

RESOLUTION NO. _____
A RESOLUTION TO REQUEST BIDS FOR THE PURCHASE OF A TELEPHONE SYSTEM FOR
CITY HALL AND SHORTEN TIME FOR BID RESPONSE

WHEREAS, the City of Granite City is a home rule unit pursuant to article 7, section 6, of the Illinois State Constitution of 1970; and

WHEREAS, the Granite City City Council hereby finds the phone system in Granite City City Hall is antiquated, does not allow for the addition of more stations or technologies, and requires spare parts no longer commercially available; and

WHEREAS, the Granite City City Council hereby finds it will promote employee productivity and the efficiency of employee efforts and operations throughout the downtown, to install a converged IP telephone system combining voice, video, and data onto an end to end network infrastructure; and

WHEREAS, the Granite City City Council hereby finds the public telephoning City Hall will benefit from a more efficient voice mail system; and

WHEREAS, the Granite City City Council voted in April, 2010, to disseminate a request for such proposals, and it has now been determined that changes needed to be made to the previous proposal submitted to council and as such the revised Request for Proposal is attached hereto; and

WHEREAS, the Granite City City Council hereby finds that in order to complete the installation of such a phone system in a time frame needed by the City of Granite City the time allowed for bids to be submitted shall be shortened to 10 days.

Now, therefore, be it resolved by the City Council of the City of Granite City, Illinois, that the Office of the Mayor, with the assistance of the City Information Technologies Director, shall disseminate the attached request for proposals and otherwise solicit bids per the attached. Be it further resolved all bidders shall detail financing options for the City in their bids. Be it further resolved that all bids shall comply with the Public Construction Bond Act, in that bids over the statutory amount, and the corresponding labor and materials provided by the successful bidder, must be bonded with surety bonding acceptable to the City of Granite City, per 30 ILCS 550/0.01 et seq. Be it further resolved that the Uniform Bid Guidelines Ordinance adopted on or about March 16, 2010, shall apply to bids tendered pursuant to this Resolution.

Passed this 4 day of May, 2010

APPROVED: Ed Hagnauer
Mayor Edward Hagnauer

ATTEST: Judy Whitaker
City Clerk Judy Whitaker

City of Granite City

Voice over IP Communications Request for Proposal

Version # 1

April 29, 2010

Executive Summary

The City of Granite City is soliciting bids for a converged voice and data solution. The selected vendor will be our primary source for the following:

- Converged IP Telephony hardware, software, and voice mail equipment to be used at City Hall.
- Installation and configuration services for this equipment.
- Training of System Administrators.
- Maintenance & Support of purchased and installed equipment & software.
- Upgrades to the installed systems as necessary.

The City of Granite City reserves all rights to determine which vendor best meets the required needs of the City. The City of Granite City is requesting proposals from a number of vendors and systems integrators for the supply, deployment, and maintenance of the complete voice and data solution.

Completing this RFP

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. IP communication systems in planning, or at beta test will not be considered.

If you require any clarification, provide the questions in writing via email to:
smckeal@granitecity.illinois.gov

Purpose for the RFP:

This RFP has been developed in an effort to update outdated and costly communication technologies to better enhance the overall communications experience to and from City Hall. The goal of this RFP is to:

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

RFP Approach:

The City of Granite City will be selecting a vendor to install the proposed situation. Vendor selection is focused on year 1 hardware & installation pricing. Following evaluation and analysis of the responses to this RFP, those companies that meet the City's requirements may be contacted to enter into further negotiations or presentation(s) to further explain their solution.

Vendors shall note that a response to this RFP does not commit the City of Granite City to any course of action resulting from its receipt. This document shall not be construed as a contract between the parties and no communication—whether verbal or written by the City of Granite City personnel or agents during the course of the evaluation process—shall create such a contract with respect to the products or services specified in this RFP.

RFP Time Table

Proposals are due in the City Clerk's office **no later than Friday, May 14th 2010**. Late responses may not be considered. Submit responses by mail or in person at:

**City of Granite City
Address: 2000 Edison Ave.
Granite City, IL 62040
Phone: 618-452-6200**

All submitted proposals will be considered the property of the **City of Granite City**. All proposals should include copies of product descriptions for the proposed equipment.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:
Company:
Title:
Address:
Phone:
Fax:
Email:
Website:

Criteria for Vendor Selection to the RFP

A number of factors will influence the City of Granite City's decision in selecting the appropriate vendor. In addition to cost considerations, proposals will be evaluated on the basis of the following factors:

1. 50%: Quality of Materials
2. 20%: Competitive Pricing of hardware
3. 15%: Supportability & Service
4. 10%: Pricing of Installation
5. 05%: Vendor Experience & Staff Qualifications

Please note that the City of Granite City will select the vendor based upon the best overall solution and value, and is not obligated to select the lowest price bidder. Additionally, this RFP does not commit the City of Granite City to any specific course of action. The City of Granite City reserves the right to not select any vendor or purchase any goods and services resulting from this RFP.

Vendor Information

- The vendor must include the company name, company contact with address and telephone number, and brief.
- Vendor Profile and Stability
- Describe your company's history, size, and stability in terms that most meaningfully communicate its ability to support the City of Granite City's requirements on a continuing basis. Responses shall include the following:
 - Details of the company's ownership.
 - Annual revenue worldwide & within Illinois.
 - Number of employees worldwide and in Illinois.

References

In addition to the information highlighted below, the vendor must include three references in designing and installing a VoIP and data network of similar size and complexity.

Overview Scope of Work:

The following items are at a minimum, the key services required. Each vendor must define included items, as well listing any assumptions that were made. Labor estimate should be based on design included.

- Phone system to be configured for use with PRI service
- Will need to assist in porting/cutting over approximately 45 existing phone/fax lines
- (45) Handsets with the ability to access up to 8 outside lines
- (5) Executive style handsets that provide more programmable soft keys
- (3) Cordless handsets
- (1) Conference style handset/station for our council chambers
- Phones that require paper labels are unacceptable
- A single number reach feature where incoming calls will ring the desktop handset as well as a mobile phone. User must be able to answer the call from a mobile phone but be able to continue the call by picking up desktop handset. Caller ID information forwarded to the mobile phone must include the actual number calling into the City Hall phone system (i.e., must not show up on the mobile phone as though it is originating from City Hall)
- The ability to integrate with Microsoft Exchange 2003 as part of a unified messaging system.
- All phones will be unboxed and placed on desks by City of Granite City staff
- Perform hands on training. Vendor to install first 10 phones minimum and train 1 technical user how to install; City of Granite City staff to install the remaining phones.
- We want existing analog fax and POS lines to run through VOIP system.
- All switches unboxed and basic install by City of Granite City staff (vendor responsible for QOS/ voice related configuration/upgrade)
- Install & configure VoIP system
- Install & configure voicemail system
- Music on hold feature
- The ability to generate usage reports
- The ability to restrict/block specified numbers (e.g., directory assistance, 900 numbers)
- The ability to require user access codes to make long distance calls
- Add phones and users to system database
- Assign extensions to all phones and users
- Prepare and design dial plan
- Configure auto attendant and approximately 12 greeting menus for City Hall departments
- Configure directory access in the auto attendant
- Configure time of day routing for proper handling of inbound calls
- Configure LAN switches for appropriate voice VLAN for each port
- Configure DHCP so phones can auto register
- Configure default button template for each phone

- Provide basic documentation regarding all installed call routing, and other relevant passwords/ installation criteria

Training

- Administrative technical training for 1 technical person, focused on daily support & administration, do general troubleshooting & support.
- Train the trainer....2 City employee's on general phone usage.

General Assumptions:

- The City of Granite City will be responsible for all cabling. Category 5e or greater will be provided as required.
- The City of Granite City understands the need and risk with power backup/ups and will be responsible for this portion.
- The City of Granite City to have phones, switching & routing in place for configurations.

Requested RFP Pricing Model

The City of Granite City is looking for firm pricing that will be good through June 1st, 2010

The City of Granite City would like to see quote breakouts by:

- Estimated labor hours required by project phase
- Hourly rate for the project at hand
- Hourly rate for post project standard & off hour work required for year 1
- Identify any additional administrative tasks and associated hours that could be taken on by the City of Granite City staff after "light" training. (Example: unboxing/placing/configuring phones)
- Services total by phase.
- Hardware by line item.

* Please note that Hardware/labor may be purchased from different vendors. Please quote accordingly.