

City of Ferguson
Request for Proposal
Telephone System Replacement



City of Ferguson
110 Church Street
Ferguson, MO 63135
(314)524-4721

Introduction and General Information

Telephone System Service

The City of Ferguson is seeking to establish a contract with an established firm that meets all of the criteria as established within this request for proposal. The qualified contractor will be required to provide the telephone system and services as per the specifications of the City of Ferguson.

Schedule of Events

This request for proposal will be governed by the following schedule:

- 1) Release of RFP January 8, 2018
- 2) Deadline for written questions January 12, 2018
- 3) Responses to questions; January 16, 2018
- 4) Proposals are due; January 19 at 2:00PM CDT
- 5) Notification of award; February 6, 2018

Mandatory Specifications

- 1) All proposals must include the below documents for the Offeror submitted proposal to be considered in the evaluation of bids. The documentation must be completed in total. Offeror is encouraged to address the documentation immediately upon receipt of the proposals.
- 2) The offeror must have a minimum of five (5) years of experience in providing the services as applicable to the specifications of this RFP.
- 3) Offeror must submit one (1) signed original proposal and three (3) copies of the proposal. Failure of the offeror to submit the required copies of the offeror proposal could result in the offeror being disqualified.
- 4) Any information provided to an offeror outside the procedural guidelines of this RFP shall be considered not to be valid and will not be considered during the evaluation process. Offeror is encouraged to route questions through the IT department. All questions submitted from potential offerors will be responded to in writing; and the same information will be shared with those offerors on the City's solicited offeror list. It is the offeror responsibility to contact the IT department to confirm the offeror is shown on this list.

Background Information

The City of Ferguson's current telephone system is an integrated Toshiba hybrid system having both IP and digital phones at the frontend. The Toshiba system was installed in 2010 based on a standard PBX platform. There are currently 110 phone devices throughout 6 municipal buildings in the city (City Hall, Police, Fire House #1, Fire House #2, Garage, and Recreation Complex). The system has 2 independent voicemail devices. A smaller one is serving the PD only while the other device is serving the rest of the buildings in the city.

The current phone system supports internal dialing of 4-digit extension assigned to each phone.

There are some employees and officials who will require having voicemail boxes without having a physical phone attached. There are approximately 60 voicemail boxes not associated with an endpoint.

The Recreation Complex is currently equipped with 16 IP phones while the rest of the system has digital phones

Each location also has at least 1 analog line for use as building alarm, fax, or credit card usage. See page 21 for details.

The City's 6 buildings (City Hall, Police, Fire House #1, Fire House #2, Garage, and Recreation Complex) are interconnected via WAN with City Hall has capacity of 80Mb while others are capable of 20Mb at each location. In addition, the City also owns a direct fiber link between Police and Fire House #1

Scope of Summary

The information System's Technology Division of the City of Ferguson is requesting proposals for the replacement of the City's antiquated telephone system. The City would prefer to replace the telephone system with current voice/data technology and is requesting the new telephone system to be Voice over Internet Protocol (VoIP), but would consider other technological equivalents. The new system shall include a Unified Messaging and integrated with the City's email system (currently Microsoft Exchange- Outlook 2010 and newer) and to have the compatibility to integrate with future email systems (either Exchange or a hosted solution such as Google Apps for Government). The proposals should reflect a complete system, yet the City does reserve the right to reuse any viable equipment currently in use by the City. Upon successful replacement and operation of the new system, the old telephone system is to be removed by the contractor.

The City, in requesting this type of system, wishes to take advantage of the benefits that a VoIP/PBX system will bring to the City. Each respondent should include in their response the benefits that their system will return to the City including, but not limited to the costs savings of utilizing converged voice and data networks, the increased effectiveness that staff will realize and the benefits afforded to staff and citizens available through their system.

It is the intent of the Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The Offeror shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. The Offeror is to include a drawing and map of the City's current telephone system and inventory of instruments. The City of Ferguson Project Manager will act in oversight and advisory positions only.

The Offeror is also expected to provide a comprehensive training plan for all employees. It is expected that the City IT staff will require technical training at various levels and that line staff will require training on new systems. IT staff will work the Offeror to develop a training plan schedule.

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

The City's timeline to begin the project is anticipated to begin in February 9, 2018 and be completed no later than March 15, 2018

Proposal Acceptance Conditions

This RFP does not commit the City of Ferguson to award a contract or to pay any costs to Proposers in preparation of their proposal. The City of Ferguson at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, negotiate with any qualified source, or to cancel this RFP in part or in its entirety. All proposals will become the property of the City of Ferguson. If any proprietary information is contained in the proposal, it should be clearly identified. Following the award of the RFP, information submitted by the Proposers is subject to review and the general public.

Evaluation Criteria

An evaluation team will evaluate the RFP responses received from each offeror. Prior to recommendation of the award, the City of Ferguson reserves the right to conduct onsite visits of any offeror facilities and require each offeror to present items contained in the RFP response and any other items deemed appropriate by the City of Ferguson.

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to the City with price and other factors including, but not limited to, responses to RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; licenses, ISO certifications or any other applicable certifications; presentations to the City Evaluations Team (if applicable); onsite visits at offeror's site (if applicable); product samples which the City may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by the City which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

When determining whether a respondent is responsible, or when evaluating a respondent's proposal, the following factors will be considered, any one of which will suffice to determine if a respondent's proposal is not the most advantageous to the City.

- 1) Compliance with the equipment specifications, or approved equal, as outlined in this RFP
- 2) The ability, capacity and skill of the respondent to perform the contract or provide the services required.
- 3) Whether the respondent can perform the contract within the time specified
- 4) The quality of performance of previous public and private contracts or services. Including, but not limited to, the respondents failure to perform satisfactory or complete any written contract.
- 5) Evidence of collusion with any other respondent, in which case colluding offeror's will be restricted from submitting further bids on the subject project.
- 6) The City may use some or all of the criteria in its evaluation and comparison of the proposals submitted. The criteria listed are not necessarily an all-inclusive list. The order in which the criteria appears is not intended to indicate their relative importance.
- 7) Any other reason deemed proper by the City.

The City may also contact and evaluate the offeror references; contact any offeror to clarify any response; contact any user of an offeror service; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information

deemed pertinent to the evaluation process. The City shall not be obligated to accept the lowest priced services, but shall make award in the best interest of the City.

After written proposals have been reviewed, discussions with prospective firms may or may not be required. If scheduled, the oral interview will be a question/answer format for the purpose of clarifying the intent of any portions of the proposal. The individual from your firm that will be directly responsible for carrying out the contract if awarded should be present at the oral interview.

Notices and Response Criteria

This RFP has been compiled in good faith. The information contained within is selective and subject to the City's updating, expansion, revision, and amendment.

The City reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and /or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

Recipients of the RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting; offering or awarding a contract, representation or agreement of any kind between the City and any other party, save for a formal written contract, properly executed by both parties.

Responses to this RFP will become the property of the City, and will form the basis of negotiations of an agreement between the City and the successful offeror.

The City is not liable and will not be responsible for any costs incurred by any offeror(s) for the preparation and delivery of this RFP responses, nor will the City be liable for any costs incurred prior to the execution of any agreement, including but not limited to, presentations by RFP finalist to the City.

Note: Please review the following additional criteria:

- 1) Waiver of Minor Administrative Irregularities
The City reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.
- 2) Single Response
A single response to the RFP may be deemed a failure of competition, and in the best interest of the City, the RFP maybe canceled
- 3) Proposal Rejection
The City reserves the right to reject any or all proposals at any time without penalty.
- 4) Withdrawal of Proposals
Offeror's may withdraw a proposal that has been submitted any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the offeror must be submitted to the City's IT department. The offeror may submit another proposal at any time up to the proposals closing date and time.
- 5) Proprietary Proposal Material
Any information contained in the proposal that is proprietary must be clearly designated. Marking the entire proposal as proprietary will be neither accepted nor honored. If a request is made to view an offeror's proposal, the City will comply according to Missouri Sunshine law.
- 6) Response Property of the City

All materials submitted in response to this request become the property of the City. Selection or rejection of a response does not affect this right.

- 7) No Obligation to buy
The City reserves the right to refrain from contracting with any offeror. The release of this RFP does not compel the City to purchase.
- 8) Cost of Preparing Proposals
The City is not liable for any costs incurred by offeror's in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.
- 9) Errors in Proposal
The City will not be liable for any errors in offeror's proposals. offeror's will not be allowed to alter proposals documents after the deadline for proposal submission.
- 10) Response Information
Information regarding this Request for Proposal, including any addenda, is available by contacting the IT department.
- 11) Contract Award and Execution
The City will select the proposal that, in its sole discretion, is the most advantageous to the City. The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the offeror can offer.

The City shall attempt to negotiate a contract with the Respondent who offered the most advantageous proposal at a price which the City determines is fair and reasonable. If the City is unable to negotiate a satisfactory contract with the firm selected at a price the City determines to be fair and reasonable, negotiations with that firm shall be formally terminated and the City shall select the next best proposal and continue until an agreement is reached or the process is terminated.

Scope of Services

The Information Systems Technology Division of the City of Ferguson is requesting proposals for the replacement of the City's antiquated telephone system. The proposals should reflect a complete system, yet the City prefers to reuse any viable equipment currently in use by the City. Upon successful replacement and operation of the new telephone system, the current system should be removed by provider.

The City, in requesting this type of system, wishes to take advantage of the benefits that a VoIP system will bring to the City. Each respondent should include in their response the benefits that their system will return to the City including, but not limited to, the cost savings of utilizing converged voice and data networks, the increased efficiencies that staff will realize and the benefits afforded to staff and citizens available through their system.

1. CITY REQUIREMENTS

The new telephone, voicemail and unified messaging system design should provide a uniform communication system for all current City facilities and shall be expandable at the convenience of the City. The new system must provide a single system in terms of dialing, feature access, and administration. The City intends to have the new telephone system administered from our City Data Center located in the City of Ferguson City Hall. The City currently operates a copper wire for most of the telephone system.

The City's desire is to take advantage of the investment already put into place for a Voice over Internet Protocol solution and wishes for all offeror to make their proposals accordingly. The City will not entertain proposals that do not offer VoIP as the primary recommendation solution. The City will allow offeror's to submit up to one (1) additional alternative proposal but the alternative proposal will not be reviewed as the primary basis for award. The City is entertaining proposals to be submitted in two (2) formats.

- i. Outright purchase of hardware and installation
- ii. Leasing of system hardware and installation

The total number of handsets, endpoints, and ports needed for each location, including the City's data hub is to be included in the offeror's proposal.

This RFP does not specify a manufacturer, the City does desire for each offeror to utilize any and all current equipment for the purposes of reducing the overall cost of the new telephone system. If an offeror finds the current equipment not compatible the City would prefer to see an offeror to show in their proposal a trade-in-value to offset some of the cost affiliated with the new telephone system. The City anticipates offeror's will evaluate the City's functional requirements and propose the best solution for the City's needs regarding the Equipment and Manufacturer Platform.

2. NETWORK ASSESSMENT

The City understands and expects that the offeror will need to provide a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The needs and expectations of a converged network do place different requirements on the network in terms of Quality of Service, packet prioritization, termination expectations and other requirements. The City desires the offeror to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new converged Data/Voice system.

Each offeror will provide all results of the assessment including necessary network diagrams, specifications, thresholds, specific problem areas and the recommended solution and cost for each.

The network assessment will reveal confidential information as related to the City's network infrastructure; thereby it will be a requirement of the City of Ferguson for each offeror to work through the Information Systems Manager prior to participation receiving network architecture information.

3. CABLE

The offeror is to provide cable from the wall to the phone. As the installation is expected to be "in-line" with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the offeror. The offeror will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system. Offeror is responsible for re-termination of services from existing system to the new VoIP system. Any additional cabling/wiring needed by the offeror to complete the installation should be included as part of the RFP response.

4. REQUIRED SERVICES

911 Service. Emergency 911 Services are mandated for this system. The Offeror shall provide a solution for 911 dialing from within the City's telephone network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system.

Call Accounting System (CAS) A Call Accounting System is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Each offeror is to describe your company's solution to the Call Accounting System and attach sample reports. Offeror should also provide training in the administration, maintenance, programming and daily operation of the Call Accounting System.

Unified Messaging: The City wishes to implement Unified Messaging and integrate the VoIP system with the City's email system. The City at time of solicitation for this RFP will be on Microsoft Exchange 2010 platform, but may be upgrading to a newer version of Exchange or going with a hosted solution. The offeror shall propose the best way to

achieve this with full functionality and with minimal impact on services. The offeror shall also provide any costs necessary for licensing that may be required to achieve this.

Police Lines Recorded: All the lines at the Police Department will be recorded automatically (with manual override to provide exception for some phone devices).

5. TRAINING

The offeror is to provide a comprehensive training plan that incorporates multiple levels of training for City Staff. It is expected designated City staff will receive training on the usage of the proposed telephones. Other Specific training expectations for the employees listed are as follows;

Receptionist Training	5 employees
Department Staff	All 120 city employees
System Administrator(s)	2 employees

The offeror proposal will include a complete list of on-premise training classes including a complete description, cost, number of days/hours. The information is to include a design of the class to determine who should attend.

The offeror’s proposal will include in-house training for end –users at designated locations for City employees. Time and places for training will be determined following the contract award.

6. FEATURE SET

The offeror should use the list below as a baseline and as a starting point for the expected operations of the system. The City expects the successful offeror will have the experience with municipalities, corporation and other businesses of the City’s size and scope and will be able to provide consulting advice, input and insight into what other cities are using and to provide suggestions that will enhance the usability and functionality of the system.

Some of the features but not limited to these:

- Automatic callback
- Call waiting
- Paging and group paging
- Direct Inward Dial
- Distinctive Rings
- Various Analog devices (stations, fax, modems)
- Automatic call distribution groups
- Custom call routing
- Group call routing
- Group call pickup
- Fax Management
- Remote maintenance
- Voicemail accessible from multiple devices and platforms

- Night service
- Soft phone features
- Consistent and excellent voice quality
- Toll charges, classes of service for toll restriction
- Add on conference
- Conference bridging for internal and external calls
- Call forwarding capability to external numbers
- Station message detail report
- Music on hold
- Voice mail light indicator
- Remote handsets (cell phone pick up and call transfer)
- Remote web administration

7. SINGLE POINT OF RESPONSIBILITY

The City requires a single point of contact and authority and a single contracting entity for this project. The City will not enter into any agreement with an offeror that does not provide a single point of accountability for this installation of the system.

8. EMERGENCY OPERATIONS CENTER

The offeror is to include in their proposal a list of features that support the establishment of an Emergency operations center should a disaster situation be declared within the City.

9. TECHNICAL INFORMATION

The offeror must provide a complete system design showing the integration of the voice network to the data network. And the offeror must provide the methodology for assuring voice quality throughout the system.

Core system servers, switches, call managers and other equipment will be installed in the City Data Center located in the City Hall building. The offeror will provide recommendations and drawing showing the placement of the equipment in the appropriate network racks. The offeror is not to use the City's data network racks for the proposed telephone equipment.

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

10. REDUNDANCY / FAILOVER

It is the intent of this proposal to have a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Offeror is to provide a solution to assure the system is operational 24/7. The City currently has backup UPS and generator capability for City buildings. The

offeror shall provide a plan to assure continuous operations in all areas throughout the City.

11. SYSTEM ADMINISTRATION

The City's Information Systems division staff will administer some of the basic features of the system. Installation of the new VoIP system will include training for staff in system administration.

The offeror must include the administrative services and cost of those services the offeror is proposing to administer the new VoIP system. Remote administration of the system must be available to technical and operations City staff and the offeror staff. The offeror is to supply all additional equipment and software needed for the system programming and operation.

12. SYSTEM DESIGN REQUIREMENTS

The City uses a 4-digit internal dialing plan. The offeror may include the same dialing plan within the proposal or include a new dialing plan that is applicable to the proposed new system. The offeror shall be responsible for developing a new plan if proposed and to assure training needs and corrective operations are met.

13. SECURITY

The system should have security set features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with the City's Active Directory and should allow the administrator to control class of services and class of restriction.

14. OFFEROR REQUIREMENTS

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

15. PROJECT MANAGEMENT

Offeror is to provide a project manager for this installation that will interface and become the main contact with the City for the duration of the project. The project manager will be assigned to the City throughout the life of the project and whose assignment will not be changed without the prior consent of the City. The City expects that the Project Manager to attend all meetings affiliated with this project. The City reserves the right to request a change in project management based on performance.

16. MAINTENANCE AND SUPPORT

The offeror shall provide the City with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support. As follows:

- An itemized list of services for each location
- Ongoing Maintenance costs
- Forecast any increase up to 5 years for hardware and software maintenance
- Offeror to provide detail of local support, hours or limits of coverage for service and repairs.
- Offeror to provide maintenance plan options
- Provide software upgrade plans inclusive in maintenance.

17. TRANSITION PLAN

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

- Offeror to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a pre-planned schedule for notification purposes.
- Offeror to provide how (and validate procedure) the parallel process will migrate old to new
- All documentation, installation, reports and materials must be provided to City of Ferguson prior to commencement of installation, followed by submission of any moves, additions, or changes.

OFFEROR PROPOSAL OUTLINE

The offeror must follow the outline as shown below when submitting their proposal as related to the RFP. The City will be using the information as requested as part of the evaluation process when comparing proposal submissions from each offeror.

BACKGROUND AND INTRODUCTION

- 1) Describe the full network assessment you are proposing
- 2) Indicate your ability to perform the cable installation and connections

TRAINING

- 1) Indicate your comprehensive training solution to train the City employees of the levels as shown in under Scope of Services. Indicate if this is a train the trainer implementation.
- 2) Indicate your comprehensive training solution to train all employees, with recommendations relative to staff requirements.
- 3) Provide a complete list of off-premise training classes including description, time required, location, and target audience. Any cost for these services is included in the Pricing schedule.
- 4) Provide a summary of in-house training for end users at designated locations. Times and places will be provided to the successful offeror and will become part of negotiations.
- 5) Indicate the number of manuals and operational handbooks to be provided to each employee on hire at each location, at no additional cost to the City.
- 6) Indicate the method that the City will use to obtain additional manuals and handbooks.

FEATURE SET

Describe the list of features the system you are proposing and how they relate to the list that have been requested. Please indicate your inability to furnish a feature by striking through that feature you are not able to provide. In addition, as this is not a complete list, please indicate any additional feature in the space provided.

- a. Automatic callback
- b. Call waiting
- c. Paging and Group paging
- d. Direct inward dial
- e. Distinctive rings
- f. Various Analog devices (Stations, Fax, Modem)
- g. Automatic call distribution
- h. Custom call routing
- i. Group call pickup
- j. Fax Management
- k. Remote maintenance
- l. Voicemail
- m. Night service
- n. Soft phone features
- o. Consistent and excellent voice quality
- p. Toll Charges, classes of service for toll restriction
- q. Add on conference
- r. Conference bridging for internal and external
- s. Automatic alternate routing
- t. Call forward capability to external numbers, using limited toll
- u. SMDR Station Message Detail Report
- v. Overhead paging and external bell capability
- w. Music on hold
- x. Voice mail light indicator

Enumerate below any/all additional features you can provide that are not listed above.

SINGLE POINT OF RESPONSIBILITY / ACCOUNTABILITY

The City's expectation is to have a single point of contact, i.e. a single point of authority and a single entity for this project. This is of critical nature for this RFP; a contract will NOT be awarded to an offeror who does not have this single point of accountability. Indicate below you understand and compliance with this requirement.

EMERGENCY OPERATIONS CENTER (EOC)

Indicate a list of features that support the establishment of an EOC on short notice.

TECHNICAL REQUIREMENTS

- 1) Provide a complete system design and methodology for assuring system wide voice quality.
- 2) Recommend and illustrate equipment to be installed in the City Data Center, ensuring that additional racks and or cabinets are included in the bid.
- 3) Provide a solution to redundancy/failover in case of system wide failure, ensuring that the system is operational 24/7. Provide a plan to assure continuous operation in areas not served by UPS and/or generator.

- 4) VoIP will require specialized training for system administration staff; remote system administration is required. Offeror to provide all additional equipment and software for system programming and operation. Indicate below your solution for this requirement.
- 5) The City will adopt a new dialing plan and number schema. Offeror will provide assistance in developing this plan as well as assessment of primary rate interface (PRI) needs based on the best practice. Indicate below your solution for this requirement.
- 6) System security features need to be built in allowing the administrator to remotely assess all levels of users. Indicate below your ability to provide this level of security.
- 7) Provide documentation showing call handling and device addressing schemas, initial equipment inventory for each location including model/serial number, switches, routers, and other relevant equipment.
- 8) The offeror-provided project manager for installation and continuing contact with the offeror is a critical position. The City wishes to be able to meet and interview this person as part of any finalist interview. Please indicate concurrence with this philosophy.
- 9) Offeror will provide below a complete listing of maintenance and support services indicated and the range of services offered:
 - a. An itemized list of services for each site
 - b. Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- 10) The below items are to be priced in the Pricing Schedule Section
 - a. Ongoing maintenance costs
 - b. Forecast any increase for up to 5 years for hardware and software maintenance
 - c. Provide software upgrade plans inclusive in maintenance
 - d. Respondent to provide maintenance plan options and costs with one hour or less response time.

GENERAL QUESTIONS

- 1) Does your company meet this business size requirements? The City prefers not to represent more than 30% of any offeror's total revenue.
- 2) How many years has your company been in business? How long have you been providing telephone systems? What is your company's primary line of business?
- 3) Please provide credit references to demonstrate your company's future viability. Please include your Dunn & Bradstreet number.
- 4) Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services you offer.
- 5) Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire other companies? If yes, please provide the names of the companies and the nature of business.
- 6) Provide at least two (2) companies and three (3) municipalities you have serviced in the last five (5) years; to include a description of the project, project costs, and if the project was completed within the offeror project bid amount.
- 7) Include the names of three (3) current customers (Title, and phone numbers) that have had installations similar to that described in this RFP and a letter of recommendation from each.
- 8) Describe any other value-added services your company is capable of providing.

SUMMARY

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

PRICING SCHEDULE

Provide pricing in the matrix below for all equipment and services, including switches, telephones, telephone cabling, labor, etc. All pricing on equipment must be itemized as shown and must be submitted on the form shown below. Additionally, the City reserves the right to purchase all or some of the proposed solution.

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

The equipment, labor and training prices below must remain firm until 30 days from the opening of the RFP. Any price adjustments through the life of this agreement will be mutually agreed upon in writing at the time of the award.

**City of Ferguson
Request for Proposal – Telephone System Replacement
Pricing Schedule**

Equipment (Hardware & Software)

Item	Description	Quantity	Unit Price	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

Labor

Item	Description	# of Hours	Hourly Rate	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

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

Item	Description	# of Classes	Cost per class	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

Maintenance

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

Item	Description	Discount	Length of Term	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

Other Costs

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

Ferguson Phone Device Audit

Buildings	Basic (no display)	Standard (small display)	Executive (large display)	Executive (with sidecar)	Other
City Hall					
		29		1	4 Fax & Credit card
Admin Conf Room		2			
Council Chambers		1			
Police					
		32		1	5 Fax & Credit card
Courts		6			
Fire House #1					
		11			1 Fax line
Conf Room		1			
Lunch Room		1			
Fire House #2					
		4			1 Fax line
Lunch Room		1			
Municipal Garage					
	2	4			1 Fax line
Recreation Complex					
		16			1 Fax line
TOTALS	2	108		2	13

Plus we have 103 VM boxes

CONTACT INFORMATION

Please send Request for Proposals to the contact information below.

City of Ferguson
Information Systems
110 Church Street
Ferguson, MO 63135

Questions regarding the general requirements for the RFP can be addressed to:

Matthew Unrein
Assistant City Manager
munrein@fergusoncity.com
314.524.4721

Technical questions regarding the RFP can be addressed to:

Jesse Nguyen
Network Administrator
jnguyen@fergusoncity.com
314.521.5194