

Request for Proposals (RFP)

Unified Communications & VoIP Phone System



Responses Due:
City of Banning
Finance Department
99 E. Ramsey Street
Banning, CA 92220
(951) 922-3130

August 8, 2013

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SECTION 1-INTRODUCTION:

BACKGROUND INFORMATION

The City of Banning, incorporated in 1913, covers approximately 23.2 square miles located in the San Gorgonio Pass area of Riverside County, approximately 30 miles east of the cities of San Bernardino and Riverside. The 2010 California Department of Finance recorded a population of 29,603 for the City of Banning. It is estimated that the population will increase by approximately 2% per year.

The City Manager's executive staff includes the following department heads: Administrative Services Director/Deputy City Manager, Community Development Director, Community Services Director, Economic Development Director, Electric Utilities Director, Police Chief and Public Works Director.

Banning is a full service city providing police services, fire services (contract with Riverside County/Cal Fire), a municipal airport, municipal transit services, city-owned utilities including water, wastewater and electric, parks and recreation, public works, engineering, planning as well as the traditional internal management support functions. The City has approximately 160 staff positions and a fiscal year 2013-14 operating budget of 93,000,000.

RFP Purpose and Scope

City of Banning (Banning) seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system. The new system shall include Unified Messaging and integrate with Banning's Exchange 2010 E-mail System. All existing telephones should be replaced with equivalent IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the company network (home phone, cell phone or computer) and automatically receive calls without administrative intervention.

Banning requires that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

The network path for the remote locations for Banning is the City Owned 100 Megabyte Microwave Network. The winning bidder will be expected to work directly with Banning's IT Staff and the Microwave Network provider to ensure compatibility/call quality/reliability.

Banning also requires the ability to install a "failover/backup system" that will work in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues. This "failover/backup system" may reside in the City of Banning or at an offsite

data center Banning's has previously selected.

Banning, in requesting this type of system, wishes to take advantage of the benefits that a VoIP system will bring. Each respondent should include in their response the benefits that their system will provide including, but not limited to, the increased efficiencies that staff and residents will realize.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Banning's goal is to establish a relationship with a single point of contact for all support necessary for the project.

If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. City of Banning staff will act in oversight and advisory positions only.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that City of Banning's staff will require technical training at various levels and that line staff will require training on the new systems. City of Banning staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff. Staff will work closely with the vendor to create a working project plan that will achieve these goals.

Vendor Response to this RFP should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and References
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Training and Usage
- Failover/emergency backup options
- Interoperability to existing Mitel 3000 currently installed at the City of Banning Police Department including 4 digit dialing.

SECTION 2- RFP INSTRUCTIONS, RESPONSE AND SUBMITTAL CHECKLIST:

Vendor shall submit a response in the following format:

1. Vendor shall create one (4) original responses (labeled "original") with original signature and one (1) digital PDF copy for a total of 5 responses.
2. The submission shall be sent to the contact at the address listed on the RFP, on or before the date shown.
3. The original submission shall be indexed with tabs as follows:

Section 1: RFP Cover Sheet (1page) & Summary Letter (1 page only)

Section 2: Scope of services

Section 3: Answers to Questions

Section 4: Pricing Schedule

Section 5: Additional Support Materials of Vendor

A proposal must be in writing, and must be delivered by mail or in person. Oral, telephonic, facsimile, telegraphic, or electronically transmitted Proposals are invalid and the City will not accept or consider them.

Proposals may be filed in person at the City Clerk's Office or by mail, but in any case must be received in the City Clerk's Office by 5:00 p.m. on September 16, 2013. Late proposals or postmarks will not be accepted. All proposals received will be retained by the City of Banning.

Proposals should be submitted in a sealed envelope bearing the name "Unified Communications and VOIP Systems" and be submitted to

Marie A. Calderon
City Clerk
99 E. Ramsey Street
Banning, CA 92220

The City reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities, if such would serve the best interest of the City, as determined by the City Council.

RFP Timeline: (all dates are tentative)

Date	Description
August 8, 2013	RFPs available to vendors
August 22, 2013	Onsite Network Assessment 1:30pm (Attendance Required to Respond to RFP)
August 29, 2013	Written questions from vendors due
September 9, 2013	Written replies to vendor questions distributed to all known vendors
September 16, 2013	RFP submissions due to City of Banning by 5:00pm
September	Evaluation of Proposals
	Top Vendors may be asked to provide 30 minute presentation
October 22 nd	Recommendation to City Council
October	Notification to proceed, subject to signed documents and insurance requirements being satisfied.

Questions regarding the RFP should be discussed during the Onsite Assessment and additional written questions are due by date specified in the timeline. The following questions should be resolved before the RFP is submitted:

- Do you have any questions about the existing telephone / voicemail systems which are pertinent to your response?
- Do you have any questions about the summary of requirements which are pertinent to your response?

RFP Contact:

All questions regarding the scope of work shall be submitted to both Patrick Stephens & Eric Brown by date specified in the timeline.

Patrick Stephens, (951) 922-4841

pstephens@ci.banning.ca.us

Eric Brown, (951) 922-4840

Eric.brown@ci.banning.ca.us

RFP Evaluation:

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to City of Banning with price and other factors considered. These include, responses to the RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; memberships, licenses, ISO Certifications or any other applicable membership or certifications; presentations to the

evaluation team (if applicable); on-site visits at vendor's site (if applicable), product samples which Banning may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by Banning which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

Banning may require all vendors to provide financial statements for the past two years to determine each vendor's financial ability to provide long term service for Banning. Proposals will become public record and those documents that are confidential or trade secrets must be marked accordingly.

RFP's that include the option of 0% financing/lease, whether manufacturer or self-financed will receive priority consideration.

Ongoing service agreements included with the RFP must include specific response times and financial penalties for the vendor if Service Level Agreement commitments are not met.

Banning will require all vendors to provide cost estimates for required software upgrades and maintenance for the next five years if these expenses are not included in an ongoing service agreement.

Evaluation Criteria:

1. Qualifications of Firm –

Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.

2. Qualifications of Personnel –

Qualifications, education and experience of project staff; key personnel's level of involvement in performing related work.

3. Related Experience –

Experience in providing services similar to those requested herein; experience working with public agencies; assessment by client references

4. Completeness of Response –

Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.

5. Reasonableness of Cost and Price –

Reasonableness of the individual firm-fixed prices and/or hourly rates, and competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.

False or Misleading Statements:

Vendors must take great care to ensure that sufficient information has been provided to allow the City of Banning to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendors understands that if, in the opinion of Banning, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, Banning reserves the right, in its sole discretion, to reject the proposal. Vendors also understands that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, Banning may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

Acceptance of Proposal Content:

Vendor understands that City of Banning reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the Proposal by Banning, the successful Proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted Proposal.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Banning.

No Obligation to Buy:

City of Banning reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Banning to purchase.

Withdrawal of Proposals:

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals:

City of Banning is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.

Damage Liability:

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Permits:

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to Banning.

Insurance:

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and City of Banning against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

The City will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company (ies) authorized to do business in the State of California. Certificates must name the City as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the City and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to the City of banning. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the City, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility:

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

RFP Responses:

All materials submitted by the vendor in response to this RFP become the sole property of City of Banning upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. City of Banning shall not reimburse any vendor for the cost of responding to this RFP. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of Banning.

SECTION 3-SCOPE OF SERVICES:

Summary of Requirements:

The new Telephone, Voicemail and Unified Messaging system design should provide a uniform communication system for all Banning facilities and shall be expandable at the convenience of the Banning. The new system must provide a single system in terms of dialing, feature access, and administration. Banning intends to have the new Telephone System administered from City Hall.

Banning believes that a Voice over Internet Protocol (VoIP) solution would be advantageous and wishes all respondents to make their proposals accordingly.

Banning would like a hosted phone system option be made available in the proposal with cost breakdown.

The estimated total number of handsets, endpoints, and ports needed for each location can be found on Page 17: **Telephone and Location List.**

Network Assessment:

City of Banning understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The needs and expectations of a converged network do place different requirements on the network in terms of Quality of Service (QOS), packet prioritization, cable quality, termination specifications, etc. Although Banning believes that the network is Voice ready, we desire the Vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each.

Cable:

The network assessment should include the cost to test existing network cabling. Vendor will provide cable from the wall to the phone. As the installation is expected to be "in-line" with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the vendor.

The respondent will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system.

Respondent is responsible for re-termination of services from existing system to the new VoIP system.

Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

Required Services:

- **Unified Messaging** - Banning also wishes to implement Unified Messaging and integrate the VoIP system with the Exchange E-Mail system. Banning is currently on Exchange 2010. The vendor shall propose the best way to achieve this with full functionality and with minimal impact on services. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.
- **Enterprise Mobility** - Banning wishes to enable our highly mobile workforce to communicate on the device of their choosing regardless of location (office, field, home etc.). The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution should essentially extend the features of the desk phone to the mobile device.
- **Call Accounting System** - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically Banning is very concerned about the metrics for call length, number of calls unanswered, going to voicemail and dropped calls.

Please describe your solution to the Call Accounting System and attach sample reports. Vendor should also provide training for up to 3 employees in the administration, maintenance, programming and daily operation of the Call Accounting System.

- **Automatic Call Distributor (ACD)** - Banning has a Utility Billing Department that received calls from the public regarding their utility bill. Representatives should be able to log in to their phone/workstation and have calls routed to them in a design that Banning and vendor agree upon.
- **911 Services** - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result.

Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Banning.

Feature Set:

The list below is a **partial** list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Banning expects the successful vendor will have had experience with corporations and other businesses of Banning's size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost.

- Automatic call back
- Unified Communication
- Call Waiting
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Waiting
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto / Speed Dial
- Programmable Buttons w/ paperless labels
- Paging & Group Paging
- Direct Inward Dial (DID)
- Extension Dialing between Locations
- Automatic Call Distribution (ACD) Groups
- Custom Call Routing (CCR)
- Find Me/Follow Me
- Group Call Pickup
- Fax/eFax Management/Fax to email/Fax Server
- Remote Maintenance / Administration
- Voice Mail
- Voice Mail forward to Email
- Night/ After Hours Service
- Soft phone features
- Consistent and excellent voice quality
- Toll Charges, classes of service for Toll restriction
- Make/ Drop Conference
- Add On Conference
- Conference bridging for internal and external
- Automatic alternate routing
- Call forward capability to external numbers
- SMDR (Station Message Detailed Report)
- Music on Hold
- Voice Mail Light Indicator
- Remote Handsets
- Voice over VPN
- Integration with leading smart phones & tablets (enterprise support & products for mobile)
- SIP Client Capable
- Call Recording

Single Point of Responsibility:

Banning expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. Banning will not enter into any agreement that does not provide a single point of accountability for the installation of the system

Technical Requirements:

The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

Core system servers, switches, call managers and other equipment will be installed in the Banning Data Center. Remote site equipment will be installed in secure data closets at each remote site. Vendor will provide recommendations and drawing showing the placement of the equipment in the appropriate network racks or cabinets. If the amount of rack space is insufficient, Vendor shall make sure additional racks or cabinets are included in the bid.

If respondent proposes a switching solution based on Power over Ethernet (POE), respondent shall provide detailed specifications for the switching equipment, pricing and placement for the equipment. Maintenance costs of this equipment shall be reflected in the maintenance section of the response.

Redundancy/Failover.

It is the intent of this proposal to have a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the system is operational 24/7. It is our intent to explore the possibility of installing another “backup” system at another location that calls can be automatically rerouted to in the event of a main system failure. This system may reside in data center Banning has selected for this purpose or within the City of Banning. It must also be able to process additional calls during peak times.

System Administration:

City of Banning Operations staff will administer the system. Installation of the new VoIP system will include training for staff in system administration.

Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

System Design Requirements:

City of Banning uses a 4-digit internal dialing plan. As Banning has the opportunity to improve on an aggregated dialing system that has developed over the years, Banning may consider a new dialing plan and number schema. Vendor will provide assistance in developing the new plan and assuring correct operations. Interoperability with the Current Mitel 3000 Phone system currently installed at the Banning Police Department must be included in the design. 4 digit dialing and the ability to see if users are online or available through 3rd party software or other proposed hardware/software is desired.

Security:

The system should have security set features built in that allow the administrator to

remotely administer security levels of users. It should fully integrate with Banning's Active Directory and should allow the administrator to control class of service and class of restriction. The winning bidder will also supply ALL system level passwords to the Banning.

Vendor Requirements:

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment.

Project Management:

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to Banning throughout the life of the project. Banning reserves the right to request a change in project management based on performance.

Maintenance and Support:

Vendor shall provide Banning with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site.
- Ongoing Maintenance cost.
- Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondent to provide their maintenance plan options with one hour or less response times.
- Provide software upgrade plans inclusive in Maintenance.

Transition Plan:

Banning expects the installation of the new system to have little or no impact to on-going operations. Vendor is expected to have experience in this area and to provide Banning with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how (and validate procedure) the parallel process will migrate old to new.

- All documentation, installation, reports and materials must be provided to Banning prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).
- Banning currently works with Telepacific Communications and Telecomquotes.com for their service needs. Respondent will be expected to interface as needed with both companies.

Telephone Locations and Count:

Water Department	4 phones
Fire Admin	4 phones
City Hall Receptionist)	48 Phones (3 conference style phone, 1
Community Center, Senior Center, Pool	14 Phones + Intercom
Playhouse Bowl	1 Phone
Airport	1 Phone
City Yard	25 phones + 1 speaker phone)
Police Department	80 phones (currently not seeking replacement. Not a part of RFP except for desire to have connectivity and interoperability)

SECTION 4- PRICING SCHEDULE:

Provide a pricing matrix similar to the one found below for all equipment and services, including switches, telephones, telephone cabling, labor, etc. All prices on equipment must be itemized as shown. The pricing must also reflect the cost of Taxes, Shipping and Handling or any other costs of implementation. Additionally, Banning reserves the right to purchase all or some of the proposed solution.

Banning wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, the percentage of mark up on any materials.

Equipment (Hardware & Software)

Item	Description	Quantity	Unit Price	Total (Must Include Tax, S&H or Other Charges)
1				
2				
3	(Vendor add additional lines as needed)			

Labor

Item	Description	# of Hours	Hourly Rate	Total (Must Include Tax, S&H or Other Charges)
1				
2				
3	(Vendor add additional lines as needed)			

Training - also indicate training that will be at no additional charge

Item	Description	# of Classes	Cost per class	Total (Must Include Tax, S&H or Other Charges)
1				
2				
3	(Vendor add additional lines as needed)			

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

Item	Description	Discount	Length of Term	Total (Must Include Tax, S&H or Other Charges)
1	Full maintenance: supporting hardware and software 7am-6pm Mon-Fri with 4 hour onsite response			
2	Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour on site response			
3	What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate.			
4	If Banning chooses time and materials coverage, what is the rate for standard business hours and after hours? State your definition of business hours.			
5	Will your company support a maintenance contract that covers core components only (e.g. servers, software, switch's and common control cards) with no peripherals, or station sets?			
6	Propose the maintenance you believe would best serve City of Banning			

Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by Banning that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

SECTION 5 - QUESTIONS TO VENDORS:

Please include in your application your responses to the questions asked below:

1. Introduction

- a. Describe the full network assessment you will provide.
- b. Indicate your ability to perform the cable installation and connections.

2. Required Services

- a. Indicate your plan of action to perform and experience in performing the 911 services
- b. Describe your solution to the Call Accounting System
- c. Describe your solution to comply with Banning's proposed Unified Messaging and migration to VoIP and Exchange 2010

3. Training

- a. Indicate your comprehensive training solution to train Banning employees. Indicate if this is a "train the trainer" implementation.
- b. Indicate your comprehensive training solution to train employees, with recommendations relative to staff time requirements.
- c. Provide a complete list of off-premise training classes including description, time required, location and target audience. Are the costs for these serviced in the Pricing Schedule (section 4)?
- d. Provide a summary of in-house training for end users.
- e. Indicate the number of manuals and operation handbooks to be provided to each employee on site at each location, at no additional cost to Banning
- f. Indicate the method that Banning will use to obtain additional manuals and /or handbooks.

4. Feature Set

- a. A list of features was provided in Section 3, Scope of Service that outlined the "Feature Set." Please indicate your inability to furnish a feature by listing it out. In addition, as this is not a complete list, please indicate any additional features that you feel are important for Banning to note.

5. Single Point of Responsibility / Accountability

- a. Banning's expectation is to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement.

6. Technical Requirements

- a. Provide required / recommended connectivity to implement the proposed solution and pricing for recommended connectivity.
- b. Provide a complete system design and methodology for assuring system wide voice quality
- c. Recommend and illustrate equipment to be installed by Banning
- d. Provide a solution to redundancy / failover in case of system wide failure, ensuring that the system is operational.
- e. VoIP will require specialized training for system administration staff. Vendor will supply ALL additional equipment and software for system programing and operation. Indicate your solution to this requirement.
- f. Banning will adopt a new dialing plan and number schema. Vendor will provide assistance in developing this plan as well as assessment of Primary Rate Interface needs based on best practices.
- g. System security features need to be built in allowing the administrator to remotely assess all levels of users. Indicate your ability to provide this level of security.
- h. Provide documentation showing call handling and device addressing schemas, initial equipment inventory for each location including model/serial numbers, switches, routers and other relevant equipment
- i. The vendor--provided project manager for installation and continuing contact with the vendor is a critical position. Banning wishes to be able to meet and interview this person as part of any finalist interview. Please indicate concurrence with this philosophy.
- j. Vendor will provide below a complete listing of maintenance and support services indicated and the range of services offered

7. General Questions

- a. How many years has your company been in business? How long have you been providing telephone systems? What is your company's primary line of business?
- b. Provide a brief overview of your company (furnish your business philosophy, mission statement, management structure, organization chart, etc.).
- c. How many employees do you have? What is the total years' experience your employees have in this profession; what is the average?
- d. State the type of ownership of your company. Give the State and date of your incorporation if applicable. List headquarters and regional / full-service /office locations, and website address.
- e. Provide the key contact name, title, address, telephone and fax numbers. Also identify the person(s) authorized to contractually bind the organization. Provide resumes for owners and key sales personnel.
- f. Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services that you offer.
- g. Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire any other companies? If yes, please provide the names of the companies and the nature of the business.

- h. Include names of three (3) current customers (title and phone numbers) that have had installations similar to that described in this RFP and a letter of recommendation from each.
- i. Please include reference names of former customers, if any, (title and phone numbers) and the reasons for disengagement of your services.
- j. What type of insurance coverage do you carry? Describe the amount of coverage.
- k. Describe any other value-added services your company is capable of providing.

8. Summary

- a. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features that give your company a competitive edge in the telephony industry