Administrative-Finance Committee
May 3, 2021
6:00 p.m. – City Hall Conference Room

1. **Call to Order**
2. **Public Comment**
3. **New Business**
   a. **Proposal for New Phone System**
   b. **NIMEC – Street Light Bid**
   c. **Community Events**
   d. **Approval of Minutes – November 2, 2020**
4. **Other Business**
5. **Next Meeting – June 7, 2021**
6. **Adjournment**

AGENDA MEMO
Administrative/Finance Committee
May 3, 2021

ISSUE STATEMENT
A Resolution accepting a proposal from IP Communications for the equipment, installation, configuration, and training of a new phone system in City Hall and the Police Department in an amount not to exceed $56,593 and accepting a proposal from AIS, Inc. for the IT equipment and labor required for the new phone system in an amount not to exceed $23,400

BACKGROUND/HISTORY
The current phone system is approximately 20 years old and utilizes a mixed analog and ISDN. This system is aging, out of date, and nearing end of useful life. As a result, there have been numerous challenges obtaining replacement parts. One of the phone circuit boards is completely unusable and as a result, not all of the phone lines are working at the two facilities.

In November 2020, City Council approved a proposal from Wilson Consulting for Telecommunications Consulting and Project Management. Wilson Consulting prepared a RFP for a new phone system for both, City Hall and the Police Department. The City received 10 proposals and a summary is below. The proposal evaluation prepared by Wilson Consulting is included and labeled as Attachment A.

The proposals were evaluated on the following criteria:

1) Manufacturer Support (150 points)
2) Vendor Strength (150 points)
3) System Configuration (100 points)
4) System Features (150 points)
5) Suitability of Telephone Instruments (100)
6) System Administration (150)
7) System Cost -5 year (200)

Vendor	Premise-based or Hosted	System Proposed	Points
IP Communications	Premise	Mitel MiVoice Business	915
Ficek Electric	Hosted	Elevate	903
CallOne	Hosted	Metaswitch	896
Telcom Innovations Group	Premise	Mitel MiVoice Business	895
IP Communications	Hosted	Metaswitch	888
Ficek Electric	Premise	Avaya IP Office	886
Telcom Innovations Group	Hosted	Mitel MiCloud	872
Converging Networks Group	Premise	Avaya IP Office	867
Converging Networks Group	Hosted	Ring Central	862

A summary of the system costs for the first year and 5-year total are included.

Vendor	1st Year Cost	5 Year Total Cost	System Cost Points (5 Year)
IP Communications-Premise	**$56,593**	**$85,293**	**10**
Telcom Innovations Group-Premise	$61,995	$94,799	9.5
CallOne-Hosted	$35,828	$102,722	8.8
Ficek Electric-Hosted	$31,723	$107,755	8.4
IP Communications-Hosted	$41,063	$107,337	8.4
Ficek Electric-Premise	$73,252	$108,692	8.3
Converging Networks Group-Premise	$78,200	$111,400	8.1
Telcom Innovations Group-Hosted	$35,176	$119,289	7.6
Converging Networks Group-Hosted	$47,420	$126,108	7.1
Granite-Hosted	$18,758	$45,651	NON-Compliant. Did not respond to additional questions

IP Communications scored the highest points based on the evaluated criteria and was the lowest cost overall. Wilson Consulting reached out to the references supplied by IP Communications and all were favorable.

The Mitel system is a VoIP (voice over internet protocol) systems. It will operate on the city's data network (LAN-local area network). The existing CallOne ISDN PRI circuit supporting the current system will be replaced with SIP (session initiated protocol) trunks. The new SIP service will be installed at the police department. This will reduce the City's telephone bills by approximately $200/month. Additionally, AIS, Inc. will be responsible for upgrading the switches to ensure there is enough power to provide POE (power over ethernet) to all 48 ports on the switches (Attachment B)

The new phone system was budgeted in FYE 22:

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	FY 21/22 BUDGET	PROPOSED EXPENDITURE	PROPOSED BALANCE
01-10-4815	EQUIPMENT New Phone Syst IP Communications AIS, Inc		56,593 23,400	
		$85,000	$79,993	$5,007

STAFF/COMMITTEE RECOMMENDATION

Staff recommends approval

ALTERNATE CONSIDERATION

As directed.

DECISION MODE

This item will be placed on the May 17, 2021, City Council Agenda for consideration.

April 20, 2021

Ms. Lisa Klemm
Administrative Assistant
to the City Administrator
City of Darien
1702 Plainfield Road
Darien, IL 60561

Dear Lisa,

Wilson Consulting has completed an examination of the proposals for a new telephone system based upon the specifications developed for the City of Darien. After analyzing the proposals provided by the vendors and gathering additional information, it is my recommendation to execute a purchase agreement with IP Communications (IPC). The Mitel telephone system proposed by IPC will meet or exceed the City of Darien's current and future telecommunications requirements. The requirements were established jointly with input from City staff and Wilson Consulting and incorporated into the Request for Proposal-2021VoIP Telecommunications System Project.

The cost for the system proposed by IPC is $56,593. This includes a telephone system to serve both the City Hall and Police Department buildings. The system includes a call recording application for the Police Department. It will replace the current system that is no longer supported. It also includes Unified Messaging that can provide email notification of the receipt of a voice mail message. The price includes system installation, staff training and one year parts and labor warranty.

The Mitel system is a VoIP (Voice over Internet Protocol) system. It will operate on the City's data network (LAN-Local Area Network). The existing CallOne ISDN PRI circuit supporting the District's current system will be replaced with SIP (Session Initiated Protocol) trunks. The new SIP service will be installed at the Police Department. This will reduce the City's telephone bills by approximately $200/month.

A brief summary of our analysis and recommendations are enclosed for your review.

Please contact me if you have any questions or require additional information.

Very truly yours,

WILSON CONSULTING

David L.F. Wilson

encl.

CITY OF DARIEN
VoIP TELECOMMUNICATIONS SYSTEM PROJECT
PROPOSAL EVALUATION

A Request for Proposal (RFP) for a VoIP communications system for the City of Darien was published on February 5, 2021. The RFP offered companies the opportunity to propose either a hosted (cloud based) or premise-based system. The specifications for the new system included:

a. Warrantee provisions.
b. Terms of system acceptance.
c. Guidelines for installation.
d. Standards for Material and Workmanship
e. Description of Department requirements.
f. Training requirements.
g. Vendor experience and references.
h. System requirements.
i. Feature requirements.
j. System management requirements.
k. Service and maintenance requirements.
l. System configuration.

The City received 10 proposals. The proposals received were from the following companies for the systems cited below:

Vendor	Premise-based or Hosted	System Proposed
CallOne	Hosted	Metaswitch
Converging Networks Group	Premise	Avaya IP Office
Converging Networks Group	Hosted	Ring Central
Ficek Electric	Hosted	Elevate
Ficek Electric	Premise	Avaya IP Office
Granite	Hosted	Granite
IP Communications	Premise	Mitel MiVoice Business
IP Communications	Hosted	Metaswitch
Telcom Innovations Group	Premise	Mitel MiVoice Business
Telcom Innovations Group	Hosted	Mitel MiCloud

The proposal from Granite was not complete. Requests for additional information were made but was not provided. Therefore Wilson Consulting considers Granite's proposal non-compliant.

Evaluation Criteria

The City of Darien and Wilson Consulting established the following criteria to determine the relative strengths of each of the proposals.

1. Manufacturer Strength
   a. Number of years in business
   b. Number of similar systems installed

c. Market acceptance of system
d. Financial strength/Business organization

2. Vendor Support
   a. Manufacturer support of the system proposed
   b. Number of trained technicians (on the proposed system)
   c. Service support structure
   d. Provisions for disaster recovery
   e. References similar in size and configuration to the City

3. System Configuration: The system design, including:
   a. Survivability
   b. Underlying technology
   c. Ability to support desired current and future applications.

4. System Features: The system's ability to provide the following capabilities were examined and evaluated.
   a. Ability to provide a unified system across multiple locations.
   b. Applications and features provided by the proposed system.
   c. Flexible Programming: The ability to select appropriate call coverage for each facility and, within the facility, each telephone instrument.
   d. The ability to program the system to meet the requirements established in the RFP.

5. Suitability of Telephone Instruments: Do the telephone instruments provide:
   a. Ease of use
   b. Flexibility of button programming
   c. Variety of instruments (speakerphone, display, additional buttons, etc.)
   d. Reasonable cost

6. System Administration: The ease with which City staff can effectively manage the system

7. System Cost (5 Year): The system cost components are:
   a. System Acquisition Cost: The purchase price of all system hardware, its installation and programming. This cost also includes user training and minimum of one-year system warranty.
   b. System Maintenance: The system maintenance cost includes:
      1). cost of a maintenance contract including software upgrades after the expiration of the 1st year warranty
      2). cost of telephone company services (dial tone)

Vendor Proposal Analysis

Points were awarded to each proposal based on the criteria below (also described under the Vendor Analysis section). Each evaluation criteria was assigned a weight. The weights assigned reflect the relative importance of the criteria to the evaluation. The criteria used and their weights were:

Evaluation Criteria	**Criteria Weight**
Vendor strength	150
Manufacturer support	150
System configuration	100

System features	150
Telephone instruments	100
System administration	150
System Cost (5 year)	200
Total Points	1,000

System Cost

The system costs are:

Vendor	1st Year Cost	5 Year Total Cost*	System Cost Points (5 Year)
IP Communications-Premise	$56,593	$85,293	10
Telcom Innovations Group-Premise	$61,995	$94,799	9.5
CallOne-Hosted	$35,828	$102,722	8.8
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Telcom Innovations Group-Hosted	$35,176	$119,289	7.6
Converging Networks Group-Hosted	$47,420	$126,108	7.1

*The costs for Premise-based systems does not include $4,800/year for telephone company charges (SIP service). This is noted for the purpose of comparing the cost of premise-based systems to hosted systems. Hosted systems would rely on the City's existing Internet connection. Therefore, no telephone company services would be required.

The results of the evaluation were as follows:

Vendor	Premise-based or Hosted	System Proposed	Points
IP Communications	Premise	Mitel MiVoice Business	915
Ficek Electric	Hosted	Elevate	903
CallOne	Hosted	Metaswitch	896
Telcom Innovations Group	Premise	Mitel MiVoice Business	895
IP Communications	Hosted	Metaswitch	888
Ficek Electric	Premise	Avaya IP Office	886
Telcom Innovations Group	Hosted	Mitel MiCloud	872
Converging Networks Group	Premise	Avaya IP Office	867
Converging Networks Group	Hosted	Ring Central	862

IP Communications proposal for the Mitel premise system had the most points and was the least expensive of the qualified proposals.

ALL INFORMATION SERVICES, INC.
Integrating the World's Technology

All Information Services, Inc.

Integrating the World's Technology

Budgetary Technology Analyses in Support of a VOIP Phone Solution:

City of Darien
1702 Plainfield Road
Darien, IL 60561

04/22/2021
AIS, INC.

Solution Proposal –

AIS is pleased to present the City of Darien an Analyses of IT equipment and labor needed to support a VOIP Phone solution at City Hall and the Police Department. This update considers the preliminary technology discussion with the City's VOIP RFP Consultant, IPC and further investigation into the original equipment, power requirements and the licensing first suggested.

Infrastructure Equipment and Installation in Preparation:
Below is needed for any vendor's Voice over Internet Protocol (VOIP) phone solution. City Hall's only network switch and the main network switch at PD are not capable. VOIP solutions require Power Over Ethernet (POE) network equipment to power the phones.

$8,476 2 Juniper EX3400-48P Layer 3 Switches with POE+
City Hall and the Police Department need additional network switching in support of a VOIP phone solution

$1,612 2 Juniper SFP Transceivers
This connects to each switch for communications over the fiber between CH and PD
These will also upgrade the speed between the 2 building from 1Gbs to 10Gbs

$840 Labor for Project Management

$420 Labor for Solutions Design and post project documentation
Create a Statement of work (SOW)
Create the project plan
Update client support documents and network drawings

$5,040 Labor for T3 Network Engineer and Onsite T2 Technician
Update/patch new equipment
Migrate and update the configurations form the old switches
Configure integration with existing network equipment at PD, update the existing equipment accordingly
Physical installation and cutover the new equipment
Post cutover troubleshooting

$926 2 Juniper Hardware and Software support, yearly cost

VOIP Phone System network configuration and cutover:
Nowadays IT is always involved with new phone system configuration and installation. A VOIP phone solution requires the use of a Virtual Local Area Network (VLAN). This allows voice and data network traffic to share the same network cable and equipment, but keeps the traffic segregated. AIS will configure the VLAN, coordinate with IPC on other network/server specific requirements and provide IT support for the day(1) of cutover.

$630 Labor for Project Management
$630 Labor for Solution Design and post project documentation
$1,680 Labor for T3 Network Engineer
$630 Labor for a T3 Microsoft Server Engineer
The above items are specific to creating a voice VLAN and working with IPC on specifics

$840 Labor for T3 Network Engineer
Prior to AIS' engagement with the City- Someone configured the main network gateway to be an old DuComm (DuPage County Dispatch) network router. This is optional. But, we should really move the gateway to a City switch (called a core switch). Else the concern is it will interfere with VOIP quality.

$1,470 Labor for T2 Onsite Support (1 day) and Remote T3 Network Engineer (1/2 day)
Every VOIP phone system migration we do has an IT representative onsite to work with the vendor during the phone system cutover process and a network engineer reserved to help with any last minute issues that may arise

$50 Patch Cables – Wiring closets (required)
With the additional network cabling being installed by IPC, network patch cables are required to connect those new "runs" to network switches
$89 Patch Cables – Staff work areas
IPC will "provide" network patch cables for the staff desks/areas
AIS has performed and or supported dozens of phone migrations over the last 6 years. Best to have some spare patch cables in stock and ready for use, the City will need some…

RESOLUTION NO._____

A RESOLUTION ACCEPTING A PROPOSAL FROM IP COMMUNICATIONS FOR THE EQUIPMENT, INSTALLATION, CONFIGURATION, AND TRAINING OF A NEW PHONE SYSTEM AT CITY HALL AND POLICE DEPARTMENT IN AN AMOUNT NOT TO EXCEED $56,593 AND ACCEPTING A PROPOSAL FROM AIS, INC. FOR THE IT EQUIPMENT AND LABOR REQUIRED FOR THE NEW PHONE SYSTEM IN AN AMOUNT NOT TO EXCEED $23,400

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, as follows:

SECTION 1: The City Council of the City of Darien hereby accepting a proposal from IP Communications for the equipment, installation, configuration, and training of a new phone system at City Hall and Police Department in an amount not to exceed $56,593, a copy of which is attached hereto as "**Exhibit A**"

SECTION 2: The City Council of the City of Darien hereby accepting a proposal from AIS, Inc. for the IT equipment and labor required for the new phone system in an amount not to exceed $23,400, a copy of which is attached hereto as "**Exhibit B**"

SECTION 3: This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 17th day of May 2021.

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 17th day of May 2021.

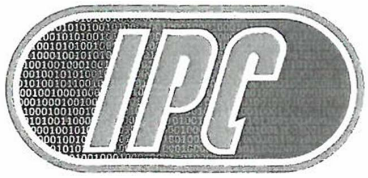
_____
JOSEPH MARCHESE, MAYOR

ATTEST:

_____
JOANNE E. RAGONA, CITY CLERK

APPROVED AS TO FORM:

_____
CITY ATTORNEY



IP COMMUNICATIONS, INC.

1521 Windsor Rd.
Rockford, Illinois 61111
815.986.0199 *phone*
815.637.7776 *fax*
www.IPCmidwest.com

Introduction

IP Communications Inc, has always focused on customer satisfaction as our main gool. We at IPC never feel our work is done until the customer is completely happy with the application. Sometimes changes need to be made to make that happen and IPC has the experience enabling us to customize a system rather than just providing a cookie cutter approach to functionality. IP Communications was part of Hughes Business Technologies and installed and supported Mitel PBX systems since 1993. In 2003 IPC split off Hughes. I traded my shares of company ownership of Hughes for the Mitel customer's base. All of the original Mitel sales and support staff still work with IPC today. Mitel is 1 to 3 in Market share in most counties in the world, they are a leader in the industry for Premise based VOIP systems and applications. From 2003 to 2014 our focus was mid to larger multi-site VOIP applications installing Mitel VOIP MiVoice Business systems and applications. This is Mitel's Enterprise Platform. For the first 5 or so years, we still competed much of the time with digital PBX providers back when customers were still unsure about VOIP. Since we sold and maintained Mitel 2000 enterprise digital systems in the 1990's before the first Mitel 3300 VOIP System now known as MiVoice Business were released IPC become early adopter of the technology. Hughes had purchased a data company and we had some experience with the first VOIP systems on the market manufactured by Cisco. We knew at that time VOIP would be the future of the industry. When Mitel introduced the 3300 VOIP system we moved to that platform immediately. We as a company had a high level of experience with the Mitel 2000 digital system and most of the software as well as functionality migrated to the new platform. It was a natural fit for IPC and because we were extremely familiar with VOIP in general and understood data networks as well as the Mitel 2000. We have evolved with the Mitel platform and have seen and remedied most issues that can affect the Mitel MiVoice Business platform. At one time IPC was a Platinum Partner when the title was given to a company based on experience and multiple certifications on all Mitel applications relating to the Mitel MiVoice system. Now that honor is based on sales volume on a combination of Mitel Hosted premise Applications. IPC does not sell Mitel Hosted we normally sell the Mitel Premise product for larger Multi-site Applications with SIP Trunking. In regards to SIP again IPC was among the first to embrace SIP Trunking when a VOIP Company really had to know what you were doing based on the Internet limitations at the time. In 2014 IPC went a different direction in regards to Hosted VOIP. After a lot of investigation, the hosted Platform we chose was Metaswitch. This is a Tier One Platform, there are only a few, with a switch right in Chicago with multiple failover points. IPC installs programs and maintains your system locally. An IPC tech can maintain and resolve many issues remotely However, what sets us apart is when you do have a problem that needs onsite support, we don't try to talk the customer through to fix the issue yourself or tell you to call your data company because it's not our problem. IPC treats out hosted customers just like our premise clients. If there is problem that cannot be resolved remotely, we will come on site to fix or tell you what on your network is causing the problem so it can be addresses. We offer the same 3-Hour Emergency onsite response for both Hosted and Premise products. The Phones for the Hosted are Yealink a leading producer world wide of Hosted VOIP sets. I have included brochures with product and phone descriptions their respective Tabs. Finally, IPC has our own IBEW Union low voltage cabling division that will install the cabling efficiently and properly based on code. Thank you for the opportunity to provide IPC's Premise and Hosted VOIP Applications.

Sincerely,

Zachary Hughes

CITY OF DARIEN

1702 Plainfield Road, Darien, IL 60561

Request for Proposal
City VoIP Telecommunications System

February 5, 2021

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City of Darien

1702 Plainfield Road, Darien, IL 60561

February 5, 2021

Dear Vendor:

City of Darien is soliciting requests for proposals for a City VoIP Telecommunications System. The purpose of this transmittal is to invite you to submit a proposal on the project and provide you with the necessary instructions, specifications and reply forms.

Questions should be submitted to Ms. Lisa Klemm at lklemm@darienil.gov no later than midnight on **March 2, 2021**. Questions after this date or those submitted verbally will not be answered.

Questions requiring a response in the RFP document must be entered in the appropriate space provided on the **separate RFP Required Vendor Responses Document. Failure to do so will disqualify the Vendor's proposal.** Responses should address each individual section in the attached RFP, and should clearly identify the ability to meet each requirement. Responses should be detailed, yet concise, and allow for reasonable assessments regarding system capabilities.

A pre-proposal meeting will be held on **February 16, 2021, at 9:00 AM CT,** at the City of Darien, City Hall, 1702 Plainfield Road, Darien, IL.

Responses are to be submitted to Ms. Lisa Klemm, Administrative Assistant to the City Administrator, 1702 Plainfield Road, Darien, IL 60561 no later than 4:00 PM CST on **March 8, 2021**. Late responses will not be considered.

Included are the "General Conditions & Instructions to Vendors", a "Vendor Information Sheet" and Proposal Reply Sheets. Where required, each should be completed in detail, signed, and submitted with the proposal.

The City Council reserves the right to reject any or all proposals, to waive irregularities and to accept that proposal which is considered to be in the best interests of this City. This project will begin after City Council approval on **May, 2021**, and should be completed by **July 31, 2021**.

Sincerely,

Ms. Lisa Klemm
Administrative Assistant to the City Administrator
City of Darien

Attachments to the Proposals include:

- General Conditions & Instructions to Vendors
- Page 12 Request for Proposal Document
- Page 34 System Price Sheet Premise Based System and:
- Page 35 Premise System 60 Month Lease Cost
- Page 36 System Price Sheet Premise Based System Maintenance
- Page 37 System Price Sheet Hosted System
- Page 38 Itemized Unit Pricing
- Page 39 References
- Page 40 Vendor Information Sheet completed
- RFP Required Vendor Responses Document
- Manufacturer System Support Letter
- Manufacturer Vendor Certification Letter
- Other supporting documentation

Request For Proposal

City VoIP Telecommunications System

GENERAL CONDITIONS & INSTRUCTIONS TO VENDORS

I. GENERAL

A. All proposals must be submitted in a sealed package and labeled, "Sealed Proposal: VoIP Telephone System." Proposals received after the deadline will not be accepted. Proposals shall be sent by commercial carrier, or hand delivered to the address below no later than 4:00 PM CST on March 8, 2021.

Ms. Lisa Klemm
Administrative Assistant to the City Administrator
City of Darien
1702 Plainfield Road
Darien, IL 60561

B. The full name and address of the proposer will be clearly marked on the outside of the package. The package must include:

- 1 printed, signed, original proposal and signed addenda (if any)
- 1 original proposal
- 1 Flash drive containing the following:
  - General Conditions & Instructions to Vendors
  - Page 12 Request for Proposal Document with Vendor Responses
  - Page 34 System Price Sheet Premise Based System and:
  - Page 35 Premise System 60 Month Lease Cost
  - Page 36 System Price Sheet Premise Based System Maintenance
  - Page 37 System Price Sheet Hosted System
  - Page 38 Itemized Unit Pricing
  - Page 39 References
  - Page 40 Vendor Information Sheet completed
  - Manufacturer System Support Letter
  - Manufacturer Vendor Certification Letter
  - Other supporting documentation

Sealed proposals should be delivered to:

Ms. Lisa Klemm
City of Darien
1702 Plainfield Road
Darien, IL 60561
lklemm@darienil.gov

C. Oral, telephone, telegraphic or facsimile transmitted proposal will <u>not</u> be accepted.

D. The proposal shall contain the full name of the vendor and be signed by an authorized company representative who is legally qualified to sign such documents. Where required, each page of this proposal must be signed.

E. City of Darien is not subject to Federal Excise Tax or Illinois Retailer Occupational Tax.

F. Prices quoted shall include all charges for packing, transportation, delivery to the City's building and assembly as designated on the proposal.

G. All interested vendors are encouraged to attend a vendor Pre-Proposal meeting on Tuesday, February 16, 2021, at 9:00 AM at City of Darien City Hall, 1702 Plainfield Road, Darien, Illinois, to visit the site of the proposed work, to familiarize themselves with the project, and to pose questions or request additional information. Any failure by the contractor to do so will not relieve them from responsibility for successfully performing the work.

H. Questions should be submitted to Ms. Lisa Klemm, Administrative Assistant to the City Administrator at lklemm@darienil.gov no later than midnight on March 2, 2021. Questions after this date or those submitted verbally will not be answered. Answers will be provided via email.

II. ERRORS AND OMISSIONS

All proposals shall be submitted on the forms provided with each space properly completed. The special attention of vendors is directed to the policy that no claim for relief because of errors or omissions in the proposal will be considered, and vendors will be held strictly to the proposal as submitted. Should a vendor find any discrepancies in, or omissions from, any of the documents, or be in doubt as to their meanings, (s)he shall advise the City via email to Ms. Lisa Klemm at lklemm@darienil.gov who will issue the necessary clarification to all prospective vendors by means of addendum.

III. FIRM PROPOSAL

All proposals will be considered to be firm through July 31, 2021.

IV. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by letter, fax, or in person prior to the time and date established for the opening of proposals.

V. INVESTIGATION OF VENDORS

A. City of Darien Officials will make such investigation as is necessary to determine the ability of the vendor to fulfill proposal requirements. The vendor shall furnish such information as may be requested and shall be prepared to show completed installations of equipment, types of service or supplies similar to that included in this proposal.

B. The City Council reserves the right to reject any proposal if it is determined that the vendor is not properly qualified to carry out the obligations of the Contract.

VI. SUBCONTRACTORS

A. The use of subcontractors must be listed in the proposal. The selected vendor assumes responsibility for all services offered in the bid, whether or not supplied by a subcontractor.
B. Those submitting bids are advised that any person, company, business, or other party to whom it is proposed to award a subcontract under this contract must be acceptable to the City.
C. The City reserves the right to approve or deny any subcontractors for this project. Each proposing vendor must identify the name of and information (background and experience) about any subcontractors to be involved in this project. This includes a description of the work the subcontractor will perform.

VII. MODIFICATION

These documents shall constitute the entire agreement between the parties upon award of the contract. No change in, addition, or waiver of terms, conditions, and specifications shall be binding on the City Council unless approved in writing by the Council. Any change, addition, or amendment of the terms shall be provided in an addendum to the RFP.

VII. RESERVATION OF RIGHTS BY THE CITY

The City Council reserves the right to reject any or all proposals, to waive irregularities and to accept that proposal which is considered to be in the best interest of the City. Any such decision shall be considered final.

IX. SIGNATURE CONSTITUTES ACCEPTANCE

The signing of these proposal forms shall be construed as acceptance of all provisions contained therein.

X. CONTRACTS

The successful vendor will be required to enter into a contract incorporating the terms and conditions of this proposal. The work shall be performed and/or materials supplied in accordance with the specifications as indicated in the Proposal Specifications.
At the completion of this project, the successful vendor must provide proof of ownership showing City of Darien is the sole owner of record, and demonstrate that all warranty information is in the name of the City, and is appropriately documented with the equipment manufacturer(s).
If, through any cause, the contracted firm fails to fulfill the obligations agreed to in a timely and proper manner, the City shall have the right to terminate the contract by notifying the firm in writing and specifying a termination date not less than thirty (30) calendar days in advance. In such event, the contracted firm shall be entitled to just and equitable compensation for any satisfactory work completed.

XIII. EVALUATION & AWARD OF PROPOSAL

The City Council reserves the right to reject any and all proposals, to waive any technicalities in the bidding and to award each item to different vendors or all items to a single vendor unless otherwise noted on proposal specifications.

The City Council will authorize the release of purchase orders upon acceptance of proposals. In the event of pricing errors, the unit cost(s) listed will prevail and be considered accurate.

City of Darien has a procedure and rubric by which proposals are reviewed; this approach allows the City to evaluate the vendors based on the type of equipment proposed, the cost of their services and/or equipment, their ability to complete the work within a required amount of time, their past record in performing similar work and their ability to work with local staff. The following factors will be evaluated for each vendor that submits a proposal:

1. **Manufacturer Strength and Support**
    a. Number of years in business
    b. Number of similar systems installed
    c. Market acceptance of system
    d. Financial strength/Business organization
2. **Vendor Support and Strength**
    a. Manufacturer support of the system proposed
    b. Number of trained certified technicians (on the proposed system)
    c. Service support structure
    d. Provisions for disaster recovery
    e. Quality of work
    f. References
3. **System Configuration:** The system design, including:
    a. Survivability
    b. Underlying technology
    c. System components
    d. System Growth: The ability to economically accommodate potential requirements for additional telephone instruments in the future.
4. **System Features:** The system's ability to provide the following capabilities were examined and evaluated.
    a. Ability to provide a unified system across multiple locations.
    b. Flexible Programming: The ability to select appropriate call coverage for each facility and, within the facility, each telephone instrument.
    c. The ability to program the system to meet the requirements established in the RFP after soliciting the input of City staff.
5. **Suitability of Telephone Instruments**: Do the telephone instruments provide:
    a. Ease of use
    b. Flexibility of button programming
    c. Variety of instruments (speakerphone, display, additional buttons, etc.)
    d. Reasonable cost
6. **System Administration**: The ease with which City staff can effectively manage the system
7. **Overall Cost**: The system cost components are:

a. System Acquisition Cost: The purchase price of all system hardware, its installation and programming. This cost also includes user training and minimum of one-year system warranty.
b. Five Year System Cost: The cost of the system over a period of 5 years. This includes vendor and manufacture support in the event of a system failure and keeping the system's software up-to-date. It also includes the cost of Telephone Company services.

XV. INSURANCE REQUIREMENTS

Contractor agrees to provide and keep force at all times during this Agreement, the following coverages: commercial General Liability Insurance including contractual liability coverage, with minimum limits of not less than one million dollars ($1,000,000) per occurrence, and two million dollars ($2,000,000) annual aggregate; Property Damage Insurance, if applicable; full Worker's Compensation Insurance, if applicable, equal to the statutory amount required by law; and Employers Liability Insurance, if applicable, with limits of not less than one million dollars ($1,000,000). All insurance carriers providing the coverage set forth herein shall have a rating of A: VII as assigned by A.M. Best & Co. and satisfactory to the City in its sole discretion. All certificates of insurance in connection herewith shall be furnished to the City no later than seven (7) days prior to the commencement date of this agreement.

All insurance coverage provided by Contractor shall be primary coverage as to the City. Any insurance or self-insurance maintained by the City shall be excess of Contractor's insurance and shall not contribute with it.

The City, its officers, agents and employees are to be covered as additional insureds under the General Liability insurance. The coverage shall contain no special limitation on the scope of protection afforded to the additional insureds. The policy and/or coverage shall also contain a "contractual liability" clause.

Should any of the above described policies be cancelled before the expiration date thereof, Contractor shall provide immediate notice to the City. Such cancellation shall be grounds for the City to immediately cancel this Agreement.

XX. LATE PROPOSALS

Proposals received after the time specified in the Request for Proposal will not be considered. **Responses must be submitted no later than 4:00 PM on March 8, 2021**. Late responses will not be considered. **Proposals submitted by any other means (facsimile, mail or via e-mail) will not be considered**.

CITY OF DARIEN

2021 VOIP TELECOMMUNICATIONS SYSTEM

REQUEST FOR PROPOSAL

1 INTRODUCTION

City of Darien is interested in soliciting proposals from qualified providers of VoIP telephone systems for both on-premise and hosted solutions whose product offering meets or exceeds current City requirements, and whose complete product offering provides a robust solution that will allow the City to continue to leverage this investment well into the future as the needs of the City continue to grow.

The specifications of this project are an integral part of the City's formal Request for Proposal (RFP). All responders are required to review this document in detail and acknowledge their understanding of the technical aspects of this project in order to be considered a responsible Proposer.

The City is considering either a City-hosted (Premise-based) or a Vendor-hosted solution. The City has no current preference for either option, but intends to select the best option and make a justifiable investment in a system that will deliver the greatest long-term value and the highest level of performance and support to the City, its residents, employees, and suppliers worldwide. For City-hosted solutions, the City will consider either outright purchase, lease or other financing options.

1.1 RFP Definitions

The following definitions are used in the RFP:

- *Client* or *City* refers to City of Darien.
- *Vendor, Proposer,* or *Respondent* refers to a firm, company or organization submitting a proposal in response to this RFP.
- *VoIP Telephone System*, *Hosted VoIP Telephone System* the *telephone system*, or *system* means the solution that the successful Vendor(s) responding to this RFP will be responsible for providing.

1.2 Current System

The City's telephone system is currently comprised of a Nortel, Norstar system and ISDN PRI service.

1.3 Network Infrastructure Configuration (WAN & Internet)

A. The City's network consists of 2 buildings/sites. The sites are connected via private fiber (12 strand multi-mode). The fiber connects the City Hall to the Police Department building (approximately 210 feet apart).

1.4 Data Center

A. The Primary Data Center (server room)/MDF is located within the Police Department building. There are no IDFs in the Police Department building.
B. There is an single IDF in the City Hall.
C. There is a building generator that supports the Primary Data Center.

1.5 Data Network

A. Current network has extreme high reliability of above 99.99%.
B. The network is primarily used for data, video, and other cloud-based web applications.
C. Current routers – none
D. Current core switching – Cisco switches
E. Current access switching – Cisco non-POE switches
    a. The City will deploy new POE switches prior to the implementation of the new telephone system. There will be available switch ports in each building to accommodate all phones.
F. There is existing Category 5 or better cabling to most locations
G. The existing cable is not labeled or documented
H. Tone, identification and documentation will be required for all existing cable
I. Installation of new Category 6 cable will be required to identified locations (total of 25 new runs; 19 in the Police Department building and 6 in the City Hall)

1.6 Logical Network

A. Multiple VLANS are used on the network. Each building is segmented with multiple VLANs for better traffic management.
B. TCP/IP is used on the LAN.

1.7 Scope of Work

A. The intended primary objectives of this project are:

a. To better serve the community in a fiscally responsible and efficient manner by combining voice, video, data, web applications on an end to end network infrastructure.
b. To improve the speed, mobility, and communication for staff members and the community by telephone.
c. To improve life safety functions including Enhanced 911 services and emergency alerts and announcements.
d. To provide uninterrupted and continuous service to constituents.
e. To provide the capability to expand the services a telephone system offers.
f. To share equipment and services between facilities, reducing cost and duplication.
g. To replace outdated equipment which can no longer be adequately serviced.

B. The project encompasses the following:

a. Assistance (collaboration with the City's IT support company) with modification and configuration of the City's data network to support a VoIP telecommunications system.
b. Gathering end-user information to be used in programming the new system.
c. Providing, programming, installing and connecting all equipment necessary to provide a fully functioning telephone telecommunications system that meets the City's voice call processing requirements.

d. Connecting the system and programming the system to external paging/intercom systems at the each building.
e. Connection to public network telephone services (SIP and POTS lines) or Internet service to hosted platform, test services.
f. Conduct end-user and system administration training.
g. Conduct system "failover" testing.
h. Provide on-site "post-cutover" support.
i. Removal and disposal of the existing telephone system equipment after the new system is installed.

1.8 Proposed System Locations

Building	Address
City Hall	1702 Plainfield Road, Darien, IL 60561
Police Department	1710 Plainfield Road, Darien, IL 60561

1.9 System Objectives

A. Location transparency through a uniform dialing plan and seamless transfers
B. Direct calling to each building, all departments as well as selected staff members
C. Provide Enhanced 911 services by implementing Locator ID so that emergency responders will know the location from which a 911 call was placed within each building.
D. Provide a uniform method of making emergency announcements throughout the City
E. Provide a voice processing (voicemail, automated attendant, UC) system that is easy to use for both callers and staff
F. Program/Information Numbers through announcement mailboxes with individual DID numbers
G. Utilize an automated attendant to guide callers to the proper City departments
H. Location survivability through near continuous service despite network or component failures
I. Use of the City's fiber based LAN connecting the 2 City facilities
J. Centralized system management which will facilitate changes to the system configuration at both sites from either site

1.10 Implementation Time Frame

Implementation will be scheduled jointly by the successful vendor and the City. Generally, the system will be cutover one building at a time over a pre-determined time frame. Assuming a contract is awarded by May 2021, installation must be complete by July 31, 2021.

2 MANUFACTURER Mitel

2.1 Manufacturer Information

A. How many years has the manufacture provided telecommunications systems? Founded 1972
B. Where is the manufacturer's headquarters location? Ottawa, Canada
C. Where is the manufacturer's North American headquarters location; if different? Mesa, Arizona
D. What is the Manufacturer's market share of the system proposed? 1st to 3rd depending on product/market
E. How many systems (as proposed) are installed nationally? 10,000+
F. What are the manufacturer's annual sales? 1.3 Billion

G. How many people are employed by the manufacturer? 3,800+

2.2 Premise-based Systems

A. State the system model, and software version of each system component. The system components must be the latest model and software releases available at the date of installation. Should new products and/or software be announced prior to installation the vendor is required to inform the City of the new products. The City shall maintain the right to substitute the new products for those proposed. The Vendor shall make any differences in cost known prior to the City's decision on new software. Mitel EX (Latest system software at time of install)

B. Provide the date the system was introduced 2001

C. Manufacturer support. Provide a written statement from the manufacturer indicating the availability of parts for the expected ten (10) year useful life of the proposed system and that they will support the system including the potential circumstance if the Vendor's company were to fail or not fulfill maintenance obligations. Confirm attachment of the statement as part of the proposal. Manufacturer Letter Included

D. Manufacturer's Warranty: Clearly state the warranty period on the system components during which service charges will not apply and what is covered. The period of the warranty will begin on the date of City acceptance, not the cutover.

E. Provide the release date of the software proposed and the announced date of the next software release for the proposed system Jan. 2021 - new releases typically quarterly

F. All equipment must meet or exceed required Quality of Service – 802.11 p & q standards Y

2.3 Hosted Systems

A. State the underlying platform upon which the Hosted System is based. Hosted Systems must be based on a secure, hardened operating system (OS) that is not subject to virus, spyware, or other destructive software attacks. The operating system must be reliable and have an uptime rating of 99.95% Metaswitch

B. Hosted telephone systems must be located in redundant and secure data facilities within the United States. Local switch in Chicago, IL and redundant systems across Country.

3 VENDOR

In order to ensure the City will have the necessary information to select an appropriate vendor/system, the vendor must address each of the following issues:

3.1 Vendor Information Mitel

A. The manufacturer of the proposed system must provide the City written assurance that the vendor is an authorized distributor in good standing. Confirm that the letter is included with your proposal. Included

B. Provide information on any certifications/designations (i.e. Gold, Platinum Dealer) issued by the manufacturer to your firm or members of your firm. Platinum

C. State the names of the principals in your company. Zachary Hughes / Dale Wishop

D. Provide information concerning the number of years in business and; the number of years your company has been installing the proposed system. 18 Years

E. State how many of the proposed system your company has installed that have four (4) or more separate locations networked together. 13
F. Provide three (3) references on the Reference Form provided on Page 39. Acknowledge that this form has been completed.

3.2 Maintenance Support

A. State the address of the service and repair center that will install the system and provide maintenance for the proposed system 1521 Windsor Rd. Loves Park, IL 61111
B. The vendor must be able to provide full system support including
    a. Regularly scheduled system maintenance Y
    b. 24X7X365 Repair service options Y
    c. Both On-site and Remote MAC (Moves, Adds and Changes) Service Y
    d. System software upgrades Y
C. In the event of a natural disaster, fire, or other catastrophe, indicate the interval to install a working system for the City. Has your company either on a national or state basis been involved in this type of emergency? If yes, provide Customer reference.
IPC moved 1000's of phones to homes/remote during this past year's pandemic

3.3 Financial Information

The provider, as a condition of award of the contract, must provide detailed financial information on the company and be available to meet with City personnel to provide additional information, if required.

3.4 Complaints

The vendor must disclose any formal complaints filed and/or judgments made by their clients None

4 SYSTEM CONFIGURATION

The Vendor must include a narrative describing the proposed system design and the scope of services for the performance of this project. Letter

4.1 System Definitions

A. A Premise Based Unified Telecommunications System is defined as a system that is purchased or leased by the customer, and that is physically located "on site". This means that the physical system equipment will be installed on the premises at City of Darien where the telephones are used. Premises Based systems also require the purchase of external telecommunications services to make and receive calls via the PSTN. A Premises Based system may be managed by the customer, or could be managed by the Vendor, or both.
B. A Hosted Telecommunications System is defined as system where the physical phone system equipment is installed in the "cloud" at a secure data facility, except for the individual telephones. Hosted systems are in essence "rented" or paid for on a monthly basis and the monthly fee includes all costs for the system functionality, voicemail, unified communications, telephone lines,

DID numbers, full maintenance and complete support. The end customer is responsible only for basic administrative adds, moves & changes.

4.2 System Architecture

A. For Premise Based Systems, the Primary Call Processor will be located at the Police Department building. Under normal circumstances, this processor will provide call-processing services for all locations.
B. **Optional for Premise based systems:** the City may wish that a redundant Call Processor be installed on dedicated server(s) provided by vendor at the City Hall. Provide the cost (on the Section 10 Price Page) to provide and deploy this processor as an optional cost of the proposed system.
C. **All call processors must be supported by 15 minutes UPS.** The UPSs and batteries must be included in the cost of the system
D. SIP service will be installed at the Police Department building for Premise-based systems. The service will include 20 call paths.
E. Hosted Systems: A "Hosted" system will require a "dedicated" connection from the Police Department building to the hosted system. The connection must be managed IP service such as MPLS, Switched Ethernet, or some other dedicated bandwidth with QoS capability that directly links the Hosted phones to the Hosted PBX to ensure no packet loss, no delays, and no transmission issues.
F. Optional for Hosted Systems: The City may wish to install a back-up connection to the Hosted system that would be deployed in the event the primary connection fail. Utilizing the City's existing Internet connection to support this function may be acceptable. Provide the additional cost to deploy this (on the Section 10 Price Page).
G. Telephone Locations and System Configuration: The table below identifies each City facility and desired basic system configuration for each.

	Police Department	City Hall	Total
Processor-Premise-based	Primary	Redundant (optional)	
Telco Hosted	Dedicated access SIP Trunk w/20 Call Paths		
Premise-based		none	
Analog trunk-Paging	1	1	
Analog station	4	2	
Telephones			
Staff	39	18	57
Coverage	4	3	7
Cordless	0	0	0
Conference Room	1	1	2
Wall mount kits	11	3	14
Cordless headset	0	2	2
Softphone	0	1	1
PC Console	0	0	0
Mobile Apps			
Twinning	3	3	6
Mobile Application	1	1	2
"hot desk"	0	0	0
Voice Mail			
VM with telephones (above)	18	14	32
VM only	29	0	29
Automated Attendant	2 (day/night)	4 (day/night)	3

H. The City requires the following capabilities across the multi-site system

- Uniform dialing plan
- Centralized Voice Processing System
- Centralized System Administration
- Network (telco) services sharing between sites.

I. One of the City's consideration for a Hosted solution will be the system's ability to provide a connection with guaranteed QoS for the voice traffic going from the Police Department facility to the Hosted System (For Hosted Proposals only).

J. All system components must be supported by the City's Uninterruptible Power Source (UPS) and be survivable from a commercial power outage. Provide the electrical requirements of all system components. All telephones will be powered from the City's PoE data switch ports.

K. The system must be scalable, capable of supporting additional telephones to accommodate growth at the City's current locations as well as the ability to incorporate additional new locations

into the system. Proposal must include all the requirements to expand the system to accommodate:

a. Additional telephone instruments
b. An additional location (WAN connection) with 10 staff telephones and 2 POTS lines

L. The system must provide LDAP integration. The City prefers the system be capable of integrating with its Active Directory to provide authentication for a web-based user interface, to eliminate the need for additional usernames/passwords Yes
M. Proposal must state any limitations on traffic handling capacity of the system; both internal and between sites. Describe what is necessary to raise the system's internal traffic handling capacity. Add Licenses
N. Proposal must state the physical requirements of the proposed system. This is to include rack space, and electrical requirements, and air conditioning. 19" Rack 2U Ground Outlet and A/C
O. Proposal must provide the following information for the system at each site (Premise-based solutions):

a. Number of telephones supported (hardware and licenses) Mitel EX supports 1400 IP Phones w/licensing
b. Number of simultaneous calls supported 4
c. Premise based systems-Number of SIP Trunks/Call Paths supported 20 as licensed
d. Premise based systems-Number of business lines (POTS) supported 4
e. Software limitations (i.e. number of extensions (actual and virtual) or other limitations) None

P. Premise Based Systems-Provide a complete software and hardware inventory of the systems proposed.
Q. The City requires that the system will provide "toll call" quality. 100% call completion and latency of 100 milliseconds or less is required. Y

4.3 Location Transparency

A primary requirement of the City's telephone system is that it provides location transparency.

A. Uniform 4-digit dialing to any telephone at any City facility. This capability will be extended to all City locations. Y
B. The ability to transfer a call directly to any City telephone at any location. Y
C. The ability to forward calls (busy, no answer, all) to any other telephone in the City. Y
D. The ability to program call coverage between locations Y
E. The system will include the ability to permit trunks terminated at one site to be used by another site should traffic exceed the capacity at the originating site or should the service at one site be disabled. As requested, no redundant controller.
F. The ability to access the external paging system of one building from the other building. An analog trunk port must be provided at each site to connect to the existing paging amplifiers. The telephone system must be connected to these and be programmed to access the paging systems from any telephone. Y

5 SYSTEM FEATURES

The proposed system must include the following features. Acknowledge whether or not the proposed system meets these required features.

5.1 System Features

A. The proposed system will provide direct dialing to all staff specific departments. Y
B. City staff must be able to distinguish calls for their department from calls to specific individuals. The system must be able to process these calls separately. Y
C. The system will include automatic call routing software to permit use of multiple trunk groups for outgoing calls. Y
D. The system must provide the ability to page multiple telephones simultaneously in conjunction with the building's external paging system (if one is installed). State the number of telephones that can be paged simultaneously. Y
E. The system will be configured to require that "9" be dialed from all phones for access to outside dial tone for calls going over the Public Switched Telephone Network (PSTN). Y
F. Caller ID with Name (if provided by the carrier) must be provided on each call prior to answering the call. Caller ID should be passed with any call that is transferred; including calls processed by the City's Automated Attendant. Y
G. The caller ID for City telephones (the number people see when being called by City staff) should be flexible and programmable by each station. Y
H. Each telephone must be able to receive multiple calls. The telephones should permit the user to place a call on hold and place another call in order to procure information related to the initial call. Y
I. The telephones should provide the means for call coverage positions and other selected telephones to observe if other staff are currently on the telephone (BLF-Busy Lamp Field). Y
J. The system should permit an extension to be present at more than one location. Staff assigned positions in two buildings can be reached by utilizing a single extension number regardless of their location. Y
K. Users should be able to program their extension to appear with all its features temporarily at another telephone. This would be useful, for example, when someone moves from their desk to provide service at the service counter. Y
L. The system must provide programming to allow each telephone to have its own timer (number of rings) for the number of rings before a call will forward to voicemail or to another extension. Some positions will require more time to get to a call than others. Y
M. The system should provide the means to easily take a call back should it have been transferred to a phone that does not answer. Y
N. The system must include the ability to designate specific telephones for "hot desking" where a user can enter a code and their extension number to make the phone appear as their own. Y
O. The system should include the ability to integrate a mobile telephone with a user's desk telephone. This would permit staff who are often away from their desk to receive calls from residents, contractors and/or other City staff Y – IPC proposed 2 licenses per specs.
P. The system will have the capability to permit calls to be transferred to outside telephone numbers including "911". Y
Q. Connectivity to DuComm
    a. The system must be capable of programming calls to a specific DID number to be forwarded to an outside number. The forwarding must be "immediate" such that the call does not ring the system prior to being forwarded to the outside number (Police Department). The City's Police Department forwards calls to its non-emergency number (a DID number) to a specified telephone number at DuComm after hours and under special circumstances. Y

b. The system must have the capability to program a DID number to ring on multiple telephones as a unique appearance. A DID number will be assigned at the Police Department to receive calls solely from DuComm. Y
c. The system must provide the capability to program a specific key on multiple telephones to automatically dial an outside call to a DID provided by DuComm. Y
d. The system must provide the capability to have an analog phone automatically dial a specific DID number when it goes "off hook". This may be used on a telephone instrument mounted in the Police Department lobby for use during hours when the Police Department offices are closed. Y

R. Five party conference calling initiated by a single extension Y
S. Ability to permit someone to place a call on hold (in "orbit" or "call park") and allow it to be retrieved from any other telephone. The timer for parked calls to be recalled must be independent for the "on hold" recall timer. Y
T. Directed Call Pick-up Y
U. Group Call Pick-up Y
V. The proposed systems should provide "Music on Hold" via a built-in .wav file or a .wav file provided by the City. Y
W. Separate "Day 1" and "Day 2" modes for each entity (City Hall, Police Department). "Day 1" modes will send calls to each building's answering position telephones or daytime automated attendant. Incoming calls will be accepted during "Day 1" mode. "Day 2 mode" will send calls to each building's answering position telephones or after hours automated attendant. Y
X. Callers reaching an automated attendant greeting must be able to dial an extension, access a dial by name directory or leave a message in a department voice mailbox. Y
Y. The system must support calling party name display for external and internal site-to-site calls. Caller ID to be displayed for all incoming calls (including new (second or third) call when off-hook on another call). State the number of characters displayed. Y
Z. Outgoing caller ID programming must permit the following on a station-by-station basis:
a. Send DID number Y
b. Send City's main number or Department number Y
c. Send DID number for "911" calls. Y

AA. Music-On-Hold: The system must permit the City to easily upload audio files (.wav) directly into the system for use as music/message on hold and for recorded greetings to be used with Automated Attendant call trees and informational mailboxes. Please describe the proposed system's ability to accommodate separate message/music on hold sources for each building and/or department and the process required to replace the message/music. Y
BB. Optional: The Police Department requires that calls to specific extensions be recorded and stored. The purpose of the system is to provide a tool by which the department shall monitor the quality of service provided by staff, as well as to provide documentation for complaint and conflict resolution. Y – Recorded phones proposed in options.

a. The call recording system must be compliant with appropriate laws governing this activity and that apply to utilizing call records for evaluation of staff performance as well as potential legal proceedings. The system shall record telephone conversations for all identified functions/phone extensions in compliance that may include caller notification and audible tones during the call. The system provider must regularly review laws and process to ensure continuous compliance and inform the Department of that information. Y
b. The system shall insure the recordings are secure, in compliance with HIPPA standards, whcontrolled electronic access through VPN or equivalent security levels and are digitally archived for a minimum of three (6) months. Y

c. The recording system will be utilized to record 4 selected SIP telephone extensions. Y
d. The individual call recordings should be downloadable and copy-able to emails or stored remotely on computers for further investigations. Y
e. The system's administrative interface must allow authorized users to easily add and delete telephone extensions. Y
f. The system's administrative interface must provide authorized users easy access to call recordings (by date, telephone number dialed, caller's telephone number) Y
g. Call recording records must provide the date and time of the call, calling party information (telephone number), called number, call duration Y
h. The Contractor will train department personnel on the use of the system and on access to necessary voice files. Y

CC. Optional: Call Accounting: Provide call accounting hardware, software, and any system interface requirements. Itemize costs associated with each site (i.e. storage devices and modems) in addition to the cost of the centralized processor. The cost of the system must include data base preparation and data entry as well as training on programming, report generation and system administration.

a. State model, manufacturer and call record capacity. Trisys
b. How many systems of this type has your company installed? 15
c. The system must collect information on incoming calls to the City including date, time, destination and caller ID. Y
d. The system must be able to generate hierarchical reports by individual station, department, site, total organization as well as various exception (duration, cost, frequency) reports. Reports organized by authorization code must also be available Y
e. Can the system be attached to a Wide Area Network? If so, please, please provide the additional cost, if any, of doing so. What resources are required of the network for this capability? It will be connected to the local network for programming and access.

5.2 Voicemail and Unified Messaging

The City requires an integrated voicemail system capable of supporting traditional voice messaging functions and unified messaging with Microsoft Outlook. Unified messaging is understood to be the combination of voice messages and email messages accessed through a common interface. At a minimum the new system requirement are: IPC proposed all licenses with unified connectivity.

A. The voice processing system must provide a minimum of 10 ports at installation, and the expandable capacity of the voice mail system should be at least 16 ports and 256 hours of message storage. The system must support the ability for calls to Queue for available Ports should call demand exceed the capacity of the system. Y
B. For the proposed system must include licenses for 64 mailboxes and provide unified messaging for 34 of those. Y
C. A voice messaging system to be fully integrated with telephone system(s) at all locations (i.e. message waiting notification by Message Waiting lamp, transfer from the voice mail system to another telephone system extension, The system will permit callers to enter "0" to access a live operator and/or another extension particular to their location or default to the operator if the caller does not make an entry Y

D. Unified messaging will provide notification of voice mail messages to the users' email. You should not expect messages to be stored on the City's email server. Does your system provide a link to the voice mail system in the notification? Y
E. The voice mail system should be easy to use. The process of activating an alternate greeting so that callers receive accurate information about staff availability must be easy. Y
F. The system should provide advance programming of Holiday greetings and have them play automatically on the prescribed dates. The system must include easy to use programming to change greetings should a special circumstance (closures due to weather) require it. Y
G. A Web portal should be provided for users for access to voicemail messages. Y
H. The process to transfer a call directly to a user's voicemail box without have to ring the telephone should be simple. Describe the steps necessary to complete this function. Y
I. The voice mail system will include the option to permit callers to leave a message or to enter a code that will send their call to a pre-specified telephone number. Y
J. The system will allow authorized users the ability to easily record a call to their voice mailbox Y
K. The system must be able to provide separate message waiting notification for a "Department" voice mailbox and a "Personal" mailbox on a single telephone instrument. Describe how the proposed system would provide this. Y – Message Waiting Indicator keys
L. The voice processing system must be capable of supporting multiple "V" trees where callers can access information by selecting from menu items through several levels. Y
M. The voice mail system must permit group messages to be delivered to multiple mailboxes.
N. Automated Attendant must have the capability for "night answer," permitting dial by name, dialing an extension or leaving a message in a department voice mailbox. Y
O. A separate DID number ("back-door") for 24-hour access to automated attendant and voicemail without having to speak to a person. Y
P. Night mode (activated by a key on a telephone(s) and by an internal system timer) that will direct all incoming calls to the Automated Attendant. Because the hours of operation of each facility are different, it will be required that each building will enable the night greeting according to their individual schedule. Y
Q. Override Automated Night Mode: Can the system's pre-programmed time of day routing (day-ring specified telephones; night calls routed to Automated Attendant) be "overridden" in the event of an unforeseen early closing? If so, please describe how this could be activated. Y – AA messages can be setup with an Override which can be activated by TUI
R. The system must permit voice mailboxes to be programmed individually with specific message storage durations and specific maximum message lengths. Does the system permit this? If so, does the system provide the ability to establish voicemail box "templates" with pre-established parameters? Y & Y
S. How many "greetings" (i.e. busy greeting, no answer greeting, vacation greeting, etc.) are included in voice mail user mailboxes? Can these be recorded, stored and activated by users as the occasion is called for? Busy, No Answer and multiple Vacation/Temporary Greetings, and Yes.

5.3 Life Safety

A. E 911: City of Darien expects to use the "Locator ID" application to be provided by the SIP carrier. The new system must support ANI identification to the appropriate PSAP (Public Safety Access Point) serving the City. The system must support ALI display to the 911 center. Y
B. The system must provide an on-site alert indicating which telephone dialed 911. The alert must include the extension number and associated name of the telephone from which the 911 call was placed. Can the notification be sent to any City telephone? Can the destination of an alert be

programmed to correspond to the source of the 911 call rather than establishing a single set of destinations for all 911 calls? 911 Alerts sent to Emergency Hunt group and includes Extension and Name of 911 caller.

C. The City requires that the system be capable of displaying a different ANI when users place outgoing calls other than to 911. Identify the options available for ANI display when placing outgoing calls. Is it a system-wide or station-by-station programming option? Y

D. The system must be capable of providing a button to be programmed so that, being activated, it will automatically alert selected telephones that immediate attention is required in the room from which the call originated. Y

E. **OPTIONAL-Information only**: The City desires to implement a system that will permit authorized staff at any location to initiate broadcast/public safety paging that would be received in all buildings or to a single building. The City would like the alerts to be received by mobile devices, desktops and the new telephone instruments. Provide information on applications that could provide this capability. As an option, Mitel Revolutions could provide all these features.

6 TELEPHONE INSTRUMENTS

6.1 Telephone Instrument Types

For systems requiring new telephone instruments, the City has identified 3 categories of telephone instruments to be deployed with the new system. The proposed models must meet the requirements set forth below:

	Coverage Phone	Staff Phone	Conference Room Phone
Line Appearances	6-12	2	2
Feature keys	16	8	8
Internal Ethernet switch	1 Gbps	1 Gbps	1 Gbps
Call Log (entries)	25	25	25
Multiple line display	Required	Required	Required
Single line display			
Headset compatible (cordless-no mechanical lifter required)	Required	Required	Optional
Duplex speakerphone	Required	Required	Required
Message Waiting Lamp	Multiple required	Required	Not required

Wall Mountable	Required	Required	Not required
Multiple Ring tones	Required	Required	Not required

Staff Telephone: It is intended for staff who do not regularly assist in covering calls for their department, but do use the telephone frequently. (See Table for feature requirements)

Coverage Telephone: It is intended for staff who have call answering responsibility for more than one person or for the Department telephone number. The telephone must be able to answer multiple lines and monitor the status (busy lamp) of others in the department. A "softphone attendant" that provides GUI access to telephone functions on the user's PC may be an acceptable alternative. (See Table for feature requirements) IPC propsed both

Conference Speakerphone: This IP set is intended for conference room applications for 5 or more participants. Set shall be full-duplex hands-free. Must have transfer/conference feature key, hold, mute.

Provide the model number of the proposed telephones for each category:

- Staff Mitel 6920
- Coverage Mitel 6930
- Conference Mitel 6970 Conference Phone
- Softphone UC Standard Licenses – 2 proposed – Enterprise Lic and add capability in future if needed.

6.2 Telephone Instrument Requirements

A. Long handset and mounting cords are required. Assume approximately 20% of sets will require these. Y
B. Phone types and functions must be consistent across users with the majority of standard telephone system (PBX) features and functionality. Y
C. All telephones should be electronic self-labeling. Phones with paper labels will not be considered. Y
D. All telephones should have a two-line LCD display capable of showing both Caller ID Name and Caller ID Number without toggling or pushing buttons. Y
E. Phones must have multiple programmable buttons to be used for internal extensions, external speed dials or other features. Buttons programmed with internal extensions should provide line appearances for the assigned internal extensions (DSS/BLF functionality). Y
F. An expanded Call Log should be provided to store at least 100 entries. A desktop software application would be acceptable for this. Y
G. The system will have the ability to integrate Google contacts with a user's telephone directory. Y
H. The system will have the ability to update the telephone presence in Microsoft Outlook. Y
I. All user telephones (except basic common area phones) must allow two or more concurrent calls to the same extension, and have multiple line appearances for departmental answering. Y
J. All telephones (except basic common area models) should have a full duplex speakerphone Phones must have distinctive ringing to identify internal vs. external calls. Y
K. Caller ID Name and Caller ID Number of the original call must be displayed on calls even if forwarded or transferred from one internal extension to another extension. Y
L. Caller ID Name and Caller ID Number must also appear on the display for a second incoming call. Y

M. The telephones must permit the users to forward their telephones to an outside telephone number. Y
N. The telephones must include the ability to program a button that when pressed will send an incoming call directly to the user's voice mailbox. Y
O. The telephones must permit the users to "twin" their mobile telephone to their desk telephone. The ability for users to turn this on and off must be easy. Y – License required depending on twinning type.
P. The telephones must be capable of entering a code to "block" their caller ID for outgoing calls (Police Department). Y
Q. The phones must support wired and wireless headsets, cordless handsets and other ergonomic devices to accommodate the productivity needs of City staff. Provide model numbers of cordless headsets that do not require a mechanical lifter in order to answer a call that are compatible with the proposed telephone instruments. 6930-6940-DECT Headsets
R. Mobile application - Application to utilize a mobile device (Windows, Android and Mac, Windows Mobile, IOS, etc.) as a fully functioning communications device (voice, text, video) on the City's system. This includes utilizing the device on the City's Cisco wireless network. 3 licenses must be included in the system price. Rules-based call handling must be included with this application. Y – UAC application.
S. Softphone- Application that permit a user to dispense with a traditional telephone instrument and utilized a fully featured software program to process calls on a laptop or desktop device. The cost to provide and deploy this for 1 user must be included in the system price. Y
T. Instant Messaging-the ability to chat with internal users must be included for 6 users. Y – UAC App

7 SYSTEM MANAGEMENT

The City expects to be capable to perform routine telephone and voice mail system changes utilizing in-house staff. System management software must be included. Y

7.1 System Management Requirements

A. System administration and alarm monitoring functions will be accessible via the existing data network, thus permitting access from any City computer workstation connected to the internal network. This requirement shall include proper security measures to prevent unauthorized access to system administration functions. Y
B. The system must provide a straightforward browser-based management and programming interface so that the City can perform its own "do-it-yourself" moves, adds & changes. Y
C. The system must provide multiple levels of administrative capabilities. For example, authorized personnel at each building could be authorized to make user level changes to the telephones and/or voice mailboxes for users in their building (reset a voice mailbox password, add an appearance of an extension to a telephone). Provide an explanation of how the proposed system would accommodate this requirement. Y – Mitel supports different admin templates for access to specific systems and specific sections of the system.
D. The system must permit the City to easily create and modify Automated "call trees". Y
E. The telephone system should provide a straightforward programming interface so that requests for changes can be made quickly and easily Y
F. All telephones must be self-labeling so that programming changes will not require IT staff to re-label the telephone(s) affected. Y
G. Spare telephones will be purchased to facilitate repair. Y
H. The system must permit the City to easily upload audio files (.wav) directly into the system for use as music/message on hold and for recorded greetings to be used with Automated Attendant call trees and informational mailboxes. Y

I. The City would like the means to examine their callers' experience with the telephone system. This includes the desire to examine the path that a specific incoming call followed until the call's conclusion; identifying the extension number(s) that handled the call and the number of times the call was transferred. Describe the tools available to satisfy the requirement. Trisys – Call Accounting will show call transfers/path. Mitel Auto Attendant has report on which options through AA path people select.

J. Describe the proposed system's self-diagnostic and monitoring capabilities. Mitel system will email alarm notifications.

K. Describe the proposed system's capability to identify the source of system performance problems. Beyond the systems Alarm and Logging features, it also supports Voice Quality monitoring.

L. Describe the proposed system's administrative notification capabilities to allow City administration staff be informed of any system problems short of experiencing them first hand. System will email alarm conditions.

M. If additional programs are available to enhance the City's ability to monitor and diagnose problems with the telephone system please provide a description of their functions and the additional cost.

8 IMPLEMENTATION

8.1 Installation Requirements

City of Darien will provide sufficient PoE data switch ports to support all the new telephone instruments.

The City of Darien will require new Category 6 cabling to be installed to the following locations:

Building	Level	Room	Name
City Hall	1st Floor	106	Workroom
City Hall	1st Floor	111	Dorothy
City Hall	1st Floor	111	Diane
City Hall	2nd Floor	002	Council Chambers
City Hall	2nd Floor	003	Employee Lounge
City Hall	2nd Floor	011	Planning Storage
Police	1st Floor	238	Conference Room
Police	1st Floor	236	Jason Norton
Police	1st Floor	203	EOC
Police	1st Floor	203	EOC
Police	1st Floor	203	EOC
Police	1st Floor	203	EOC
Police	1st Floor	223	Break Area
Police	1st Floor	218	Storage
Police	1st Floor	207	Report Room
Police	Lower Level	128	Vehicle Storage
Police	Lower Level	129	Sally Port
Police	Lower Level	148	Women's Locker Room
Police	Lower Level	150	Armory
Police	Lower Level	?	Maintenance
Police	Lower Level	101	Men's Locker Room
Police	Lower Level	144	Report Room
Police	Lower Level	142	Roll Call
Police	Lower Level	140	?
Police	Lower Level	139	Officer's Break Room

Each new location will be installed with one category 6 cable. Terminations will be on vendor provided Category 6 RJ45 jacks and rack mounted patch panels. Materials should be the following or equivalent. If an equivalent, manufacturer specifications for each must be provided.

- Station Wire: Berk-Tek LANmark-1000 Category 6, 4 twisted pair, 23 AWG.
- Wire Mould-for location approved: Panduit Pan-way LD5.
- Workstation Outlet: Ortronics TracJack Single Gang/4-Port Wall Plate OR-40300547-13 Beige, Ortronics TracJack, Category 6, RJ45, T568B, 45 degree Snap-In Module, OR-63750030-36 Green, and Ortronics TracJack, Blank Module OR-42100002-13 Beige.
- MDF Data Cabinet and Termination: Ortronics, Clarity 6, Category 6, 48-Port High Density Patch Panel, 6 port modules.

The Vendor will be responsible for identifying and labeling all new and existing data cables. Labels must be "machine made" (not hand written) and applied to the jack and the corresponding port on the patch panels.

The vendor will be required to provide project management utilizing PMP (Project Management Professional) standards. The vendor is required to perform all the tasks necessary to implement a VoIP telephone system solution including the following steps:

A. Ensure that all voice system components are installed and configured according to current manufacturer standards.
B. Ensure that all routers and switches are installed and configured according to current manufacturer standards.
C. Coordinate and test all system components' functionality.
D. Install and test any third party applications provided by the vendor.
E. Allow City IT staff to accompany and observe vendor staff as deemed appropriate by the City. The intent of this requirement is to familiarize City IT staff with the overall design, components, programming, operation and administration of the new system.
F. The new telephone system must be installed to serve users on the City's data network. As part of the project the City requires that the vendor perform a technical assessment, prior to installation, to confirm that the hardware and software provided in the proposal is sufficient to support the desired applications.
G. All installations must be performed in accordance with applicable building, safety, and FCC certification codes and regulations as well as all items mentioned in the general conditions section of this report.
H. The City requires the vendor to provide certified technical staff that has experience with integrated VOIP and Data network design and implementation. The vendor's certified technical staff must have experience with the equipment proposed and will personally work with the City and its data consultants to ensure its data network meets the requirements for the VoIP system.
I. Full documentation and diagrams of the new design will be required
J. The vendor will provide certified engineer(s) to install the network hardware at the City locations. Installation includes the following:

    a. Install hardware modules as needed (modular chassis only).
    b. Configure necessary parameters for protocols being used as agreed to by the City. The City will supply existing IP addressing schemes and Server naming convention.
    c. Make room on all City provided rack(s) or on appropriate surface(s) that the new equipment will be mounted in or on, e.g. POE Switches, Gateway Routers, Servers, etc.
    d. Mount all equipment and make necessary connections to the City's networks.
    e. Conduct all tests necessary to verify the network meets the manufacturer's standards.
    f. Implementation by Vendor includes installation and programming of all telephone system components and UPSs.
    g. Mount all system components in racks (existing if sufficient space is available or vendor provided).
    h. Mount new network hardware (e.g. Gateway Routers, Servers, etc.) in appropriate rack(s)
    i. Connect telephone system components to the network hardware.
    j. Connect PSTN services to Gateway Routers.
    k. Configure the new telephone system as determined and documented by your company's Project Coordinator and approved by the City.
    l. Connect telephone instruments to network and verify functionality.
    m. Mount phones on wall (where applicable).
    n. Perform final testing of all telephone systems and equipment.

K. The data required to program the new telephone system will be developed jointly between the City and the Vendor.

V. The vendor will be responsible for removing and properly disposing all the old telephone system equipment and handsets. The cost to do so and any value associated with the equipment must be included in the proposed system price.

W. All wall surfaces that are worked on will be properly covered, plastered or prepared for painting before the City will accept project completion.

X. Vendor will submit the following items prior to system acceptance:

   a. One (1) complete set of reproducible "as-installed" drawings
   b. One (1) set of technical manuals
   c. A current spare parts list
   d. As built and most current database data dictionary
   e. One (1) inventory list showing system trunk numbers, and Telco circuit number. All system components must be labeled. The City must approve the labeling system in advance.
   f. Written documentation of all administrative "privileges" (level of administrative access and passwords) necessary for proper functionality

Y. Assuming a contract is awarded May 2021 and installation must be complete by July 31, 2021, please complete a project installation milestone chart.

Z. Vendor will manage the project, providing the following status updates to the City after installation begins:
   a. Weekly conference calls
   b. Project implementation plan progress including milestones, responsible parties, and expected completion
   c. Up to date decision log

8.2 Training

Attendant, station user, system, and maintenance training is an important aspect of the requirements for the proposed telephone system. City station users in the various departments will utilize different standard features. Station user training will be conducted using live telephones at sites established jointly between City of Darien and the vendor. The successful vendor will establish individualized training sessions on a department basis to insure system utilization.

A. City staff will be trained the day(s) prior to "cutover". Scheduled classes will be provided with live telephones (minimum 8 telephones) and certified trainer at the City Hall building (one day) and the Police Department building (2 days to accommodate multiple sifts). Y

B. The Vendor will provide onsite system administration training for three (3) City employees. Completion of the training will permit City staff to complete station programming, traffic studies, moves, adds, changes, and updates to the automated attendant. Please provide a list of the functions the training will permit City staff to complete. Y - All

C. Administrative training will include providing the City with the ability to understand and utilize the traffic management usage and reporting systems provided by your system. Y

D. Instruction materials (instruction manuals, manufacturer user guides, custom instruction guides, etc.) will be provided in sufficient quantity for all users with 20% extra for replacement and new hire purposes. If Web-based information is available, provide the address so that the City can review this information. Y – Web-based on the system.

E. Follow up onsite training for the City will be provided three weeks after cutover. A minimum 1/2 day of training will be allotted for this purpose. Y

L. The Vendor will provide a qualified project manager to meet with the City. The purpose of the meeting is to describe the operation of the new telephone system and the information required to program the telephone system.
M. The City will provide information required to attach other external devices to the system such as external paging systems.
N. The Vendor will provide a format (Excel spreadsheet) that will permit entry of information into an appropriate field.
O. The Vendor will meet with the City at the end of the database gathering process to review the information and finalize the system programming.
P. The Vendor will perform all the programming necessary to accommodate the City's telephone system requirements. These requirements include, but are not limited to, the following:
    a. User Names
    b. Extension Number
    c. DID number
    d. DID department number
    e. Telephone Type
    f. Class Restriction
    g. Call Pick-Up Groups
    h. Page groups
    i. Which telephones get voicemail?
    j. Voicemail "0" out target extensions for individual mailboxes
    k. Line Appearances
    l. Trunking information such as backup POTS trunks at each facility
    m. Outgoing caller ID for 911 calls and for ordinary outgoing calling
    n. Which main incoming numbers ring to what location?
    o. How many incoming line appearances are needed per main incoming number?
    p. Identify which telephones are to be designated as the Main Answering Position(s) for each facility
    q. Any additional POTS Number Porting information
    r. Calls answered by Automated Attendant
    s. If Automated Attendant what are the menu choices?
    t. MOH (Music on Hold)
Q. The City will use new SIP service installed at the Police Department building. If applicable, the Vendor will be responsible for extending, if necessary, and connecting the analog business lines (POTS) to the new voice gateways at the remaining sites. The vendor is required to participate in an on-site "test" of these circuits prior to the system cutover.
R. The Vendor will install all VoIP handsets, telephones and analog devices. The Vendor will also be present and assist the City with the installation of five (5) of each desktop application that is included as part of the proposed system (i.e. Unified Messaging).
S. The successful vendor must not disrupt normal business operations unless agreed to by the City.
T. The complete system must be installed, staged, and tested 1 week prior to cutover to ensure seamless implementation.
U. Cutover of the new system is defined as the time scheduled to move the City's existing ISDN PRI service to the new system. Cutover to the new system will take place during one day. Cutover will be conducted during normal business hours. The schedule will be developed at the City's direction. The Vendor must have qualified technicians on site at the designated cutovers. The installation shall disrupt the City's routine as little as possible. The installation personnel will adhere to the City's policies at all times. These policies will be communicated to the successful vendor at the time of contract signing. The installation personnel shall keep all equipment secure and will not block any essential passages. If a particular area needs to be closed, the City must be notified 48 hours in advance to allow for proper preparation. Any major interruption of service other than an individual station being without telephone service must be coordinated 48 hours in advance with City of Darien.

F. Indicate the material available to the City to keep them informed of new product services, and equipment that may be beneficial to their operation. IPC will keep City up to date on new products/services, also Mitel web page is a good source.

8.3 Inspection and Acceptance

Prior to acceptance of the new system, the vendor, with the assistance of the City, will conduct an acceptance test to validate that the system meets the contract specifications and that all components specified in the successful contractor's proposal have been installed. At a minimum, the following tests will be conducted.

A. Public Network connectivity (outside dial tone and the ability to place an outside call)
B. 911 calls to verify the PSAP receives the proper ANI and ALI information for each site
C. DID calls to each department telephone number and selected individual stations
D. Receipt of Caller ID and Caller ID-Name on first and subsequent calls to selected stations
E. Calls to Automated Attendant call processors to verify proper routing of calls after each menu selection has been entered
F. Verify proper "0" destinations from selected voice mailboxes
G. Resiliency/Redundancy Tests including:
    a. Disconnecting ISDN PRI circuit from the system
    b. Disconnecting the WAN connection at each site
    c. Disabling a single call processor if redundant or survivable processors are deployed
H. The successful vendor shall, without charge, replace any material or correct any workmanship found by the City not to conform to the contract requirements. If the Vendor does not promptly replace rejected material or workmanship, the City may by contract or otherwise, replace such material or correct such workmanship and charge the cost thereof to the contractor.
I. Any additional tests deemed necessary, and communicated in writing, by the City to demonstrate the functionality of the system

8.4 As-Built Documentation

Upon completion of system testing, the vendor will submit one (1) complete copy of the System Documentation. System Documentation shall include a spreadsheet (Excel format and editable by City after handover) with the following station information.

A. Room/Department
B. Extension number
C. Jack number
D. Telephone model
E. Data switch port
F. Telephone handset key layout
G. Summary (narrative) of call processing for each department
H. Telephone company service connected to the system including circuit and telephone numbers
I. The documentation shall be the property of the City.
J. All system components must be labeled. The City must approve the labeling system in advance.

9 SERVICE AND MAINTENANCE

9.1 Remote Access

A. The system must provide secure remote access for system administration and monitoring. Describe the means by which this access is secured. If a VPN connection will be used, the City would require two-factor authentication for access. VPN - Y
B. The proposed system must be accessible remotely by your service center for diagnostic routines, minor system alarms, major system failures, and minor program changes. Dispatch and contact procedures must be established as part of the implementation process. Y
C. Establishing City access of the system must be provided as part of the proposed system installation. Y

9.2 Service Requirements

A. A two-hour maximum response time by the Vendor is required for a major outage or total system failure. A major outage is defined as: Y
    a. System unable to process calls.
    b. 10% or more of administrative stations or trunks out of service.
    c. A next business day maximum on site response time for a normal type maintenance calls is required.
B. The configuration of the system must be backed up on a regular (after any MAC work and twice per year minimum) basis. Systems backup to IPC Secure FTP Server weekly.
C. Please state if the system can be included in the City's routine backup procedures (to SAN). If it cannot, the system must include a back-up system for data and disaster recovery purposes. Y
D. The Vendor must be willing to take responsibility for diagnosing equipment problems and notifying the telephone company should the trouble be determined to exist in the LEC facilities. The Vendor must be responsible for any service charge billed to the City for service by the telephone company if it is determined that the trouble is in the interconnect equipment. Y
E. A warranty period of one year will be provided as part of the purchase cost. Y
F. The vendor or manufacturer must make a maintenance contract available for the proposed system. State the number of years that such a guarantee will be made. Maintenance must include both "break-fix" and manufacturer software patches and upgrades. The cost for maintenance including system software upgrades and patches **including installation of the same** must be provided on the System Price Sheet provided on Page 34 through Page38.
G. Describe the process by which the proposed system is upgraded with additional software enhancements or a new software package. Indicate the following:
    a. Associated cost (work to be completed "after hours"). Time and Material - Y
    b. The amount of time required to complete a typical software upgrade and if the system would be unavailable during the process. Upgrades typically in background – Outage during reboot.
    c. List the history of hardware changes required for upgrades of same system proposed. If so, please describe what hardware had to be replaced and the cost to do so. None

B. Price Sheet – Lease Cost for Premise Systems

60 Month Lease-Purchase ($1 buyout) - $48,947.85

System Price without Options

$ 986.64 /Month

*Less with one advanced payment

10 SYSTEM PRICING

10.1 Premise Based Systems

A. Price Sheet - System Acquisition

Component	Equipment Price	Project Management, Installation, Configuration, &Training	One Year Warranty
Base Telephone System (including handsets)	$ 28,006.35	$ 7,130.00	$ Included
Shipping	$ 0.00		
Cabling Option - 1	$ 13,811.50		
Total	$ 41,817.85	$ 7,130.00	$ Included
Total System Price	$ 41,817.85		
Optional Pricing			
Redundant Call Processor at City Hall	$ 972.00	$ 500.00	$ Included
Call Recording	$ 1570.00	$ 230.00	$ Included
Call Accounting	$ 1770.00	$ 230.00	$ Included

C. **Premise based System Price Sheet-Maintenance**

Price must include full software upgrades (patch and full versions) plus installation of the same.

Per Year Costs

Post Warranty Maintenance	2nd Year	3rd Year	4th Year	5th Year*
Base Telephone System	$ 2,400.00	$ 2,400.00	$ 2,350.00	$ 2,350.00
Redundant Call Processor at City Hall	$ 80.00	$ 80.00	$ 80.00	$ 50.00
Call Recording	$ 150.00	$ 150.00	$ 150.00	$ 150.00
Call Accounting	$ 395.00	$ 395.00	$ 395.00	$ 395.00
TOTAL	$ 3,025.00	$ 3,025.00	$ 3,025.00	$ 3,025.00

Note: The Call Recording is an application that runs on the Call Accounting Server, you would need to purchased both products if you would like call recording. If the City only wants Call Accounting, the City can purchase that without the Call Recording.

10.2 Hosted System Price Sheet

Component	NRC-Non-recurring Charge	Monthly Recurring Charge (36 month agreement)	Monthly Recurring Charge (60 Month agreement)*
Base Telephone System (including handsets)	$ 10,684.00	$ 1,380.70	$ 1,380.71
Shipping	$ N/A		
Other -*Cabling option 1	$ 13,811.50	$	$
Total	$ 24,495.50	$	$
Total 1st Year Cost	$ 24,495.50	$ 16,568.40	$ 16,568.40
Optional Pricing			
Call Recording -(4) Users	$ 22.00	$ 22.00	$ 22.00
Call Accounting	$ N/A	$	$

10.3 Itemized Unit Pricing - Additions and Deletions

Vendor must provide an addition and deletion price list showing installed cost of common hardware, telephone instruments, licenses, etc.

Additions to or deletions from proposed system configuration will be made in accordance with this list. If prices are different for changes made to the system prior to installation and/or cutover please list both pre- and post-installation/cutover prices.

Telephone Instruments
Licenses for: **$2.00 -All of these capabilities are included in the MAX UC License.**

- Softphone
- Moblile application for smartphones
- Presence/Instant Messaging

REFERENCES

All bids must include three references. Each vendor must provide references from three (3) completed VoIP phone projects for a City(s) or other organizations for which you have provided comparable services. Local references are preferred. References should include company name, contact name, address, phone, fax and email address and contact information for the specific person who is knowledgeable about the Vendor's record and performance. References may be contacted for consultation and/or site visits at our discretion.

NAME Brian Mertens
COMPANY Blackhawk Bank
ADDRESS 400 Broad St.
CITY, STATE, ZIP Beloit, WI 53511
PHONE/FAX (608) 299-3447
EMAIL bmertens@blackhawkbank.com

NAME Dawn Oswald
COMPANY City of Loves Park
ADDRESS 100 Heart Blvd.
CITY, STATE, ZIP Loves Park, IL 61111
PHONE/FAX (815) 654-5030
EMAIL dawnoswald@cityoflovespark.com

NAME Jeremy Alexander
COMPANY City of Dekalb
ADDRESS 164 E. Lincoln Hwy
CITY, STATE, ZIP Dekalb, IL 61115
PHONE/FAX (815) 748-2090
EMAIL jalexander@cityofdekalb.com

ADDITIONAL REFERENCES

All bids must include three references. Each vendor must provide references from three (3) completed VoIP phone projects for a City(s) or other organizations for which you have provided comparable services. Local references are preferred. References should include company name, contact name, address, phone, fax and email address and contact information for the specific person who is knowledgeable about the Vendor's record and performance. References may be contacted for consultation and/or site visits at our discretion.

NAME Amanda Fitch
COMPANY Lifescape Community Services, Inc.
ADDRESS 705 Kilburn Avenue
CITY, STATE, ZIP Rockford, IL 61101
PHONE/FAX (815) 963-1609

EMAIL afitch@lifescapeservices.org

NAME RJ McGarry
COMPANY Kishwaukee College
ADDRESS 21193 Malta Road
CITY, STATE, ZIP Malta, IL 60150
PHONE/FAX (815) 825-2086 x9811

EMAIL rmcgarry@kish.edu

NAME Stefanie Stewart
COMPANY EVAC North America, Inc.
ADDRESS 1445 Huntwood Drive
CITY, STATE, ZIP Cherry Valley, IL 61016
PHONE/FAX (815) 654-8300

EMAIL stefanie.stewart@evac.com

Cabling Reference.
This contact is a Data consulting company. IPC recently replaced the Data cabling, including terminating and testing and labeling for Columbia Pipe. In addition, we physically installed all of the data equipment Servers, switches, AP's and UPS Units. IPC connected and updated so the new corporate IT could take control.

NAME Shirley Stone
COMPANY Columbia Pipe & Supply
ADDRESS 5730 Columbia Pkwy CITY, STATE, ZIP
Rockford IL 61108
PHONE/FAX (910) 612-6507

EMAIL sstone@teleco-ilm.com

VENDOR INFORMATION SHEET

Vendor: IP Communications, Inc.

Address: 1521 Windsor Rd.

City: Loves Park State: IL Zip: 61111

Phone: (815) 986-0199 Fax (815) 637-7766

Signature: Date: 3/5/2021

Print Name: Zachary V. Hughes

Title: President

Email: zhughes@ipcmidwest.com

Submittal Checklist

Remember to submit the following items with your bid.

- Vendor narrative of proposed system design and scope of services
- Page 34 System Price Sheet Premise Based System and:
- Page 35 Premise System 60 Month Lease Cost
- Page 36 System Price Sheet Premise Based System Maintenance
- Page 37 System Price Sheet Hosted System
- Page 38 Itemized Unit Pricing
- Page 39 References
- Page 40 Vendor Information Sheet completed.
- RFP Required Vendor Responses to the RFP
- Manufacturer System Support Letter
- Manufacturer Vendor Certification Letter

City of Darien
VoIP Telecommunications System RFP

Addendum 1
February 23, 2021

The proposal must acknowledge receipt of this Addendum Number 1 and all attachments.

1. Neither a bid bond nor a performance bond is required. The City will retain 10% of the system cost until it "accepts" the new system. Definition of Acceptance: Within thirty (30) days after Cutover, the City shall either accept the System in writing or notify the vendor in writing specifying in reasonable detail those particulars that the City deems unacceptable. Acceptance shall mean that the System Hardware/Software is functioning as described in the Manufacturer's technical specification and feature descriptions and in accordance with vendor's representation to the City in its proposal. Acceptance shall not be unduly delayed or withheld.
2. Five (5) additional Cat 6 locations are required in Room 140 (Sergeants' Office) in the Police Department Building. The total for that room is now six (6).
3. All new wiring will be run inside of any drywall walls.
4. All new cabling must be installed using industry standards including the use of "J" hooks to suspend the cables in the ceiling.
5. Any new wiring located on concrete block walls must be installed using wire mould. The wire mould and outlet boxes must be mechanically fasted to the wall.
6. The City will not utilize "virtualized" servers for any of the proposed applications.
7. Unified messaging will be configured to send a notification of a voice mail to the users email. The message will not be sent to the email.
8. The City will deploy new SIP service should a premise system be selected. This will be a separate proposal process.
9. Transport to a hosted system can be provided by a separate carrier than the hosted provider. However, there must be a single contact for resolving problems with either the hosted provider or the carrier.

ALL INFORMATION SERVICES, INC.
Integrating the World's Technology

All Information Services, Inc.

Integrating the World's Technology

Budgetary Technology Analyses in Support of a VOIP Phone Solution:

City of Darien
1702 Plainfield Road
Darien, IL 60561

04/22/2021
AIS, INC.

Solution Proposal –

AIS is pleased to present the City of Darien an Analyses of IT equipment and labor needed to support a VOIP Phone solution at City Hall and the Police Department. This update considers the preliminary technology discussion with the City's VOIP RFP Consultant, IPC and further investigation into the original equipment, power requirements and the licensing first suggested.

Infrastructure Equipment and Installation in <u>Preparation</u>:
Below is needed for any vendor's Voice over Internet Protocol (VOIP) phone solution. City Hall's only network switch and the main network switch at PD are not capable. VOIP solutions require Power Over Ethernet (POE) network equipment to power the phones.

$8,476 2 Juniper EX3400-48P Layer 3 Switches with POE+
City Hall and the Police Department need additional network switching in support of a VOIP phone solution

$1,612 2 Juniper SFP Transceivers
This connects to each switch for communications over the fiber between CH and PD
These will also upgrade the speed between the 2 building from 1Gbs to 10Gbs

$840 Labor for Project Management

$420 Labor for Solutions Design and post project documentation
Create a Statement of work (SOW)
Create the project plan
Update client support documents and network drawings

$5,040 Labor for T3 Network Engineer and Onsite T2 Technician
Update/patch new equipment
Migrate and update the configurations form the old switches
Configure integration with existing network equipment at PD, update the existing equipment accordingly
Physical installation and cutover the new equipment
Post cutover troubleshooting

$926 2 Juniper Hardware and Software support, yearly cost

VOIP Phone System network configuration and cutover:
Nowadays IT is always involved with new phone system configuration and installation. A VOIP phone solution requires the use of a Virtual Local Area Network (VLAN). This allows voice and data network traffic to share the same network cable and equipment, but keeps the traffic segregated. AIS will configure the VLAN, coordinate with IPC on other network/server specific requirements and provide IT support for the day(1) of cutover.

$630 Labor for Project Management
$630 Labor for Solution Design and post project documentation
$1,680 Labor for T3 Network Engineer
$630 Labor for a T3 Microsoft Server Engineer
The above items are specific to creating a voice VLAN and working with IPC on specifics

$840 Labor for T3 Network Engineer
Prior to AIS' engagement with the City- Someone configured the main network gateway to be an old DuComm (DuPage County Dispatch) network router. This is optional. But, we should really move the gateway to a City switch (called a core switch). Else the concern is it will interfere with VOIP quality.

$1,470 Labor for T2 Onsite Support (1 day) and Remote T3 Network Engineer (1/2 day)
Every VOIP phone system migration we do has an IT representative onsite to work with the vendor during the phone system cutover process and a network engineer reserved to help with any last minute issues that may arise

$50 Patch Cables – Wiring closets (required)
With the additional network cabling being installed by IPC, network patch cables are required to connect those new "runs" to network switches
$89 Patch Cables – Staff work areas
IPC will "provide" network patch cables for the staff desks/areas
AIS has performed and or supported dozens of phone migrations over the last 6 years. Best to have some spare patch cables in stock and ready for use, the City will need some…

AGENDA MEMO
Administrative/Finance Committee
May 3, 2021

ISSUE STATEMENT

A resolution authorizing the City Administrator to enter into an agreement with the winning supplier of a street light electric bid conducted by NIMEC on June 8, 2021.

BACKGROUND/HISTORY

In 2008 the City of Darien joined NIMEC, an organization bidding electric usage for 100 communities in Illinois to enter into contracts to reduce the price of electricity. The agreements are signed for water pumping electricity and street lights.

NIMEC will be bidding accounts for communities on June 8, 2021. Because electricity is a commodity that fluctuates in pricing on a daily basis, the pricing for the bid will be good for only one day. This resolution authorizes the City Administrator to accept the pricing from the winning bid. If the City Administrator or his designee finds the pricing to be excessive, he may decide not to sign the winning bid. This follows the same process the City has previously used. The bid is for the following accounts:

Municipality	Account #	Service Address
City of Darien	0448008035	0 2510 Abbey Dr, Lot 278 Darien
City of Darien	0788318007	SW Corner 75th St Plainfield Rd Darien
City of Darien	0267129091	0 SW Cir 75th St, Adams Darien
City of Darien	6753122017	Lite Rt/25, contrlr S Frontage 0 E Cass St Darien
City of Darien	2343005070	0 Cass Ave Lite Rt/25, N of James Peter Ct Darien

STAFF/COMMITTEE RECOMMENDATION

Staff recommends approving the resolution.

ALTERNATE CONSIDERATION

As directed.

DECISION MODE

This will be on the May 17, 2021, City Council agenda for formal approval.

From: dhoover@nimec.net
To: Bryon Vana
Subject: NIMEC Street Light Bid
Date: Friday, April 23, 2021 11:34:14 AM
Importance: High

Dear Street Light Bid Participants,

I am writing to inform you that we will hold our group bid for Street Lighting on Tuesday, June 8.

We will be receiving bids from AEP, Constellation, Dynegy and MC Squared Energy. We will provide bid pricing for 1, 2 and 3 year terms; each member is able to select the term they prefer. To accept a bid, you will need to execute the winning supplier's agreement on the day of the bid. Therefore, if you have not yet sought the delegation of signing authority from your board, please do so during the month of May. (Should you need a draft board memo template, let me know.)

On the morning of the bid, you will have received a bid summary from me, including your individual pricing. Also, the winning supplier will have sent your individual agreement. I will then host 2 conference calls; one at 10:30 and one at 1:30. The calls will be identical, just pick the time you prefer. Agreements need to be returned by the end of the day.

Below are the accounts that we will be including in our bid.

Municipality	Account #	Service Address
City of Darien	0448008035	0 2510 Abbey Dr, Lot 278 Darien
City of Darien	0788318007	SW Corner 75th St Plainfield Rd Darien
City of Darien	0267129091	0 SW Cir 75th St, Adams Darien
City of Darien	6753122017	Lite Rt/25, contrlr S Frontage 0 E Cass St Darien
City of Darien	2343005070	0 Cass Ave Lite Rt/25, N of James Peter Ct Darien
City of Darien	5223062098	n/a

Should there be additional lighting accounts that you would like us to include in the bid, please send to me at your convenience.

Also, we are able to additionally provide pricing for 100% renewable power. Should that be an option you would like us to include, let me know.

I look forward to our 12th annual Street Light bid. Let me know if you have any questions.

Dave

David Hoover
Executive Director
847.392-9300

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPROVE A CONTRACT WITH THE LOWEST COST STREET LIGHT ELECTRIC PROVIDER FOR A BID CONDUCTED BY NIMEC ON JUNE 8, 2021

WHEREAS, the City through its participation in the NIMEC bid process, has previously entered into contracts with the lowest bidder for electricity for the Village's street light facilities:

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAE COUNTY, ILLINOIS, that the City Administrator is authorized to approve a contract with the lowest cost street light electric provider based on the NIMEC bid on June 8, 2021.

PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS this 17th day of May 2021.

AYES:_____

NAYS:_____

ABSENT:_____

APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 17th day of May 2021

_____
JOSEPH A MARCHESE, MAYOR

ATTEST:

_____
JOANNE RAGONA, CITY CLERK

APPROVED AS TO FORM

_____
CITY ATTORNEY

CITY OF DARIEN
M E M O

TO: Administrative/Finance Committee Members
FROM: Bryon D. Vana, City Administrator
DATE: April 28, 2021
SUBJECT: General Discussion - Community Events

The FYE 2022 budget includes funds for up to three community events at Carriage Greens Country Club.

Account #	Account Name	Cost
01-10-4239	Up to 3 events at $3,000/each – entertainment – band (set up/sound)	9,000
01-10-4239	Plan and manage up to 3 events at $2,000/each	6,000
	Total Cost	15,000

Staff is asking the Committee to work on a conceptual plan for the events. Based on developing a conceptual plan, the staff would ask for concurrence from the City Council.

Currently, the only planned event is the September 11 memorial. Therefore, staff is looking to plan two additional events. The Park District is hosting two outdoor concerts on June 27 and August 1. The Chamber will begin the weekly car show beginning in May.

Some items for the committee to discuss include event dates, themes, offerings (food, music, alcohol, etc.).

City of Darien
Minutes of the Administrative/Finance Committee
November 2, 2020

The Meeting was called to order by Chairwoman/Alderwoman Sullivan at 6:30 pm. Committee members Aldermen Schauer and Gustafson were present. City Administrator Vana was also present.

Resolution accepting a proposal from Wilson Consulting for Telecommunications Consulting and Project Management Services in an amount not to exceed $4,200

Staff advised the City Hall and the Police Department are operating on a phone system that is approximately 20 years old. The current system utilizes a mixed analog and ISDN. This system is aging, out of date, and nearing end of useful life. As a result, there have been numerous challenges obtaining replacement parts. One of the phone circuit boards is completely unusable and as a result, not all of the phone lines are working at the two facilities. The staff has planned for the phone system replacement in FYE 22. Staff is requesting professional assistance with this project due to its complexity and technical knowledge required.

MINUTES – October 5, 2020 - The Committee unanimously approved the minutes.

Adjournment - The meeting adjourned at 6:29 pm.

Approved:

Mary Sullivan, Chairwoman _____

Eric Gustafson, Member _____

Ted Schauer, Member _____