



ST. CHARLES

S I N C E 1 8 3 4

***Cisco Call Manager
Telecommunications System
Implementation
Request for Proposals***

**City of St Charles
Information Systems Department**

**Proposals Due
February 20, 2013**

January 31, 2013

Re: REQUEST FOR PROPOSALS for a Cisco Call Manager Telecommunications System Implementation

Dear Vendors:

The City of Saint Charles is currently accepting proposals for Implementation of a new Cisco Call Manager Telecommunications System. The City will award the contract to a single contractor for the entire system. Specifications and RFP documents are available at City Hall as well as on the City website.

City of St. Charles
2 E. Main Street
St. Charles IL 60174
www.stcharlesil.gov

Proposal instructions are contained in **Sections 3-4** of the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- **Questions:** All questions must be received by **4:30 p.m. CDT, February 11, 2013**. Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, three (3) printed copies, and one (1) electronic copy on CD/Memory Stick of your Proposal must be received no later than **4:30 p.m. CDT, February 20, 2013**.

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

Peggy Forster
Director of Information Systems
City of St. Charles

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1 OBJECTIVES AND PROCESS SCHEDULE

Purpose

This information was developed in a format to facilitate the preparation of responses to this *Request for Proposals (RFP)* and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of services that the City desires, it is our desire to meet our future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets the City's needs.

Objective

The objective of the City of St Charles is to replace the existing Cisco Call Manager 4.2 telecommunications system with a new Cisco Call Manager telecommunications system to serve the citizens and administrative operations of the City. The City purchased the Cisco equipment on which the Call Manager will be implemented in January of 2008.

The City requires that applications and features currently used on the Call Manager 4.2 be implemented on the new Call Managers in accord with the upgraded solution, utilizing programming options enhanced in subsequent software and hardware releases.

The City would like proposals for implementation of two Cisco Call Manager servers. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The City currently has two Cisco Call Manager servers installed, Model 4.2(3)sr2 which is no longer supported by Cisco. Timing is important.
- The City has purchased two Cisco Call Manager servers, HP DL380 G5s, which will be installed and implemented per this RFP. The City subscribes to Cisco SMARTnet service on the Call Managers to be implemented.
- Proposals for Cisco Unified Computing System solutions will *not* be considered.
- The City is currently using a Cisco Unity voice messaging system, version 7.0.2.10000-38 that will be reutilized in this implementation. The Unity Server is an HP DL380 G5.
- The existing data network infrastructure will support a VoIP to the desktop.
- City staff will migrate, program and implement all traditional station/users on the system. Station sets are primarily model 7960, however there are some model 7940 sets. The City has installed some new and replacement model 7961 sets, as needed. Three 7921 wireless sets are also being used.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the City's operations, please quote them as options and include supporting justification and cost detail.

The City reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City

- To reject the low price Proposal
- To accept any item of any Proposal
- To reject any and all Proposals
- To waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process

General Process and Schedule

During the selection process, the City will review the submitted Proposals. Using subsequent interviews, reference checks, and potential site visits, the City will then pick a final preferred vendor. The City will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by the City and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the <i>Request for Proposals</i> (RFP)	January 31, 2013
Final Date for Vendors to Submit Questions	February 11, 2013
Date for Publishing Answers to Vendors’ Questions	February 13, 2013
Proposals Due	February 20, 2013
Final Vendor Selection	February 2013
Estimated Approval	March 2013
Implementation Start	March, 2013

Table 1 – Estimated Selection Schedule

Project Background

The City currently has 18 total locations, 6 of which the City considers to be primary sites. All sites are connected with City-owned fiber optic cable. Today, City locations utilize a Cisco Call Manager version 4.2 and Unity voicemail. The voicemail system was implemented in August 2012. One Call Manager is currently installed at the City Hall and a second Call Manager is installed at Public Works. The Unity voicemail server is installed at City Hall. It is the City's intent to install the new Call Managers in the same locations.

The City is open to proposals from certified Cisco vendors who have demonstrated success in implementing and servicing Call Manager solutions.

City Profile



St. Charles has a land area of 15 square miles. Located in both DuPage and Kane Counties, the City of St. Charles is 35 miles west of downtown Chicago. State Highways 25, 31, 38, and 64 cross St. Charles, as do county thoroughfares Randall and Kirk Roads. Over 2,100 businesses employ over 34,200 people, consisting of a balanced mix of retailers, restaurants, and manufacturing facilities. They are assisted by an active Chamber of Commerce, a full service Convention and Visitors Bureau, and the Downtown St. Charles Partnership.

For more information about the City, go to <http://www.stcharlesil.gov/>

2 EVALUATION CRITERIA

Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

Criteria
Project Cost
References & Experience
Service and Support
Additional Criteria to be determined

Table 2 – Evaluation Criteria

The evaluation process will consist of review and evaluation of proposals received by a team consisting of City personnel and consultants.

Project Cost will be evaluated based on an installation price and total cost of ownership over five years.

3 PROPOSAL INSTRUCTIONS

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Steve Weishaar, using e-mail to SWeishaar@stcharlesil.gov no later than **4:30 p.m. CDT, February 11, 2013**. Questions received after this deadline will not be accepted.

Answers to submitted questions will be posted on the City's website and a link published via email on February 13, 2013 will be provided to all vendors that have confirmed their intent to propose.

- Proposals shall be submitted in a sealed envelope, inserted in a larger sealed envelope. Both envelopes shall be clearly marked with the word "Proposal" and the name of the project or subject of the proposal. (Sec. 2.33.200A of the St. Charles Municipal Code). The outer envelope shall be addressed "**Steve Weishaar, City of St. Charles, Two East Main Street, St. Charles, IL 60174.**" Include a return address on both envelopes. Proposals received after the specified time and date will be returned unopened.
- All proposals must be signed with the firm name and by an authorized officer or employee of the company. One proposal per supplier/contractor is allowed.
- **Printed Proposals Due: One (1) original, three (3) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format** must be received no later than **4:30 p.m. CDT, February 20, 2013**.

Requests for extension of the submission date will not be granted unless deemed in the best interests of the City. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

Proposal Format

Proposals should follow the *Request for Proposals* format provided in Section 4.

Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

Please provide the following sections, as a minimum:

- Understanding of Project Objectives
- Response to Implementation Specifications
- Disclosures and Contractual Requirements
- Appendices
- All Proposals must be signed by a duly authorized official representing the vendor

Only written communication from the City may be considered binding. The City reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of the City.

The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's Proposal to the City, including costs and maintenance fees, shall remain valid for a minimum of 90 calendar days from the Proposal due date.

Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

The City of Saint Charles will require the vendor selected to agree to include the contents of this *Request for Proposals* and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.

The City will be awarding a contract to a single vendor.

4 IMPLEMENTATION SPECIFICATIONS

Telecommunications System Implementation RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding the City's Cisco Call Manager telecommunications system implementation requirements.

General Instructions

Written proposals are required by the City for the implementation of a Cisco Call Manager telecommunications solution as described in the sections below.

1. The proposal, estimated to be awarded in March 2013, will be confirmed by a purchase order issued to the successful vendor.
2. The proposal will be awarded based on the overall proposal and the best interests of the City. Prices should be shown for each line item, where applicable. The City reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.
3. Any equipment proposed must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, City of St. Charles, 200 Devereaux Way, St. Charles IL 60174-1980.
4. Freight should be included in the unit price. Inside delivery to the City.
5. The City must comply with the Illinois Freedom of Information Act. The City cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the City receives a request for any document submitted in response to the RFP, the City's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.
6. The proposal shall constitute a binding offer to sell the above-noted product(s) to the City and may not be withdrawn once the City has awarded the contract to the successful vendor.

1. Instructions to Proposer

- 1.1. **General – The City of Saint Charles** (City) is seeking the implementation of a City-owned Cisco Call Manager VoIP solution.
- 1.2. **Implementation Proposals** - Under this procurement, the City will accept proposals for implementation of the equipment for the locations mentioned in this document.
- 1.3. **Ongoing Maintenance and Support** - The City is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, The City wishes to manage the day-to-day adds, moves, and changes internally.
- 1.4. **Intent of Request-for-Proposal**

The primary intent of this document is to provide the vendor with a reference point to implement a complete telecommunications system that will satisfy the objectives of the City. The specifications provided herein are intended to facilitate the communications of the requirements of the City and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

- 1.5. **Format of Response**

- 1.5.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as **“read and understood and included”** or the pertinent information requested.
- 1.5.2. The proposer should address each point listed in the document directly below the numbered point. In this way, the City will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

- 1.6. **Vendor Company Information**

- 1.6.1. Please provide a description of your company background to include the following:
 - 1.6.1.1. Company financial statements (Finalists may be asked to provide)
 - 1.6.1.2. Age of company
 - 1.6.1.3. Length of time in the telecom industry
 - 1.6.1.4. Company ownership
 - 1.6.1.5. Relationship with the proposed system’s manufacturer
 - 1.6.1.6. Number of employees
 - 1.6.1.7. Number of office locations
 - 1.6.1.8. Address of the nearest location to the City
 - 1.6.1.9. Address of your local office responding to the RFP
 - 1.6.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax, and email

2. Data Network Requirements

2.1. Overview

The City of St. Charles is replacing an existing Cisco VoIP system. The existing data network satisfactorily supports the current environment. Please indicate any concerns you may have for the migration to and implementation of the new Call Managers.

3. System Implementation Requirements and Miscellaneous Applications

3.1. Call Manager Locations - The City is replacing its existing Call Managers at the locations detailed in the Table below.

Location	Street Address
City Hall	2 E. Main Street
Public Works	200 Devereaux Way

3.2. Software Upgrade –The selected vendor will verify that the Call Managers are running the most current general release of software, with all licensing and necessary or recommended updates installed per best practices and the City’s SMARTnet contract.

3.2.1. Once all upgrades and updates of the Call Manager servers have been completed, the selected vendor will be responsible for programing and implementing the Cisco VoIP network. At a minimum this will include provisioning and implementation of:

- 3.2.1.1. Sites
- 3.2.1.2. Partitions
- 3.2.1.3. Calling Search Spaces
- 3.2.1.4. Regions
- 3.2.1.5. Locations
- 3.2.1.6. SRST
- 3.2.1.7. Media Resource Groups
- 3.2.1.8. Device Pools
- 3.2.1.9. Gateways
- 3.2.1.10. Route Groups
- 3.2.1.11. Route Lists
- 3.2.1.12. Voicemail ports
- 3.2.1.13. MWI settings
- 3.2.1.14. Hunt groups
- 3.2.1.15. Pick up groups
- 3.2.1.16. Overhead page access
- 3.2.1.17. Miscellaneous applications
- 3.2.1.18. Translation Patterns
- 3.2.1.19. Analog voice gateways

3.3. Redundant Operation – One PRI is terminated in each of the City Hall and Public Works locations. The system should be implemented to provide the City with redundant operations allowing these locations to be fail-over sites for each other.

3.4. PSTN Trunking Requirements

3.4.1. ISDN PRI circuits are terminated at City Hall and at Public Works.

3.5. **Required Features and Miscellaneous Applications** – The City requires the vendor to implement the following features and applications. The feature descriptions are intentionally generic. If alternative solutions exist, the vendor must be prepared to investigate the application and present alternatives to provide the desired functionality.

3.5.1. Incoming Call Handling

3.5.1.1. Calls answered by receptionist during the day

3.5.1.2. Manual forward to voicemail at night

3.5.2. Call Park is used extensively by Police Department.

3.5.3. Call Pickup (Directed and Group) are used by several departments in the City. These groups must be implemented in the new Call Manager.

3.5.4. Call Routing – The City has one PRI installed in the Call Manager at the Public Works and one PRI installed in the Call Manager at City Hall. The system must be programmed such that inbound and outbound calls flow seamlessly across the network.

3.5.5. Class of Service (COS) – The City will utilize multiple class of service profiles for calling and feature restrictions.

3.5.6. Meet me Conferencing

3.5.7. Paging – Overhead paging is used in the Police Department, Fire Department, and Public Works.

3.5.7.1. A combination of Call Park and a single zone of paging is used at the Police Department.

3.5.7.2. Fire Department uses a single zone of paging.

3.5.7.3. Public Works uses two zones of paging in addition to the ability to page both zones simultaneously.

3.5.8. Music on Hold – The City wishes to remove the default MOH and move to a customized solution.

3.5.9. Outbound Caller ID – Dial '8' shows City main extension. Dial '9' shows user calling line ID.

3.5.10. Ring Down Phone – Analog line that dials 911 when in an off hook position.

3.5.11. Analog Stations – The City utilizes both Cisco ATAs and VG200s to support 20-30 analog devices.

3.5.12. ACD Features – The City has no need to implement ACD applications at this time.

3.5.13. Call detail recording must be activated.

3.6. Optional Equipment and Services

- 3.6.1. **Optional Telephone station set pricing.** The City may opt to replace some existing telephone sets. Section 6 will require pricing on all models of currently available station equipment.
- 3.6.2. **Survivable Remote Site Telephony** - The City requires that the vendor configure and implement Survivable Remote Site Telephony with 2 analog lines at each of the 6 primary locations as described below. Costs for this requirement should be stated separately in the proposal.
- 3.6.3. **Call Accounting System** – Please provide a proposal for a call accounting system. Itemize the cost of the system in the Optional Equipment table later in the RFP and provide the following information regarding the proposed Call Accounting System:
 - 3.6.3.1. Describe the specific relationship with the manufacturer.
 - 3.6.3.2. Include the cost of the recommended product in Section 6 of the detailed pricing.
 - 3.6.3.3. Reports for the proposed call accounting system should provide the ability for the City to obtain reports on the calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling, etc.
 - 3.6.3.4. Please define if the proposed system is hosted and if so the specific operation, location, and method of connectivity.
 - 3.6.3.5. Your description should also include any monthly costs. Please provide details.
- 3.6.4. **E911 Locator** - The City wishes to enhance the 911 functionality currently in place with an easily maintainable database solution. Please provide optional pricing for such a solution.
 - 3.6.4.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility – required to accomplish this notification in Section 6.
 - 3.6.4.2. Provide specific documentation indicating that your proposed system complies with all 911 regulations of the FCC and the State of Illinois. How can the proposed system provide for 911-location notification by station number? As an option in Section 6, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.
- 3.6.5. **Training** - The City is interested in additional system administrator training. Please indicate whether such training is available through the vendor and, if so, at what cost.
- 3.6.6. **System support** – The City is interested in obtaining a block of time from the selected vendor to be used for ongoing telephone support for routine administration tasks or system enhancements in the 12 months following cutover. Please provide an option for 10 hours and 20 hours of telephone support time, as well as the standard hourly rates for support.

- 3.7. **Acceptance** - The City requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.
- 3.8. **Financial Information** - Detailed pricing information is needed on the system. Provide the following financial data:
- 3.8.1. The pricing quoted must include **all activities necessary for a complete, turn-key system**, including, but not limited to:
- 3.8.1.1. Upgrade and Update of all system components and software to the most current available release per the Cisco SMARTnet contract
 - 3.8.1.2. Complete programming of all system components and software, with the exception of traditional station users
 - 3.8.1.3. Complete testing of all system components and software prior to system cutover
 - 3.8.1.4. Full system configuration documentation provided to the City to include complete trunking configuration information, call flow information, and specific application programming
- 3.8.2. Cost detail for any non-standard features and optional items as detailed in the system specifications.
- 3.8.3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
- 3.8.4. Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.
- 3.9. **Estimated Implementation Plan** – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded the week of March 18, 2013.
- 3.10. **References**
- 3.10.1. Provide at least 3 references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 150 telephone stations, and a centralized voice mail system.
 - 3.10.2. While you are free to provide any references, ideally, the City would like to talk with several other local government references.

3.10.3. Be advised, references are a major element of the customer’s selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #3	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

4. Maintenance and Warranty

- 4.1. **Factory-Trained Personnel** - Indicate the number of service personnel in the St. Charles area factory-trained to maintain the proposed system, including the street address of the service location.
- 4.2. **Qualified Personnel** - Indicate the number of service personnel in the St. Charles area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.
- 4.3. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.
 - 4.3.1. The City may wish to conduct a site visit to the contractors' Service Center.
- 4.4. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.
- 4.5. **Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The City is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.
- 4.6. **Hourly Service Rates** - Indicate the hourly rate the City can expect for service not covered by warranty or service contract for each of the proposed systems.
- 4.7. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.
- 4.8. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.
- 4.9. **Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.
- 4.10. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.
- 4.11. **Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.
- 4.12. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The City will require the right to reject any third parties or sub-contractors under this agreement and, in any event, proposer will be responsible for all maintenance services.

4.13. Remote Maintenance

- 4.13.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.
- 4.13.2. How does the system notify the RMC of a trouble?
- 4.13.3. What diagnostic capabilities does the RMC have?
- 4.13.4. Can the customer communicate directly with RMC personnel?
- 4.13.5. How frequent is the proposed system polled by the RMC for routine maintenance?

5. Pricing

5.1. **Pricing** - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

5.1.1. **Cost to implement the Cisco Call Manager Solution** as defined in Section 2 & 3. Include all required components.

Component - Name	Hours	Unit Price	Total Cost
Configuration and testing			
Conversion from existing Call Manager to new Call Manager			
Post conversion support (minimum 4 hours)	4		
General Install & Training			
Total Price			

5.1.2. **OPTIONAL COMPONENTS**

5.1.2.1. **Telephone Stations** – Provide individual unit and installation costs for all telephone sets available for the proposed system, consoles and soft consoles currently available.

Model Number	Unit Price

5.1.2.2. **Survivable Remote Site Telephony Implementation**

Site	Address	Approx. Stations	SRST Lines	Cost
City Hall	2 E Main	80	4	
Century Station / Fire Station 1	112 N Riverside Dr.	60	4	
Police Department	211 N Riverside Dr.	40	4	
Public works	200 Devereaux Way	70	2	
Fire Station 2	2900 Production Dr.	10	2	
Fire Station 3	2901 Campton Hills Rd.	10	2	
Total Cost All Locations				

5.1.2.3. Call Accounting

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
(List all component parts of the system)					
Sub-total – Hardware / Software					
Shipping					
General Install & Training					
Taxes					
Total Purchase Price					

5.1.2.4. E-911 Station Locator Capability

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
(List all component parts of the system)					
Sub-total – Hardware / Software					
Shipping					
General Install & Training					
Taxes					
Total Purchase Price					

5.1.3. **System Support Pricing** – Using the following table, please provide a detailed description of the following:

Support Type	Rate
Hourly Rate for Telephone Support 8:00a.m. – 5:00p.m.	
Hourly Rate for Telephone Support Extended Hours	
10 Hours Telephone Support	
20 Hours Telephone Support	
On-Site Support 8:00a.m. – 5:00p.m.	
On-Site Support Extended Hours	

6. Implementation

The City anticipates cutover of all locations to be completed in March 2013 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that the City and the vendor will perform and/or be responsible for in order to accomplish implementation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

- 6.1. **Implementation Plan** - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of the City during the implementation process.
- 6.2. **Test Plan** - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:
 - 6.2.1. Testing of all connectivity between switches.
 - 6.2.2. Random testing of port connectivity.
 - 6.2.3. Verification of each VLAN.
 - 6.2.4. Verification of Internet access.
 - 6.2.5. Printed copies of all equipment configurations for the City's project manager review.
 - 6.2.6. Conducting a final walk through inspection of the installation with the City's project manager and the preparation of a punch list of items that need attention prior to final acceptance.
 - 6.2.7. Completion of the punch list items and the request for a final acceptance walk through with the City's project manager.
 - 6.2.8. Final acceptance of the installation.

5 DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Bulletins and Addenda

Any bulletins or addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the City of St. Charles may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

The City of St. Charles reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

Taxes

The prices quoted herein shall agree with all Illinois and Federal Tax Laws and regulations.

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of its titles, the Illinois Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Indemnification

Vendor will agree to defend, indemnify, and save harmless City of St. Charles, its Council, boards, commissions, officers, employees and agents, from and against any and all claims, suits, actions liability, loss, damage, expense, cost (including, without limitation, costs and fees of litigation) of every nature, kind or description, which may be brought against, or suffered or sustained by, City of St. Charles its Council, boards, commissions, officers,

employees or agents caused by, or alleged to have been caused by, the negligence, intentional tortuous act or omission, or willful misconduct of Vendor, its officers, employees or agents in the performance of any services or work pursuant to this Agreement.

Insurance

If the Proposal is accepted, vendors shall acquire and maintain Workers' Compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, professional liability, and umbrella liability insurance coverage relating to Vendor's services to be performed hereunder covering City's risks in form subject to the approval of the City Attorney and/or City's Risk Manager. The minimum amounts of coverage corresponding to the aforesaid categories of insurance per insurable event shall be as follows:

Insurance Category and Minimum Limits

Workers' Compensation: statutory minimum. Vendor will certify that they are aware of the provisions of the Labor Code of the State of Illinois which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and Vendor certifies that they will comply with such provisions before commencing the performance of the work.

Employer's Liability: \$1,000,000 per accident for bodily injury or disease

Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury and property damage

Automobile Liability: \$1,000,000 per accident for bodily injury and property damage (coverage required to the extent applicable to Vendor's vehicle usage in performing services hereunder)

Professional Liability: \$1,000,000 per claim and aggregate

Umbrella Liability: \$5,000,000 limit.

Additional Insurance Provisions

Endorsements. For Commercial General Liability Insurance and Automobile Liability Insurance, Vendor will ensure that the policies are endorsed to name the City of St. Charles, its Council, officers, boards, commissions, employees, and agents, as additional insureds.

Cancellation. Insurance will be in force during the life of any final contract and any extensions of it and will not be canceled without thirty (30) days prior written notice sent to the City pursuant to the notice provisions of the final contract.

Failure to Maintain Coverage. If Vendor fails to maintain any of these insurance coverages, then the City will have the option to declare Vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverages. Vendor is responsible for any payments made by the City to obtain or maintain insurance and the City may collect these payments from Vendor or deduct the amount paid from any sums due Vendor under the final contract.

Submission of Insurance Policies. The City reserves the right to require, at any time, complete and certified copies of any or all required insurance policies and endorsements.

Primary Coverage. For any claims related to the final contract, the Vendor's insurance coverage shall be primary insurance with respect to City of St. Charles, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by City for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of Vendor's insurance and not contributory with it.

Reduction in Coverage/Material Changes. Vendor will notify the City in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of the City.

Termination for Default

In the event of a breach of any of the terms of this Agreement including the Contractor's warranties, the City may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material.

Professional Liability

In performing its professional services, the vendor will use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided. The vendor covenants that it is protected by professional liability insurance in an amount not less than \$1,000,000 per occurrence and \$2,000,000 aggregate, and will provide certificates of insurance upon request.

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All Proposals, Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of the City of St. Charles when received. The City reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

Select vendors will be requested, at no cost to the City of St. Charles, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

6 CERTIFICATES OF COMPLIANCE

CERTIFICATE OF COMPLIANCE OF ILLINOIS COMPILED STATUTES, CH. 65,
SEC. 11-42-1

The undersigned, upon being first duly sworn, hereby certifies to the City of St. Charles, Kane and DuPage Counties, Illinois, that (respondent) is not currently delinquent in the payment of any tax administered by or owed to the Illinois Department of Revenue, or otherwise in default upon any such tax as defined under Ch. 65, Sec. 11-42-1, Illinois Compiled Statutes.

Name _____

By: _____

State of _____),
County of _____) ss.

Subscribed and sworn to
before me this _____ day
of _____, ____ .

Notary Public

CERTIFICATE OF COMPLIANCE WITH SAFETY STANDARDS

The undersigned, upon being first duly sworn, hereby certifies to the City of St. Charles, Kane and DuPage Counties, Illinois, that (respondent) shall comply with all local, state and federal safety standards.

Name _____

By: _____

State of _____),
County of _____) ss.

Subscribed and sworn to
before me this _____ day
of _____, ____ .

Notary Public

CERTIFICATE OF COMPLIANCE WITH THE HUMAN RIGHTS ACT

NOTE TO BIDDER: Anyone who makes a false statement, material to this Certification, commits a Class 3 Felony under Illinois Compiled Statutes, Ch. 720, Sec. 33E-11 (b).

CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 87-1257 OF THE ILLINOIS HUMAN RIGHTS ACT

The undersigned, upon being first duly sworn, hereby certifies to the City of St. Charles, Kane and DuPage Counties, Illinois, that (respondent) complies with the Illinois Human Rights Act as amended by Section 2-105, Public Act 87-1257 in relation to employment and human rights.

Name _____

By: _____

State of _____),

ss.

County of _____)

Subscribed and sworn to before me this ____ day of _____, ____ .

Notary Public