

Request for Proposal for IP Telephone System

Date: October 25, 2019

Inquiries should be directed to:

Bruce Brown

Finance Manager

Cabot WaterWorks

1 City Plaza, Suite B / PO Box 1287

Cabot, AR 72023

General Information

1. Cabot WaterWorks
 - a. Mission: Cabot WaterWorks mission, strategy, and vision is to supply customers with adequate and reliable water and wastewater service for the short and long term at the lowest rates consistent with costs. Cabot WaterWorks will place strong emphasis on the very best price / performance for their customers and citizens, build strong relationships and consensus with City Government, the private sector, and industry to help the City of Cabot be a national model for sound and sustainable growth for a great “Hometown”.
2. Purpose:
 - a. Cabot WaterWorks is looking to replace its current, outdated Nortel Phone System. Cabot WaterWorks seeks proposals on the type of system that best suits its needs. Systems under consideration include a hosted VoIP system, or other alternative system. Cabot WaterWorks seeks a system that is functional in terms of our current needs, but that can easily and inexpensively be updated/upgraded to address future needs.
 - b. The selected Vendor will be our primary source for the following:
 - i. Business telephone system hardware, software and voice mail equipment
 - ii. Installation and configuration services for this equipment
 - iii. Training of users and administrators
 - iv. Maintenance of purchased and installed equipment and software
 - v. Upgrades to the installed systems as necessary
 - vi. Coordination between System and Services
 - vii. Ensuring there are no other ancillary costs other than those specified in the proposal
3. Instructions on Proposal Submission
 - a. Written Questions and Inquiries
 - i. All Request for information should be directed to:

Bruce J Brown

1 City Plaza, Suite B

Cabot, AR 72023

501-843-4654 ext. 232

bruce@cabotwaterworks.com

- b. Closing Submission Date
 - i. Proposals must be submitted and received no later than 4:00 pm on November 1, 2019.
 - c. Conditions of Proposal
 - i. All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Vendor. During the evaluation process, Cabot WaterWorks reserves the right to request additional information or clarification from the Vendor to allow for correction of errors and omissions.
 - d. Instructions to Prospective Contractors
 - i. Submit your proposal by mail or email to the following:

Cabot WaterWorks
Attn: Bruce Brown
PO Box 1287
Cabot, AR 72023

Or email to bruce@cabotwaterworks.com
 - e. Right to Reject
 - i. Cabot WaterWorks reserves the right to reject any and all proposals received in response to the RFP. A agreement for the accepted proposal will be based upon the factors described in this RFP.
4. Evaluation Criteria
- a. All responses to this RFP will be evaluated based on, but not limited to, the following factors:
 - i. Cost
 - ii. Functionality of standard equipment and features to meet our specific needs
 - iii. Availability of additional capabilities to add as needed
 - iv. System growth and expansion
 - v. Ability to save communications costs by using Internet Technologies
 - vi. Ease of use
 - vii. Product quality, reliability, and warranty plan
 - viii. Vendor qualifications
 - ix. Overall reputation in the industry
 - x. Experience and expertise with the product being offered
 - xi. Service and support resources, including training by vendor for the installation and maintenance
 - xii. Certified vendor relationship with product manufacturer
 - xiii. References where similar systems have been installed

- xiv. Points will be established to each of the above at a later date prior to the evaluation to ensure equal competition between vendors.

Scope and Specifications

1. Scope of Future Telephone System
 - a. The purpose of the RFP is to obtain the installation and maintenance of a unified communications system. Cabot WaterWorks is looking to purchase/lease a new VoIP/hybrid system to replace our existing Nortel system. Cabot WaterWorks wants a system that is current and functional for a business of our size and type, but further a system that can quickly and inexpensively be updated to accommodate changes in technology and needs. Cabot WaterWorks seeks a system that can be used in the office, on softphones, potentially from one's home and in other locations.
2. Description of Current Telephone System
 - a. We have four locations with three different phone systems. Two Nortel type systems at the administrative office and waste water plant. Basic residential phones service at the water plant. The fourth is a Verizon hot spot at the maintenance shop.
3. Description of Network
 - a. Currently we have four distinct networks with three internet service providers. We do pay for static IP's at each location.
 - i. Admin office Suddenlink
 - ii. Water Plant Centurytel
 - iii. Wastewater Plant Centurytel
 - iv. Maintenance Shop has Verizon Hotspot
 - b. Each location is behind a router. Two locations use the built in router provided by the internet service provider.
 - c. Each location has a local Ethernet network with unmanaged switches.

Vendor Background

1. Company Information
 - a. List your company's legal name, address, and telephone number.
 - b. How long has your company been in business?
 - c. How long has your company or division been providing business telephone systems and related equipment?
 - d. Indicate whether your company is the manufacturer or the distributor of the proposed equipment. If you are a distributor, describe the terms of your agreement with the manufacturer, the manufacturer's level of support, and what contingencies they have in place should your company fail to continue to support the product or service for

any reason.

- e. Do you install the product or use business partners?
 - f. Do you maintain the product or use business partners?
 - g. How many employees do you have?
 - h. How many technicians are certified on the proposed equipment?
 - i. If this is a hosted off-premise system, describe your sites and alternate site locations used for redundancy.
 - j. Provide a financial statement for your organization.
 - k. Describe your plans for future product development and support.
 - l. Explain why your solution is a best fit for our company.
2. Vendor References
- a. Provide a minimum of three (3) references for customers with operations similar to ours that use the equipment being proposed. Include contact names and telephone numbers.

Business Telephone System Produce Requirements

- 1. General Requirements
 - a. Please provide product descriptions and brochures for the proposed business telephone system, voice mail system, telephone sets, attendant consoles, and other related equipment.
- 2. System Requirements
 - a. System Capacities – The VoIP telephone system must be scalable via different versions that are applicable to different business needs. Describe the scalable capacities available on the proposed hybrid-IP telephone system.
 - b. Hearing Aid Compatible – All proposed station equipment must comply with rules adopted by the Federal Communications Commission that specify all telephones in workplaces of 20 employees or more must be hearing aid compatible. Describe the attributes of the proposed system and telephone sets as it relates to this.
- 3. System Architecture
 - a. Infrastructure Review
 - i. It will be the responsibility of the Vendor to assure that they have performed adequate network performance reviews, assessments, or a site visit, in order to make assurances that the proposed VoIP telephone system will function at optimal performance under the current network structure.

- ii. It is expected that the Vendor “Shall Provide” a readiness statement as to the capabilities of the current data network readiness to provide the support necessary for the proposed system.
 - iii. Provide readiness statement here.
 - b. System Architecture and Design
 - i. Describe the proposed VoIP telephone system design and space required. What is the maximum user capacity of the proposed IP communications system?
- 4. System Administration
 - a. Administration
 - i. Provide a detailed description of the configuration and management tools available on the proposed VoIP/ hybrid-IP telephone system.
 - b. Remote Monitoring
 - i. The proposed VoIP/hybrid-IP telephone system must be capable of remote monitoring.
 - c. Centralized Licensing
 - i. The proposed VoIP/ hybrid-IP telephone system should include the ability to assign certain user solutions to certain users within the network.
 - d. Long Distance Tracing and Reporting
 - i. Can the proposed telephone system track long distance calls and provide reporting for individual extensions?
 - e. Security
 - i. How is security provided to prevent unauthorized access to the administration application? Can some administrators be defined with “view-only” permissions?
- 5. Voice over Internet Protocol (VoIP) Features
 - a. Voice Communication Features
 - i. Provide an overview list of voice communication features available on the proposed VoIP-IP telephone system. The list should include at a minimum PBX functionality, number of extensions supported, types of telephones supported, conferencing capacities, call routing, and networking.
 - b. Data Communication Features
 - i. Provide an overview list of data communication features available on the proposed VoIP-IP telephone system. The list should include a minimum firewall capability, routing and addressing protocols, remote access, Ethernet ports, and LDAP support.
 - c. Virtual Private Network (VPN)
 - i. Is a VPN required to support remote IP telephone communication via the private IP network or the Internet? What is gained/lost by using a VPN?
 - d. IP Protocols Supported
 - i. Which IP protocols does the proposed system use with its IP telephones (MEGACO, MGCP, H.323, SIP, SCCP, etc.)? What are the advantages/disadvantages?
 - e. Softphone Capabilities

- i. The proposed VoIP/hybrid-IP telephone system should have the ability to provide softphone extensions that reside on our employees' personal computers. These extensions should provide an equal or better level of functionality as the proposed hardware station equipment.
 - f. Smartphone & Tablet Capabilities
 - i. The proposed VoIP/hybrid-IP telephone system should have the ability to be used/accessed from a smartphone and/or a tablet device.
 - g. VOIP Network Readiness Assessment
 - i. Describe any network readiness assessment required or recommended to make sure our network will handle the addition of voice traffic over the IP data network. Do you provide this service?
- 6. Call Handling
 - a. The proposed VoIP/hybrid-IP telephone system must permit station users to forward incoming calls to another phone of their choice based on busy, no answer, and all calls conditions.
 - b. Any station in the proposed VoIP/ hybrid-IP telephone system must be able to park a call for retrieval at another station.
 - c. The proposed VoIP/hybrid-IP telephone system must allow station users to answer calls intended for other stations within a common call pickup group.
 - d. Station users of the proposed VoIP/hybrid-IP telephone system must be able to transfer a call in progress to an internal extension or external number without attendant intervention.
 - e. Can queues be configured on demand while calls are in queue?
 - f. Can the proposed VoIP/hybrid-IP telephone system announce the estimated wait time?
 - g. Can the proposed VoIP/hybrid-IP telephone system announce the user's position in the queue?
 - h. Does the proposed VoIP/hybrid-IP telephone system allow the users to leave a message rather than wait in the queue?
 - i. Does the proposed VoIP/hybrid-IP telephone system support real-time monitoring?
 - j. Does the proposed VoIP/hybrid-IP telephone system offer real-time graphs and statistics?
- 7. Integration and Customization
 - a. Does the proposed VoIP telephone system support integration with email?
 - b. Does the proposed VoIP telephone system support integration of the phone system with other business applications?
 - c. Does the proposed VoIP telephone system offer database options for IVR applications?
 - d. Does the proposed VoIP telephone system provide integration to emergency communication software?
 - e. The proposed VoIP telephone system must support voice paging via paging equipment. If management permits, station users may dial an access code for a connection to the paging equipment.
- 8. Messaging and Voice Mail Systems

- a. Does your solution provide a single-user interface for email, voicemail and fax messages? Describe the solution or unified communication capabilities of the system.
 - b. Describe the architecture of the proposed voicemail solution, including how voicemail is accessed by users from their extension remotely, from their mobile devices and from their desktop computer.
 - c. Can users have their phone calls forwarded to other numbers when they are not available?
 - d. How are users notified of new voicemail messages or faxes?
 - e. Does your solution offer a mobile access?
 - f. How many users are supported by the proposed voice mail system?
9. Reporting
- a. Does your solution provide basic call reporting for billing and accounting purposes?
 - b. Does your solution provide a more robust call reporting system?
10. Station Hardware
- a. Describe the supported station IP/digital phones for your system.
 - b. Specify the power requirements for each station IP phone and analog/digital phone.
 - c. Are headsets available?
11. Functionality
- a. Conference – The proposed VoIP/hybrid-IP telephone system must provide the ability to initiate a conference call with a minimum of five (5) additional parties. Please indicate the maximum number of simultaneous parties that may be included in a conference call with a minimum loss of audio call quality.
 - b. Stored Numbers – The proposed VoIP/hybrid-IP telephone system must have the ability to store a list of frequently called numbers and make those available on a system wide basis to station users.
 - c. Call on Hold – Describe the proposed VoIP/hybrid-IP telephone system’s ability to provide waiting callers’ music-on-hold.
 - d. Status/Availability Indication (presence) – Describe the proposed VoIP/hybrid-IP telephone system’s status/availability feature.
 - e. Direct Dialing – The proposed VoIP/ hybrid-IP telephone system must support direct dialing to extensions from outside callers.
 - f. User Mobility – Does the proposed VoIP/hybrid-IP telephone system have the ability to allow users to log in as their designated extension from any telephone?
 - g. Single Number Reach – Does your solution have the ability to simultaneously ring a user’s IP desk phone, mobile phone, and other user-defined devices? Describe the capability.
12. System Reliability
- a. How does the system provide reliability for voice services? Explain how it avoids any single point of failure (single site as well as multi-site).
 - b. For redundancy purposes, where are copies of the firmware and configurations stored on the proposed VoIP/ hybrid-IP telephone system?

Installation Service and Maintenance

1. Installation Service
 - a. Explain in detail the installation plan.
2. Warranty Service
 - a. Maintenance and Warranty: A complete maintenance and warranty agreement, as well as quote, must be included as part of the bidder's proposal.
 - b. Defective Parts
 - c. Service Calls – What are your response times for:
 - i. Complete system failure. Please define system failure.
 - ii. Major service malfunction. Please define a major failure.
 - iii. Minor service malfunction. Please define a minor malfunction.
 - iv. Station outages. Please define a station outage.

Proposal Form

Cabot WaterWorks

Bid Date: 10/25/2019

Place of Receipt:

Cabot WaterWorks
One City Plaza, Suite B
Cabot, Arkansas 72032

Proposal Time: 11/1/2019

Place of Opening:

ITEM NO.	ITEM	One Time Charge	Monthly Charge
1	Voice Services		
2	Equipment		
3	Shipping		
4	Installation: Deliver, setup, configuration, quality assurance and training.		
5	Taxes		
6	Fees		
7	Web Fax		
8	Auto Attendant		
9	Conference Bridge		
10	Local Number Porting Activation Fee		