F10

CITY ADMINISTRATOR'S OFFICE MEMO

cityadmin@hiawatha-iowa.com

319-393-1515 ext.523

To: Mayor Bennett and City Council

From: City Administrator, Kim Downs

Date: April 12, 2017

RE: City Facility Phone Replacement-2017

Our city facility phone equipment is in need of replacement due to aging and unrepairable phone functionality. City facility phones are from 9-18 years old and are no longer manufactured. Issues range from unusable voicemail to not being able to transfer a call from one office to another.

The current phone system consists of several smaller systems with a total of 76 digital phones and four (4) cordless devices, as well as analog devices at several locations. The City's dial tone services are provided by ImOn 16 copper analog lines as well as one PRI line terminated at City Hall.

In preparation of replacing our phone system and its functionality the City constructed a network fiber optic backbone in 2015 creating a ring fiber network running through six of the facilities back to City Hall. We also earmarked Local Option Sales Tax dollars in the amount of $61,000 within FY-17 CIP and $30,000 in City Hall phone system equipment reserve.

We are requesting a voice over internet protocol (VoIP) System to allow for efficiencies. VoIP can turn a standard internet connection into a way to place a free phone call eliminating all long distance phone calls. VoIP provides the features of a normal phone system along many additional functions. VoIP would give staff the ability to check voicemail via the Web or have voicemails translated and sent to their emails immediately. VoIP system also allows us to transfer calls from one city facility to another eliminating having to ask the caller to hang up and call another number. We will also be able to dial an extension verses calling a number to reach the Library, Fire and Public Works Departments.

Upon your approval authorizing staff to move forward with the Phone Replacement Request for Proposals (RFP) we will follow the timeline as presented within the draft RFP.

Thank you for your consideration. This project will be a long time coming for many of our city facilities.

City of Hiawatha
VOIP System

Hiawatha!™

Request for Proposal
April 21, 2017

April 21, 2017

Prospective Contractors

Dear Sir or Madam,

The City of Hiawatha is now entertaining proposals to replace their current Phone system. It is anticipated that the start date of this project will be June 1, 2017 with completion to occur on or before July 3, 2017.

All proposals are due by May 8, 2017 and shall be labeled and submitted as specified herein. Please feel free to turn in any preliminary contracts that you may wish to include with your proposal to expedite the contract signing process.

The City reserves the right to reject any or all bids, waive any informality in bidding, and award a contract in the best interest of the City, in its sole discretion. Please Note: The lowest bid may not necessarily be accepted and the City of Hiawatha is not under any obligation to award a contract and reserves the right to terminate that Request for Proposal process at any time and to withdraw from discussions with any or all of the Vendors who have responded.

Thank you for your attention and if you have any questions, please feel free to contact me.

Sincerely,

Kelly Kornegor
City Clerk
City of Hiawatha
101 Emmons Street
Hiawatha, Iowa 52233

General Information

The City of Hiawatha's existing phone system is no longer manufactured. The current phone system consists of several smaller systems with a total of 76 digital phones and 4 cordless devices, as well as analog devices at several locations. The City's dial tone service is provided by ImOn 16 copper analog lines as well as 0ne PRI line terminated at City Hall.

At the heart of the City network is a fiber optic backbone that was installed in 2015 and consists of a ring fiber network running through six of the facilities back to the City Hall.

List of Current hardware types for the main locations:

City Hall – 101 Emmons St, Hiawatha
Switch Devices - 2 HP E3800-48G-POE+-4SFP
Core Switch Device – HP E3800-48G-POE+-4SFP - City Hall Floor 2
Firewall Device – Cisco ASA 5505
Paging - Yes
Business Phone Sets – 20
Basic Phone Sets – 12
Conference Phone – 3
Attendant Sets – 0
Analog Devices –
Fax – 4, 1 main level copier, 1 upstairs copier, 1 Clerk's office, 1 Finance office

Police Department – 101 Emmons St, Hiawatha
Switch Devices - 1 HP 2920-48G-PoE+ Switch (J9729A) 1 Cisco 3560
Core Switch Device – HP 2920 City Hall Floor 2
Paging – Yes
Business Phone Sets –13
Basic Phone Sets – 1
Attendant Sets – 0
Analog Devices – 0
Fax – 2
Conference Phone – 0
Entrance Emergency ring down phone -1 "By lifting handset" (1st calls into Hiawatha Police Department, if no answer rings into Linn County Sheriff's Dept.)

Library – 150 West Willman Street, Hiawatha
Switch Devices - 1 HP 2920-48G-PoE+ Switch (J9729A)
Paging - Yes
Business Phone Sets – 11
Basic Phone Sets – 0
Attendant Sets – 0
Analog Devices – 0
Portable Phones – 0
Fax – 1

Fire Station – 60 N 10th Ave, Hiawatha
Switch Devices - 1 HP 2920-48G-PoE+ Switch (J9729A)
Paging - Yes
Business Phone Sets – 11
Basic Phone Sets – 0
Attendant Sets – 0
Analog Devices – 2
Fax – 1
Portable Phones – 0

City Maintenance Facility – 1410 Robins Rd, Hiawatha
Switch Devices - 1 HP 2920-48G-PoE+ Switch (J9729A)
Paging - Yes
Business Phone Sets – 2
Basic Phone Sets – 0
Attendant Sets – 0
Analog Devices – 6
Portable Phones – 4
Fax – 1
HVAC Maintenance Line – 1
Security Line - 0

Water Tank –
Switch Devices – HP 1910-16G
Paging - Yes
Business Phone Sets – 0
Basic Phone Sets – 0
Attendant Sets – 0
Analog Devices – 0
Fax – 0

Phone installation not required at water tank location.

Lift Station –
Switch Devices – HP 2920-24G
Paging - Yes
Business Phone Sets – 0
Basic Phone Sets – 0
Attendant Sets – 0
Analog Devices – 0
Fax – 0

Phone installation not required at water tank location.

The City will allow the current switches to be used for the new VOIP system but requires that 1Gb to the desktop be maintained.

** A current Network Switch Diagram will been included with this RFP.

Key Dates of the VOIP Project Timeline.

April 21, 2017	Issuance of RFP Date
May 8, 2017	RFP Due Date
May 17, 2017	Contract Award Date
June 1, 2017	Anticipated Project Start Date
July 1, 2017	Anticipated Project Completion Date

1. **Desired Features**
   A. Multisite VoIP system, which may be controlled and administered by Hiawatha City, authorized personnel after installation.
   B. City of Hiawatha requires Full access to all database/system programming of Selected VoIP System.
   C. Emergency call monitoring.
   D. Manufacturers designed System Applications Software's that can improve productivity.
   E. Voicemail messages to desktop or Computer unified messaging.
   F. Ability to record caller manually or automatically.
   G. Multiple greetings per VoIP set. Ex: in, out, meeting, vacation, etc.
   H. Unique call in patterns from number to extension "per message" routing caller somewhere else other than the calls normal destination.
   I. Conferencing with no degradation of quality.
   J. Directory dialing, internal/external.
   K. Online user guides, training guides, and videos of using VoIP system and its features and Applications Software's
   L. Basic features: DND/Mute/Call forwarding internally-externally/Hold/Individual Hold/Park/Message/Intercom/Paging/Zone paging/All Paging/Release/Headset-or-Handset/Redial/Volume Hands free/Volume Handset/Full duplex speakerphones/Directories/Emergency Monitoring/Monitoring/E-911
   M. Android or apple device mobility supported software must work at 3G, 4G, and Wi
   N. Desktop PC integration
   O. Backup utility software
   P. Automated reporting
   Q. Departmental music and or message on hold
   R. Automatic Call Distribution-Fi networks
   S. Multi services" POTS SIP PRI
   T. Remote phone capabilities without seat license or VPN

U. One time cost for Minimum of 5 years from purchase date "Hardware warranty of Equipment and Software updates of with no additional daily, weekly, monthly or yearly costs.

2. Response Format Specifications

Four (4) hard copies and one (1) digital copy of the response are required.

The response must contain a cover letter transmitting the response to the City.

Include the proposer name and address, and the name, title, address and telephone number of the person authorized to represent the proposer for any questions during evaluation.

Mailing envelope for proposals should be clearly marked "Hiawatha Phone Replacement Proposal."

The City is looking for total cost responses to include equipment, installation, maintenance, training, etc. We are encouraging Vendors to submit their best pricing. Pricing must be included in appendices where specified. Pricing on items not included in the appendices must be included on a summary sheet provided by the Vendor.

References - Provide a minimum of three (3) references of similar size to the City securing a signed release if that is required by the referenced organization. It is the proposer's responsibility to identify references that can answer questions freely.

Attachments - Proposer may submit brochures, sales materials and other relevant information only in a separately bound attachment to the response. This information will be considered informational only and will not be subject to evaluation.

Ownership of Responses - All responses submitted on time become the property of the City upon submission, and the responses will not be returned to the Vendors. By submitting a response, the Responder agrees that the City may copy the response for purposes of facilitating the evaluation.

Responses must be received on or before May 8, 2017. Any responses received after this time will not be accepted

3. Questions Regarding This RFP

Any changes, clarifications, or other interpretations regarding the RFP will be e-mailed or faxed to Vendors. Verbal interpretations and/or clarifications shall not be binding unless repeated in writing and communicated to Vendors. These communications will become part of the RFP. All questions regarding the RFP process should be directed to City Clerk at 319-393-1515 or cityclerk@hiawatha-iowa.com.

4. **Rejection of Responses**

The City of Hiawatha reserves the right to accept or reject any or all responses, or any part thereof, and to waive any irregularity in any response.

5. **Certificate of Insurance**

The City of Hiawatha does have insurance requirements that will be stipulated during the final contract negotiations. Vendors submitting a proposal must be bonded and insured. Proof of this requirement must be included in the proposals.

6. **Confidentiality**

A submitted response is public record subject to public disclosure pursuant to the provisions of the Iowa Statutes, Regulations and Rules.

7. **One Response**

Vendors may submit one response for consideration.

8. **Vendor Conduct**

During the RFP Window (from release of this RFP to final award date), Vendors are not permitted to contact any City employees or Elected Officials regarding this RFP unless requested to do so by the City's designated contact person. Violation of these conditions may constitute immediate disqualification.

9. **Maintenance/Support Agreements**

Vendors are required to submit sample contracts for maintenance or support of all proposed items as required herein for review. The City desires a single source for all on-going support. If there are multiple Vendors involved through subcontractor provisions, there must be a provision for one Vendor to be the primary source for all support. Costs for this provision must be included in the proposed price for maintenance/support specified herein.

10. **VENDOR DEMONSTRATIONS**

Following reference checks, Vendors selected as finalists may be asked to make an on-site demonstration of the key elements of their response. Such demonstrations shall be per City-specified agenda. Vendors should be prepared to answer specific and detailed technical questions, which may have arisen from the reference checks, site visits, and previous demonstrations.

11. Cost of Response Development

The City disclaims any financial responsibility for any costs incurred by the Vendor in responding to this RFP, whether or not it is the successful Vendor.

12. Pricing

Any published price changes after the submission date will not be considered in the evaluation of responses. However, once a Vendor has been selected as the successful Vendor, the City reserves the right to apply the lower of the published prices with the proposed discounts applied or the response prices, whichever are lower. Prices are to be firm for 120 days from the time of the submission.

13. Change Orders

Once awarded, the City may authorize changes in plans or specifications, or allow substitutions. Supplemental software, hardware, or services may be requested by the City, from the successful Vendor, outside the scope of the RFP at additional cost to the City.

14. Award

Once the evaluation process is complete, Vendors will be ranked according to the evaluation criteria outlined below. Phone and site reference checking, and final demonstrations if required, will then be completed. Upon the selection of a finalist Vendor, the City through their representatives or agents shall attempt to negotiate and reach a final agreement with this Vendor. If for any reason, they are unable to reach a final agreement with this Vendor; the City reserve the right to reject such Vendor and initiate negotiation of a final agreement with the Vendor who has the next most viable response or bid. The City may also elect to reject all responses and re-issue a request for response.

15. Evaluation Criteria

The City will use the following criteria in evaluating the responses to the RFP.

VoIP sets and VoIP system features

Ease of use and maintenance

Ease of installation

The Vendor's capabilities to provide adequate maintenance and service during normal business as well as emergency situations.

Quality of products quoted

Price (initial and ongoing costs)

Hourly rates as well as any other charges associated, in reguards to Adds,Changes, and Moves.

16. Hold Harmless

The Responder agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the City and their agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Responder, or its agents and/or subcontractors which may arise out of or connected with activities covered by this RFP.

17. Payment of Contract

The City will use the following schedule to make payments for services rendered.

Material 90% - net 30 days upon delivery. Labor 90% - net 30 days upon completion of project. The City and Vendor will conduct final inspection to ensure the specifications for this project have been satisfied. The remaining payment will be released upon completion of the project in its entirety, including any additional work required to correct any material or workmanship discovered during final inspection.

APPENDIX A - SYSTEM ARCHITECTURE & GENERAL FEATURES

APPENDIX B - REDUNDANCY, RELIABILITY & FAILURE RECOVERY

APPENDIX C - CALL ROUTING

APPENDIX D - 911 SERVICES

APPENDIX E - TELEPHONE INSTRUMENT FEATURES & SOFTWARES

APPENDIX F - PAGING SYSTEMS INTERFACE

APPENDIX G - SYSTEM MANAGEMENT

APPENDIX H - UNIFIED MESSAGING SYSTEM

APPENDIX I - IMPLEMENTATION, TESTING & TRAINING

APPENDIX J - WARRANTY, MAINTENANCE & SUPPORT

APPENDIX K – PHONE PROJECT BID SHEET

APPENDIX A - SYSTEM ARCHITECTURE & GENERAL FEATURES

Briefly describe your VoIP Communication Systems solution and system architecture. The description should include:

1. A schematic diagram defining the communications system you are proposing. Demonstrating scalability.

2. A description of the operating platform for your solution.

    a. Identify the VoIP System Server. By both original manufacturer and model name.

    b. Identify the VoIP System Server for call processing operations. By both original manufacturer and model name.

3. A list of general hardware and software requirements for each location that is needed beyond what currently exists.

4. A description of the ultimate capacity of the proposed system and how the proposed system could be scaled to that capacity.

5. A description of the Wiring Plan necessary to support the system including Backbone Cabling and Horizontal Cabling including Cable Type(s) and Performance Requirements.

6. Recommendations for migration from the existing environment to the new system. Downtime to uptime at cutover.

7. A description of how the system provides for Quality of Service (QoS). QoS is provided through the Network Switches and the Network Services from the Carrier.

8. A description of how the components that provide PSTN accesses are integrated with the other VoIP system.

9. How the proposed systems will interface with existing PSTN Local and Long Distance networks.

10. A description of the power back up system necessary to allow all phones to make calls during a power outage and/or network loss.

11. A description of how the system restores in the event of a power outage or catastrophic failure. If power fails and there is no battery backup, will system automatically reboot and restore VoIP sets once power is restored.

12. The systems capabilities to accept and/or block ANI or Caller ID digits as passed by either the local or inter-exchange carriers?

13. A listing of the various standards supported by your VoIP System solution. Make particular note of any IP specific standards. 7.11 and 7.29a or SIP/PRI/POTS?

14. It is anticipated that a System Test will be performed by the Vendor eventually selected to furnish and install the VoIP system to verify actual performance. Describe the network readiness assessment that you will do to determine if the proposed VoIP system will effectively run on the City of Hiawatha's current network.

15. The new VoIP System shall provide for a common dialing plan between all internal stations. Describe the recommended number dialing plan.

16. Describe how remote site functions and feature transparency are supported. Will site to site capabilities look and feel like one system

17. Describe system capacities. At minimum, include:

    a. The maximum number of VoIP set users supported by the system.

    b. Trunking types and port capacities. Ex: POTS,PRI,SIP

18. Describe the normal process for installing system upgrade and enhancements for both VoIP sets and VoIP Servers. (Dependencies on Operating systems auto-updates and system patches)

APPENDIX B - REDUNDANCY, RELIABILITY & FAILURE RECOVERY

Describe the reliability, redundancy or duplication options offered by the proposed VoIP system including call-processing hardware and software required to support dial tone, digit analysis, call routing and all manufacturers software features.

1. Are these features dependent on the number of stations being served at a location?

2. What redundant or alternate components or alternate paths are recommended? Indicate redundant elements that are optional.

3. Identify all remote locations that are dependent on transmission over the WAN to support call processor control signaling and feature provisioning.

    a. Identify the standard or optional redundant hardware, software and network requirements to provide nonstop call processing and switching operations in the event of IP WAN failure.

    b. Specify if the redundant solution supports seamless switchover operation in support of all or a subset of station users, attendants, and system features/functions.

4. In the event of a power outage (assumed at one hour):

    a. What is the recommended battery backup capability to retain all calls in process and all telephones operational in the event of a power outage?

    b. What is the recommended battery backup required for any and all common control complexes to maintain customer database records and files?

    c. Are these items volatile - are they lost or corrupted if power is removed during operation?

    d. Are there automatic shut down procedures that can be initiated if power is not restored in a pre-determined time?

    e. What is system reboot time following restoration of lost power to VoIP System and VoIP sets?

APPENDIX C - CALL ROUTING

Incoming Calls

The System should support Time-of-Day (ToD), Day of Week (DoW) routing for incoming calls.

1. Can the routing plan be changed automatically?
2. How many times can this occur per day?
3. How many ToD/DoW tables are supported?
4. Can the system administrator override the schedule or create a repeated schedule to take advantage of special situations (e.g. holidays, special events scheduling)? Describe.

Outgoing Calls

The system should adequately handle the following when routing outgoing calls. Describe how this is accomplished.

1. It is assumed that across customer locations, the system will first attempt a WAN connection and only be routed over an alternate path if the call cannot be completed. Please confirm.

APPENDIX D - 911 SERVICES

1. Is the proposed system in compliance with the mandate for Emergency 911 Systems in commercial systems? (Yes or No)

    a. If not compliant today, what is the schedule for compliance?

2. Is the proposed system able to pass the extension number and location when dialing 911?

3. Is the proposed system able to direct emergency workers to:

    a. The building originating a 911 call?..... (Yes or No)

    b. The room originating a 911 call? ..... (Yes or No)

4. Identify the systems ability to re-direct callers who dial "911", "1-911" or "9-911" to a predetermined location; i.e., security desk, operators console, etc.

5. Describe the method used by the system administrator for providing VoIP set information and updating the database for adds, moves and changes.

6. Does the VoIP system support the transmission of duress signals to a monitoring station within the network?

APPENDIX E - TELEPHONE INSTRUMENT FEATURES

Analog Instruments

1. Can the system support customer-provided analog telephone instruments, modems, and fax terminals? (Yes or No)

    a. If Yes, is the analog adapter located in the closet or at the endpoint?

2. If "Yes", what common features are supported?

    a. Flash Button? .....(Yes or No)

    b. Message-waiting Lamp? .....(Yes or No)

    c. Others? (Please explain)

VoIP Instruments and Software Applications

3. Can the proposed VoIP system support Analog as well as VoIP sets (Yes or No)

4. List the VoIP Set type(s) and Software(s) supported, including manufacturer (s) and part number

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

5. Do supported features include one-button-access to the most commonly used features including?

    a. Hold .....(Yes or No)

    b. Transfer .....(Yes or No)

    c. Conference..... (Yes or No)

    d. Disconnect .....(Yes or No)

    e. Paging..... (Yes or No)

    f. Intercom..... (Yes or No)

    g. Mute..... (Yes or No)

    h. Do Not Disturb..... (Yes or No)

    i. Speakerphone..... (Yes or No)

    j. Park..... (Yes or No)

    k. Volume adjustment..... (Yes or No)

    l. Directory..... (Yes or No)

    m. Voicemail Retrieval..... (Yes or No)

    n. Call Log..... (Yes or No)

    o. Information..... (Yes or No)

VoIP Sets (Hard Phones & Application Phones)

6. Provide a brief description of the VoIP telephone instruments available. Include in the description the model name or number, and any additional feature/function attributes not specified in this Appendix that you believe would be of interest or review.

7. How are IP Addresses assigned to an IP Set? Built in DHCP in VoIP Server for automatic assignment or phones can be statically assigned.

    a. In the case of a VoIP Application Phone, is the IP Address of the Application Phone the same as the IP Address of the PC that is assigned for networking purposes?

8. Is the Application Phone manufacturer-independent (e.g. a Session Initiated Protocol SIP-based system "SIP" Phone)?

9. Is there a separate Licensing cost per phone?

    a. Is the cost phone type specific? …….. (Yes or No)

    b. If "Yes", describe the licensing. Include in the description, at minimum:

        i. Hard Phone licensing costs

        ii. Soft Phone licensing costs

        iii. Summary of any recurring charges

        iv. Explanation of how license requirements are calculated (e.g. per-port, installed VoIP sets or Application phones, etc.)

10. Describe the options for powering VoIP Telephone Sets.

    a. Assume that all switches are not equipped with the ability for remote powering of a VoIP set. Are AC/DC Power Supplies are also available?

    b. Are the phones compliant with IEEE 802.3af "Power over Ethernet (PoE)" Standard? (Yes or No)

11. Can the VoIP set be used as an Ethernet hub/switch? ……(Yes or No)

    a. If "Yes", how many ports are supported? At what speed?

    b. List the speeds at which it will operate.

12. Do the VoIP Sets support multiple lines? ……..(Yes or No)

    a. Describe how users can access the additional line(s) while a call is in progress on the primary line.

13. Are the proposed VoIP sets speakerphones full or half duplex? Please specify the models and cost.

14. Can the VoIP system or VoIP sets be configured to have a called number ring multiple VoIP sets (at different locations) simultaneously? (Yes or No)

15. Describe the relationship between MAC addresses and VoIP Sets.

16. Does the system support auto-registration of VoIP Sets? (Yes or No)

17. Describe the options for connecting the VoIP Sets to the LAN. Can VoIP Sets share existing Ethernet ports with data devices or do they require separate cabled Ethernet ports?

18. Please describe your Application phone option(s) and additional cost.

19. What are the minimum hardware/software and operating system requirements for supporting the Application phone?

APPENDIX F - PAGING SYSTEMS INTERFACE

Provide a description of your paging systems options and capabilities, specifically referencing the following:

- Zone Paging (how many)?
- Can VoIP sets be included in more than one zone
- All Paging to all locations
- Ability to page through ceiling speakers, phone sets or both
    - List speaker specifications and any additional equipment that may be required

APPENDIX G - SYSTEM MANAGEMENT

System Capabilities

1. Describe the System Management capability and use. At minimum, the following should be included:

    a. Hardware platform

    b. Software platform

    c. Operating System

    d. Web-Browser access

    e. Command line interface

    f. Printed documentation

    g. List any additional equipment, drivers and software needed for system programming and operation.

2. Does the system support central management to perform all moves, adds, and changes across all locations?

3. Does the VoIP system support a single management database containing all device, user and trunk circuit/channel profiles for all locations? (Yes or No)

4. Explain how access to the administrative/maintenance system is secured.

5. What is the maximum number of administrators supported?

    a. Total ____

    b. Active ____

6. Describe the backup and restore process.

    a. Can backups be run online or offline?

    b. Are all settings, call logs and voicemails captured by default?

    c. Can backups be scheduled to run automatically or just on demand?

    d. Can backups be transferred to another server after completion or can another server be the target?

e. How long does the average backup and restore take on a system our size?

f. Describe the process of a restore on new hardware VoIP Server in the case of hardware failure.

7. Describe the patching and upgrade process.

   a. Approximately how many patches/upgrades are released annually?

   b. Do all patches and/or upgrades require a system reboot or downtime, if so what is the average reboot or downtime?

   c. Can patches and/or upgrades be scheduled?

System Monitoring

8. Describe the ability of the VoIP System Management to allow the system administrator to monitor system information. Include the following (if applicable):

   a. Percent of memory usage.

   b. Call data such as; number of calls, number of dropped calls, maximum, minimum and average calls per user defined period, maximum, minimum and average call duration, voicemail box usage and any other data available but not specified above.

Moves, Adds and Changes

9. Does the VoIP System Management allow the system administrator to make changes to parameters including?

   a. Feature Availability — Yes or No

   b. Class of Service — Yes or No

   c. Call Forward / Hunt Pattern — Yes or No

   d. Call Pickup Group Assignment. — Yes or No

   e. Assigned Number — Yes or No

   f. VoIP set Configuration — Yes or No

   g. Speed Dial Buttons — Yes or No

   h. Passwords — Yes or No

i. Name edit Yes or No

10. Can changes be made or data collected without interfering with other devices in the active operation database?

a. Locally Yes or No

b. Remotely Yes or No

APPENDIX H - UNIFIED MESSAGING SYSTEM

General

Describe in detail your Unified Messaging product offering.

1. Include an overview of the hardware, software, ports and architecture of all components.

2. Include information on recommended storage, message management options for users (features, distribution lists, how many user greetings, etc.), auto attendant features.

3. Describe how the Unified Messaging system will operate with the existing email system.

    a. Include hardware interfaces if needed.

    b. Include software requirement for email servers and client applications.

    c. Include file formats.

    d. Network requirements for both LAN and WAN connections. Ports to open

4. Describe how the System Administrator accesses the VoIP System.

    a. What specific information does the administrator have available to him/her such as – passwords, class of service, adds, deletes, modifications, backing-up the system, etc. for ease of administration.

5. Identify all software or hardware necessary to interface.

System Capacity

6. Based on the industry average of voicemails received by a normal employee, what is the recommended storage capacity for a system consisting of 100 voicemail boxes?

7. What is the maximum capacities of the VoIP System?

APPENDIX I - IMPLEMENTATION, TESTING & TRAINING

Implementation

1. Describe how your company manages the implementation and testing process, including the roles of key project personnel.

2. Describe the tools and technologies available to assist in migrating to the new VoIP system. For example, can the customer provide an electronic file containing extension numbers and user names to populate the new system?

3. Provide an example implementation plan. It is anticipated that the vendor eventually selected to furnish and install the system will be required to present a detailed plan upon bid award.

Environmental Requirements

4. Please describe the environmental requirements for your solution. At minimum, following should be included:

    a. Room preparation

    b. Physical size of the Communications System components and mounting requirements.

    c. Temperature and humidity ranges (both long term and short term)

    d. Power requirements

    e. Grounding requirements

    f. Additional customer responsibilities required to properly house the proposed system.

Acceptance Testing

5. Describe and list a detailed acceptance test plan conducted to demonstrate proper installation. Plan should, at minimum include the following:

    a. The criteria for assuring full system performance.

    b. An outline as to how tests will be performed and the results presented.

6. Tests should verify and document all equipment and features of installed equipment and demonstrate full functionality of VoIP system for:

    a. DID

    b. DOD

    c. Intercom functions

    d. Unified Messaging voice and email delivery

    e. Directory functions

    f. Call Accounting

7. Indicate when the testing period should begin and the duration of such testing.

8. Describe your recommendations regarding any optimization or tuning of the system that may be performed in follow-up to the installation.

Training

9. Provide example outlines of the in-house training that would be recommended.

10. Training Curriculum should include:

    a. VoIP set User Training

    b. VoIP Attendant Training

    c. VoIP Server/Software Administrator Training

11. List the recommended class size for each session.

12. Provide a complete list of additional on/off-premise training classes that are available including a complete **description, cost, number of days, and location**. Also describe for whom each class is designed.

APPENDIX J - WARRANTY

1. Provide a detailed overview of all applicable warranties, including any exclusion.

    a. The system and all associated equipment in the response must be warranted by the vendor and by the manufacturer to be free of defects in equipment, software and workmanship for a period of at least one year from system cutover.

    b. List any extended warranties that may be available. What is the incremental charge for these warranties?

2. Describe the responsibilities the customer will assume during the warranty or maintenance contract period.

3. Describe any scheduled service that is provided during warranty.

APPENDIX K – PHONE PROJECT BID SHEET

Return to:

Contact Info

Contractor: _____

Address: _____

Phone: _____

FAX: _____

Email: _____

==========

Total Material Charges $_____

Total Labor Charges $_____

Grand Total $_____

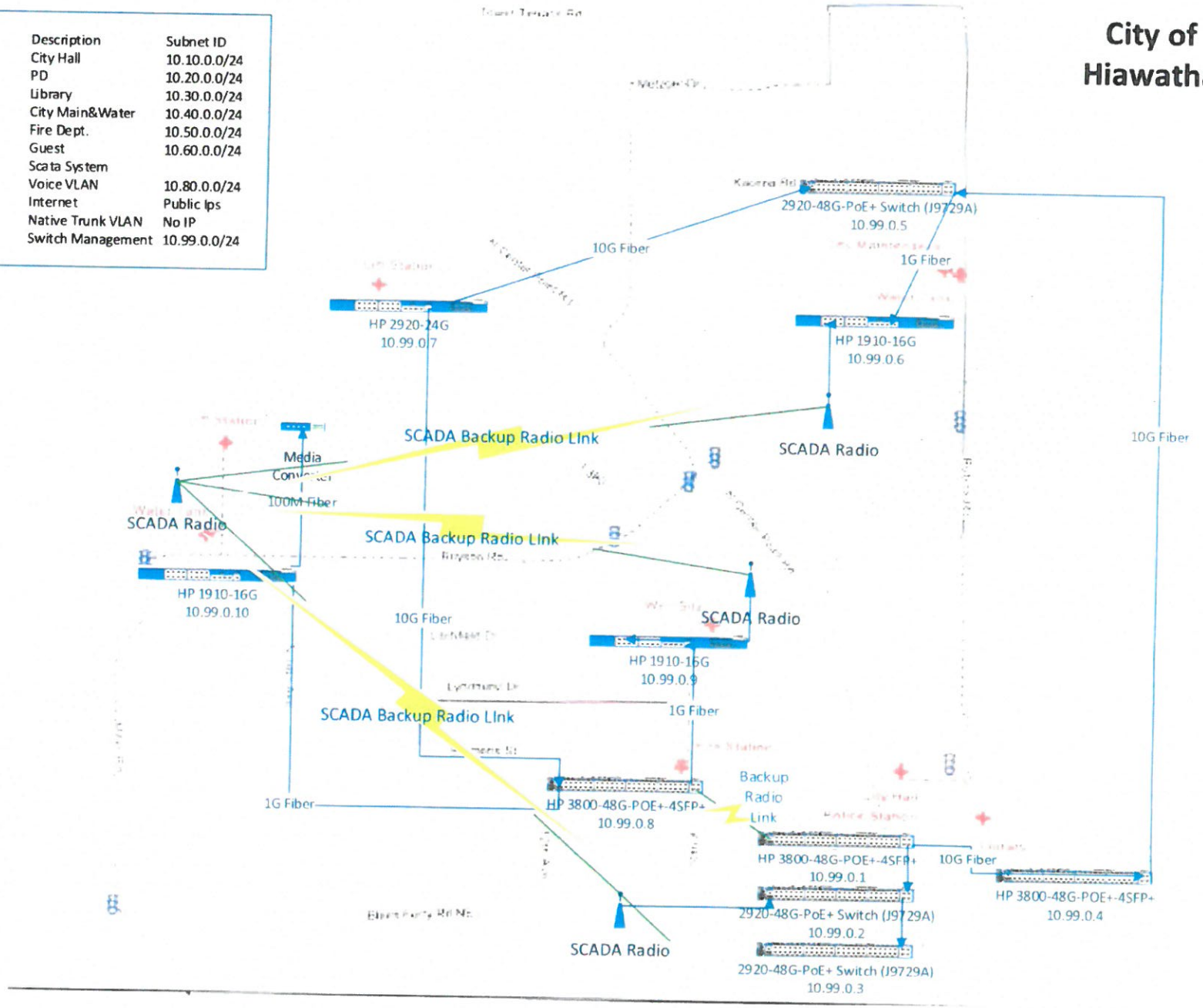
*Authorized Signature*_____ *Date*_____

***** A detailed spreadsheet of the above charges should also be submitted***

As the "Contractor" I have read and understand this document. I have assessed the full impact of required labor and materials and have attached all required materials as outlined in this document

City of Hiawatha

VLAN	Description	Subnet ID
10	City Hall	10.10.0.0/24
20	PD	10.20.0.0/24
30	Library	10.30.0.0/24
40	City Main&Water	10.40.0.0/24
50	Fire Dept.	10.50.0.0/24
60	Guest	10.60.0.0/24
70	Scata System	
80	Voice VLAN	10.80.0.0/24
97	Internet	Public Ips
98	Native Trunk VLAN	No IP
99	Switch Management	10.99.0.0/24



DRAFT

RESOLUTION NO. 17-
City Council

RESOLUTION AUTHORIZING CITY STAFF TO PROCEED WITH SOLICITATION OF PROPOSALS FOR THE CITY PHONE SYSTEM REPLACEMENT

WHEREAS, city staff has a need for the replacement of the City phone system including all City departments and facilities due to poor working condition that comes with the aging equipment and outdated technology, and

WHEREAS, funding for the City phone system replacement project is available in the FY 2017-2018 Technology Fund in the amount of $30,000.00, and Local Option Sales and Service Tax Dollars in the amount of $61,000.00, and

WHEREAS, the City Council deems the replacement of the City phone system necessary in order to provide staff with updated equipment and improve the quality of service for the public, and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA, to authorize city staff to proceed with the solicitation of proposals for the City phone system replacement project including all City departments and facilities.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 19th day of April, 2017.

_____
Bill Bennett, Mayor

ATTEST:

_____
Kelly Kornegor, City Clerk