

REQUEST FOR PROPOSAL

RFP No: 4546

CITY OF SHORELINE

VOICE TELECOMMUNICATION SYSTEMS

SHORELINE, WASHINGTON

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1 Invitation for Proposals

1.1 General Information

1.1.1 Purpose of RFP

The City of Shoreline, Washington is soliciting proposals Requests for Proposals (RFP) from vendors interested in providing a new enterprise communications system based on IP telephony technology to support and satisfy current and future operational requirements necessary to the daily workings of the city. The new system is expected to enable employees to more effectively communicate and leverage available information technology resources.

1.1.2 City Profile

Located amid the natural beauty of Western Washington 15 miles north of downtown Seattle, the City of Shoreline combines urban opportunities with suburban convenience and comfort. Shoreline boasts a rich history, abundant and spectacular parks, strong neighborhoods, a highly-respected school district and vibrant business community. With nearly 53,000 residents, Shoreline is Washington's 15th largest city. The city employs over 150 FTEs and numerous part time employees based on seasonal requirements. More information about the city can be found at: <http://www.cityofshoreline.com/>

1.2 Primary Objectives

This RFP is designed to assist the City of Shoreline in selecting a vendor or multiple vendors to supply and maintain the required communications systems. This RFP sets forth the requirements for all equipment and services in Section 4 and solicits a detailed proposal from vendors to include pricing and service descriptions in the format specified in Section VII, Proposal Document. The City of Shoreline has defined several objectives and expectations of a new enterprise solution. Of most importance are the following:

- Reduce maintenance and administration complexity
- Reduce monthly costs for lines and voice mail services
- Provide new features to the users; e.g., caller ID
- Improve user productivity via new applications

1.3 Timeline

1.3.1 Schedule of Events

The RFP evaluation process is organized as follows:

Overview of Project Events

January 9, 2008	1:30 PM	Bid Meeting
	2:30 PM	Building Walk-thru
January 31, 2008	4 PM	Proposal Due
January 31 – February 8, 2008		Initial Evaluation of Proposals
February 11 - 18, 2008		*Vendor Presentations & Demos
February 19, 2008		*Vendor Selected
February 29, 2008		*Contract Signing
March 27-28, 2008		*User Training
March 28, 2008		*Cut-over: City Hall

* Denotes estimated date

1.3.2 Pre-Proposal Bid Meeting: Project Briefing

To assist those consultants interested in submitting proposals to the City for this project, City staff will be conducting an informational meeting on January 9, 2008 at City Hall from 1:30-3:30. City staff and consultants will make a presentation describing this project, anticipated roles and responsibilities, the project scope, project schedule, and expected outcomes. A question and answer session will follow the presentation. All questions and answers resulting from this meeting will be formalized and issued as an addendum to this RFP. Bidders intending to submit a proposal are strongly encouraged to attend. Attendance is limited to no more than two representatives from each bidding firm.

1.4 Submittal Requirements

1.4.1 Submittal Requirements

One signed original and one printed copy in ring binders, and 2 CDs of the RFP response shall be submitted to the City of Shoreline, City Clerk's Office – RFP # **4546**, 17544 Midvale Avenue North, Suite 100, Shoreline, Washington, 98133-4921. The deadline for proposals by interested parties is January 31, 2008 by 4:00 p.m. Pacific Local Time. Respondents assume the risk of the method of dispatch chosen. The City assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual receipt of qualifications.

Questions related to this solicitation may be directed to Tho Dao, Information Technology Manager at: tdao@ci.shoreline.wa.us. Questions via phone will not be accepted. Copies of all questions relevant to the RFP process will be distributed to all participating vendors within 5 days of the request; all questions must be received no later than January 22, 2008. RFP revisions will be distributed as an addendum to all vendor participants; addenda will be issued no later than January 24, 2008.

Supplemental information, such as brochures, may be submitted if desired. Proposals shall be limited to single spaced, typewritten pages (min. 12 point font). The original and copy shall be unbound or in a ring binder and the 2 CD copies may be in PDF or Word/Excel format. If provided in PDF format, please provide a copy of the proposal in Word and Excel electronically.

Information for format and content requirements of the proposal are outlined in Section 7 of this proposal. Two "Response Forms" are provided for this RFP. One response form is for Voice Telecommunication Systems and a second response form is for Voice Network Services. Both response forms are identified as separate documents at the end of this proposal document.

Proposers are required to submit the following with their Proposal:

- A copy of the Proposer's contract containing the items set forth in Section 4 of this RFP.
- A copy of the Proposer's standard maintenance contract, in addition to any maintenance contract options, including but not limited to, response time options, prepayment maintenance plans, and various length of term (i.e. 2nd year, 3rd through 5th year, etc.) options.
- Line item pricing.
- Bids must be signed in the name of the bidder and must bear in longhand the signature of the person duly authorized to sign such document.

1.4.2 Joint Offers

Where two or more prospective Vendors desire to submit a single proposal in response to this RFP, they should do so on a prime/sub-vendor basis rather than as a joint venture. The City of Shoreline does not intend to contract with firms doing business as a joint venture.

1.5 Evaluation Criteria

It is the intent of the City of Shoreline to award a contract to the bidder(s) offering the best overall package, as determined by the following evaluation criteria and the contract that meets, as a minimum, all the Proposal Specifications and Proposal Conditions. The awarding of the contract is contingent upon timely compliance with all Proposal Conditions and Specifications that must be satisfied prior to beginning of service.

1.5.1 Vendor Selection Criteria

This RFP has been prepared to specify a framework for communications services that meet the city's objectives of features, functionality, efficiency, and manageability.

Prospective vendors are asked to respond by specifying basic or standard services, but are also encouraged to present alternatives that may enhance or supplement the services specified.

Please consider the following key points in preparing responses to this RFP:

- The City of Shoreline requires a vendor(s) offering a large menu of services at competitive prices in order to provide flexibility to grow the system as their staff and needs expand.
- The City Hall and Annex will be the first locations to deploy the new telecommunications systems.
- Vendor Service and Support are key selection requirements.
- A single agreement for all telecommunication system products is preferred.
- The City of Shoreline wishes to deploy VoIP applications. Please indicate in your proposal how you will provide:
 - Quality of service (QoS) on the network
 - Standards
 - Minimize hardware and software costs
 - Voice quality over the IP network
 - Security
 - Infrastructure readiness

1.5.2 Elements

The following elements will be used in the evaluation of the proposals, systems and Vendors. These elements will be scored and placed into a weighted decision matrix that will assist the City of Shoreline in the evaluation process.

1.5.2.1 Systems

- Architecture
- Growth Plans
- Reliability
- Features
- Functionality
- Availability
- Innovative Suggestions

1.5.2.2 Vendor Characteristics

- Installation Capabilities
- Quality of Response
- Service Reputation
- Contract Terms
- Service Support

- Escalation Procedures
- Account Team make-up and capabilities

1.5.2.3 Pricing

- Format of pricing
- Substandard Performance Rebates
- One Time Charges
- Monthly recurring charges/Maintenance
- Overall Life Cycle Cost of Equipment and Services
- Warranty

1.5.3 Points

The City's Evaluation Panel will use the following criteria to evaluate each RFP:

Criteria	Points
Vendor Characteristics	20
Systems	60
Pricing	<u>20</u>
<u>Maximum Points:</u>	100

The proposals will be the basis from which interested firms will be selected for interviews. Following the City staff evaluation of the proposals received, selected firms will be invited to conduct oral presentations and demos before the City's Evaluation Panel to supplement staff scoring of written submittals. The City's Project Manager will provide additional details outlining the preferred content of the presentation to each firm or team of firms that are invited to participate. Upon completion of the evaluations, the City's Evaluation Panel will determine the proposal(s) offering the best value based on all materials and information presented.

1.6 Bid Conditions and Award

1.6.1 Multiple Awards

The City of Shoreline reserves the right to make multiple awards if doing so would be both technically feasible and economically advantageous to the City of Shoreline. It is therefore required that Vendors provide specific information about any impacts multiple awards would have on the pricing, discounts, and terms of the contract. The City has prepared two response forms, one for Voice Telecommunication Systems and one for Network Services. Within each response, the City may award to multiple vendors.

1.6.2 Bid Rights

The City of Shoreline reserves the right to accept or reject any or all bids, to waive any irregularities or informalities in any bid or in the bidding process, to accept or reject any items, combination of items, and to adjust quantities of any components proposed by the bidder. The successful bidder(s) will be considered the prime

contractor and, as such, will be held solely responsible for the subcontracted support services in the execution of the contract.

1.6.3 Proposal Warranty

The Proposer shall represent and warrant that it has sufficiently informed itself in all matters affecting the performance of the work, furnishing the labor, supplies, material, and equipment (if any) called for in the specifications; that the proposal has been checked for errors and omissions; that the prices stated in the proposal are correct and as intended by it; and that they are a complete and correct statement of its prices for performing the work or furnishing the labor, supplies, materials, and equipment (if any) described in these documents.

1.6.4 Proposal Offer

No bidder may withdraw their proposal within 90 days after the actual date proposals are due. This RFP and the vendor's response, including all promises, warranties, commitments, and representations made in the successful Proposal, shall be binding and incorporated by reference into City of Shoreline's contract with the vendor(s).

1.6.5 Hold Harmless

In submitting a proposal, the Proposer understands that the City of Shoreline will determine which proposal(s), if any, are accepted. Proposer waives any right to claim damages of any nature, whatsoever, based on the selection process, any communications associated with the selection, and the final selection of the successful Proposer.

1.6.6 Proprietary Documents

Vendors should indicate if any information in their proposal is proprietary. Such information will only be disclosed in response to a formal public request to the extent required by law.

1.6.7 Letter of Continuity

A letter of continuity to City of Shoreline from the manufacturer of the proposed system(s) to guarantee full service and support in the event of the vendor's failure or discontinuation of the product model by the manufacturer is **not** required. However, it is expected that the vendor will propose system(s) that will be supported for a period or at least seven years; this includes all software, hardware, and services.

1.6.8 Examination of Proposed Document

By submitting a proposal, the prospective vendor represents that it has thoroughly examined and become familiar with the work required under this RFP, and that it is capable of providing the equipment and services to achieve the City's objectives.

1.6.9 Addenda/Clarification

Any changes to this RFP will be made by written addendum. No verbal modification will be binding. Questions shall be submitted as specified in section 1.4.1

1.6.10 Exceptions/Deviations

Any exceptions to the requirements in this RFP, including the language in the Proposed Agreement, must be included in the proposal submitted by the prospective vendor. Such exceptions must be segregated as a separate element of the proposal response and noted in Section 3.1, Proposal Response Document. Significant exceptions may remove the prospective vendor from further consideration

1.6.11 Partial Response

The City has prepared two response forms, one for Voice Telecommunication Systems and one for Network Services. Within each response form, partial responses to any of the requirements of this RFP must be clearly identified. Specific details describing the differences between what was requested and what the prospective vendor is proposing must be provided in Section 3.2, Proposal Response Document.

1.6.12 Award

The City of Shoreline reserves the right to withdraw this Request for Proposal at any time without prior notice. Further, City of Shoreline makes no representations that an agreement will be awarded to any prospective vendor responding to this Request for Proposal. The City of Shoreline expressly reserves the right to reject any and all proposals without identifying the cause of such rejection(s).

The City also reserves the right to award its total requirements to one vendor, or to multiple vendors, as the City of Shoreline may deem to be in its best interests.

City of Shoreline intends to make its RFP decision within ninety (90) calendar days from the date proposals are due. Should award(s) be delayed beyond the period of ninety (90) days, such award shall be conditioned upon selected vendor's acceptance.

1.6.13 Acceptance of Order

The selected vendor(s) will be required to accept a written contract in accordance with this Request for Proposal and the requirements, conditions and specifications.

On behalf of City of Shoreline, we thank you for your interest in this project.

2 Contractual Requirements

2.1 Terms and Conditions

The entire contents of this RFP shall become a component of the contract between the City of Shoreline and the awarded vendor. Terms of the Vendor's contract which differ materially from terms and conditions of this RFP will not be included in a final agreement.

2.2 Notice of Labor Dispute

Whenever the Vendor has knowledge that any actual or potential labor dispute may delay the implementation of the services contracted from Vendor, Vendor shall immediately notify and submit all relevant information to the City of Shoreline. Vendor shall insert the substance of this entire clause in any subcontract here under as to which a labor dispute may delay said implementation.

2.3 Indemnification

Vendor shall indemnify, defend, and save harmless the City of Shoreline from and against any loss, damage, claim, or harm for bodily injuries, including death, or damage to property caused by Vendor or its employees, sub-vendors, or suppliers in connection with the performance of this agreement.

2.4 Data

Vendor agrees that all data, including but not limited to, disks, CDs, photographs and other graphic information, required to be furnished by this agreement, together with any other information furnished orally, shall be free from proprietary restrictions except as authorized in the agreement. Vendor further agrees that all such data is owned by the City of Shoreline and the Vendor shall have no interest or claim thereto.

2.5 Pre-Contractual Expenses

Pre-contractual expenses are defined as expenses incurred by Vendor in:

- A. Preparing the proposal in response to this Request for Proposal.
- B. Submitting that proposal to City of Shoreline
- C. Negotiating with City of Shoreline any matter related to this Proposal.
- D. Any other expenses incurred by Vendor prior to date of award.

The City of Shoreline shall not be liable for any pre-contractual expenses incurred by Vendor. Vendor shall not include any such expenses as part of the price as proposed in response to this Request for Proposal.

2.6 Taxes

The City of Shoreline is not tax exempt. All sales taxes that apply to Vendor's proposal should be shown separately.

2.7 New Material

Except as to any supplies and components which this agreement specifically provides need not be new, the Vendor represents that the supplies and components to be provided under this agreement are new and of recent manufacture (not used or reconditioned, and not of such age or so deteriorated as to impair their usefulness or safety). If at any time during the performance of the services identified in the contract, the Vendor believes that the furnishing of supplies or components, which are not new is necessary or desirable, Vendor shall notify the City of Shoreline immediately, in writing, including the reasons therefore and identifying appropriate payment or other consideration to the City of Shoreline if authorization to use such supplies is granted.

2.8 Cash Discounts

Prospective vendor must state cash discount terms offered, if any.

2.9 Invoice and Payment

A complete schedule and acceptance plan shall be determined prior to contract execution and shall be incorporated into the contract document. No payments, including initial down payments, will be paid if not identified within the contract document and if the work has not been accepted by the City of Shoreline. The work and/or system will not be considered "accepted" until the City of Shoreline notifies the Vendor in writing.

Each invoice is to list each component of the shipped equipment and provided services. Each invoice must also list each piece of equipment separately noting the component serial number. Each invoice shall reference the City of Shoreline contract number.

2.10 Inspection and Acceptance

All equipment items are subject to final inspection and acceptance by the City of Shoreline at destination. Final inspection will be made within a reasonable time after receipt of items hereunder.

The acceptance cycle for systems/services will commence when Vendor notifies the City of Shoreline in writing that particular services are functioning. Vendor

shall also provide written results of the tests used to confirm the functionality. The City of Shoreline will then run tests on the installed systems, including network connectivity and interactive sessions. At the conclusion of the testing, the City of Shoreline will determine if the systems meet the required functionality.

Payment by the City of Shoreline will be issued within 30 days after inspection and formal acceptance of the equipment and services. The City of Shoreline's designee will sign a certificate of acceptance.

2.11 Warranties

The Vendor shall warrant that it is sufficiently informed in matters affecting the performance of the work described in this Request for Proposal; furnishing the labor, supplies, services hardware and software required to meet the requirements of this RFP; that they have obtained copies of all necessary documentation; that they have made themselves aware of all site-specific peculiarities; that they are familiar with all the terms and conditions outlined in the proposal documents; that they have properly and completely executed the Proposal Form documents; that they have checked their proposal for errors and omissions; and that the prices are a complete and correct statement of performing the work and furnishing the labor, supplies, hardware and software specified by the proposal documents.

2.12 Changes

By written notice or order, the City of Shoreline may, from time to time, make changes in quantities, drawings, designs, specifications, place of delivery or delivery schedules, and property and services furnished to the City of Shoreline. If any such change causes an increase or decrease in price of this agreement or in the time required for its performance, the Vendor shall promptly notify the City of Shoreline thereof and assert its claim for adjustment within thirty (30) days after the change is ordered, and an equitable adjustment shall be negotiated. However, nothing in this clause shall excuse Vendor from proceeding immediately with the agreement as changed.

2.13 Insurance

The Vendor should adhere to the insurance requirements set forth in Attachment I, Insurance Requirements for Vendors. The Vendor may attach their policy in Section 7 of the RFP Response and state objections if any to the City of Shoreline's insurance requirements.

2.14 Assignments and Sub-Vendors

Neither this agreement nor any interest herein nor claim hereunder may be assigned by Vendor either voluntarily or by operation of law, nor may all or

substantially all of this agreement be further subcontracted by Vendor without the prior written consent of the City of Shoreline. No consent shall be deemed to relieve Vendor of its obligations to comply fully with the requirements hereof.

2.15 Termination

The City of Shoreline may terminate this agreement for default if a federal or state proceeding for the relief of debtors is undertaken by or against Vendor, or Vendor makes an assignment for the benefit of creditors, or in the event the Vendor breaches the terms or violates the conditions of the contract, and does not within ten (10) days thereafter, cure such breach or violation. Vendor shall be liable for any and all costs incurred by the City of Shoreline as a result of such default.

2.16 Re-procurement Liability

Vendor shall be liable to the City of Shoreline for all expenses incurred by the City of Shoreline in re-procuring elsewhere the same or similar items or services offered by Vendor hereunder, should Vendor fail to perform or be disqualified for failure to meet terms and conditions set forth herein. Such re-procurement expense obligation by Vendor shall be limited to the excess over the price specified herein for such items or services.

3 Vendor Specifications

It is important that the manufacturer and vendor of the proposed system solution have sufficient experience and resources required to support the City of Shoreline's current and future communications needs. The following section includes a number of specifications intended to help identify and judge the qualifications of each vendor responding to this RFP.

3.1 Account Team Support

Local account team support must be available, with an organizational chart. A single point of contact will be responsible for the entire Company account.

The City of Shoreline shall have the opportunity to review and approve all members of the Vendor's team and shall have the right to request removal of personnel it considers unsuitable. The vendor shall not substitute members of its account team without notification to the City of Shoreline.

Status meetings shall be held periodically with the account team as requested by City of Shoreline or the Vendor. Written problems, escalation procedures and project review will be a standard agenda item for these meetings.

Please provide information about your account team in Section 4 of the Response Document.

3.2 Coordination

The Vendor shall coordinate installation schedules with the City of Shoreline, and their designated agents.

The Vendor shall appoint a project manager from the account team. The Project Manager shall be the primary point of contact for the Vendor during the implementation process.

3.3 Reliability (Service Assurance)

The Vendor shall be capable of monitoring the systems, to detect, diagnose and resolve problems. Monitoring from a centralized management center is required.

4 SYSTEM SPECIFICATIONS

Note: In instances where a feature is referred to with a manufacturer's specific nomenclature, it is not intended to imply any preference. It is known that variations in features exist between manufacturers. The proposal shall identify the equivalent feature(s) and, where necessary, define functional differences that affect feature performance or operation.

4.1 Background

4.1.1 Telecommunications Infrastructure

The City's telephone system currently consists of 275 CentraNet lines with feature packages, 160 Voice Mail boxes with add on features such as pager notification and enhanced message capabilities. Telephone stations are a mix of manufacturer types and sizes and have been purchased over a period of several 12 years. The telephone line services are provided primarily by Verizon. Several non-contiguous buildings are included in the infrastructure. Some dial tone for outlying locations is provided by Qwest. Long Distance costs run under \$1000 monthly.

The City intends to replace the current telecom platform with an IP enabled platform and improved messaging. There are small ACD applications in several departments; ACD will be considered in this replacement project. A phased implementation plan will be rolled out over several weeks to ensure an orderly transition for all users.

The City of Shoreline requires the proposed system to be based on an IP telephony architecture design. For purposes of this RFP an IP telephony communications system utilizes an Ethernet-based LAN and an IP-based WAN for transmission of control and voice communications signaling necessary to support some or all basic and advanced features and functions integral to the overall system solution. It is acceptable that the proposed system be based on a mix of circuit and packet switching technology to support a diverse range of station user and system endpoint requirements (analog, digital, and IP station equipment, and trunk interfaces) in the most effective and cost efficient manner possible.

The proposed IP telephony system design may be based on a mix of proprietary and industry standard communications protocols and interfaces, but must be able to support evolving Session Internet Protocol (SIP) standards as required by the city at some future unspecified date. The city understands that use of proprietary technology is often necessary to optimize system performance capabilities until

industry standards are proven to be as reliable and efficient as traditional enterprise voice communications system solutions.

4.1.2 Network and IT Infrastructure

The current voice network summarized below is provided by Verizon and Qwest.

Location	Voice Service	Quantity	Vendor
City Hall and Annex	CentraNet	219 CentraNet lines	Verizon
Police Station	CentraNet	48 CentraNet lines	Verizon
Pool	Centrex	8 lines	Qwest
Hamlin Maintenance Shop	Centrex	9 lines	Qwest
Spartan Gym	Provided by Shoreline School	12 lines	AT&T/Qwest
Rec Center	Business Lines	5 lines	Verizon

The CentraNet dial tone will be replaced with PRI T1s and DID services. The Spartan Gym, Pool, and Hamlin locations will be phased into the City infrastructure via IP connectivity. A Point – Point T1 that will carry converged voice and data is being considered for connectivity between Hamlin and City Hall.

The current data network summarized below is provided by King County I-Net, Qwest, and Comcast.

Location	Data Service	Quantity	Vendor
City Hall and Annex	King County I-Net	1	King County I-Net
Police Station	N/A		
Pool	King County I-Net	1	King County I-Net
Hamlin Maintenance Shop	DSL	1	Qwest
Hamlin Public Works	Cable	1	Comcast
Spartan Gym	King County I-Net	1	King County I-Net
Rec Center	None		

- The current LAN/WAN network shares files internally and accesses the Internet via King County I-Net terminated at the main site. The Police Station is serviced by King County. Hamlin Park is serviced by Comcast and Qwest.

-
- The City has deployed Microsoft Windows 2000 on the desktops, Microsoft Active Directory, Microsoft Exchange (migrating to 2007, first quarter, 2008).
 - There are currently 240 PC workstations in the following locations: City Hall, Annex, Pool, Hamlin Maintenance Shop, and Spartan Gym.
 - Cable and Fiber runs: A network diagram will be shared at Vendor Bid Meeting.
 - The data network equipment is a mixed environment which includes Extreme and HP. Data services and equipment will be upgraded where needed to accommodate the new IP system.
 - POE switch design and provisions are under consideration. Please provide your POE requirements in your response.

4.2 General System Design

The City of Shoreline plans to install a Communications System(s) with integrated Voice Mail and Unified Messaging capable of providing advanced features. Of special interest are the IP/VoIP applications that may be deployed to the sites not on campus, Unified Messaging is under consideration.

The current platform provided by Verizon provides centralized voice mail services with monthly service charges. The network configuration will be upgraded to a T1 PRI configuration and centralized voice mail will be implemented.

Providing ACD applications for the Emergency Operations Center, the Parks Department Registration area and the CRT (provides operator services for the city) are under consideration.

It is intended to rollout the new system in a phased approach over a period of one month by department or building. The phases will be determined with the vendor that is awarded the bid.

4.3 General System Requirements

The solution shall be provided with the latest version of operating software. It shall be the responsibility of the Vendor to provide all hardware and software documentation as part of the as-built documentation, and to include hard copy support documentation of cut-over system configurations. The ability to use self-diagnosing software for detecting, alarm initiation, and logging of component failures is preferred. Diagnostic reports and software programming shall be available remotely (via modem access). All default passwords for remote access shall be removed or changed to a unique password at time of installation.

4.4 Multiple Location Single System Image

The proposed system solution should be capable of being integrated into a Single System Image to station users and system administrators across all the City of Shoreline locations addressed in this RFP. A single distributed system solution must be able to support distributed locations using the City of Shoreline WAN for transmission of call control signals and voice communications signals. A multiple system networked solution must be able to use the City of Shoreline WAN for Voice over Internet Protocol (VoIP) trunk services between system nodes.

Single System Image requirements include:

- Flexible multi-digit dialing between all stations.
- High level of transparent operation for commonly used station, attendant, and system features.
- Centralized systems management and maintenance operations using a single unified customer database for all location equipment and station users.
- Shared messaging system resources.
- Automatic alternative routing across the network for IP and circuit switched trunk calls.
- Distributed survivability. These system functions and operations are extremely important requirements and must be satisfied by any proposed system solution.

4.5 PBX/IP System Features

It is required that the system proposed is VoIP enabled.

The IP Platform proposed must be capable of flexible design. Features desired include:

- Flexible Dialing Plan: Support flexible multi-digit (4, 5, 6, or 7) dialing plan between stations across all locations.
- Automatic route selection (ARS) or least cost routing (LCR).
- Automatic alternative routing for all calls across locations (dependent on available network trunk circuit resources). Required that voice calls can be implemented over PSTN circuit switched facilities when the City of Shoreline WAN is incapable of carrying bearer connections between medial gateways.
- Call detail-recording (CDR or SMDR) output.
- Remote access.
- North American Numbering Plan support, including 10-digit local calling.

- Multiple party conferences calling; minimum of 4 users.
- Support TDD.
- Paging through the PBX in many areas, some areas can access overhead paging.
- Music on hold port.
- Ability to add a conference bridge.

System features required to operate transparently across the system locations must at minimum include:

• Automatic Camp-on	• Hunting
• Automatic Recall	• Uniform Call Distribution
• Automatic Alternate Routing	• CDR or SMDR
• Meet-Me-Conferencing	• Uniform Dial Plan
• Trunk Callback Queuing	• Call Accounting Report Capability

4.6 Distributed Survivability

If a single system solution is proposed with remote distributed locations dependent on a centralized common control complex for primary call processing operations each remote location must be able to support a secondary local controller or an alternative PSTN trunk interface link for continuation of call processing and basic communications operations if the City of Shoreline WAN is not available. Local survivable processing options at all locations with at least 20 station users must be able to support *the same generic software features* as the primary controller and preserve established call connections at time of WAN failure. Survivable basic communications services, including local trunk access is acceptable at locations with less than 20 station users.

The City has designated the Police Department as a survivability location.

4.7 Attendant Console

The City of Shoreline's system requires one fully functional standard attendant console backed up by one PC attendant console that will answer calls for the main number and several departments. Many "O" out calls will be answered at the console. The following features and functionality are required:

- Trunk group selection (Access and Control)
- Serial Call
- Attendant override Priority Queue
- Announce calls before connected

- Save numbers for redial
- Ability to park calls at system hold slots
- Night service options
- Identify trunk numbers of incoming and outgoing calls
- Attendant display; name, caller ID, call status indicators
- DSS/Busy lamp field
- Call Distribution to attendants
- Paging System Access
- Message waiting

4.8 Station Requirements

Station features required to operate transparently across the system locations must at minimum include:

- Call Transfer
- Call Forwarding – All Calls
- Call Forwarding – Don't Answer
- Call Forwarding – Busy
- Automatic Callback
- Calling Number & Name on Telephone Display (Caller ID)
- Trunk ID on Telephone Display
- Call Diversion Information on Telephone Display
- Add-on Conference
- Call Waiting
- Barge-in (Busy Override)
- Emergency Access to Attendant
- Paging System Access
- Station User Roaming (Logical Station Assignment)
- Message Waiting Activation

Sets with the exception of single line stations should have the ability to place one call on hold and answer or place a second call (multi-line appearance).

All station sets shall be industry standard IP or digital, DTMF compatible, with adjustable ringing volume control, a minimum of a twelve foot modular mounting cord, and a minimum of a six foot modular coiled handset cord. Handset volume control shall be available as an option for any type of station sets provided. All sets must comply with the hearing aid compatibility sections of the Americans with Disabilities Act (ADA).

Stations are to be designed so that users can answer two incoming calls and route to voice mail. LED displays are required. Stations should display information regarding incoming calls while on the first call.

The proposal should identify how many buttons can be programmed for speed dial and line appearances in the various station sizes and identify if modules can be added for speed dial and/or bridged line appearances. Programmable buttons that are self labeling are preferred. Programmable buttons should be available for station features if the station does not have a fixed button for the desired feature.

In addition the following station features are required:

- Call Hold
- Call Pick-up Groups
- Programmable Buttons (One touch dialing)
- On Hook Dialing
- Privacy- Do Not Disturb
- Station Busy Lamp/ Indication
- Full-duplex Speakerphone
- Last Number Redial
- Call Waiting
- Message Wait Indication-more than one source
- Direct Station Selection
- Distinctive Ringing
- Intercom
- Headset Capable

4.9 Telephone Station Design

Some areas may require the functional equivalent to a “squared key system” or bridged design. The sets must support the answer, hold, and retrieve from hold, and transfer capability common to a multi-line key system environment. In addition, some administrative positions want to monitor their assigned personnel with Station Busy Lamp Indicators.

4.10 Telephone Set Types

The City of Shoreline requires a mix of telephone equipment for use with its new communications system. This includes single and multi-line IP desktop telephone stations, IP soft phones, and cordless communications devices.

The design for IP stations should include IP transport to support both voice services and PC services via a single 100 Mbps Ethernet channel. The design must provide the ability to use the telephone station even if the PC is off-line, powered off, or unplugged. Power should be provided to telephone stations via the station line cord to avoid the need for local transformers at each desk.

4.10.1 Single Line IP Devices: Type 1

The City of Shoreline provides some courtesy phones with toll restriction, stations in work areas, and server rooms.

4.10.2 Cordless Handset: Type 2

The City of Shoreline will require a few cordless handsets.

4.10.3 IP Phones: Type 3

The City of Shoreline is interested in using IP telephones wherever the cost and design can be justified. The entry level model design must: support a minimum of two call appearances; 6 assignable buttons, and be equipped with several feature keys of popular features/functions such as Transfer, Conference, Drop, Redial, Message, Hold, and Volume Control.

4.10.4 IP Phones: Type 4

The standard size IP model should include a minimum of 12 self labelling programmable call/feature keys; several fixed feature keys, including features such as Speaker, Headset, Conference, Transfer, Redial, Mute, Drop, Hold, Volume Up & Down; and an integrated large graphical backlit gray-scale display screen capable of supporting desktop productivity applications.

4.10.5 IP Soft Phones: Type 5

The PDA soft phone solution must support multiple call appearances (with line/status indicators); several fixed feature keys, e.g., Hold, Transfer, Conference, Drop; a minimum of 10 customer programmable speed dial/feature keys; and include a message waiting indicator.

4.10.6 Contact Center Stations: Type 6

The multi-line digital call center stations should be equipped with at least a 2-line by 40-character display that can be used to provide information on incoming and outgoing calls. The station should be able to enter After-Call-Work state following completion of a call. The units should be headset compatible.

4.11 Messaging Requirements

Verizon currently provides all voice mail boxes. Some users require pager notification, larger message capabilities (50+ messages) and longer message intervals for callers leaving messages. No users are currently utilizing unified messaging.

The voice mail system should integrate closely with the switching equipment with easy transfer in and out of the system. Minimum feature requirements:

Features

- Auto Attendant
- Variable incoming message length
- Message waiting indicators
- Variable length of greetings
- Variable size of mail boxes
- Variable time of day messaging
- Message waiting activation/deactivation
- Forwarding of DID calls to a mailbox
- System Diagnostics & Alarm Notification
- Initial Tutorial
- FAX Messaging Capabilities
- Single Shared Telephone Extension w/ Individual Mailboxes
- Ability to support lights for each of the users
- Multiple Greetings based on conditions
- Message Review Controls: Pause, restart, move back and forward in increments, control speed and volume, rewind, fast forward, access envelope information, skip message, delete, undelete, list all recipients, reply features
- Administrative Reports
- Ability to record calls as needed

Features

- Caller ID/Time Stamp
- Out-calling notification (Blackberry, pagers, etc.)
- Multiple methods for message and call notification
- Personalized message response
- Broadcast and group messaging
- Auto-forward-out to operator
- Language Options; Multi-lingual Prompts
- Status Reports
- Single digit prompts
- "0" out to receptionist or designated station
- Internal and external administrative access
- Recording Options: Pause, Replay, Cancel, Erase, Re-record, Add to message already recorded, Mark message Urgent
- Virtual mailboxes
- Direct transfer to a mailbox
- Security: Password controls, Admin ability to issue new passwords, Lock mailboxes after multiple incorrect attempts, Prevent unauthorized system access.
- Back-up Measures
- Information only mailboxes

Auto Attendant:

Specific needs of an Auto Attendant include:

- Names Directory: Dial by name, first and/or last
- Dial by department; needed for several departments
- Menu choices including "0" out
- Ability or program announcements to be used based on holidays, hours of operation, emergencies, etc.
- Announcement recording capabilities
- Dedicated access number to be used internally and externally

Unified Messaging

Unified Messaging feature requirements include:

- Ability to access all voice, text, fax, and e-mail messages through single unified inbox
- Capability to attach voice mail messages to documents
- .wav file format
- User can print list of their Inbox info
- Voice Mail saved on separate server
- Provide number of new and saved voice, email and fax messages at log-in
- Ability to respond to messages from remote sites
- E-mail integration
- Print fax and email to fax device
- All messages presented in same folder

These are not minimum requirements but are desired features:

- Text to Speech Capabilities: read corporate email messages via digital voice
- Control by class of service
- Administration: Single Point of Administration, Single Directory for Addressing, and Automatic replication of Changes
- Networking: All subscribers in network accessible in the directory (Active Directory is used at City of Shoreline)
- Live Communications Server integration: presence management
- Ability for users to choose to have system locate messages received from a specific caller or groups
- Customizable System Prompts
- Offer callers option to initiate a text notification with call back number: Send as page, SMS message or email address
- Preference to keep the voice mail messages stored on a separate server and not within the MS-Exchange storage.
- Outlook integration including calendar integration

Call Extension

Extension of calls is of interest for some users. Please address the capabilities of your solution to extend calls:

- a) Ability to extend calls to cell phones, PDAs, Blackberries.
- b) Messages are left on the extension or on the extension point.
- c) Provide Caller ID to the extended point.

Desired features but not required:

- a) Provide name of person calling.
- b) Ability to have call ring both phone and cell phone at the same time for certain users.

4.12 System Management and Control

It is required that all management/maintenance operations must be supported by a single management system with a unified database for all station users across all locations. The proposed management system should support open standards such as LDAP and SNMP. The system must be accessible by technicians and administrators through local and remote PC clients via a LAN/WAN connection, including a web browser connection using Internet access.

4.12.1 System Diagnostics

Internal system diagnostics must be able to monitor and detect system failures and errors: this includes monitoring of processor status; monitoring and testing of all port and service circuit packs; monitoring and control of all power units; emergency transfer and control of active processing, switching, and power systems to backup systems; originate alarm information and activates alarms.

4.12.2 System Administration / Changes

Access is required so trained personnel can perform basic software changes (Moves, Adds, and Changes) to the systems. These operations should be implemented transparently across all locations. Remote administration by trained personnel is required. System monitoring, diagnostic, and maintenance operations must be supported. The Proposal should list the equipment and software components and costs required for administration.

4.12.3 Reports

Standard system activity reports to monitor system usage and performance are required. These include: busy hour traffic, VoIP traffic, attendant position, call coverage, emergency, trunk reports, etc.

The City of Shoreline wishes to improve their reporting capabilities. The following requirements should be met in your system:

- a) Capability to track and analyze calls from beginning to end (cradle to grave).
- b) Access to a single reporting solution; any station or trunk activity in the platform can be viewed.
- c) Ability to track calls by extension and by trunk.

4.12.4 SMDR or CDR

The solution should support collection and storage of call detail records. It is desirable that your solution provide the ability to present the information for company reports and analysis.

4.13 Redundancy and Reliability (Optional)

The City of Shoreline requires that the PBX, Voice Mail/Unified, and Contact Center Communications systems be reliable and have the ability to continue operation during partial system failures. The Proposal should explain the redundancy and duplication available in the system proposed. Vendor should indicate time and availability of replacement software in the event of a total system failure.

4.14 Call/Contact Center Needs

Three groups in the city could benefit from utilization of ACD, which does not currently exist. If pricing is acceptable an ACD solution will be considered; if not, bridged stations in a pooled environment will be implemented. The groups are:

1) Emergency Operations Center (EOC): 10 stations: This will not be implemented in 2008; will be considered when City Hall's new location is built. The City of Shoreline houses an EOC to be used in emergency and disaster situations. Special requirements for the EOC include:

- Ability to predefine the EOC programming including ACD routing for handling of calls from the general public and greeting/announcements that can easily be modified.
- Ability to plug in stations easily in an emergency situation.
- Support of the back office staff that would be mobilized in an emergency: Incident Communications staff, radio systems center staff personnel, and operations chief.

2) Parks Department: 3 stations

Calling to the Parks Department peaks during registration periods. In the first few days of each registration period, 3 people are required to answer the call flow.

3) CRT: 5 stations (includes one attendant console and one PC attendant console).

The CRT area is responsible for answering all main number calls; they also answer calls for several departments. Two people are usually assigned to answer calls with back-up provided via call pick-up by an additional 3 people.

These groups are interested in ACD features including:

- ACD features:
 - Queue threshold; ability to redirect calls if threshold is met
 - Fine tune call handling based on time of day, time in queue, etc.
 - Reason codes, staffing stats
 - Ability to allow for wrap up time, log out or make busy
 - Splits or queues: up to 5
 - Ability for agents to be members of multiple skills/splits
 - Ability to log in to multiple groups
 - Multiple information announcements (can provide via auto attendant)
 - Supervisory integration: listen to call; take call, monitor activity

- Management Reports
 - Real time Displays
 - Information about abandoned calls, calls sorted by agent and queues
 - Set service levels: Automatic alerts
 - Information Distribution to different managers
 - Data export capabilities for number of mediums
 - Track ACD and non-ACD calls
 - Cradle to Grave call tracking

4.15 IP/BPX Configurations

Proposals shall be provided for systems that meet, at a minimum, the listed quantities as defined below. City of Shoreline may modify the final configurations after submission of proposals and prior to installation, with itemized pricing used to determine contract price adjustments.

- A. Required at Cut: the number of stations, lines, sets, etc., that will be implemented and must be quoted and will be used for initial design and proposal evaluation.
- B. Total Future Capacity: the system capacity available through the addition of cards but no other hardware (shelves, processors, etc.) or software. This capacity must be engineered for in your design.

4.15.1 System Configuration: Shoreline City Hall & Annex

IP SYSTEM	Required at Cut	Total Future Capacity
<i>Primary Location</i>		
PRI T1s	3	3
P-P T1 (Hamlin)	1	1
Analog CO Ports	4	4
Analog Station Ports: fax, modems	18	24
Type 1: Single Line IP Stations:	12	16
Type 2: Cordless	2	4
Type 3: IP Multi-line Phone	105	112
Type 4: IP Multi-line Phone with 12 assignable buttons	22	32
Type 5: IP Soft Phone	20	50
Type 6: Call Center Station	10	12
Remote Maintenance Modem	1	1
Power Failure Stations	6	6
Attendant Console	1	1
Attendant PC Console	1	1
Paging Access Zones via phones and/or overhead	6 zones	6 zones
Music/announcement	Yes	Yes
Polycom type Speakerphone with 2 extension speakers	2	2

4.15.2 System Configuration: Police Station

IP SYSTEM	Required at Cut	Total Future Capacity
<i>Survivable Location</i>		
Analog CO Ports	4	4
Analog Station Ports: fax, modems	8	8
Type 1: Single Line IP Stations:	2	2
Type 2: Cordless	1	2
Type 3: IP Multi-line Phone	48	48
Type 4: IP Multi-line Phone with 12 assignable buttons	2	4
Power Failure Stations	2	2
Paging Access Zones via phones and/or overhead	2 zones	2 zones
Music/announcement	Yes	Yes
Polycom type Speakerphone with 2 extension speakers	1	1

4.15.3 System Configuration: Hamlin Maintenance Shop

IP SYSTEM	Required at Cut	Total Future Capacity
P-P T1 (City Hall)	1	1
Analog Station Ports: fax, modems	2	2
Type 3: IP Multi-line Phone	6	8

4.15.4 System Configuration: Pool

IP SYSTEM	Required at Cut	Total Future Capacity
Analog Station Ports: fax, modems	3	4
Type 1: Single Line IP Stations:	2	2
Type 4: IP Multi-line Phone with 12 assignable buttons	6	6
Paging Access Zones	2 zones	2 zones

4.15.5 System Configuration: Spartan Gym

IP SYSTEM	Required at Cut	Total Future Capacity
Analog Station Ports: fax, modems	2	2
Type 3: IP Multi-line Phone	12	12

4.15.6 Voice Mail

VOICE MAIL	INSTALL	FUTURE CAPACITY
Ports:	12	16
Boxes	250	300

4.15.7 Unified Messaging

UNIFIED MESSAGING	LICENSES	FUTURE LICENSES
Users- email, fax integration	50	160

4.15.8 Contact Center Configuration

Contact Center	INSTALL	FUTURE CAPACITY
Queues	3	5
Agents (Concurrent)	8	16
Call Center Stations	10	20
Supervisors: Management Administration (Concurrent)	2	4

4.15.9 Quote Notes

Please also quote if not included in the base system:

- A. Speech Recognition: 4 ports.
- B. Service to extend calls to cells, PDAs, etc and return to VM: 16 users.
- C. Your quote should note if servers are needed, if they must be dedicated, and if the City of Shoreline can provide these servers.
- D. POE Switch cost estimate
- E. UPS: 1 unit: 2 hours
- F. Power Failure stations: see configuration by location

5 Vendor Responsibilities

5.1 Vendor Responsibilities

With submission of a proposal in response to this RFP, the Vendor understands and agrees to the following:

5.1.1 Hardware, Software

It will be the responsibility of the Vendor to design, furnish, install, and test all hardware and software and as outlined in this RFP.

5.1.2 Functional and Performance Criteria

This RFP is intended to represent functional and performance criteria for systems required. Actual system engineering and design activities shall be conducted by the City of Shoreline, their appointed consultants, and the Vendor, and lead to the final system configuration.

5.1.3 Plan Guidelines

The Vendor accepts any available blueprint and/or site plans provided by the City of Shoreline as guidelines only, and accepts that the plans are not guaranteed to be an accurate representation of all conditions.

5.1.4 Vendor Provisions

The Vendor shall provide all supervision, labor, materials, equipment, and testing instrumentation required for the work associated with this RFP. Costs associated must include any overtime for pre-installation, installation, and cut-over work that may occur. Cut-over work will need to be carefully scheduled and performed with minimal disruption to the City of Shoreline. For proposal purposes; the client anticipates that the system with the exception of cutting the T1 and turning up the phones, the system may be installed the week before the cut date during regular business hours. The system must be operational by 9 A.M. on Sunday of each cutover date.

5.1.5 Delivery Schedules

The Vendor shall schedule the delivery of all materials and equipment to the site with the City of Shoreline representatives to eliminate staging conflicts.

5.1.6 Vendor Permits, Inspections

The Vendor shall secure all permits, inspections, and authorizations required to complete its work associated with this RFP at no additional cost to the City of Shoreline.

5.1.7 Space Requirements

The Vendor shall notify the City of Shoreline of anticipated space requirements, site requirements, and environmental requirements as part of its proposal.

5.1.8 Cut-over Support

The Vendor shall provide sufficient support for post cut-over questions and problems. This includes one on-site certified technician for a minimum of one day, at least one certified trainer to answer questions, and a trouble desk support person for the first day of each phase. (We are estimating 3 phases). The personnel will be needed from 7:30 A.M. through 5:00 P.M. on the Mondays after each cut-over.

6 System Requirements

6.1 Codes and Standards

It shall be the responsibility of the Vendor to identify all codes and/or agencies having jurisdiction and governing the execution of this proposal and to insure conformance with those codes and agencies. At a minimum, the vendor shall comply or conform to the guidelines of all state, federal, and local agencies.

6.2 Warranties and Guaranties

Without limitation of any other warranties, expressed or implied, the Vendor warrants that the system, equipment and installation shall be free from any and all defects caused by faulty design, faulty material, or poor workmanship. Under this warranty the Vendor shall be liable to repair and/or replace without charge, any equipment, components, software, or part thereof, within one year from the date of acceptance, if the system(s) becomes unsuitable or unfit for the purpose intended. The beginning of the warranty period shall commence upon the City of Shoreline Letter of Acceptance.

6.3 Acceptance

Once the installation has been completed, acceptance testing shall be performed upon the system following its cut over. This test and verification period, if successful, shall consist of twenty-one consecutive days of operation with no major component failures and no major alarm indications. All requirements as detailed in this RFP shall have been met to the approval of the City of Shoreline.

6.4 Service and Maintenance

The Vendor represents and warrants that it shall maintain the systems, and all related equipment in the systems, in working order twenty-four hours per day, seven days per week, and shall provide emergency telephone numbers where emergency service can be obtained, during the warranty period or when the systems are under maintenance contracts.

- 6.4.1** The Vendor must have manufacturer certified technicians for the equipment it is proposing. The Vendor, as part of its proposal, shall provide a list of those employees who are certified to work on its equipment and their class of certification. The Vendor shall be an authorized installer and maintenance provider of the equipment it proposes. The Vendor shall have, as a minimum, two certified installers and two maintenance technicians and shall provide a list of all such employees and their level of certification.

- 6.4.2** The Vendor must be capable of responding to a major alarm condition within one hour remotely and/or four hours on-site, and to minor alarm conditions within 24 hours. Acceptable response shall be either dispatch of a technician to the site or remote access via a modem connected to the system when and if the problem can be resolved remotely. The following definitions are intended as guidelines for major and minor alarm conditions.

Major Alarm Conditions

No service

10% of PBX or voice mail system and/or users affected

Attendant console problems

Minor Alarm Conditions

Transmission quality with individual sets

Intermittent problems with individual lines

Miss-routed calls

Static and/or crosstalk on line

- 6.4.3** The standard operating hours for the City of Shoreline administrative staff are from 8:00 A.M. to 5:00 P.M., Monday thru Friday. However, the City preference is to subscribe to either a 12x12 or 24x7 maintenance contract. The vendor must be capable of providing maintenance and priority response during the coverage the City selects.

6.5 Training

This Proposal shall include a recommended training schedule and training program content for evaluation and approval by the City of Shoreline. All trainers shall be certified to instruct on the equipment being installed and shall have at least one year of field training experience. The Vendor shall train using live system equipment and provide all training materials required at no additional expense to the City of Shoreline prior to cut-over. As a minimum, the following types of training are required.

- 6.5.1** Staff: The Vendor shall provide users of the systems with hands-on training on the use and function of the appropriate features and how to use supplied manuals for reference. Appropriate handbooks (in paper or electronic format) as published by the system manufacturer shall be provided to each user.
- 6.5.2** System Administrator. Training shall be provided for any system management or software access terminals. This training should be

approved by the manufacturer and include all necessary documentation. Training for one City of Shoreline designated person shall include stations Moves, Adds, and Changes (MAC work), voice mail and unified messaging administration and call accounting system administration. One administration manual for each different system type shall be provided at no additional cost to the City of Shoreline.

- 6.5.3** Professional and Technical Assistance from the Vendor; The Vendor shall provide post-cut-over training of a minimum of 30 days after acceptance of the installation of the new systems. The vendor will have at least one certified trainer on-site on the first day after cut-over of each phase. The vendor must be available for additional training as requested by the City of Shoreline beyond the approved acceptance tests, the cost for additional training beyond what is included in the Proposal must be identified in the Proposal

6.6 Cabling

The City of Shoreline will ensure all station wiring (inside wiring from closet to jack) and cabling from the MDF to the IDF closets is in place and properly identified. Cabling will be installed where not in place and tested to the satisfaction of the selected Vendor.

- Cat 5 cabling is standard throughout all building locations.
- Documents required for installation will include cross-connect details, jack number, extension number, name, and equipment type as requested by the vendor.

7 General Instructions for Response

7.1 General Instructions

The Response Forms to this proposal must be filled out in their entirety. Bidders may respond to the Voice Telecommunications Systems and/or Network Services. The response forms are found at the end of this proposal document.

Response documents must be signed by an officer or other person authorized to contractually bind the prospective vendor

The prospective vendor(s) is required to point out those services and features which cannot be provided and contract conditions which cannot be met. These must be indicated in the proposal response document. Cross-references to standard documents, as answers to the proposal document's questions are not acceptable. The inability to meet a required service or feature will not invalidate the proposal, but will be weighed in the overall evaluation

If alternatives to specified services, features or contract conditions are available which, in the prospective vendor's opinion, may accomplish the same purpose, details of the alternative may be included in Section 7: Product Information of the response document.

In the event that the prospective vendor believes that it can offer services or contract conditions that may be more favorable to the City of Shoreline than those set forth in this document, we would welcome a description of those services and conditions with the proposal response. Such services and conditions will be taken into account in evaluating the proposal.

If the prospective vendor offers services or features that were not specified but which the prospective vendor believes may be beneficial to the City of Shoreline, a separate description with pricing for each service may be included as an option. This, however, does not relieve the prospective vendor from adhering to the specifications as closely as possible.

8 ATTACHMENT I

INSURANCE REQUIREMENTS

INSURANCE REQUIREMENTS FOR VENDORS

MINIMUM SCOPE OF INSURANCE PREFERRED

Coverage shall be at least as broad as:

1. Insurance Services Office Commercial General Liability coverage.
2. Insurance Services Office form covering Automobile Liability, Code 1 (any auto)
3. Workers' Compensation Insurance as required by the State of Washington and Employer's Liability Insurance.

MINIMUM LIMITS OF INSURANCE

Contractor shall maintain limits no less than:

1. General Liability: \$1,000,000 per occurrence for body injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.

DEDUCTIBLE AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and approved by the City of Shoreline. At the option of the City of Shoreline, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions, or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

OTHER INSURANCE PROVISIONS

The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

1. The City of Shoreline, individually and collectively, and their officers and employees are to be included as additional insured as respects: liability arising out of activities performed by or on behalf of Contractor; products and completed operations of the Contractor;

premises owned, occupied 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 of Shoreline, individually and collectively, and their officers and employees.

2. For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects to the City of Shoreline, individually and collectively, and their officers and employees. Any insurance or self-insurance maintained by the City of Shoreline individually and collectively, and their officers and employees shall be excess of the Contractor's insurance and shall not contribute with it.
3. Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided by the City of Shoreline, individually and collectively, and their officers and employees.
4. 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.
5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, or materially reduced in coverage, or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City of Shoreline.

ACCEPTABILITY OF INSURERS

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII.

VERIFICATION OF COVERAGE

Vendor shall furnish the City of Shoreline with original endorsements effecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. All endorsements are to be received and approved by the City of Shoreline before work commences. As an alternative to the forms, the Vendor's insurer may provide complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications.

SUBCONTRACTORS

Vendor shall either include all subcontractors as insured under its policies or shall obtain evidence of insurance for each subcontractor. All coverage shall be subject to all of the requirements stated herein.

9 RESPONSE FORMS

RESPONSE FORM FOR
REQUEST FOR PROPOSAL RFP No: 4546

CITY OF SHORELINE

VOICE TELECOMMUNICATION SYSTEMS

SHORELINE, WASHINGTON

Issued: January 2, 2008, 4PM Pacific Local Time
Due Date: January 31, 2008, 4 PM Pacific Local Time
Deliver to: City of Shoreline
City Clerk's Office
17544 Midvale Avenue North, Suite 100
Shoreline, Washington 98133-4921

Released by



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SECTION 1 PROPOSAL DOCUMENT

1.1 GENERAL INSTRUCTIONS (see RFP 7.1)

Please fill out this Response Form in its entirety with brief answers. The Request for Proposal Response Form General Instructions are referred to in the Request for Proposal Section 7.1.

This document must be signed by an officer or other person authorized to contractually bind the prospective vendor.

The prospective vendor is required to point out those services and features which cannot be provided and contract conditions which cannot be met. Please indicate these in the proposal response document.

If alternatives to specified services, features or contract conditions are available which, in the prospective vendor's opinion, may accomplish the same purpose, details of the alternative may be included on a separate attachment.

In the event that the prospective vendor believes that it can offer services or contract conditions that may be more favorable to City of Shoreline than those set forth in this document, we would welcome a description of those services and conditions with the proposal response. Such services and conditions will be taken into account in evaluating the Proposal.

In addition, if the prospective vendor offers services or features that were not specified but which the prospective vendor believes may be beneficial to City of Shoreline, a separate description with pricing for each service may be included as an option.

1.2 PROPOSAL CHECK OFF LIST

The following submittals must be included in the Proposal. Indicate in the Proposal the section of the bid in which each submittal item has been included.

- Proposal Document: Name of person authorized to sign contracts _____
- Account Team Personnel Information _____
- Escalation Procedures _____
- Pricing Summary sheet including Maintenance _____

The prospective vendor shall submit **one signed original and one printed copy unbound or in ring binders, and two CDs by January 31, 2008 by 4 PM** of its proposal addressed to:

City of Shoreline
Attention: City Clerk's Office
17544 Midvale Avenue North, Suite 100
Shoreline, WA 98133-4921

SECTION 2 TITLE PAGE AND OVERVIEW

2.1 PROPOSAL SIGNATURE

Please provide the name of the officer or other person authorized to contractually bind the prospective vendor.

Prepared by: _____

Authorized by: _____

Date: _____

Prospective Vendor: _____

Address: _____

Telephone: _____

Signature _____

Title: _____

2.2 TITLE PAGE

System(s) Being Proposed:

Responding Firm:

Primary Contact:

2.3 VENDOR OVERVIEW

Provide a **brief** introduction and synopsis of the Proposal. The overview, not to exceed **two pages**, should identify the reasons why your Proposal will best meet the needs of the City of Shoreline.

SECTION 3 TECHNICAL DOCUMENTATION

3.1 EXPLANATION OF EXCEPTIONS AND DEVIATIONS

See RFP Section 1.16.10

Identify Section, paragraph and title for each response.

3.2 PARTIAL RESPONSE EXPLANATION

See RFP Section 1.16.11

Identify Section, paragraph and title for each response.

3.3 GENERAL TERMS AND CONDITIONS

Will you comply with the conditions and specifications presented in each section of this RFP?

Yes _____ No _____

If not, list conditions and specifications you cannot meet, and provide alternatives or an explanation.

3.4 INTERLOCAL AGREEMENT

See RFP Section 2.17

Will you sell additional units to other government agencies at the bid price, terms and conditions until further notice? The City of Shoreline accepts no responsibility for the payment of the purchase price by other government agencies.

Yes _____ No _____

SECTION 4 GENERAL REQUIREMENT RESPONSE

4.1 NAME AND OWNERSHIP

Please provide the following information:

- a. Firm Name and Address.
- b. Parent Company, if applicable.
- c. Brief description of organizational structure of the company.

4.2 VENDOR CONTACT

Include the name of the specific individual who will act as the primary contact for the vendor during the Proposal evaluation. The Proposal must identify the contact's position in the organization, telephone number, fax number, and e-mail address.

4.3 QUALIFICATIONS OF SUB-CONTRACTORS

Provide a list of sub-contractors who will have responsibilities for work related to successful accomplishment of this project. Include a brief background on each subcontractor(s) involved, description of the subcontractor's activities, and two references of work similar to that which they will be performing as subcontractor on this project.

4.4 CUSTOMER REFERENCES

The City of Shoreline is specifically interested in the vendor's experiences and responsibilities in designing and implementing systems that are comparable to the project outlined in this RFP. Please submit a minimum of three relevant references of customers where the vendor provided a similar system(s) that is presently in use. The following information will be required for each reference:

- a. Customer name
- b. Business address
- c. Name of contact
- d. Telephone number of the identified contact person
- e. Type of hardware and software provided.
- e. Date installed

4.5 ACCOUNT TEAM

Provide information about your account team. Please also describe your project team approach and a list of the proposed local technical staff available for on-going support.

4.6 ESCALATION PROCEDURES

Outline your escalation procedures in case of outages.

4.7 PROJECT PLAN/IMPLEMENTATION REQUIREMENTS

Outline your approach to ensure a successful project.

SECTION 5 SYSTEM SPECIFICATIONS AND PRICING

5.1 SYSTEM SPECIFICATION RESPONSES

Section 4.1 through 4.15 of the RFP outlines the system specifications that the City of Shoreline requires in a new communications system. In this section, please note by section item if the proposed solution can or can not meet the specifications, specific design considerations, and/or the advantages of your solution as they relate to specific items. Please keep your answers brief and succinct. For example:

Section 4.8 Telephone Station Design

Comments: Can meet all station design requirements. Larger stations are required if a busy lamp field is required for a particular user.

5.2 COST BREAKDOWN INFORMATION

Please submit a properly completed cost breakdown. Vendors must include all costs for providing installed systems as described in the RFP. The Proposal should be broken out by location as much as possible in order to allocate expenses appropriately.

Please provide pricing in separate headings for equipment not listed in the table and/or the optional equipment described in Section 4.15.9 of the RFP.

It is important that the City of Shoreline have the ability to identify a specific cost for associated equipment, software, features, and services. Itemized pricing shall reflect the pre-installation costs for each item to allow City of Shoreline to make post-proposal price calculations to adjust for final configurations.

Please include taxes separately.

5.3 PAYMENT SCHEDULE AND TERMS

The City of Shoreline standard payment is Net 30 days. Please state your Standard Payment Schedule and Terms.

5.4 BID

Please insert vendor bid here.

Please insert optional equipment bids after the required bid.

5.5 MAINTENANCE

Please include in this section your proposed maintenance schedule(s) and term options for Years 2-5 for 12 hour or 24 x 7 pricing. The schedule should be itemized so we can determine if items can or will be excluded from the maintenance plan (e.g., telephone stations).

5.6 POST-CONTRACT PRICING

The vendor should use this section to identify the post installation component pricing. If the pre- and post-pricing remain the same, state the length of time the cost will be guaranteed, the length of time for change order and post-cut additions at the same cost, and the post cutover cost beyond the time previously mentioned above.

5.7 SITE & NETWORK REQUIREMENTS

The Vendor should use this section to outline the minimum requirements of the proposed equipment room. The Vendor should also use this section to outline the minimum network requirements of a proposed VoIP solution. If there are network assessment costs, please note them in this section.

SECTION 6 ATTACHMENTS

Use this section for copies of proposed system lease or purchase contracts, maintenance contracts, letter of continuity, and insurance policies.

SECTION 7 PRODUCT INFORMATION

Use this section for brochures and pre-printed materials that describe the individual systems or products.

REPOSE FORM FOR
REQUEST FOR PROPOSAL RFP No: 4546

CITY OF SHORELINE

VOICE NETWORK SERVICES

SHORELINE, WASHINGTON

Issued: January 2, 2008, 4PM Pacific Local Time
Due Date: January 31, 2008, 4 PM Pacific Local Time
Deliver to: City of Shoreline
City Clerk's Office
17544 Midvale Avenue North, Suite 100
Shoreline, Washington 98133-4921

Released by



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SECTION 1 PROPOSAL DOCUMENT

1.1 GENERAL INSTRUCTIONS

This response form should be used by bidders wishing to provide **Network Services** to the City of Shoreline. Please fill out this response document in its entirety with brief answers. The Request for Proposal Response Form General Instructions are referred to in the Request for Proposal Section 7.1.

This document must be signed by an officer or other person authorized to contractually bind the prospective vendor.

Please refer to RFP No: 4546 for all conditions, contractual requirements, vendor and system specifications, vendor responsibilities, and requirements outlined in the RFP for Voice Telecommunication Systems. The City of Shoreline requires that all conditions and requirements presented in the RFP will be met wherever it is applicable to network services. It is also anticipated that many equipment vendors will partner with service providers to respond to this quote request.

It is anticipated that the vendor will recommend a network solution(s) with associated pricing. Please provide descriptions with each solution proposed.

The City of Shoreline will adhere to the same selection and implementation schedule for voice network services as proposed in RFP No: 4546.

1.2 PROPOSAL CHECK OFF LIST

The following submittals must be included in the Proposal. Indicate in the Proposal the section of the bid in which each submittal item has been included:

- Proposal Document: Name of person authorized to sign contracts _____
- Account Team Personnel Information _____
- Escalation Procedures _____
- Pricing Summary sheet _____

The prospective vendor shall submit **one signed original and one printed copy unbound or in ring binders, and two CDs by January 314, 2008 by 54 PM** of its proposal addressed to:

City of Shoreline
Attention: City Clerk's Office
17544 Midvale Avenue North, Suite 100
Shoreline, WA 98133-4921

SECTION 2 TITLE PAGE AND OVERVIEW

2.1 PROPOSAL SIGNATURE

Please provide the name of the officer or other person authorized to contractually bind the prospective vendor.

Prepared by: _____

Authorized by: _____

Date: _____

Prospective Vendor: _____

Address: _____

Telephone: _____

Signature _____

Title: _____

2.2 TITLE PAGE

Voice Network Services Being Proposed:

Responding Firm:

Primary Contact:

2.3 VENDOR OVERVIEW

Provide a *brief* introduction and synopsis of the Quote. The overview, not to exceed **two pages**, should identify the reasons why your proposal will best meet the needs of the City of Shoreline.

SECTION 3 TECHNICAL DOCUMENTATION

3.1 EXPLANATION OF EXCEPTIONS AND DEVIATIONS

See RFP Section 1.16.10

Identify Section, paragraph and title for each response.

3.2 PARTIAL RESPONSE EXPLANATION

See RFP Section 1.16.11

Identify Section, paragraph and title for each response.

3.3 GENERAL TERMS AND CONDITIONS

Will you comply with the conditions and specifications presented in each section of the RFP as they relate to Voice and Data Network services?

Yes _____ No _____

If not, list conditions and specifications you cannot meet, and provide alternatives or an explanation.

3.4 INTERLOCAL AGREEMENT

See RFP Section 2.17

Will you sell additional units to other government agencies at the bid price, terms and conditions until further notice? The City of Shoreline accepts no responsibility for the payment of the purchase price by other government agencies.

Yes _____ No _____

SECTION 4 GENERAL REQUIREMENT RESPONSE

4.1 NAME AND OWNERSHIP

Please provide the following information:

- a. Firm Name and Address.
- b. Parent Company, if applicable.
- c. Brief description of organizational structure of the company.

4.2 VENDOR CONTACT

Include the name of the specific individual who will act as the primary contact for the vendor during the Proposal evaluation. The Proposal must identify the contact's position in the organization, telephone number, fax number, and e-mail address.

4.3 QUALIFICATIONS OF SUB-CONTRACTORS

Provide a list of sub-contractors who will have responsibilities for work related to successful accomplishment of this project. Include a brief background on each subcontractor(s) involved, description of the subcontractor's activities, and two references of work similar to that which they will be performing as subcontractor on this project.

4.4 CUSTOMER REFERENCES

The City of Shoreline is specifically interested in the vendor's experiences and responsibilities in designing and implementing networks that are comparable to the project outlined in this RFP. Please submit a minimum of three relevant references of customers where the vendor provided a similar system(s) that is presently in use. The following information will be required for each reference:

- a. Customer name
- b. Business address
- c. Name of contact
- d. Telephone number of the identified contact person
- e. Type of hardware and software provided.
- f. Date installed

4.5 ACCOUNT TEAM

Provide information about your account team. Please also describe your project team approach and a list of the proposed local technical staff available for on-going support.

4.6 ESCALATION PROCEDURES

Outline your escalation procedures in case of outages.

4.7 PROJECT PLAN/IMPLEMENTATION REQUIREMENTS

Outline your approach to ensure a successful project.

SECTION 5 VOICE NETWORK SPECIFICATIONS AND PRICING

5.1 NETWORK SPECIFICATIONS

Section 4.1 outlines the current Telecommunications and Data Network Infrastructure. The City of Shoreline intends to replace the majority of CentraNet services with ISDN-PRI Spans. The network changes under consideration are as follows:

5.1.1 City Hall/Annex

- Install 3 PRI T1s with 2 way DID services. Please quote.
- DID service: The City will either port all current telephone numbers and designate them as DID numbers or they will port only key numbers and contract for new DID numbers in blocks. The current numbers are not sequential; creating a more efficient number scheme is under consideration.
- ANI/Incoming caller ID is required. There are several departments that require blocking any outgoing caller ID; it is assumed that the new IP system will control the outgoing portion of this.
- Retain analog lines for remote maintenance, Emergency Operations Center (EOC) and for back-up in case of emergencies.

5.1.2 City Hall – Hamlin Connectivity

- A point to point T1 utilizing converged voice and data is being considered. Please quote.
- Alternative solutions will be considered.

5.1.3 Police Station

- Fiber connects the Police Station with City Hall.
- Several analog lines will be maintained for back-up.
- No current changes are needed to the network.

5.1.4 Spartan Gym

- The Shoreline School District currently provides 12 lines and PBX stations to the Spartan Gym. The intent is to migrate off of the school district service and provide voice and data connectivity through the City.
- King County I-Net provides internet service to this location.
- Please present an alternative solution.

5.1.5 Pool

- The Pool is served by 8 Qwest Centrex lines and King County I-Net.
- The voice service is not networked with the main location.
- A voice network solution that enables the pool to be part of the telecom IP platform is needed. Please present a solution.

5.1.6 Long Distance

- The Shoreline employees are unhappy with the intra-lata long distance charges that are encountered due to the boundaries based on the calling or called prefix (546 or 363). Employees are required to pay for all personal calls over \$2/month.
- Long distance charges average less than \$1000/month and is primarily intra-lata and intra-state. For quote purposes allocate \$500 monthly to intra-lata and \$500 monthly to intrastate traffic.
 - Cost per minute averages 4 to 5 cents/minute
 - The City has 3 toll free numbers

5.2 COST BREAKDOWN INFORMATION

Please submit a cost breakdown. Include the Non-Recurring and Monthly Recurring Costs and long distance rates you are proposing. The Proposal should be broken out by location as much as possible in order to allocate expenses appropriately.

Two and three year contracts for services proposed should be bid.

Please include estimated taxes separately.

5.3 PAYMENT SCHEDULE AND TERMS

The City of Shoreline standard payment is Net 30 days. Please state your Standard Payment Schedule and Terms.

5.4 BID

Please insert vendor quotes by solution in this section.

SECTION 6 ATTACHMENTS

Use this section for copies of proposed service contracts.

SECTION 7 PRODUCT INFORMATION

Use this section for brochures and pre-printed materials that describe the proposed solutions.