercom
- Direct inward dialing
- Event logging and reports
- Performance monitor interface
- PRI protocol support
- Station monitoring or busy lamp field across all locations
- Toll and nuisance number restriction (describe if this option is by set and/or by line)
- Tone or music on hold
- Visual message displays
- Web administration

3.4.1 Does the system provide tone or music on hold? Can departments record their own message to be played for callers on hold?

3.4.2 Describe the Desktop Call Manager and Unified Messaging capabilities of your system. Are there additional costs for these?

3.4.3 Does the system provide searching and dialing of the users contacts from standard desktop personal information managers such as Microsoft Outlook?

3.4.4 Does your system have automated notification capability which could be used to call people to remind them of an upcoming appointment with a PD department or in case of an emergency? If so, describe and list any additional cost. If not, provide information on any automated notification systems you know of that would work with your system.

3.5 System Administration Requirements

Describe the system administration tool(s) available to meet the following requirements.

1. Is the system administration application accessible from any workstation on the LAN /WAN?
2. Is the system administration application accessed through a standard web browser? Can it run on any Windows XP/VISTA /Windows 7 client?

3. How is security provided to prevent unauthorized access to the administration application?
4. Explain how the administrator would reload the database if they needed to restore a previous configuration?
5. Is there a limit to the number of administrators that can be logged on to the system at one time?

3.6 System Monitoring and Diagnostics

3.6.1 What diagnostic tools are available? What diagnostic reports are available to aid in isolating faults? Can diagnostics be remotely accessed? Are the system's diagnostic tools SNMP compliant? What IP management tools are being used to monitor and support traffic to insure quality of service? Simulating a call and testing for latency and jitter?

3.6.2 What remote diagnostics are available? Can administrators see and access any alarms or alerts on the system from remote terminals?

3.6.3 Describe the system alarms and alarm notification available from the IP PBX.

3.7 System Reporting and Call Detail Reporting

3.7.1 Does the proposed system include a CDR system? Please provide a basic description of its features. If a basic CDR system isn't included, please provide pricing for that option. Describe the data that is logged, database structure, and standard reports provided.

4 VOICE MAIL SYSTEM SPECIFICATIONS

Moultrie PD requires a voicemail box for each IP phone included with this RFP.

4.1 Voice Messaging System Description

Describe in detail the voice messaging product offered. Include an overview of the hardware, software, architecture, and components of the equipment proposed to meet PD's requirements.

4.2 Voice Mail System Specifications

1. What are the maximum users and ports supported by the proposed voice mail system? If additional ports and users are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.
2. Are voice messages stored in an industry standard format?
3. What operating system does the voice mail system use?
4. What database is used for the message store?
5. Once a voice mail is left, can it be copied or forwarded to another user? To a group of users? Can the user append comments before copying/forwarding the message to another user/group of users? Explain how this works.
6. Is the voice mail system remotely accessible?
7. Can the system be accessed from a standard touch-tone phone?
8. Can the system be accessed from a soft phone?
9. Specify if the ports on the proposed system are used in one direction or used for both incoming and outgoing calls. Can this be programmed under system operator control?

10. Describe the variety of alternative greetings that can be recorded and used within a mailbox (examples include busy, no answer, day greeting, night greeting, etc...)

4.3 Voice Mail System – System Features

1. Indicate the capacity limits that can be defined for a particular voice mailbox.
2. How many messages can be stored in a subscriber's mailbox? What is the maximum total number of minutes of messages that can be stored in a single voice mailbox? What is the maximum total number of message minutes or messages that can be stored in the system?
3. While in the voicemail system, are touch-tone keys dedicated to a specific function, or are they context-sensitive?
4. Does the voice mail system provide an interface to deliver voice mail messages and recorded calls into standard desktop email applications to provide unified messaging?
 - o Describe the impact on the existing email infrastructure to provide unified messaging. Is unified messaging included with the proposed system? If not, what is the additional cost for this component?
 - o Is a desktop application included that provides visual access to view and manage users' messages from their PC?

4.4 Voice Mail System – User Features

Does voice mail system provide the following features? Note if any of these features are optional or result in additional charges. Please add any additional features not listed here at the end of this list and provide descriptions of how these features can be customized.

- o Ability to change voice mail greeting from external phone line (i.e. home, cell phone, etc.)
- o Alphanumeric display of names
- o Auto attendant – ability to forward a call via menu item to either an internal extension or an external phone number
- o Auto attendant – can greetings automatically change by time-of-day?
- o Auto attendant – dial by name
- o Auto attendant – directory assistant
- o Auto attendant – most frequently asked questions
- o Auto attendant – if call not answered by 4th ring, go to auto attendant for specified phones
- o Automatic message copy to another mailbox if message has not been listened to within a programmable period
- o Back door access to voice mail externally
- o Call record and store in a mailbox or in a network file that could be emailed
- o Changeable passwords by the user
- o Consideration of after business days/hours for alternate greetings, night ring mode, etc.
- o Copy and forward messages to other users/groups and append them with their own comments
- o Dial ahead – experienced users can dial ahead without listening to recorded instructions
- o Exit to live operator (caller's option), prefer by dialing "0"
- o Manage voice mail from their personal computer or inside their email inbox

- o Manage or access voice mail from a personal computer or phone not on the LAN/WAN
- o Message copy to individual or group
- o Message delete
- o Message forward to individual or group
- o Message pause and replay
- o Message save
- o Message waiting indicators
- o Night ring mode – if line is not answered by 4th ring it automatically goes to voice mail
- o Record personal greetings - busy, no answer, DND, temporary (How many different personal greetings can be recorded and stored?)
- o Recover deleted messages
- o Remote access to listen to or leave voice mail messages to individual or group
- o User instructions through system prompts

Describe shared (group) mailbox capabilities

Describe any auto attendant features not specifically asked for in 4.4.1 user feature list.

4.5 Voice Mail System – System Administration

Is system administration done through a standard web-enabled GUI?

The system administrator should be able to perform the following actions:

- o Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.
- o Set the maximum length of voice messages.
- o Set the maximum failed login attempts before a user lockout from the mailbox.
- o Assign default passwords for users, and reset passwords for users that have been locked out of their mailboxes.
- o Add, delete, or modify a user.

Explain how the system administrator would perform a backup and restore on the voice messaging system.

5 IMPLEMENTATION

5.1 Project Management/Installation Requirements

Project Plan – Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

Responsibility Matrix and Project Schedule - A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the bidder will perform and the tasks Moultrie PD personnel are expected to perform to successfully implement the new system.

Initial Work – Bidder will review wiring and network components to make sure they can accommodate phone traffic. Bidder will perform station reviews, database preparation, and original program initializations.

Phone Coordination -Bidder will coordinate with all long-distance and local communications facilities as deemed necessary by Moultrie PD.

Date of Completion – The VOIP systems should be up and running with all testing complete within one month of the issuance of a purchase order.

5.2 Facility Requirements

A free-standing equipment rack is available for two servers and one UPS. Standard electrical outlets are available within five feet. The POTS lines provided by Windstream are on wall mounted punch down blocks within 12 feet of the equipment rack. Two 24 port PoE switches are currently mounted on the same equipment rack. The equipment room is temperature controlled and contains numerous other servers. Other requirements for environmental concerns, power requirements and space should be mentioned.

5.3 Training Requirements

The successful proposer is required to conduct training on PD's premises, tailored specifically to PD's environment. Describe the required or recommended training for end-users, building/department receptionists, system administrators and network administrators.

End-User Training – Provide costs for each of these 2 options:

- o Bidder will provide training materials for designated PD personnel who will train other employees (train the trainer).
- o Bidder to provide training for 40 to 50 employees

The successful proposer must offer the ability to perform routine system monitoring to assure the continued operation of all system components. Short listed proposers will describe and list cost in optional pricing section.

Spare Parts Availability -Describe the availability of spare parts maintained in the area for the critical hardware and software.

Emergency Installation -How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component (gatekeeper) of the system?

Plan -Explain the available services provided by the proposer to allow for a high level of recovery from disasters [e.g., within four (4) hours].

Costs -Please calculate training costs for each type of training in the pricing section. Short listed proposers will be required to provide this cost.

6 BIDDER SERVICE

6.1 Logistical Support

List the address and number of service personnel trained on the proposed system. Are there any other support entities in the local area available to PD for the maintenance of the proposed system? List the address and number of service personnel trained on the proposed system.

6.3 Service Issues

Preventative Maintenance -Explain any services the proposer offers that would assist in disaster avoidance and recovery planning for the proposed system. Short listed proposers will cost in optional pricing section.

Back-up Procedures -Describe standard back-up procedures.

7 PRICING AND TERMS

7.1 Pricing

Proposers must itemize all charges for individually identifiable components of the proposed VoIP phone system, including all associated installation, programming, and cabling except between the router in the computer room and the outlets in individual offices. Bidder must include charges for all components required to connect all applications, all design charges, interface charges, and training charges. This information will be required by the three (3) short listed proposers, upon invitation of a presentation meeting. All inclusive pricing will be required from the proposer. Proposers are not to submit cost proposals with this Request for Proposal. If cost proposals are received with your request for proposal, shall be disqualified.

The Moultrie PD will notify and schedule appointments to the short listed proposers. No information will be provided while under evaluation to any proposers, other than a document listing the name of the firms originally submitting a proposal. The Contractor shall have in force during the period of this contract, insurance as listed below:

INSURANCE REQUIREMENTS:

A. Bodily Injury and Property Damage Insurance:

The CONTRACTOR shall take out and maintain during this contract, bodily injury and property damage liability insurance under a comprehensive general form and automobile injury and property damage insurance under a comprehensive general form.

The required limits of this insurance shall not be less than:

General Liability:

Each Occurrence Limit \$1,000,000 General Aggregate Limit \$2,000,000

Products-Completed Operations Aggregate Limit \$1,000,000 Personal & Advertising Injury Limit \$1,000,000

Automobile Liability - Owner, Non-Owned and Hired Vehicles:

Bodily Injury /Property Damage- combined single limit \$1,000,000

Umbrella Liability - Occurrence Limit \$1,000,000

Aggregate Limit \$1,000,000

The above insurance shall cover the contractor's employees, the public and Moultrie PD

employees while in the buildings and on the grounds of Moultrie PD. Moultrie PD shall be named as an Additional Insured under Contractors general liability policy.

Certificates of Insurance:

The CONTRACTOR shall deliver to Moultrie PD certificates of insurance covering all above insurance in duplicate before starting project. Such certificates shall provide ten days prior notice by registered mail of any material change in or cancellation of this insurance.

Contractual Liability Insurance:

The CONTRACTOR shall take out and maintain during this contract, liability insurance.

Products and completed Operations Liability Insurance:

The CONTRACTOR shall also take out Products and Completed Operations Liability Insurance of limits not less than any of the above limits specified in these qualifications.

Worker Compensation and Employer's Liability:

The CONTRACTOR shall maintain during this contract, the statutory worker's compensation and employer's liability insurance for all his employees to be engaged in the maintenance work under the contract.

The amount of Employer's Liability Insurance shall not be less than One Million (\$1,000,000).

INDEMNIFICATION:

A. To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the Owner and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the performance of the WORK, provided that any such claim damage, loss or expense (1) is attributed to bodily injury, sickness, disease or death or to injury to or destruction of tangible property (other than the WORK itself) including the loss of use resulting therefrom, and (2) is caused in whole or in part by any negligent act or omission of the CONTRACTOR and subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce and otherwise exist as to any party or person described in this paragraph.

B. In any and all claims against the Owner or any of their agents or employees by any employee of the CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them or anyone whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the CONTRACTOR or any subcontractor under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.

APPENDIX A

Network Hardware currently installed, and quantity of VoIP/analog lines needed:

The Moultrie PD has a server room that currently contains numerous servers and wall mounted telco equipment (Nortel system). A free standing equipment rack has Cat5 jacks that are pre-wired to each room on the building requiring phone service with Cat5e wiring. The rack also contains two 24 port PoE switches. This rack is located within 12 feet of the POT punch down blocks. There are approximately 16 current analog lines coming into the building and 3 analog fax lines. There are two current rooms needing paging capabilities through an overhead speaker. This is already installed and connected to the Nortel phone system and will be available to the new system. A Motorola two-way radio control station (XPR4550) will be installed in the same server room within thirty feet of the equipment rack.

Network Overview: The City of Moultrie is our own internet provider and has fiber connecting most of the city owned facilities. The Moultrie PD server room where the VoIP equipment will be installed has a fiber termination connected to the PoE switch. A subscriber type cable modem providing 10 Mbps is also located in the same room. The building is prewired to each office or location where a phone will reside. The exception are remote locations away from this building which only have the subscriber type modem as mentioned above. All workstations are currently running WindowsXP Pro with anticipation to upgrade in the near future to Windows 7. The email client software is currently Outlook 2003 and the email server is running Zimbra Network Edition Server.

A walk thru of the building and server room will be available during the pre-bid meeting if requested.

SIGNATURE PAGE

The undersigned Bidder, having examined these documents, and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that she/he will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth: and that she/he will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as payment in full.

Submitting Firm: _____
Address: _____
Authorized Representative (print): _____ Title: _____
Authorized Signature: _____
Date: _____ E-mail: _____
Phone: _____ Fax: _____

EXCEPTIONS OR DEVIATIONS to this Request for Proposal or the Terms should be taken below. If adequate space is not provided for exceptions/deviations, please use a separate sheet of paper. If your company has no exceptions/deviations, please write "No Exceptions" in the space below.

GENERAL INFORMATION

- FOB point in terms of loss or damage is
- Freight and/or delivery charges are to be included in the price of the goods. destination.

FIRM PRICING

Offered prices shall remain firm for a minimum of 60 days after the due date of this solicitation unless indicated otherwise. Accepted prices shall remain firm for the duration of the contract.

ADDENDA (It is Bidder's responsibility to check for issuance of any addenda)

The authorized representative hereby acknowledges receipt of the following addenda:

Addenda Number: _____ Date _____ Addenda Number: _____ Date: _____
Addenda Number: _____ Date _____ Addenda Number: _____ Date: _____

PRE-PROPOSAL CONFERENCE (MANDATORY) INSTRUCTIONS

1. The **mandatory** pre- proposal conference will be held Monday, **February 15, 2010** at 11:00 am. The meeting will be at Moultrie PD , located at 128 1st Street S.W. ,Moultrie, Georgia.
2. Submit all questions in advance via email to joey.lancos@moultriega.com. No phone calls please.
3. All questions received in through email will be answered in the pre-proposal conference.
4. No questions will be allowed after the pre-proposal conference. There will not be an addendum issued from the pre-proposal conference. Please be prepared to take notes.
5. The pre-proposal conference will be held for one (1) hour only and a walk thru will be held afterwards.

Communication with PD Representatives

All communications regarding this Request for Proposal (RFP) from vendors and other sources **MUST** be directed as follows:

Joey Lancos, Deputy Chief
Email: joey.lancos@moultriega.com

Requests for information by firm(s) regarding the meaning or interpretation of terms or requirements in this RFP must be requested of the contact person listed above, by email, as is further described below.

Firms are advised that from the date of release of this RFP until award of the contract, **NO** contact with PD personnel or Committee members, Elected officials and Agents is permitted, except as authorized by the contact person listed above. **Any such unauthorized contact will result in the immediate disqualification of the firm's submittal.**

Proprietary Information

Responses to this Request for Proposals upon receipt by the PD become public records subject to the provisions of Georgia Open Public Records Law. If you believe that any portion or all of your response is confidential and/or proprietary, you should clearly assert such exemption and the specific legal authority of the asserted exemption. All material that qualifies for exemption must be submitted in a separate envelope, clearly identified as "TRADE SECRETS EXCEPTION," with your firm's name and the proposal number marked on the outside.

Please be aware that any person may challenge the designation of an item as a trade secret by you in court. By your designation of material in your proposal as a "trade secret" you agree to hold harmless the PD for any award to a plaintiff for damages, costs or attorneys' fees and for costs and attorneys' fees incurred by the PD by reason of any legal action challenging your claim.

Proposal Submittals

One original and two (2) copies (a total of three) of the complete proposal must be received by **February 26, 2010** at 4PM at which time all proposals will be publicly announced (Firm names

only). The original and all copies must be submitted in a sealed envelope or container stating on the outside the firm's name, address, telephone number, RFP title, number and due date and delivered to:

Gwen Smith, Purchasing Director
1108 1st. Street N.E.
P.O. Box 3368
Moultrie, Georgia 31776-3368