



REQUEST FOR PROPOSAL
CITY OF KIRKLAND
PHONE SYSTEM REPLACEMENT
JOB # 03-04-IT

Prepared By: COMgroup, Inc.

January 23, 2004

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SECTION 1: INTRODUCTION

1.1 Purpose and Scope

The purpose of this Request for Proposal (RFP) is to solicit proposals from vendors for the selection of new voice systems and services for the City of Kirkland (The City), in The State of Washington. General Information about the City can be found on the City's website at <http://www.ci.kirkland.wa.us>. The City will replace telephone systems and centralized voice messaging service for all locations currently connected to City Hall via fiber or point-to-point T1's (for data) and point-to-point T1's or OPX circuits (for voice) as well as add some locations. The acquisition will include IP or TDM/IP Hybrid telephony architecture (VoIP) systems that are:

- a. Supported by a highly qualified and reliable vendor with experience in complex VoIP implementations
- b. Mainstream products with strong manufacturer commitment and vendor support
- c. Easy to use and readily accepted
- d. Open system industry standards based - H.323, 802.1p and 802.1q, TAPI, MGCP, LDAP
- e. Easy to upgrade to newer standards as they become readily accepted - SIP
- f. Easily maintained by network administrators through standards based interface

A copy of this Request for Proposal (RFP) may be obtained from the City's web site at <http://www.ci.kirkland.wa.us>. It is the sole responsibility of the 'proposer' to monitor the City's web site for any amendments to the RFP. For the purpose of this document the terms proposer, vendor and contractor are those entities representing the submission of a response to this RFP.

1.2 Evaluation Process

The evaluators will consider how well the vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement and form. It is important that the responses be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal in a succinct fashion. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the City select the right vendor with the best combination of professional attributes, experience and relevant skill-sets, including that of price, based on the evaluation factors. The City reserves the right to require that a subset of finalists make a presentation to the evaluation team for consideration.

This RFP provides general and technical information as well as the required format for responses. Your submitted response will be the primary source of information used for system evaluation and selection. Please include all required and appropriate information with your proposal. No other source of information submitted, written or verbal, will be considered part of your proposal.

At the completion of the RFP process, the City of Kirkland will complete contract negotiations with the chosen vendor to provide equipment and services, representing, but not limited to, solutions that best meet the City's criteria in design, cost, vendor requirements and references.

1.3 Appeals

Vendors who wish to appeal a disqualification of proposal or the award of contract may submit the appeal in writing to the Purchasing Office within ten (10) business days of the postmark on the Notice of Award or disqualification.

Appeals should be sent to the following address:

City of Kirkland
RFP Phone System Replacement Attn: Barry Scott, Purchasing Agent 123 Fifth Avenue Kirkland, Washington 98033-6189

The appeal must describe the specific citation of law, rule, regulation, or practice upon which the protest is based. Neither the judgment used in the scoring by individual evaluators nor disagreement with the procurement process shall constitute grounds for appeal. The City will not consider any protest based on items that could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent the City from executing a contract with any other vendor.

1.4 Schedule

Hard copy responses and related materials must be delivered by 4:00 PM Wednesday, March 17, 2004 as specified in the RFP. Late responses will be rejected at the sole discretion of the City of Kirkland.

An approximate schedule for selection is as follows:

Issue RFP/ Publish to City of Kirkland Website:	January 23 & 30, 2004
Vendor Notice of Intent to Propose:	February 6, 2004
Scheduled Vendor Tour of Infrastructure:	February 16 - February 20, 2004
Deadline for Questions:	February 24, 2004
Vendor Questions & City Responses Released to Vendors:	March 5, 2004
Responses Due:	March 17, 2004
System Demonstrations:	March 29 - April 2, 2004
Tentative Vendor Selection:	April 19, 2004
Contract Completion:	June 11, 2004
Implementation Commences:	June 21, 2004

1.5 Notice of Intent to Propose

Those submitting proposals are required to submit a Letter of Intent no later than 4:00 PM PST on Friday, February 6, 2004 to Donna Skipworth at COMgroup, Inc. by email at Donnas@comgroup-inc.com. The letter must be submitted on the vendor's letterhead. Please identify the name, address, phone number, fax number, and e-mail address of the person who will serve as the key contact for all correspondence regarding this RFP.

Submission of the Letter of Intent constitutes the vendor's acceptance of the procedures, evaluation criteria, and all administrative instructions of this RFP. Letters may be withdrawn at any time before the deadline for submission. A list of all vendors submitting a letter of intent will be available upon request.

1.6 Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

1.7 Non-Disclosure Agreement (NDA)

Because the nature of IP Telephony systems requires a detailed understanding of the network architecture for proposal purposes, vendors are required to complete an NDA in addition to the Letter of Intent, prior to release of this sensitive information. Upon execution of the NDA, the Appendices section of this RFP will be provided.

All information and data furnished to the vendor by the City, and all other documents to which the vendor's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

1.8 Pre-Proposal Vendor Conference/Meetings

There will not be a formal pre-proposal conference conducted prior to the RFP due date by COMgroup or the City of Kirkland. There will be five (5) days available the week of February 16th - 20th for proposing vendors to schedule a tour of the computer room at City Hall in order to obtain first-hand exposure to the implementation environment.

1.9 Deadline for Questions

No questions with regard to the RFP will be answered during facility tours. ALL questions must be submitted in writing. Questions and answers will be forwarded to all proposing vendors.

In order to make information available to all proposing vendors, no questions will be entertained past Tuesday, February 24, 2004 as stated in the scheduled in Section 1.4.

1.10 RFP Submission

Please submit eight (8) hard copies and two (2) CD copies of the proposal, in its entirety, to the contact and address below no later than 4 PM PST March 17, 2004.

City of Kirkland
RFP Phone System Replacement Attn: Barry Scott, Purchasing Agent 123 Fifth Avenue Kirkland, Washington 98033-6189

1.11 Proposal Validity Period

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

1.12 Vendor Communication

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with City employees will not help. Any oral communications will be considered unofficial and non-binding on the City.

Vendors should rely only on written statements issued by the RFP Coordinator.

Name: RFP Coordinator
Donna Skipworth
Address: COMgroup, Inc.
4030 Lake Washington Blvd.
Suite 303
Kirkland, Washington 98033
Telephone: (425) 688-3023
Fax: (425) 637-7059
E-mail: Donnas@comgroup-inc.com

1.13 Right of Selection/Rejection - Waiver of Informalities or Irregularities

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City. Selection of a vendor solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to the contract price proposed.

1.14 RFP Revisions

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be posted to the City's web site. It is the sole responsibility of the proposer to monitor the City's web site for the posting of such information.

1.15 Statement of Confidentiality

"Under Washington State Law," the documents (including but not limited to written, printed, graphic, electronic, photographic or voicemail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this Request for Proposal (the "documents") becomes a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

1.16 Compensation

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

1.17 Commitments

All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected vendor's proposal may, at the City of Kirkland's option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the system as described.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package, which can be considered independently of any other proposals from the same vendor.

1.18 Contract Award and Execution

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 vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.

The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the City on terms similar to those presented in the copy of the City's standard Professional Services Agreement. If the selected vendor fails to sign and return the contract within ten (10) business days of delivery of the final contract, the City may

elect to cancel the award and award the contract to the next-highest-ranked vendor.

No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.

1.19 Payment Terms and Conditions

The proposal must contain a fee schedule that includes line items for equipment, software, professional services, warranties, project management, installation and training fees.

1.20 City Business License

The contractor awarded the contract will be required to have a current City of Kirkland Business License in accordance with Kirkland Municipal Code 7.02.040.

1.21 Insurance Requirements

The City will require the selected vendor to comply with the insurance requirements as outlined below:

The contractor shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the contractor. Insurance shall meet or exceed the following unless otherwise approved by the City.

1.21.1 Minimum Scope of Insurance

- a. Insurance Services Office Commercial General Liability coverage ("occurrence" form CG0001) (Ed.10/1/93) or Insurance Services Office form number GL 0002 (Ed. 1/73) covering Comprehensive General Liability and Insurance Services Office form number GL 0404 (Ed. 1/81) covering Broad Form Comprehensive General Liability.
- b. Insurance Services Office form number CA 0001 (Ed. 12/93), covering Automobile Liability code 1, "any auto", for activities involving other than incidental personal auto usage.
- c. Workers' Compensation coverage as required by the Industrial Insurance Laws of the State of Washington.
- d. Consultant's Errors and Omissions or Professional Liability applying to all professional activities performed under the contract.

1.21.2 Minimum Levels of Insurance

- a. Comprehensive or Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.
- b. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
- c. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
- d. Consultant's Errors or Omissions or Professional Liability: \$1,000,000 per occurrence and as an annual aggregate.

1.21.3 Deductibles and Self Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the City. In the event the deductibles or self-insured retentions are not acceptable to the City, the City reserves the right to negotiate with the contractor for changes in coverage deductibles or self-insured retentions; or alternatively, require the contractor to provide evidence of other security guaranteeing payment of losses and related investigations, claim administration and defense expenses.

1.21.4 Other Provisions

Wherever possible, the policies are to contain, or be endorsed to contain, the following provisions:

General or Commercial Liability and Automobile Liability Coverage:

- a. The City, its officials, employees and volunteers are to be covered as additional insured as respects: liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor; premises owned, leased or used by the contractor; or automobiles owned, leased, hired or borrowed by the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officials, employees or volunteers.
- b. The contractor's insurance shall be primary insurance as respects the City, its officials, employees and volunteers. Any insurance or self-insurance maintained by the City, its employees or volunteers shall be excess of the contractor's insurance and shall not contribute with it.
- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, its officials, employees or volunteers.
- d. Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

All Coverage's:

Each insurance policy required by this clause shall state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to the City.

1.21.5 Acceptability of Insurers

Insurance is to be placed with insurers with a current Bests' rating of A:XII, or with an insurer acceptable to the City.

1.21.6 Verification of Coverage

Contractor shall furnish the City with certificates of insurance affecting coverage required by this clause. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf and shall name the City as an "additional insured". The certificates are to be received and approved by the City before work commences. The City reserves the right to require complete, certified copies of all required insurance policies at any time.

1.21.7 Subcontractors

Contractors shall include all subcontractors as insured under its policies or shall require subcontractors to provide their own coverage. All coverage for subcontractors shall be subject to all of the requirements stated herein.

1.21.8 Asbestos or Hazardous Materials Abatement Work

If Asbestos abatement or hazardous materials work is performed, contractor shall review coverage with the City's Risk Manager and provide scope and limits of coverage that are appropriate for the scope of work. No asbestos abatement work will be performed until coverage is approved by the Risk Manager.

1.22 Equal Opportunity Compliance

The City is an equal opportunity employer and requires all proposers to comply with policies and regulations concerning equal opportunity.

1.23 Other Compliance Requirements

In addition to nondiscrimination and affirmative action compliance requirements, the proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

1.24 Acknowledgement

Where requested in sections 3, 4 and 7 indicate by marking an "X" in one of the pre-defined options such as Understood/Comply/Not Comply/Not Supported. Mark NA where applicable.

1.25 Exceptions

Respondents may take exception to any of the stated requirements so long as all such exceptions are expressly noted and clarified in the response. Alternatives may be shown and quoted as options.

1.26 Visits, Conferences and Provision of Facilities

City of Kirkland team members may elect to visit vendor facilities or installed customer locations as part of their evaluation. Vendors should be prepared to provide information on appropriate locations and to arrange for such visits.

1.27 Primary Provider of all Services

If a vendor's proposal includes equipment, hardware, software, or services to be supplied by entities other than the proposing vendor, it is mandatory for the proposing vendor to act as the prime contractor for the entire procurement of all products and services proposed with the possible exceptions noted below. The vendor acting as the prime contractor must be the sole point of contact with regard to contract stipulations including payment of any and all charges resulting from the purchasing of the proposed equipment, hardware, software, and/or services. The vendor acting as the primary contractor must take full responsibility for the demonstration, delivery, installation, and acceptance testing of the items proposed to be supplied by its subcontractor.

1.27.1 Servers

Whenever possible the City prefers to purchase their own servers to take advantage of government pricing unless the vendor's proposed servers meet or are below the government pricing available to the City. The City's server preference is for DELL manufacturer.

1.27.2 Cabling Vendor

The City often contract directly with cable contractors. However, each vendor is welcome to provide alternative cabling choices where required. If the City accepts the primary proposing vendor's cable pricing, it will be mandatory to maintain the same cabling guidelines and standards presently approved by the City.

SECTION 2: OVERVIEW OF CURRENT ENVIRONMENT

2.1 Voice Systems

All City locations are currently served by Nortel systems and share centralized Nortel Meridian Mail voicemail service from the system located at City Hall. A table of the systems is as follows:

Location	System Make & Model	Voicemail
City Hall	Option 51C Version 1111 RIs 19 Issue 25	Centralized Meridian Mail
505 Market	Extended via 100 pair cable from City Hall	Provided by City Hall
Senior Center	Norstar	Provided by City Hall
Municipal Court	Norstar	Provided by City Hall
Community Center	Norstar ICS	Provided by City Hall
Rose Hill	Norstar	Provided by City Hall
Maintenance (Admin. Fleet & MC Shop share a system)	Norstar	Provided by City Hall
Fire Station 21	Norstar ICS	Provided by City Hall
Fire Station 22	Norstar ICS	Provided by City Hall
Fire Station 24	Norstar ICS	Provided by City Hall
Fire Station 25	Norstar ICS	Provided by City Hall
Fire Station 26	Norstar ICS	Provided by City Hall
Fire Station 27	Norstar ICS	Provided by City Hall

2.2 PSTN Trunking Network

City Hall provides the main hub for service to all City of Kirkland facilities. The majority of the City's telephone circuits are delivered to the Option 51c PBX system at City Hall. This includes the following:

- a. Verizon local T1 circuits for inbound/outbound local calling and Direct Inward Dial (DID) numbers for City Departments and users
- b. Washington State Scan Lines (provisioned as E&M circuits)

All locations are networked with City Hall via off-premise extension (OPX), a point-to-point T1, or, as in the case of the 505 Market Building, via dedicated copper pairs.

2.3 Data Network

The City of Kirkland's data network is a switched and routed network using a combination of 10-megabit per second (Mbps) and 100Mbps Fast Ethernet topologies. The core switches used are HP. This switch configuration provides direct physical connections to Cisco routers hosting the City of Kirkland's client access systems and several remote sites.

All City buildings employ a private WAN using point-to-point T1 circuits and fiber links. All of the locations connect to the central network site at City Hall. The dedicated T1 or fiber WAN links between the locations may remove any concern of performance and Quality of Service (QoS) due to bandwidth constraints.

Remote sites utilize Cisco routers. The analysis of the routers' configuration show most of the IOS (Internet Operating System) software is fairly recent, however some may require an upgrade to the latest version to provide improved features required to operate with the chosen VoIP solution.

Within the different buildings, the City uses a mix of Cisco, HP, and Dell switches supporting the Ethernet backbone. The City also has a preference for Dell servers.

A detailed list of the City's current network equipment can be found in Section 7.1, which will be provided to each vendor upon signing the NDA.

2.4 Current Cable Infrastructure

A site survey was completed of all of the City of Kirkland facilities to determine if the existing communications physical cable infrastructure will support an IP Telephony solution.

Most typical workstations consist of one (1) Category 3 and one (1) Category 5/5e cable from the associated Telecom Room (TR) to each workstation. Currently the City of Kirkland is utilizing the Category 3 infrastructure for voice applications and the Category 5/5e infrastructure for data applications. It is anticipated that the Category 5/5e infrastructure at these facilities will be re-allocated to support both the voice and data needs in the new IP Telephony environment. The existing Category 3 infrastructure shall be left intact and operational for miscellaneous applications.

Exceptions to the typical site infrastructure are at the following facilities: Fire Station 22, Fire Station 25, Fire Station 27, Forbes House, McAuliffe House and City Hall. It has been determined that the existing infrastructure configurations at the above facilities are inadequate to support an IP Telephony environment. Therefore, each of these facilities will need to be partially or completely re-cabled to support an IP Telephony solution with the exception of City Hall.

Another exception is City Hall, specifically with regard to the infrastructure termination field in the Telecom Room. The infrastructure distribution to the workstations at City Hall is consistent with that of a typical facility (1 Category 3 and 1 Category 5/5e cable). However, both cables terminate on a 110-block wall field within the Telecom Room. The Category 5e is then extended from the 110-block wall field to rack mounted 48-port patch panels via a "hybrid solution" consisting of individual 4-pair Category 5e cables to allow connectivity to the associated network equipment. While cables have been tested and provide CAT 5 service, the selected vendor will be required to review this environment for performance with the selected IP Telephony solution to determine if the current configuration will be acceptable.

2.5 Network Topology

Reference Appendix 7.1 - Data System and Infrastructure Information

SECTION 3: SYSTEM DESIGN REQUIREMENTS

The replacement system for the City of Kirkland must address the goals and expectations for feature/functionality, selection, implementation and on-going operation outlined in this section. Detailed specifications, including system sizing (trunks, telephones) and specific software requirements for each department and facilities are detailed in Section 7.3.

Telephone systems are sought that will support all sites based upon the same hardware, operating system and application software. All City of Kirkland users will have 4-digit dialing (with a uniform dial plan) between physical sites with shared access to all common system resources and a centralized and synchronized system database¹.

The City's voice systems must be configured for high reliability to protect against service outage. This will include the ability to survive the loss of any critical component through duplication of common equipment that could otherwise be a single source of system failure. All equipment housed in the network computer room and dispatch department within City Hall are adequately backed by an uninterruptible power supply (UPS) which is also backed by a power generator. All electrical outlets in City Hall are supported by the same generator. It is important to note that the generator is exercised once a month and any VoIP solution that is affected by this needs to be addressed.

The goals and expectations for the selection, implementation, and on-going operation of new IP Telephony systems were identified and are outlined in the following sections. Vendors are required to initialize the following sections as 'Understood.'

¹ Centralized Database – all endpoints on the network share the same central information resource for dial plan, extensions, directory, etc. In a Synchronized Database environment – systems are scheduled for or manually forced to “equalize” all information for automatic route selection, dial plans, extensions, directory, etc.

3.1 Public Switched Telephone Network (PSTN) Services

The City's listed directory numbers and 500 direct inward dial (DID) numbers will be provisioned over two PRI T1's with 2-way (inbound/outbound) Calling Line Identification (CLID). With the implementation of the new VoIP system, the City will be changing all DID numbers, including those published, to one (1) common prefix and a logical numbering plan that identifies locations and departments.

Inbound/outbound long-distance service will continue to be provisioned over six (6) SCAN lines connected via E&M trunks. Alternate proposals for PSTN services may be submitted. Please reference Appendix 7.2 for RFP format.

*Understood*_____

3.2 Network Design

The technical specifications for the network hardware and IOS information for each site may be found in Appendix 7.1 Data System and Infrastructure Information and 7.3 Equipment Specification and Pricing per Location. Vendors are required to itemize the existing equipment that will be re-used, upgraded or replaced in order to support their solution for each site.

*Understood*_____

3.2.1 Transport Infrastructure

A secure IP transport is required for sending voice/data calls between sites on the physical network. Utilization of the existing network infrastructure is the optimal design goal. Upgrade of the existing network hardware will be considered only where required to provide high quality for voice service to users or to ensure reliability in the form of redundancy or power back up. Since most of the sites are cabled with single CAT3 and CAT5 drops to each workstation the City of Kirkland will prefer a system that supports the computer and telephone on a single CAT 5 cable, in order to minimize additional cabling costs.

*Understood*_____

3.2.2 Quality of Service

Implementation of systems that support industry standards for QoS, such as MPLS, 802.1p, 802.1q and Diffserv are vital to the development of a converged solution. The selected vendor will be required to certify QoS minimum standards prior to installation and have a recommended alternative plan for points of failure for their solution.

Understood _____

3.2.3 Power

Survivability at City locations is critical. Phone sets in an IP solution require power. Since providing power over Ethernet is generally a vendor proprietary solution and may require replacing the LAN hardware at some locations, the selected solution and vendor must have specifications that address this issue. Each vendor will need to clearly state how their system provides power to the telephones and the associated impact to space, capacity, etc. The preferred solution will provide power to the stations over Ethernet cable, as opposed to local adapters at each workstation, since the adapters introduce an additional point of failure and increase support requirements.

Understood _____

3.2.4 Redundancy

It is essential that the chosen system be evaluated for reliability from both the standpoint of historical 99.999% up time to redundant operations and survivability of the nodal systems. The pricing spreadsheets in Section 7.3 Equipment Specification and Pricing per Location, will identify those locations requiring redundant and survivable operations. This would include the functionality of the telephone system and automated attendant/voicemail. The proposed solution will provide the City of Kirkland with a redundant architecture to insure that critical identified sites remain in service in the event of a disaster or major power failure.

Understood _____

3.2.5 Network Equipment

Routers and switches, depending on the recommended solution may have to be upgraded or changed in order to support Quality of Service (QoS) requirements and allow a full deployment of the different features available in such an environment. If any network equipment is replaced, vendors are required to specify the software version implemented.

Understood_____

3.3 Cable Design Requirements

3.3.1 Infrastructure Installation Requirements

For all sites requiring additional infrastructure, the cabling vendor (contractor) shall install one, (1) additional CAT5e, 4-pair, plenum rated cable to each of the required workstations. At the associated Telecommunications Room (TR), all new infrastructures shall be terminated on existing and/or new termination panels. The contractor shall be responsible for confirming existing termination field availability. All new infrastructures shall be terminated on an RJ45 patch panel configuration consistent with each of the facilities data field build out. All other existing infrastructure shall be left "as is".

The City currently contracts with vendors directly for all cabling services, and may prefer to do this for infrastructure associated with the vendor's proposed solution. You will be required in Section 7.3 - Equipment Specification and Pricing per Location, to identify the sites that require cable, the number of CAT 5e cable drops and your associated costs. You will be required to continue the current infrastructure specifications and guidelines set forth by the City.

Understood_____

3.3.2 Contractor Adherence

The installation and termination of cable and outlets shall comply with the applicable design rules developed by the manufacturers of the components provided, the applicable industry standards, City of Kirkland and the latest available TIA/EIA guidelines. Note that the City of Kirkland currently limits data

cable runs to 90 meters (295ft) from a workstation outlet to data distribution frame.

All telecommunications services, equipment, cables, electronics power supplies, or systems in operation at the start of the project shall remain in service and may not be disconnected, removed or in any way impaired by the activities of the contractor unless those changes are part of the project and coordinated and scheduled with the City of Kirkland's project management team and the project telecommunications consultant. The contractor shall be responsible for all coordination, costs and materials associated with restoration of services for any damaged systems.

Where active systems must remain in operation during a project, systems will be clearly identified, tagged and documented. The contractor is not authorized to remove any existing jumpers or patch cables unless directed otherwise as part of the project.

The contractor shall include in their proposal any costs necessary to protect or maintain systems, which must remain active unless these items are expressly addressed in RFP response documents.

Unless specifically excluded in writing elsewhere, the contractor shall be responsible to obtain all necessary telecommunications installation permits, and shall be responsible for all inspection costs, coordination and inspector approval

Nothing in this document shall be construed or understood to authorize or direct the contractor to deviate from any telecommunications industry standard, federal, state, or local safety law, standard, code or requirement.

The contractor shall provide engineering and installation consulting as a check against the specifications contained in this document, to relate these specifications to the equipment, materials, and services actually provided, and to insure the most efficient installation under the prevailing circumstances.

Should the contractor make discovery of any inadequate infrastructure not identified at the beginning of this project, the contractor shall notify the City of Kirkland and/or its representatives to determine resolution.

The contractor shall provide appropriate on-site repair service during each scheduled cutover and coordinate with the City of Kirkland and/or its representatives to promptly identify and remedy any cabling problems, as required. Repair availability for any cutover that eliminates the existing working systems shall be 24/7 and response shall be within two hours of notification. If contractor does not respond within two hours, the City of Kirkland may contract with others to remedy cabling issues and the contractor shall reimburse the City of Kirkland its actual cost for the remedy.

Understood_____

3.4 Telephone System Design/Call Coverage

The system will be required to route inbound/outbound calls as specified in this document.

During business hours, calls placed to City Hall and many other departments will be answered by either a receptionist or an automated attendant. The system must have the ability to turn on/off "automated answering" from a single or group of department extensions.

After hours, calls to each department's listed number will be answered by an Automated Attendant and callers will be given the option to (a) leave a message in the department's mailbox, (b) dial a user's extension number, or (c) reach a user by dialing their last name. The automated attendant design must accommodate a caller exiting the menu to reach a live operator(s) for each department and centrally for the City. At no time during the City's published hours of business can the option to "0" out to a live attendant send the caller to an endless menu of options. The caller should have the option to easily traverse backwards to previous menus.

Understood_____

3.5 Telephone System Design/System-wide Features

The following features and functionality were identified as requirements.

All departments require the ability to provide informational messages for callers on hold and in some cases, at the outset of the call to a department main number. The City has several departments that require the function and appearance of all lines on all telephones, as with that of a multi-line or "squared" key system environment.

The features in this section are also detailed in Section 5.7 System Description.

Comply____/Not Comply____

3.5.1 Generic Features

- a. Call pickup for a department or group.
- b. Call pickup directed at a specific ringing extension.
- c. Non-blocking conference calling with a minimum of four (4) party external and one (1) party internal at all sites.
- d. Automatic callback.
- e. Transfer to extension and voicemail.
- f. Call forward to extension and off network (cell phone, home etc.).
- g. Ability to forward calls to an external number (cell phone or otherwise).
- h. Automatic Call Distribution (ACD) group capability, supporting ability to distribute calls evenly among group members.
- i. Four 4-digit, uniform dialing plan.
- j. Support Automatic Route Selection (ARS) and Least Cost Routing (LCR).
- k. Simplified 4-digit pin account codes entries for long distance access and account code tracking.
- l. Support Toll Fraud security.
- m. Analog support

Understood_____

3.5.2 Overhead Paging at Designated Sites.

Please reference equipment specifications provided in section 7.3 Equipment Specification and Pricing per Location.

Understood_____

3.6 Emergency Operations Center (EOC)

The City of Kirkland maintains a conference room, wired with multiple cable outlets and a stock of telephone sets that can be deployed at a moments notice in the event of an emergency or natural disaster in the area. All programming is predefined in the telephone system. Requirements include:

- a. Ability to have the EOC programming predefined in the telephone system, including ACD routing for handling of calls from the general public and greeting/announcements that can be easily modified.
- b. Ability to plug in and launch telephones easily and efficiently in an emergency situation.
- c. Support of back office staff (non-call center) phones for Incident Communications staff, radio systems center staff personnel and operations chief.

Understood_____

3.7 E-911 Support

3.7.1 City of Kirkland Staff

Regardless of the location, dialing 911 from any site on the City's system must at minimum identify the physical building address, floor and assigned quadrant to the E-911 operators. It is preferred that the system also identify to the cubicle/office level with identification automatically re-addressed for any station level moves.

3.7.2 Integration to Positron

The City's Public Safety Assistance (PSAP) E-911 services for the General Public is provided by a separate Positron System (installed in December 2002). Public Safety Assistance / E-911 will not be a part of this acquisition.

However, four (4) analog ports will be required for interoperability between the Positron system and any new system implemented at City Hall.

The chosen vendor will be required to schedule pre-cutover testing with the Positron vendor for system compatibility. It is a requirement for the chosen vendor to coordinate the cutover connection to the Positron system.

Understood_____

3.8 ACD

The system, at minimum, must have fairly robust ACD capabilities included with multiple agent groups, agents per group, supervisors and reporting capabilities. Many departments have peak periods of heavy call volumes that require the addition of resources or technology to help the staff manage the volume of calls. Examples include: Fire & Building, Planning, Utilities, Parks, Municipal Court and Public Works.

Understood_____

3.8.1 Required Features

- a. In addition to the standard telephone features, ACD functional keys are required:
 - ▶ Ability to Log-On/Off to multiple groups
 - ▶ Wrap up
 - ▶ Make busy
 - ▶ Supervisor request
- b. Ability for ACD staff to determine the number of calls waiting in queue at all times (without pushing keys to bring statistics forward).
- c. Ability for multiple music or information announcements (per queue/department) provided for callers in queue.
- d. Ability for multiple queue wait time information announcements (per queue/department) provided for callers in queue, for example: Number of calls

ahead of caller or expected wait time.

- e. Ability to overflow agent groups.

*Understood*_____

3.8.2 Reporting Requirements

Provide basic ACD reporting including number of calls received to a listed number or group and distribution between agents. A one-page sample of basic reports will be required.

*Understood*_____

3.8.3 Desired Features

- a. Ability to determine the cause of traffic spikes (increased call volume) and proactively place recordings in the queue, advising callers of new queue information.
- b. Ability to record messages remotely for unexpected City closures.
- c. Options for caller to leave a voicemail message and still maintain their place in queue (if an agent becomes available, the caller is taken out of voicemail and connected to the agent).
- d. Future ability to integrate with Interactive Voice Response (IVR) systems and capability to interface with ODBC compliant databases.

*Understood*_____

3.9 Telephone Set Design

3.9.1 Telephone Handsets

- a. Differing models of display telephones based on the department requirements and non-display telephones for common areas.
- b. Busy Lamp Field, DSS or equivalent visual indication via display phone with minimal feature activation.
- c. Telephones providing easy single button access to standard features including hold, transfer and conference.

- d. Support of American Disability Act (ADA) requirements, including amplified handsets and support of TTY devices for those with a hearing disability.
- e. Headset port integration and designated on/off button on the telephone.
- f. Display of internal CID name and extension.
- g. Display of CID information provided by Verizon PRI circuits.
- h. Ability to support multiple line appearances in requested departments as well as a personal extension. Many departments require a “general line” for the ability to ring one number to reach anyone available in the group, rather than trying multiple extensions.
- i. Ability to have speakerphone options to include; true full duplex, half duplex and monitoring capabilities.
- j. Separate volume control for handset, speaker and ringing features.
- k. Distinctive ringing (unique ring per telephone) for departments that have many phones in an open area.
- l. Ability to support at minimum two (2) message waiting (MW) lights for voicemail notification. Several City employees share a single telephone but require visual voicemail notification on the shared telephone.

*Understood*_____

3.10 Overhead Paging Requirements

When possible, the technical specification requirements for each site also indicate the make/model of the overhead paging equipment at each location (Appendix 7.3. - Equipment Specification and Pricing per Location). Vendors are required to integrate to the existing paging equipment shown.

*Understood*_____

3.11 Mobility

Mobility is a key implementation desire for the City. Communication with field personnel is difficult and a number of positions require constant communication. Several modes of mobility are of interest to the City but may or may not be initially implemented

depending upon the total cost of all systems. The future of mobility as outlined below will be key to the overall selection process. Please note that some of the mobility requests are duplicated in subsets of another category.

*Understood*_____

3.11.1 Paging for Staff Via Voicemail Options

The Ability to leave field or mobile staff a voicemail message and to have the system offer the caller the option to press # (or other key stroke) to have the person paged.

*Understood*_____

3.11.2 Mobile Handsets

- a. Cordless single line and multi-line telephones with a headset jack and a 300-foot range.
- b. Mobile telephone sets for secretaries, supporting the ability to answer multiple lines while away from the base station.

*Understood*_____

3.11.3 Headsets

Traditional and wireless headsets for staff that conduct business while on department lines at the same time as delivering messages/information to other users in their department.

*Understood*_____

3.11.4 Wireless - Internal

The ability to support wireless protocol call handling devices for immediate or future deployment at each site. The preferred integration choice is an open standards wireless protocol supporting universal call traffic devices; second is a proprietary solution.

*Understood*_____

3.11.5 External

- a. Transfer of calls off-site to non-networked devices - either fixed call forward or user activated call forward on demand.
- b. VPN access for voice and data calls - including associated equipment and network requirements/costs for teleworkers.
- c. Wireless MAN
- d. PDA synchronization. List devices that your product supports synchronization with.

*Understood*_____

3.12 Voicemail and Automated Attendant System Requirements

The City is seeking a centralized voicemail and automated attendant solution that integrates with the VoIP system that will support each location's unique requirements. Many departments will benefit from information only mailboxes that will assist with high volume non-emergency calls as well as frequently and repetitively asked questions. The selected system will have the ability to support automated attendant for multiple departments independently.

3.12.1 Automated Attendant

- a. Dial by name, first and/or last.
- b. Dial by department.
- c. A dedicated number for City employee access to the automated attendant/voice mail from outside the system.
- d. Ability to program different calendar dates, days of week and time of day announcements to support different department operational dates, holidays and times.
- e. Exit automated attendant (i.e. "0") to pre designated operator(s) per department.

*Understood*_____

3.12.2 Voicemail

- a. Holiday greetings, separately stored with no requirement to “record-over” standard greetings.
- b. Ability to change or record and activate a new greeting from a remote location.
- c. Ability to implement greeting changes without a reboot of the voicemail system.
- d. Message waiting lights for telephones at all sites
- e. Support mailboxes for field staff that do not have a physical phone.
- f. Support “outcall” cascading message delivery to multiple devices.
- g. Support ability for users to transfer callers directly into voicemail, bypassing the telephone associated with that mailbox.
- h. Support less than six (6) keystrokes to transfer callers directly into voicemail (i.e. one button to automatically transfer caller into voicemail, the 4-digit extension and a release button).
- i. Ability to support multiple message waiting lights to one telephone set.
- j. Exit a voicemail box (i.e. “0”) to pre-designated operator(s) per department or individual’s assistant.

Understood _____

3.13 Unified Messaging

The City seeks a system that provides Unified Messaging (UM) integration with Microsoft Exchange 2000 and Microsoft Exchange 2003. It is expected that the Exchange server will be upgraded to Exchange 2003 prior to the installation of the new VoIP and voicemail system. The UM system must support TUI and GUI access.

The system must have the capability to add options for more advanced voicemail productivity services such as fax on the desktop and XML message delivery. The unified messaging or IP network integration options should provide network compliance and interoperability with Windows Server 2003 and Exchange 2003. If the proposed system does not yet work with Windows Server 2003 and Exchange 2003, but has a scheduled

upgrade path, please identify this currently supported software versions and include specific upgrade plans, including dates.

Desktop dialing from the Outlook address book must support logging of date, time, status and billing codes with the ability to integrate billing codes and dialing string into the proposed call accounting system.

The UM system must support multiple location system integration via the WAN and delivery of messages to remote office users through an Outlook client and/or through a secondary Exchange server. It is desired that certain mailboxes be capable of delivering broadcast messages to all system users or select subsets of users.

*Understood*_____

3.14 System Administration

A secure, centralized point of administration (access terminal) is desired to administer all City of Kirkland sites. The desired system will allow the IT Department to manage most of the required system administration functions for all locations from City Hall. System administration requirements include:

- a. Secure administration for all sites on the network available on the City's LAN with system administrative authorization.
- b. Ability to run basic diagnostic checks and backup as well as restore data to include site telecom database, voicemail database, end user data and voicemail/email messages.
- c. Ability to support remote administration at all sites (terminal services, VPN).
- d. Ability to program off site from dial up or high speed access.
- e. Easy synchronization of databases for all sites.
- f. Ability to perform standard software changes (moves, adds, changes).
- g. Ability to build/modify stations, trunk groups, trunk routing tables and ACD groups from a Graphical User Interface (GUI) using English language commands.
- h. The system must provide reporting that allows the system administrator to determine traffic/trunking requirements, processor busy levels and service

quality.

- i. Additional traffic measurement tools with the ability to determine call volume by department would be very useful for determining staffing and scheduling.
- j. Ability to execute program changes without rebooting the system.
- k. Ability to change six (6) digit routing entries for new office codes (NPA-NXX).
- l. Alarm notification to designated internal telephones and external cell phone(s).
- m. Restricted 24/7/365 programming access for the express capability to allow the KPD jailhouse personnel to restrict specific telephone numbers (court appointed restraining orders) for the designated use by incarcerated citizens. Reference section 3.16.
- n. Training for City's system administrators
 - ▶ Written procedures for jailhouse staff
 - ▶ Written manual for procedures for system administration
- o. Complete documentation of network implementation
- p. Training for end users
- q. Web based access tools
 - ▶ GUI simple interface
- r. Remote change of greetings

Understood_____

3.15 Call Accounting System

A 10-digit OrgKey (Department Billing Code), a 7-digit object code and a 4-digit long Distance Access (LDA) code is attached to each outbound long distance call by the Finance Department. Since the object code is the same in all instances for telephone usage, the only relevant information that needs to get passed from the call accounting system to the billing system are OrgKey and LDA code (ten digits total).

An example of the breakdown of the ten (10) digits is as follows:

- a. 1st three digits=Fund
- b. 4th through 6th digits=Department or Division
- c. Last 4 digits=Activity Detail (defined by the state, i.e. Public Safety, Jail, etc.)

*Understood*_____

3.15.1 Call Accounting Required Features

- a. Rate/cost calls based upon the service utilized (Verizon lines or SCAN lines).
- b. Sort information for different billing periods i.e. Verizon billing accrues from the 20th of the month through the 19th of the following month. SCAN services are billed from the 1st to the end of each month.
- c. Sort data and report on the following:
 - ▶ Report of calls made sorted in order of Long Distance Access (LDA).
 - ▶ Report on exceptions, undefined calls, etc.
 - ▶ Sort calls made by a specific extension.
 - ▶ Sort calls made by length of call greater/less than <variable>.
 - ▶ Sort calls on cost.
 - ▶ Reflect average cost and show number of calls.
 - ▶ Report the call from origination through all transfers.
 - ▶ The system must be capable of exporting data from phone/fax/email/voicemail into SQL, Access or Excel format for cost accounting purposes.

*Understood*_____

3.16 Kirkland Police Department (KPD) Jailhouse

The KPD jailhouse personnel must have the ability to have restricted 24/7/365 programming access for the express capability to restrict specific telephone numbers (court appointed restraining orders) for the designated use by incarcerated citizens.

*Understood*_____

3.17 311 System/CRM

The City will be implementing a 311 system (any City resident dialing "311" will be routed to a trunk group/department) and a CRM application. The current implementation schedule is for 2007.

*Understood*_____

SECTION 4: IMPLEMENTATION REQUIREMENTS

4.1 Project Planning

Vendors are required to plan the implementation in such a manner as to provide **NO** downtime to the City of Kirkland Business and Emergency service operations. This will include a phased approach to implementation, with cutover of all sites in a closely managed migration. Vendors are required to provide a Gantt chart for the installation process once the notification of contract award has been received. Information to be included is any event or sequence your company deems necessary for the completion of a successful implementation. Include information such as:

- a. Plan for facilitation of "Hot" cutover in limited computer/server room space environment
- b. User interviews to design the database (all systems)
- c. Design and build new VoIP system, voicemail and port fields
- d. Pre-cutover meetings
- e. An installation phasing schedule for City Hall and remote sites
- f. Testing of each phased location
- g. Network order processing and coordination
- h. Coordination with all service providers connecting to the system for correct provisioning and cutover
- i. Identification of Directory Number, DID's and extensions for cutover planning
- j. Staged end-user training on all applicable systems before, during and after cutover
- k. Provision for "Help Desk" staffing throughout the first week of each installation cutover
- l. Terminate all system cables on VoIP systems, voicemail, call accounting and other ancillary equipment requested and/or installed

- m. Cross-connect all cables from station distribution field to new VoIP system, voicemail and port fields
- n. Cross-connect all trunks to trunk ports on new VoIP system and voicemail fields
- o. All network changes/modifications are required to be approved and coordinated with the City's network personnel.
 - ▶ The chosen vendor must be responsible for immediate response of vendor created outages
- p. Provide complete implementation documentation including:
 - ▶ Network changes
 - ▶ Network design
- q. Installation of all hardware and software systems purchased by the City from the selected vendor.
- r. Extensive pre-testing of all systems connected to include but not limited to
 - ▶ Main VoIP system
 - ▶ All remote site systems
 - ▶ Voicemail
 - ▶ Call accounting
 - ▶ All trunks
 - ▶ System administration
 - ▶ Positron interface
 - ▶ All stations (IP, cordless, wireless, headsets)
 - ▶ Third party hardware and software attached to any system(s) purchased through the selected vendor
- s. Administrator training (VoIP system, voicemail, call accounting etc.) on site for the City's designated system(s) administrator for day to day administration and end user support.

t. Network consulting services to include six (6) traffic studies during peak traffic months with trunking network recommendations accordingly. Traffic studies are to be conducted for the first two months of service, and four (4) other months during the first year of operation to be determined.

Understood_____

4.2 Industry Standards

The responsibility to identify all codes, and/or agencies having jurisdiction over any implementation practice will be the sole responsibility of the primary vendor regardless of subcontractor involvement. At a minimum, the execution of this RFP and all acts of the vendor selected to perform work described herein, shall conform with and/or the following guidelines:

- a. Federal Communications Commission (FCC)
- b. OSHA
- c. Electronic Industries Association (EIA)
- d. American National Standards Institute (ANSI)
- e. National and Local Electric Codes, including NFPA 70
- f. City ordinances as applicable
- g. BICSI Telecommunications Distribution Standards
- h. Applicable regulations of the Washington Department of Labor and Industries, including WISHA
- i. State and Federal Anti-Discrimination Laws

**This list is not exclusive*

Understood_____

4.3 Documentation

The following documentation is required as part of the system(s) installation. This requirement includes on-going updates to reflect changes as performed.

- a. Database information to include site
 - ▶ Automated attendant tree
 - ▶ ACD queue
- b. System administration manuals
- c. A quick reference guide for each user for each system and application with access to comprehensive user guides via the City's intranet.
- d. As built drawings to include:
 1. One line schematic drawing of the voice application servers, network equipment and connectivity
 2. Logical and numerical identification of extensions, jacks, patch panels etc. for each site.
- e. All circuit types connected to each installed site's system and any connections between sites
- f. Automated attendant tree
- g. ACD queue

*Understood*_____

SECTION 5: RESPONSE FORMAT AND CONTENTS

Organize proposals with separately tabbed sections corresponding to the following format. Number each page consecutively. Provide a concise response to each point. References may then be made for further clarification. Wherever a table or spreadsheet is provided, please title the section and utilize the table/spreadsheet. If you have any formatting questions, please contact Donna Skipworth at (425) 688-3023 or email Donnas@comgroup-inc.com.

5.1 Title Page

- a. Title page (no initial tabbed divider)
- b. Customer name
- c. Vendor name, address, telephone number and email
- d. Contact's name, signature, title and date

5.2 Section 1 - Vendor Overview

Provide a maximum three-paragraph description for each category subsections below, or where specified, utilize the table or spreadsheet. This is intended for general overview and should highlight the reasons your product, design and company are best suited for the City of Kirkland.

5.2.1 Company

5.2.2 Product (s) Proposed

5.2.3 Local Inventory For:

- a. Emergency replacement inventory
- b. Additional equipment orders

5.2.4 Design Architecture

5.2.5 Historical Background

5.2.6 Financial Status

5.2.7 Service/Info

A table is included for your use. Please complete each section. If a section or question does not apply to your proposed solution fill in the response with NA. Requests for information that are left blank may be considered in default at the discretion of the City of Kirkland. Please utilize the designated Response column for comments and clarifications. If an explanation is extremely lengthy please reference in Section 6.6. - Supplemental Material - Vendor System Clarification Appendices. In the Response column note Section 6.6 Appendix "X".

Service Information

System Product/Manufacturer	Response
VoIP System	
Voicemail	
UM	
Call Accounting	
Other(s)	
Vendor Information	
Address of Local Service Center	
Number of LOCAL service personnel trained and certified on each system proposed	
VoIP System	
Voicemail	
Call Accounting	
Other	
Number of REMOTE service personnel trained on each system	
VoIP System	
Voicemail	
Call Accounting	
Other	

Number of Like Systems Installed/Serviced	
VoIP System	
Voicemail	
Call Accounting	
Other	
Relevant Data Certificates Associated with OS of Systems Proposed	
Local	
Remote	
Service Hours and Labor Rates (include minimum billable, incremental, trip, etc.)	
Normal business hours/rates	
Overtime hours/rates	
Emergency normal hours vs. overtime /rates	
Remote maintenance/rates	
Guaranteed Response Definition and Times	
Major	
Define Conditions	
Response Time	
Minor	
Define Conditions	
Response Time	
Move, add, change work	
Software Upgrades - Define Cost Impact to the City of Kirkland	
VoIP System	
Pre-cutover	
First year	
Bug fixes	
Software revision considerations	
Voicemail	

Pre-cutover	
First year	
Bug fixes	
Software revision considerations	
Call accounting	
Pre-cutover	
First year	
Bug fixes	
Software revision considerations	
Other	
Warranty	
VoIP System	
Coverage duration	
Limits/exclusions	
Options to extend	
Voicemail	
Coverage duration	
Limits/exclusions	
Options to extend	
Call accounting	
Coverage duration	
Limits/exclusions	
Options to extend	
Other	
Manufacture Support During Installation - Describe Level of Technical Support On-site/Remote by Manufacture	
VoIP System	
Voicemail	
Call Accounting	
Training	

End User	
Pre-cutover - # of trainers & days	
Cutover - # of trainers & days	
Post cutover - # of trainers & days	
Receptionist	
Pre-cutover - # of trainers & days	
Cutover - # of trainers & days	
Post cutover - # of trainers & days	
Administration	
Pre-cutover - # of trainers & days	
Cutover - # of trainers & days	
Post cutover - # of trainers & days	
Maintenance Quotes - Describe Configuration and Pricing	
First year	
Second year	

5.3 References

Please provide at least three (3) and no more than five (5) references that match the following criteria:

- a. Complex multi-site VoIP implementations
- b. Government/municipal

Provide the principle contact and telephone number, as well as the associated system type, size and customer application for each. All references must be users of the proposed system, including voice mail and any other specified hardware/software requirements.

References

Company Name	Contact	Telephone	System(s) & Number of Sites

5.4 Manufacturer Overview

Provide a maximum three-paragraph description for each category subsection below. This is intended for general overview and should highlight the reasons the proposed products and design are the best suited for the City of Kirkland.

5.4.1 Company

5.4.2 Product Proposed

a. Design architecture

- ▶ One line topology diagrams for City Hall and remote connections
- ▶ Include and label a sample topology for each application server, gateways, routers, switches, telephones etc.

b. Brief history of product proposed

5.4.3 Financial Status

5.4.4 Manufacturer Guarantee

From the manufacturer (for each system proposed) that factory-trained technicians will perform the installations, will be available in the local area, and will be supplied with a manufacturer recommended local parts inventory for 10 years

5.4.5 Replacement Components

Manufacturer support for advance replacements for software and hardware problems discovered to be a technical and/or manufacturing defect by the manufacturer.

5.4.6 Manufacturer Support During Implementation, Installation and Post Installation

5.5 System Design Requirements Acknowledgement

Please copy and insert Section 3 - System Design Requirements here with your acknowledgement clearly initialized where *Understood*_____ is requested. If you cannot comply, or require clarification with a requirement(s), insert a comment directly below the required item.

5.6 System Implementation

Describe your implementation process referencing the requirements in Section 4.1 - Project Planning and Section 4.3 - Documentation. Limit the number of pages to a maximum of three (3). Charts/tables are acceptable.

5.7 System Description

A table is included for your use. Please complete each section. If a section or question does not apply to your proposed solution fill in the response with NA. Requests for information that are left blank may be considered in default at the discretion of the City of Kirkland. Please utilize the designated column for comments and clarifications. If an explanation is extremely lengthy please reference in Section 6.6. - Supplemental Material - Vendor System Clarification Appendices. In the Comments/Clarifications column note Section 6.6 Appendix "X".

System Features

System Features	Complies/ Not Supported	Comments/Clarifications
Manufacture/Model		
Operating System		
Software Revision		
Documented 99.999 History		
E-911 Support		
Bldg. address, floor, quadrant and cube		
Integration to Positron		

EOC Support		
Pre-defined programming for EOC		
18 Digital Ports		
12 ACD Ports		
Back office phones		
Standards Supported		
H.323		
802.1q/p		
TAPI		
802.11 a/b/g		
MGCP		
LDAP		
SIP		
Support for additional protocols noted		
Trunking		
IP trunking		
Supports traditional trunking from LEC		
Analog		
T1		
PRI		
E & M		
Other		
System Administration		
GUI Application		
Security/Authorization		
Diagnostics		
Backup/Restore		

VoIP system		
Voicemail		
Build/modify station/trunk groups/routing tables		
Synchronization of all databases at all sites		
Perform station move, adds, changes		
Reporting		
Traffic measurements		
Processor busy levels		
Quality of Service		
Alarm notifications to internal extensions and external telephone numbers		
Remote capability via dial up or high speed connection		
Program changes w/o system reboot		
VoIP system		
Voicemail		
24/7/265 telephone number restriction by KPD jailhouse personnel		
Power		
Over Ethernet		
Other		
General		
Support 4 digit verified account codes		
Support Toll Fraud restrictions		
# of MOH sources & # of zones		
Number of key strokes to		

transfer to voicemail		
Minimum 5 party conference (1 internal/4 external)- give internal/external parameters		
User/department setting of call forward timers for # of rings to VM or call overflow		
Automatic call back		
Connection to external loud bell		
Call Forwarding		
Fixed forwarding, busy/no answer (3-4 rings)		
Manual forwarding		
Call forward calls to an off-site phone number (cell, home...)		
Type of call forwarding		
Internal calls		
External calls		
Forced forward of a ringing call to answer coverage		
Transfer		
One button transfer to voicemail plus 4 digit mailbox number		
List number of keystroke operations to transfer to a voicemail box		
Transfer calls off network site		
Route Selection		
Automatic route selection		
Least cost routing		
Paging		
Through idle telephones		
Utilize existing external paging equipment (if not, explain alternative)		

Call Pickup		
For a department/group		
Direct - for specific extension		
Call Park		
System wide & # of stalls		
To specific extension		
Speed Dial		
System - list number available		
Personal number in list		
Station Features		
IP telephones		
Analog telephones		
Client software for telephone on PC		
Headset integration		
Group pick-up		
Directed pick-up		
One-button access to get into voicemail box		
BLF/DSS options per multi-line stations/LCD w/user status i.e. out to lunch, in meeting, etc. w/users status indication		
CID indication of type of call prior to answer		
Internal		
External		
Voicemail		
Display CID info on the second incoming line		
Single Button Feature Access - List each one i.e. hold,		

transfer, conf, redial, etc.)		
Display day/date/time in idle state		
Call timer with elapsed call duration		
Visual display of activated features DND, call forward on user telephones		
Speakerphones proposed		
Full duplex		
Half duplex		
Monitoring		
Mute handset		
Confirming tone or display of dropped conference party		
Display user status (at lunch, out of office...)		
Key system emulation for departments		
Answer multi-user lines		
ADA Compliance		
Amplified handset		
TTY devices		
Busy retry internal/external		
Unique ring per telephone - list number of choices		
Volume control		
Handset		
Speaker		
Ringing		
Individual VM MW indication for users sharing a telephone		
MW light or stutter tone across network		
Cordless		

Proprietary, range & cost		
Analog & range		
Receptionist/Console Design		
Call display info source/destination		
Display number of calls waiting		
Audible/visual call waiting indication		
Audible reminder of calls holding		
Ability to query system for station status (at lunch, out of office...)		
Barge-in		
Simple conference set-up		
Ability to distinguish source of call		
Internal		
External		
From Voicemail		
Quick connect meet-me conference		
Voicemail/Automated Attendant		
Manufacturer/Model		
Operating System		
Type of Integration		
Automated attendant		
Dial users by first/last name		
Unlimited voice recording times		
Multiple attendant menus		
Maximum # of "0" to operator destinations		

Pre programmed & remote programming Holiday/Disaster Recovery Greetings per multiple departments/groups		
Voicemail		
Ability to offer caller the option to have the person paged		
Ability to exit a mailbox and traverse to other extensions/ voicemail boxes		
Multiple and cascading notification options		
Multiple greeting options		
Mailboxes for departments/ staff without phones accessed via 7-digit DID		
Information only mailboxes		
Separately stored voicemail greetings		
Change greetings remotely		
No reboot to execute new/change of greetings		
Unified Messaging Exchange 2003		
Selectable message delivery via PC speakers/handset		
Email/voicemail/fax in the Outlook inbox		
Supports TUI voicemail		
Dial from Outlook Contacts w/support of LD access codes		
What format are voice messages stored in?		

Where are the messages stored?		
ACD		
Recorded Announce Units or .WAV		
Multiple music/information announcements per department and per queue		
Queue status while in queue		
Minimum ACD Function Keys		
Log-on/Off to multiple groups		
Wrap		
Make busy		
Supervisor request		
Supervisor monitor		
View status of # of calls waiting in queue at all times		
Automatic overflow to additional agent groups		
Ability to deliver Expected Wait Times announcement in all queues		
Reporting		
Number of calls received to a listed number		
Agent statistics		
List others and provide sample of basic reports		
Desired		
Traffic metrics		
Proactive message/queue changes/additions to traffic spikes		
Option to leave voicemail message and not lose place		

in queue		
IVR integration		
Mobility		
Ability to support 802.11 a/b/g standard protocols		
Internal		
External		
VPN Access for voice/data calls		
List equipment necessary & costs		
PDA synchronization		
List devices your product synchronization supports		
Headsets		
Recommended wired & cost		
Recommended wireless & cost		
Call Accounting		
Sorted in order of Long Distance Access		
Exceptions, undefined		
By extension		
By length of call w/greater/less than <variable>		
Origination through transfers		
Export data from phone/fax/email/voicemail into SQL, Access or Excel		

5.8 Systems Configuration and Pricing

5.8.1 Infrastructure Fee Response

In response to the Infrastructure portion of the RFP, the contractor shall respond with a cost format based upon a per workstation cost for material and labor utilizing the following:

- a. Installation of one (1) Category 5e cable per workstation
- b. Installation of one (1) single gang faceplate per workstation and associated RJ45 inserts
- c. Installation of one (1) RJ45 patch panel (per facility) at the Telecom Room
- d. Installation of above ceiling supports (if required)
- e. Utilize a '200' cable run average
- f. Material costs shall include: Cable, single gang faceplate, RJ45 insert, RJ45 patch panel, consumables (i.e. tie wraps, above ceiling supports, etc.), applicable taxes and shipping
- g. Labor costs shall include: installation, termination, testing and labeling

Fee Response Format

Itemized Individual Workstation Cost:	Materials	Labor
Cost to add one office workstation package, terminate and test.	\$	\$
Cost to delete one office workstation package, terminate and test.	\$	\$
Hourly rate to install and terminate cable.	\$ N/A	\$
Overtime rate to install and terminate cable.	\$ N/A	\$

5.8.2 Systems By Location

Utilize Appendix 7.3. Complete and return the enclosed configuration and pricing form(s). Please note the specific instructions shown on each of the form pages. The proposal submitted must contain a complete and detailed equipment list.

5.8.3 Systems Summary

Utilize Appendix 7.4. Complete and return the enclosed configuration and pricing form.

SECTION 6: SUPPLEMENTAL MATERIAL

- 6.1 Standard Purchase Agreement**
- 6.2 Standard Maintenance Contract**
- 6.3 Proprietary Lease or Lease/Purchase Agreement (if available)**
- 6.4 Selected Product Brochures**
- 6.5 Quick Reference and User Guides for VoIP System and Voicemail System**
- 6.6 Vendors System Clarification Appendices**

SECTION 7: APPENDICES

7.1 Data System and Infrastructure Information

7.1.1 Voice Network Topology

7.1.2 Data Network Topology

7.1.3 Data Systems & Infrastructure Due Diligence Review

7.2 Alternative Local PSTN RFP

7.3 Equipment Specification and Pricing per Location

7.3.1 Municipal Court

7.3.2 Fire Station 21

7.3.3 Fire Station 22

7.3.4 Fire Station 24

7.3.5 Fire Station 25

7.3.6 Fire Station 26

7.3.7 Fire Station 27

7.3.8 City Hall

7.3.9 505 Market

7.3.10 Senior Center

7.3.11 North Kirkland Community Center

7.3.12 Maintenance Administration

7.3.13 Fleet Management

7.3.14 MC Shop

7.3.15 Rosehill Facility

7.3.16 Pool

7.3.17 Teen Center

7.3.18 Forbes House

7.3.19 McAuliffe House

7.4 Pricing Summary

7.5 City of Kirkland Attachments

7.5.1 Non-Collusion Certificate

Thank you for your interest and participation in the City of Kirkland.

7.5.1 Attachment A: Non-Collusion Certificate

NON-COLLUSION CERTIFICATE

STATE OF _____)

ss.

COUNTY OF _____)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive proposing in the preparation and submission of a proposal to the City of Kirkland for consideration in the award of a contract on the improvement described as follows:

Network Infrastructure Evaluation

(Name of Firm)

By: _____

(Authorized Signature)

Title _____

Sworn to before me this _____ day of _____, ____ .

Notary Public

CORPORATE SEAL: