

Request for Proposals  
Phone Systems

The City of Sycamore is accepting proposals from qualified firms providing a phone system for the City's Police Addition and proposals for integrating the City's existing phone system with the Police Addition. Sealed proposals should be sent or delivered to:

City of Sycamore  
Attn: Phone System RFP  
308 W. State Street  
Sycamore, IL 60178

All proposals must be submitted no later than 4:30PM on October 8<sup>th</sup>.

This request for proposal does not commit the City of Sycamore to award a contract, to pay for costs incurred in the preparation of the proposal, or to procure or contract the services or supplies. The City of Sycamore reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified source, or to cancel in part or its entirety the Request for Proposals if it is in the best interest of the City.

The selected firm's proposal will be submitted to the City Council for consideration of award on October 18, 2010. The decision of the City Council is final.

Please direct all questions or requests for additional information to Asst. City Manager Brian Gregory at (815) 895-0918.

**Background:**

The City of Sycamore is soliciting proposals from qualified vendors that offer a telephone system that represents the best technologies, quality service and cost effectiveness. The chosen vendor must demonstrate through their proposal response and references, a complete, industry standard, expandable and cost effective solution. Any vendor proposal that does not specifically meet these requirements will not be considered for selection.

Currently the City's phone system consists of:

- Approximately 80 extensions serviced by a Verizon Centrex System (roughly 30 lines).
- Service to eight buildings.
- Six of the eight buildings are connected by fiber optics.
- Features vary from building-to-building with respect to paging, voice mail, caller ID, etc.
- The City has approximately 10 analog extensions in use for fax machines.
- The Police Addition will require approximately 35 telephones, two of which should have wireless headset capability.
- All phones proposed should be at least 8 button phones.
- Roughly 60 phones will be required at the other City buildings.

**Purpose:**

To obtain a unified phone system that meets the City's telephone system needs with the system possibly being implemented in two phases; the first being the Police Addition (possibly expanded to include top EOC stations; additional 6-10 lines) and the second being the remainder of the City buildings.

Basic features preferred in the system proposed include:

- Basic Phone Service
- Voice Mail
- Intercom

- Connectivity to other buildings with ability to transfer and use three or four digit dialing
- Customizable options
- Secure connections
- Redundancy system

**Scope:**

The system proposed must use mature technology with manufacturer commitment and ongoing vendor support. It is essential that the proposed system have built in redundancy. VoIP systems must allow each controller to operate autonomously with its on dedicated PRI circuit. VoIP systems need to easily accommodate lower bandwidth networks to support remote office locations.

**Qualifications:**

Vendors should have demonstrable experience with telephone systems and technology in addition to possessing a record of strong customer service. Experience with system integration is also required. Include three references of comparable installations in the proposal.

**Proposal Timeline:**

- Proposals will be available on September 10, 2010.
- Proposals must be returned by 4:30PM on October 8, 2010.
- System selection and contract award will be made on October 18, 2010.
- System implementation begins November 2010.

The City reserves the right to amend any portion of this request for proposal. Copies of such amendments shall be furnished to all prospective contractors. Where such amendments require changes in the scope of services, the final date for submission may be postponed.

**Evaluation Criteria** (includes but is not limited to):

- Overall Cost
- Quality of the product
- Features
- Customer Service and support history
- Maturity of technology of system
- Ability to expand/grow
- Service guarantees
- Ease of use/administration
- Delivery requirements
- Annual operating cost of the system

The City's local preference policy may apply to comparable bids using the same system. The City of Sycamore reserves the right to accept or reject any or all bids.

**Proposal Requirements:**

The proposal should include two quotes; the first being the police addition only and the second all of the City buildings including the police addition. In addition the proposal should include:

- **Hardware List.** Detailed and comprehensive hardware list.
- **System diagram.** All items need to be clearly identified.
- **Line itemized pricing.** All pricing sheets should reflect a minimum number of units, manufacturer sku and model number, unit cost, extended cost, discount description, hours, subtotal and total. Pricing shall include configurations services, labor, installation, training, maintenance, shipping services and product costs.

- **Executive Summary.**
- **Implementation Plan.** A system implementation plan and timeline.
- **Payment Terms.** The vendor shall provide terms of payment with 25% final payment to be withheld by the City of Sycamore due upon final acceptance.
- **Installation.** Any hardware or software related to the phone system shall be installed and the vendor is responsible for ensuring that all proposed hardware and software are functioning as designed and as specified in the proposal.
- **Warranty.** The proposed system shall be under warranty for a period not less than one year. The warranty period shall begin on the date of final acceptance. Any hardware, labor or shipping costs incurred during the warranty period related to the system shall be at the expense of the vendor. The City of Sycamore shall not be responsible for any system related costs during the warranty period.
- **Maintenance.** The proposal shall reflect ongoing maintenance costs for hardware/software and be included in the line itemized pricing. Vendors shall include a post warranty annual maintenance contract that includes response times, hardware availability options and level of service.
- **Training.** Training shall be provided for system administrators as well as end-users and reflected in the itemized pricing. Training shall be conducted by the accepted vendor or their designee.
- **Expandable.** The proposed system shall be expandable and upgradeable.
- **Backups.** Proposals must include a backup strategy.
- **Analog Service.** The proposed system shall provide analog service and support for existing fax machines or recommend an alternative.
- **Operating Costs.** An estimate of annual operating costs for the system quoted.

**Cost of Proposal Preparation:**

Any costs incurred by interested parties responding to this Request for Proposal shall be the responsibility of the contractor. The City shall not reimburse the contractor for such expenses.

**Site Visits/Technical Information:**

To arrange a site visit or questions regarding specifications please contact Asst. City Manager Brian Gregory at 815-895-0918 or [bgregory@cityofsycamore.com](mailto:bgregory@cityofsycamore.com).