

REQUEST FOR PROPOSAL

For

Town of Old Saybrook Town Hall Complex Hosted Telephone System

ISSUE DATE: MAY 2, 2022

DUE DATE: JUNE 24, 2022, 2:00PM

CLOSING LOCATION:

Town of Old Saybrook
Town Hall
Administration Office
302 Main Street
Old Saybrook CT 06475

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Attachments

- Attachment A - Existing Configuration Summary
- Attachment B - Requirements Matrix

1 GENERAL INFORMATION

1.1 Introduction

The Town of Old Saybrook (“the Town”) is soliciting written proposals for a hosted Voice Over IP (VOIP) telephone system to serve the Town Hall complex. This solution would replace the current hosted VOIP installation of approximately ninety telephones.

1.2 Project Schedule

The anticipated project schedule is as follows:

Activity	Date
Release RFP	May 9, 2022
Pre-Proposal Conference	May 25, 2022 – 2:00 PM
Last Date for Questions	June 17, 2022
Proposal Due Date	June 24, 2022 – 2:00 PM
Selection Date	July 8, 2022

1.3 Proposal Inquiries

All inquiries related to this RFP process are to be directed, by email, to the contact below. Information obtained from any other source is not official and should not be relied upon. Inquiries and responses will be recorded and will be distributed to all contractors via the Town’s website, www.oldsaybrookct.org. Prior to the date fixed for opening of this RFP, contractors shall visit the bid list on the website for any addenda. Proposals shall be deemed incomplete if contractor does not acknowledge the receipt of all addenda.

Larry Hayden, Director
Information Technology Department
Larry.Hayden@OldSaybrookCT.gov

1.4 Pre-Proposal Conference

A pre-proposal conference to discuss the content of this RFP and walk-through and answer any Contractor's questions will be held at **May 25, 2022 at 2:00 PM** at Old Saybrook Town Hall, 302 Main St, Old Saybrook, in-person and via Zoom. For in-person attendees, a tour of key facilities will follow the meeting. Each interested Contractor is requested to inform the Town of its intent to attend the pre-proposal conference by **May 23, 2022** and limit the number of representatives attending to two.

1.5 Submission of Proposals:

Submit **3 hard copies** of your proposal along with **one electronic copy (CD or USB stick) of the annotated Requirements Matrix and Pricing Spreadsheet** in a sealed package plainly marked “**RFP for Town Hall Complex Telephone System**” with the name and address of the Contractor on the outside of the package.

Submit Proposals to:

Larry Hayden, Director
Information Technology Department
302 Main Street
Old Saybrook, CT 06475
Phone: (860) 510-5000

Proposals received later than the date and time specified will not be considered.

1.6 Proposal Response Format

Prepare your responses to this RFP using the following format. Proposals not provided in this manner shall be considered non-responsive.

Section 1 - Letter of Transmittal

Include a brief statement demonstrating your understanding of the work to be performed. Limited to two pages. Identify the designated contact person for all communication regarding this RFP process and include phone and email contact information. Letter shall also include a statement by the respondent accepting all terms, conditions, and requirements contained in this RFP.

Section 2 - Vendor Description & Qualifications

Provide a description of the qualifications and experience of your firm. Include responses to the specific required items listed in Section 1 of this RFP. Provide in this section the required reference information as listed in Section 1.13 and the required Service Provider's Guarantees as described in Section 1.21.

Section 3 - System Description

Provide a complete and detailed technical and functional description of the equipment and services proposed. Include in this section your responses to all required items listed in Section 2 of the RFP. Include a system block diagram and detailed diagrams of the equipment to be deployed at each site and how it is interconnected to the Old Saybrook Town Hall LAN, WANs and carrier services.

Section 4 - Project Plan

Provide a complete project work plan and schedule, detailing all tasks that will be performed under the contract. Include a listing of all tasks, and name the responsible parties for completing the tasks. Provide a cutover plan that identifies and quantifies any anticipated service disruptions that may occur during the cutover. Identify any Old Saybrook Town Hall resources that you will require to perform tasks (staff support, office space, space to store materials, tools and equipment, access to buildings, etc.)

Section 5 - Warranty, Maintenance and Post-Installation Support

Provide complete responses to all the stated requirements for a full warranty and subsequent maintenance agreements including service level performance guarantees.

Section 5 – Requirements Matrix

Annotate the provided Requirements Matrix. Submit an electronic copy as requested in Section 1.5.

Section 6 - Pricing

Explain in detail the proposed pricing model for the proposed system.

Complete the Pricing Sheets as described in Section 6 of this RFP. The Summary Pricing Sheet must be signed by an authorized representative of the Contractor's firm. Describe all costs that the Town of Old Saybrook will incur on an annual basis, including capital, operating, maintenance and upgrades.

Complete one detailed spreadsheet identifying all materials, components and labor costs. Provide unit pricing and summary pricing, including all applicable discounts. Submit an electronic copy as requested in Section 1.5.

1.7 Proposal Costs

Contractors are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Town of Old Saybrook, if any. If the Town elects to reject all proposals, the Town will not be liable to any Contractor for any claims, whether for costs or damages incurred by the Contractor in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

1.8 Reservation of Rights

The Town of Old Saybrook reserves the right to:

- Reject any and all proposals received in response to this RFP.
- Waive or modify minor irregularities in proposals received.
- Utilize any and all ideas and suggestions submitted in the proposals received.
- Change the quantities of equipment or service to be furnished in order to reflect any system requirements which may become known after issuing the RFP. The unit prices furnished with the proposal will be used to modify the Contractor's quoted price.
- Negotiate with another contractor should the Town be unsuccessful in negotiating a contract with the selected Contractor within an acceptable time frame.

1.9 All Costs Included

All costs must be included in the Contractor's proposal. The Contractor shall deliver, install, and complete an integrated system, which may include use of the Town's own existing equipment referenced herein. These specifications are meant to outline the Town's functional requirements and are not meant to be an exhaustive list of services required to accomplish these requirements.

1.10 Compliance with Applicable Laws and Ordinances

The Contractor shall comply with all applicable state and federal laws, Town ordinances, codes and regulations.

1.11 Withdrawal of Proposals

Once its proposal is submitted and received, the Contractor agrees that it may not and will not withdraw the Proposal within ninety (90) consecutive calendar days after the actual date of the opening of proposals or as extended by addendum.

1.12 Subcontractors and Third Parties

For the purpose of this document “partners/subcontractors” designates entities who are contractually included within the response to this RFP. “Third Parties” refers to additional services required to support the solution with which the Town will maintain separate contract(s).

It is the Town’s intention to award a single contract for the services to be provided. Contractors intending to enter into partnerships, or use subcontractors or third parties to provide any components/ or subsystems or to perform any portion of the work or provide any portion of the ongoing services must include a description of which portion(s) of the Contract or services will be performed by partners, subcontractors or third parties, the names and addresses of the partners/subcontractors or third parties, and the expected breakdown of costs under the Contract.

Contractors may not use the services of other partners/subcontractors or third parties not named in the Contractor's proposal without prior written permission from the Town of Old Saybrook. The Contractor will be completely responsible for the actions of its partners/subcontractors providers, the components or subsystems that they provide, and the performance of their work as if the partners/subcontractors/third parties were employed directly by the Contractor.

1.13 Contractor Requirements

- a) The Town reserves the right to eliminate from further consideration any response, which is deemed to be substantially or materially unresponsive to the request for information contained in this section.
- b) Contractors must submit references for projects of similar scope and complexity. References from within Connecticut are preferred. Projects cited should include:
 - A minimum of three (3) projects involving the proposed VoIP system of similar size and complexity within the past 3 years.
 - A minimum of two (2) projects involving multi-site, networked systems within the past 3 years.
 - A minimum of two (2) projects involving public school systems or municipal government within the past 3 years.
- c) Contractors shall provide the following information with its reference projects:
 - Date(s) of service.
 - Customer name and location.
 - Contact person(s): name, title and telephone number.
 - Contractor's project manager for the engagement.
 - System and size (# locations and stations).
 - System installation date.
 - Years system being maintained by the Contractor.
 - Any special features or functionality implemented or proposed.
- d) The proposed system design and configuration must meet or exceed all of the requirements of the RFP with regard to capacity, functionality, performance, reliability, survivability and security as detailed in Section 2 of the RFP. By submission of a proposal the Contractor warrants that all components required to run the system have been identified in the proposal, or will be provided by the Contractor at no charge.
- e) Contractors must submit with its proposal a comprehensive and detailed system warranty, maintenance and ongoing support program that meets or exceeds all the requirements stated in Section 4 of the RFP including performance monitoring, maintenance, preventive maintenance, trouble resolution, response times, escalation procedures, management and statistical reporting, and penalties for non-compliance.
- f) The Town of Old Saybrook may make any investigations as it deems necessary to determine the ability of Contractors to perform the work, and Contractors shall furnish the Town all such information and data for this purpose as the Town may request.

1.14 Prevailing Law

The Contractor's proposal and any contract entered into are subject to all applicable statutes of the United States or of the State and all applicable regulations and orders of the Federal or State governments now in effect or which shall be in effect during the period of such contract. In the event of any conflict or ambiguity between any part of this RFP, and State or Federal Laws or Regulations, the latter shall prevail. Additionally, all items to be supplied or services to be performed under the bid shall conform to all applicable requirements of local, state and federal law.

1.15 Governing Law and Venue

In the event of litigation, the bid documents and related matters shall be governed by and construed in accordance with the laws of the State of Connecticut.

1.16 Assignment Prohibited

No contract awarded under this proposal shall be assigned without the approval of the Town of Old Saybrook. Any attempted assignment in violation of the provision shall be voidable at the option of the Town.

1.17 Warranty-Product

Contractor warrants that all articles furnished are new, unused and are free from all defects of material and workmanship, that all articles shall be fit and sufficient for the purposes intended, and shall save, keep, bear harmless and fully indemnify the Town and any of its officers, employees or agents from all damages, or claims for damages, costs or expenses in law or equity that may at any time arise from Buyer's normal use.

1.18 Brands

When a particular brand or brand and number are named in connection with any item, it is named as a standard of quality and utility only. A Contractor may submit a bid to furnish an item other than that named, but the item offered by the Contractor must state in the Bid Form the brand with its number, if any, which they will furnish. The Town shall be the sole determiner of whether an offered item is the equal of the named item. If the Contractor fails to write in the brand and number of the item to be furnished, it is understood the contractor will furnish the item named by the Town as the standard of quality and utility.

1.19 Samples

Where the Contractor quotes on a brand named by the Town as a standard of the quality and utility desired, a sample of the item will not be required unless specifically requested by the Town. If the bid submitted includes any items of brand(s) or make(s) than those named by the Town, the Town reserves the right to request a sample of substituted items during the bid evaluation period. The sample(s) submitted by the Contractor shall be the exact item the Contractor proposes to furnish. Samples of items, when requested, must be furnished free of expense to the Town. Failure to provide requested samples may result in the rejection of the bid.

1.20 Public Announcements

Public announcements or news releases pertaining to this contract shall not be made without prior permission of the Town of Old Saybrook.

1.21 Service Provider's Guarantees

The following referenced manufacturer's guarantee must be submitted with the proposal.

- a) The Contractor shall secure from any referenced Manufacturer, Carrier or Service Provider (MCSP) if the Contractor is not the carrier or service provider, a written statement executed by the MCSP stating that the Contractor is qualified and certified by the MCSP to perform the system integration and ongoing support described in the RFP pertaining to provided services.
- b) For a seven-year period commencing on the date the Town of Old Saybrook has accepted the installation pursuant to the terms of the contract, the manufacturer's guarantee will also include the following:
 - Parts supply and replacement of identical or functionally equivalent (or better) components or services.
 - Alternative field support and maintenance providers to protect the Town of Old Saybrook from interruption of service due to the inability of the Contractor to meet its support obligations. This support and maintenance will be provided at the costs identified in this proposal. The determination of what constitutes inability of the Contractor to meet service obligations under the contract shall be that of the Town of Old Saybrook in its sole discretion.
 - Continued enhancement and upgrade of the proposed system hardware, software and service offerings.
- c) In the event the Contractor proposes to supply principal components of the system from different manufacturers, carriers or service providers, separate written guarantees from the manufacturers or service providers must be supplied as requested above. Contractors should request direction from the Town of Old Saybrook if a question is raised as to whether an item comprises a principal component or service requiring a separate manufacturer's guarantee.

1.22 Acceptance of Proposals

- a) This Request for Proposal shall not be construed as an agreement to purchase goods or services.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, state, or municipal statute, regulation or by-law.
- c) The Town of Old Saybrook will have sole discretion in selecting the Contractor(s) and have the right to reject any or all proposals.

1.23 Liability for Errors

While the Town of Old Saybrook has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Contractors. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Contractors from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

1.24 Modifications of Terms

The Town of Old Saybrook reserves the right to modify the terms of this RFP at any time at its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Contractor(s).

1.25 Ownership of Proposals and Public Disclosure

All documents, including proposals, submitted to the Town of Old Saybrook become the property of the Town. They will be received and are subject to the provisions of the Public Records Law.

1.26 Equal Opportunity Employment

Contractor, in submitting its proposal certifies that it is an Equal Opportunity Employer, and certifies that it is in compliance with the Civil Rights Act of 1964, the State Fair Employment Practice Act,

and all other applicable Federal and State laws and regulations relating to equal opportunity employment, including Executive Order No. 11246 of September 24, 1965.

1.27 Indemnification

The successful contractor shall maintain, or cause to be maintained, such insurances as will protect it and the Town from claims under Worker's Compensation Acts, and such public liability insurance as will protect it and the Town from claims for damages for personal injury, including death, and damage to the property, which may arise from Contractor's operations under this resultant contract, whether such operations be by itself or by any subcontractor or anyone directly or indirectly employed by either of them. The successful contractor agrees to save harmless and to indemnify the Town from every claim or demand, which may be made by reason of:

- a) Any injury to person or property sustained by the successful Contractor or by any person, firm, or corporation, employed directly or indirectly by him upon or in connection with his work, however caused; and
- b) Any injury to person or property sustained by any person, firm, or corporation, caused by any act, neglect, default, or omission of the successful Contractor or any other person, firm or corporation directly, or indirectly employed by it upon or in connection with its work, whether the said injury or damage occurs upon or adjacent to the work; the Contractor at its own cost, expense and risk, shall defend any and all actions, suits, or other legal proceedings, that may be brought or instituted against the Town on any such claim or demand, and pay or satisfy the judgment that may be rendered against the Town in any such action, suit or legal proceedings or result thereof.
- c) Successful contractor shall defend, indemnify, protect and hold harmless The Town of Old Saybrook and its agents, officers and employees harmless from and against any and all claims asserted or liability established for damages or injuries to any person or property which arise from or are connected with or are causes or claimed to be caused by Contractor's failure to comply with all of the requirements including, but not limited to, the requirement prohibiting contractor from using employees who may have been convicted or have charges pending for felonies.

The Vendor shall be required to furnish proof of the ability to obtain the following insurance coverage in their responses:

- Comprehensive General Liability Including Contractual Liability, Products Completed Operations Insurance, as applicable, with limits not less than \$1,000,000 for all damages because of bodily injury sustained by each person as the result of any occurrence and \$2,000,000 bodily injury aggregate per policy year and limits of \$1,000,000 for all property damage sustained by each person as a result of anyone occurrence and \$2,000,000 property damage aggregate per policy year or a combined single limit of \$2,000,000.
- Automobile Liability Insurance including non-owned and hired vehicles of \$1,000,000 each occurrence for all bodily injury and property damage.
- The Excess or Umbrella liability limit with all liability coverages as underlyers should be no less than \$2,000,000.
- Workers' Compensation Insurance at the Connecticut statutory limit including Employers' Liability with limits of \$100,000 each accident, \$500,000 for each disease/policy limit, and \$100,000 for disease for each employee.
- Old Saybrook should require that 30 day written notice of cancellation of insurance be given to them by the vendor.
- The specified insurance remain in effect for the duration of the project and/or lease with a certificate of insurance provided to Old Saybrook.

2 SYSTEM REQUIREMENTS

2.1 Summary of Requirements

The Town of Old Saybrook envisions replacing the Town's hosted Comcast Business VoiceEdge VoIP telephone system. The current system components are:

- At Town Hall Building (302 Main Street)
 - 1 EdgeMarc 4550 (15 WAN Calls w/30 call upgrade)
 - 54 Polycom VVX 311 HD desktop telephone stations.
 - Note: Includes 3 "Department DIDs" which do not strictly require stations
 - 5 Polycom VVX 411 HD desktop telephone stations.
 - 2 Polycom Soundstation 6000 Conference Room telephone station.
 - 1 Cisco SPA2320 (interface to building paging system)
 - VOIP WAN access via dedicated Comcast Coax Cable BVE Modem/Router
 - WAN access via CEN Fiber Optic Nutmeg Network is available on-site
 - 4 Frontier land lines currently providing FAX services
- At Youth and Family Services (322 Main Street)
 - 1 EdgeMarc 4550 (15 WAN Calls)
 - 12 Polycom VVX 311 HD desktop telephone stations.
 - Note: Includes 1 "Department DIDs" which do not strictly require stations
 - 1 Polycom VVX 411 HD desktop telephone stations
 - 1 Frontier land line currently providing FAX services.
 - VOIP WAN access via dedicated Comcast Coax Cable BVE Modem/Router
 - PTP Wireless Bridge to CEN Nutmeg at Town Hall to be available
- At Acton Public Library (60 Old Boston Post Road)
 - 1 EdgeMarc 4550 (5 WAN Calls)
 - 11 Polycom VVX 311 HD desktop telephone stations.
 - 3 Polycom VVX 411 HD desktop telephone stations.
 - 2 Frontier land lines currently providing FAX services.
 - VOIP WAN access via dedicated Comcast Coax Cable BVE Modem/Router
 - WAN access via CEN Fiber Optic Nutmeg Network is available on-site
- At Public Works / Town Garage (497 Middlesex Turnpike)
 - 1 EdgeMarc 4550 (5 WAN Calls)
 - 2 Polycom VVX 311 HD desktop telephone stations
 - VOIP WAN access via dedicated Comcast Coax Cable BVE Modem/Router

The system to be implemented includes the following:

- Required appliances, routers, gateways and other required components to connect the Old Saybrook Town Hall complex to the hosted service provider.
- IP telephones of various capacity and functionality.
- Gateways or similar appliances to support connectivity at all sites.
- Voice mail system with optional voice to email (audio attachment) and voice to text.
- Paging capabilities.
- Operational continuity capability; fallback to landline, wireless or similar service in the event of network outage.
- Ability of Town support personnel to perform telephone station MAC (Moves, Adds, Changes), voicemail password reset, etc.
- Ability to easily relocate telephone stations between buildings or to alternate sites (e.g. homes).
- Interfaces to support analog telephone sets and other analog devices such as fax machines (optional).

All components, other than refurbished telephones, if selected, shall be new. No other refurbished components will be considered.

Contractors shall submit a detailed design and configuration diagram indicating the specific components in each building and the connectivity among components for their proposed system with their proposals.

2.2 Extended Requirements

WAN access for VOIP telephone stations is currently limited to pole based land line cable (Comcast) cable connectivity at all locations. The local CEN Nutmeg Network fiber optic infrastructure is co-located on the same poles providing Comcast cable service. An extended requirement would be possible recommendations for providing a wireless/cellular fallback capability for the VOIP implementation.

2.3 System Life Cycle

The anticipated operating life cycle of the proposed system must be at least seven (7) years. Contractors must guarantee support for their proposed systems for the entire system life cycle. Said support must encompass the following:

- Maintenance by technicians certified on the product/component.
- Spare parts.
- System administration and reconfiguration.
- Hardware, software and service offering upgrades.
- Documentation updates.
- Training/retraining.

2.4 Equipment Space Planning

Contractors shall provide a proposed equipment room/rack layout for all required equipment spaces and wiring closets. If the required space is not already available in existing racks, Contractors shall include standard floor or wall-mounted 19” open racks sized to support its proposed equipment.

2.5 Expandability/Modularity

The proposed solution shall be able to grow and expand in an incremental manner to handle additional phone stations, call processing capability, lines, storage capacity, and call volume without equipment replacement and/or major retrofits. The maximum capacity of the proposed solution, must be at least 50% greater than the normal operating load.

2.6 Security

The solution shall be secure and possess mechanisms to protect the configuration and administration platform against unauthorized access and security threats including Denial of Service attacks. Access to the system by Town of Old Saybrook operations personnel and the service provider should be controlled through the use of authentication techniques to prevent unauthorized alteration or destruction of configuration information.

2.7 Operations/Manageability

Contractor (or contracted service provider) is responsible for proactively monitoring system performance and availability during the any warranty period and during any subsequent period in which the Town of Old Saybrook has entered into a maintenance agreement or service level agreement (SLA) with the Contractor or contracted service provider. Performance and availability reports periodically provided to the Town. Contractor proposal shall provide proposed schedule and samples of reports.

2.8 General Feature Requirements

When fully implemented, the system must perform and be able to be administered as a single system. Detailed general feature requirements can be found in Appendix B “Requirements Matrix”.

2.9 Station Equipment Requirements

The Town of Old Saybrook will be replacing existing Polycom 3100 and 4100 VOIP telephones with the minimum expectation of comparable functionality. Power to IP telephones will be provided by existing Power over Ethernet switches provided by the Town.

Detailed station equipment requirements can be found in Appendix B “Requirements Matrix”.

Contractors shall submit the following information to describe the proposed IP telephone sets.

- **Display** – Describe the display, including size (length and width), resolution (pixels), and the number of lines and characters that can be displayed.
- **Applications** – Describe the applications that can be accessed via the IP set. Describe the applications that are included in your proposed pricing and any additional applications that are currently deliverable.
- **Headset Support** – Describe the ability of the proposed sets to support wired and wireless headsets. Describe whether the sets have headset jacks. Describe whether the sets support Bluetooth wireless headsets, and whether an outboard appliance is required.

Analog adapters – In addition to replacing existing LAN connected IP phones, circuits supporting various FAX and standalone phones may be converted to the IP phone solution. Contractors should describe capabilities to support analog devices.

Softphones – software supporting telephone service integrated into a PC, with no physical telephone set. (No softphones are envisioned to be installed at this time.)

Contractors must provide a description and photographs of the entire family of telephone instruments that may be used on their proposed system, identifying instrument size, fixed and assignable button appearances and features, and color selections.

The number of working devices required at each location is as outlined in Section 2.1 Contractors shall include these quantities of devices in their proposals.

2.10 Voicemail / Messaging System Requirements

Standard voicemail features are required. Detailed Voicemail / Messaging system requirements can be found in Appendix B “Requirements Matrix”.

2.11 Call Routing Requirements

Standard call routing such as “Forward Busy”, “Forward No Answer”, “Direct Transfer to Email” shall be described. Detailed Call Routing requirements can be found in Appendix B “Requirements Matrix”.

2.12 Paging Requirements

Ability to broadcast a message from any phone to all VOIP station equipment speakerphones. Detailed Paging requirements can be found in Appendix B “Requirements Matrix”.

2.13 Mobility – Call Forward to External

Basic capability to forward calls to external phone numbers in simple “Forward No Answer” or “Forward Busy” scenarios. This capability is not to be confused with “Cellular Telephone Integration” services such as simultaneous ring which are described in the next item.

2.14 Mobility – Cellular Telephone Integration

Describe the capability for cell phone-desktop phone integration to support mobile staff. This capability is not to be confused with simple call forwarding to a cell phone. The preferred capability is that office extensions can be extended to a smartphone, using a smartphone application/client, without the caller knowing that the call is being extended. This feature should not use the minutes on a user’s cellular plan but rather be part of a data plan.

Contractors shall describe this functionality in detail, including any necessary hardware or software, the process by which the feature can be activated locally and remotely, and costs per user.

2.15 Business Continuity / Disaster Recover Requirements

Features to provide operational resiliency in the event of technical outages. Detailed Business Continuity requirements can be found in Appendix B "Requirements Matrix".

2.16 Public Safety and Emergency Communications Requirements

The system shall be equipped so that the accurate location (address, floor, room number) is identified to the Public Safety Answering Point (PSAP) when a user dials 9-1-1 from any extension in the system.

It is desired that users should be able to dial 9-1-1 directly when placing an emergency call, without the need for an access code for an outgoing call.

2.17 Desktop Integration

Contractors shall submit descriptions of the desktop integration features available in their systems.

2.18 Carrier and Network Services

The Contractor shall be responsible for the coordination of the installation of any new network services, from all appropriate carriers, required to support the telephone system, as part of a complete turnkey installation. This includes coordination of the porting of all existing numbers that the Town of Old Saybrook elects to maintain.

For the initial configuration Contractor shall provide adequate capacity to replicate the channels/call paths supplied by the existing VOIP service. Contractor shall fully describe concurrent call capacity (incoming, outgoing, overload handling).

Contractor will describe features, design or solution architecture supporting quality of service (QOS) guarantee/capabilities.

Ninety (90) days after system cutover, the Contractor shall conduct traffic studies to determine actual required trunk quantities by type. Results of the traffic studies shall be presented to the Town, and upon Town of Old Saybrook approval, the Contractor shall coordinate the installation of proper modifications.

2.19 Station Reviews

The exact quantity, type and configuration of telephone instruments to be installed at each location will be determined as a result of detailed station reviews to be jointly conducted by the successful Contractor and the Town of Old Saybrook; with the Town reserving the right of final approval. Contractors must provide a listing of each type of telephone instrument available and the add/delete price for each model. These add/delete prices will be used during station review process to determine any incremental costs/cost reductions resulting from the station reviews. The unit cost will apply until system cutover.

2.20 Features and Capabilities

Contractors shall provide a complete list and description of all system, station and attendant features available with the proposed system.

The system shall be capable of all of the existing or equivalent features of the current system so as to ease transition to the new system. The Town shall be the exclusive arbiter of what constitutes an equivalent feature.

The Town of Old Saybrook will evaluate the general system and user feature sets based upon the applicability of the features to the Town's requirements, the ease of use of the features, the ease of management, configuration and reconfiguration of the features, whether features are standard or optional, and costs.

Contractors shall describe which features and settings can be controlled, configured and reconfigured by end users, which are controlled by the system administrator, and the level of flexibility that the

system administrator has to allow or disallow end user control. The Contractor shall describe the tools available to end users to control, configure or reconfigure features and settings.

The system shall be furnished with an internal directory so that users may search and dial any internal extension by user name or organizational component from within the desktop unit software.

All equipment and software offered as a part of the proposal shall be announced and available as of July 1, 2022.

3 WARRANTY, MAINTENANCE & POST-INSTALLATION SUPPORT

3.1 Design and Operation

Contractor shall warrant that the equipment, components, and services sold or provided in response to this RFP will perform in accordance with their respective design specifications and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of seven (7) years from Acceptance. This represents the anticipated life cycle of the proposed system.

3.2 Configurations

Contractor shall warrant that the configurations of equipment and services proposed in response to this RFP represent sound design principles being applied to provide a total system solution to the requirements stated in the RFP, and that the equipment and services provided will operate together in a manner to perform the functions expressed in the RFP.

3.3 Equipment Models and Software Versions

Contractor shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice.

Contractor shall furnish the current version of software for all systems provided. If a new version or release is issued after contract execution, but prior to the final implementation of the system, then the Town of Old Saybrook shall have the option of substituting the newer version or release in place of the originally proposed version or release, at no additional charge.

3.4 Product Life Cycle

Contractor shall warrant that the components offered are not currently at the end of their product life cycle. Contractors shall submit a statement identifying the length of time from cutover that Contractors will guarantee new parts availability.

3.5 Current Installations and Demonstrations

The Contractor warrants that all of the equipment and software proposed must be currently installed in a user environment and able to be demonstrated. Experimental or other pre-release equipment or software will not be acceptable unless specifically approved by the Town of Old Saybrook.

3.6 Warranty Coverage

The Contractor warrants that the system as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final Acceptance. The Contractor will serve as a single point of contact, and provide the name, address and telephone number of the individual to contact when maintenance is required. The Contractor shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

3.7 Equipment Replacement

During the warranty period, any equipment that must be replaced as a result of conditions covered under warranty will be replaced with new equipment of the same make and model in the time frames identified in items 3.8 and 3.9 below.

3.8 Major Failures

During the warranty period, the Contractor shall provide maintenance services for major failures on a 7x24 basis. The Contractor will respond to Major Failures within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on the Town of Old Saybrook's site. For the purposes of warranty and maintenance, a Major Failure is defined as any failure that affects the following:

- Inability to initiate outbound calls: Failure of system continuity features (e.g. failover to alternative services is inoperative).
- Deterioration of voice quality to an average of below a MOS of 3.8.
- Failure of any integration functionality between systems installed under this contract, or between systems installed under this contract and other existing systems.
- Any failure whatsoever which reasonably affects the Town of Old Saybrook's ability to respond to any emergency situation, or which substantially impedes the Town's ability to operate, as determined by the Town of Old Saybrook.

3.9 Routine Repairs

During the warranty period, and during any subsequent maintenance agreements, other routine repairs will be completed before the end of the next business day.

3.10 End of Warranty Period

After the warranty has expired for any purchased equipment, the Town of Old Saybrook may elect to enter into service and maintenance agreements with the selected Contractor. During any such maintenance agreements, the Contractor shall provide maintenance services on a 7x24 basis under the same terms as the initial warranty as described in Section 3.8 and 3.9, with the exception that maintenance services will not be required on IP telephone sets. Maintenance shall include all parts and labor, monitoring the system for alarm conditions and responding to such alarms, travel and all other expenses necessary to support the system. The Contractor will respond to Major Failures as defined in Section 3.8 within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on the Town of Old Saybrook's site.

The Town will evaluate life cycle costs for an expected life of seven (7) years. Contractors shall provide post-warranty maintenance pricing on an annual basis. Contractors may submit guaranteed pricing for as many years as they wish. Otherwise, the Town will assume that maintenance costs will increase 3% annually in determining total life cycle costs.

3.11 System Failure

In the event of a Major System Failure, whether due to circumstances covered under warranty or maintenance agreement, or due to Acts of God or nature, or any other cause, the Contractor will have a replacement system readily available, which can be installed and operational within 48 hours to provide rudimentary telephone service to the Town of Old Saybrook.

3.12 Performance Monitoring

The Contractor shall provide performance monitoring of the system primary components and peripheral systems as part of the initial warranty and any subsequent maintenance agreements, including trunk utilization monitoring. Periodic reports will be routinely provided to the Town.

3.13 Remote Diagnostics

The Contractor shall have a remote diagnostics and maintenance capability that permits the Contractor to monitor system performance, and perform routine diagnostics and maintenance from a remote maintenance facility, and will identify the location and capabilities of this facility.

4 SCOPE OF SERVICES

4.1 Implementation Planning

Following the notice of award and contract negotiations, the Contractor will immediately develop a detailed phasing and implementation plan and schedule for all aspects of the network implementation, including:

- System common equipment (servers, routers, gateways).
- All station equipment, including station reviews, set labeling, set placement, tone and test and interconnection.
- System administration application training for Town of Old Saybrook network administrators.
- Interconnection to the Town fiber optic networks.
- Coordination with carriers for the installation of and interconnection to network services.
- Testing of all system functionality, as described in Section 4.8 below.
- Delivery of system documentation, as described in Section 4.9 below.
- Training per the requirements stated in Section 5 of this RFP.

The Contractor shall work with the Town of Old Saybrook to develop and coordinate a phasing and cutover/transition plan acceptable to the Town. The cutover plan must identify, quantify and minimize any anticipated down time. The cutover plan must allow for a return to the existing system should the cutover be unsuccessful. The cutover shall occur during non-business hours. The implementation plan shall take into account the limited amount of Town resources available to dedicate to the implementation and match contractor resources and time accordingly.

4.2 Equipment Delivery and Storage

The Contractor is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities.

The Contractor will provide the Town with an itemized accounting of each item of equipment upon delivery to the Town's premises pursuant to the final negotiated contract. Only Town of Old Saybrook personnel who are designated and authorized by the Town to receive delivery shall be the recipients of those deliveries, and only the signatures of those designated staff members shall be accepted upon the receipts.

4.3 Site Preparation

Unless otherwise specified, the Town of Old Saybrook will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). Contractors shall provide the physical and environmental parameters for all switching equipment and ancillary systems. Contractors shall state the precise preparation requirements needed to accommodate the system in every equipment space, including housing switches, including:

- Space requirements.
- Power requirements: voltage/current rating and receptacle type per component.
- Power required for each IP telephone model.
- Temperature/humidity operating range.
- Wall/floor/ceiling surface requirements.

A site inspection shall be performed by the Contractor prior to delivery and installation to ensure that all required site preparation items have been completed satisfactorily. The site inspection will be coordinated and scheduled with Town of Old Saybrook staff. The Contractor shall provide all site requirements with its proposal. The Contractor will certify that the site is suitable for the system following this inspection.

4.4 Codes and Regulations

All work and materials shall comply with all federal and state laws, municipal ordinances, regulations and directions of inspectors appointed by proper authorities. Specifically, all work shall be in strict accordance with the National Electric Code and Connecticut amendments as adopted, and in strict accordance with the most recent Connecticut State Building Code. The Contractor shall obtain and

pay for all permits and licenses required for the performance of the work, and shall post all notices required by law.

4.5 Payment of Material and Services

Unless otherwise stipulated, the Contractor shall provide all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. The Contractor shall verify conditions at the facility, including door openings and passages. Any and all special handling requirements shall be provided and paid for by the Contractor.

4.6 Premises

The Contractor shall be responsible for any damages to the structure or property of the Town of Old Saybrook caused by the Contractor, or any subcontractor or other direct or indirect employee of the Contractor throughout the course of this installation. Throughout the progress of the work, the Contractor shall keep the work area free from debris of all types, and remove from the premises all rubbish resulting from any work being performed by him on a daily basis. At the completion of the project, the Contractor shall leave the premises in a clean and finished condition.

4.7 Burn-in Testing

The Contractor shall perform factory burn-in tests of all hardware for a period of three (3) days prior to shipment of the system. Town personnel shall have the option to witness such tests.

4.8 Project Completion

The Contractor shall acknowledge that successful completion of this implementation shall include the installation, testing, and Acceptance, following a successful Performance Period as described below, by the following Acceptance Criteria:

- Prior to Acceptance by the Town of Old Saybrook, the Contractor shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. Town of Old Saybrook personnel shall have the option of witnessing the testing.
- At a minimum, pre-cutover functional tests as part of the acceptance test plan shall include:
 - Placement and reception of test calls under a variety of conditions: busy, no answer, call forward, etc.
 - Tests to correctly place and receive calls via connected common carrier facilities.
 - Voice quality tests.
 - Administrative and Maintenance subsystem capabilities.
 - Demonstration of acceptable performance in the presence of traffic overloads.
 - Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each subsystem.

Upon completion of successful testing and inspection by the Contractor, the Contractor shall provide written notification to the Town of Old Saybrook. The Town shall, within 24 hours of notification, exert reasonable effort to commence independent inspection and confirmation, and shall exert reasonable effort to complete said independent inspection and confirmation within 48 hours of notification. The failure of the Town to inspect and confirm within these time periods shall not be deemed an acceptance of the system. The Town has a right to reject defective material and workmanship and require its correction. Rejected materials shall be satisfactorily replaced with proper material or equipment without charge therefore and the Contractor shall remove the rejected equipment or material from the premises.

- Upon satisfactory completion of said testing and inspection, the Town of Old Saybrook shall notify the Contractor, and the Performance Period shall commence.
- A Performance Period of thirty (30) consecutive calendar days of operating in accordance with the manufacturer's published specifications, subsequent to testing and inspection, shall constitute a successful Performance Period.
- If a Major Failure (as defined in Section 3.8 above) occurs during the Performance Period, the

Contractor shall remedy the problem in accordance with manufacturer's published specifications, and the Performance Period shall recommence.

- Upon successful completion of the Performance Period, and within three business days, the Town of Old Saybrook and the Contractor shall meet to confirm Acceptance, and the Final Acceptance Form shall be executed.
- If a successful Performance Period cannot be accomplished within ninety (90) calendar days after commencement of the first Performance Period, the Town of Old Saybrook reserves the right to find the Contractor in default and terminate the Contract. In that event, the Contractor shall remove the equipment, and the Town shall not be responsible for any payment whatsoever to the Contractor, except for any materials left in place and elected to be reused by the Town.
- It shall be the responsibility of the Contractor to verify the completeness of the system and any utilities or services needed by the Town of Old Saybrook to meet the intent of these specifications and final operations to provide a reliable working system. Additional services, labor, and materials needed to accomplish this will be provided at no additional cost to the Town of Old Saybrook

4.9 Documentation

The Contractor shall provide two (2) complete sets of technical documentation including system manuals, technical specifications, as-built drawings (hard copy and electronic using Visio), and a complete inventory of all components, including at least the serial number, model number, manufacturer, description, and location installed. The inventory database shall be provided in electronic format agreeable to the Town.

4.10 Equipment Disposal

Contractor proposals shall provide trade-in or buy back incentives to assist the Town in disposing of existing systems. The Town shall have the sole right to accept or reject equipment disposal proposals.

5 TRAINING REQUIREMENTS

5.1 End User Training

The Contractor shall provide complete station user training for all station equipment types and other end user equipment. Training may either be classroom/on-premises, virtual classroom or on-demand online. In the case of on-demand online training, training must remain available throughout the duration of the maintenance and support contract.

Costs for this training shall be included in the base system pricing. The Town of Old Saybrook will provide appropriate space and assist in scheduling of on-site classes for station user training (if included).

Each user will be provided with written training materials for his/her telephone station equipment. In addition, a supply of training materials/user guides shall be provided to the Town for future use. User guides should also be made available online.

5.2 System Administration Training

The Contractor shall supply complete training for a minimum of two (2) persons on the operation of the system management and administration functions, within two weeks prior to the system cutover. Costs for this training shall be included in the base system pricing. Training will be provided on all primary and peripheral systems and services installed under this contract.

5.3 Post-Cutover Training

If on-site training is included, "Train the Trainer" or equivalent training shall be provided at no cost to up to 2 staff. The Contractor shall provide the materials and support necessary for the Town to provide training on an ongoing basis to new employees and refresher training to existing employees. Provide descriptions of all training programs available, length of classes, and quantities of individuals per class. Provide copies of training materials. Training materials and manuals should be available for download to the Town of Old Saybrook via the Internet.

6 PRICING PROPOSAL

6.1 Pricing Format

Pricing for the proposed system must be provided in summary format, and in detail, with each chargeable item of equipment, hardware or software individually listed. The unit purchase and installation prices must apply from the date of contract until full implementation. Add-on unit prices must apply for one full year after final acceptance.

6.2 Life Cycle Cost Comparison

The Town of Old Saybrook will develop a total seven (7) year life cycle cost for the proposed system, and use this as the methodology for determining the lowest cost among all proposals received. The calculation will include:

- All acquisition costs for the proposed system, including all sites.
- All installation and configuration costs for the proposed system, including all sites.
- All project management costs for the implementation of the proposed system, including all sites.
- All annual post-warranty maintenance costs - Contractors shall provide post-warranty maintenance pricing per the requirements stated in Section 3 of the RFP on an annual basis. Contractors may submit guaranteed pricing for as many years as they wish. When post-warranty pricing is not included, for bid comparison purposes the Town of Old Saybrook will assume that maintenance costs will increase 3% annually in determining total life cycle costs. Annual maintenance costs may not increase by more than the Consumer Price Index.
- Estimated network services costs (including access to any remaining public switched telephone network connections, intra-site connectivity, long distance plan charges and general internet connectivity) for the proposed system.

6.3 Approximation of Quantities

The quantities given in the RFP are approximate only, being given as a basis for the uniform comparison of proposals, and the Town of Old Saybrook does not expressly or by implication agree that the actual amount of work will correspond therewith. An increase or decrease in the quantity for any unit price item shall not be regarded as sufficient grounds for an increase or decrease in the unit price of that item, nor in the time allowed for the completion of the work.

6.4 Pricing Timeframe

It is required that all pricing and provisions of the Contractor's proposal remain in effect for a minimum of 90 days from the submittal date or the completion of negotiations, whichever is the latest.

6.5 Authorized Signature

Proposals must be signed below by a representative of the Contractor authorized to commit the Contractor to the quoted price and all of the terms and requirements stated in the RFP. Contractor's signature below signifies compliance with all the terms and requirements of the RFP.

Proposals must be signed below by a representative of the Contractor authorized to commit the Contractor to the quoted price and all of the terms and requirements stated in the RFP. Contractor's signature below signifies compliance with all the terms and requirements of the RFP.

Date

Name of Business

Business Address

Town and State

Signature of Individual Submitting Proposal

Printed Name of Individual Submitting Proposal

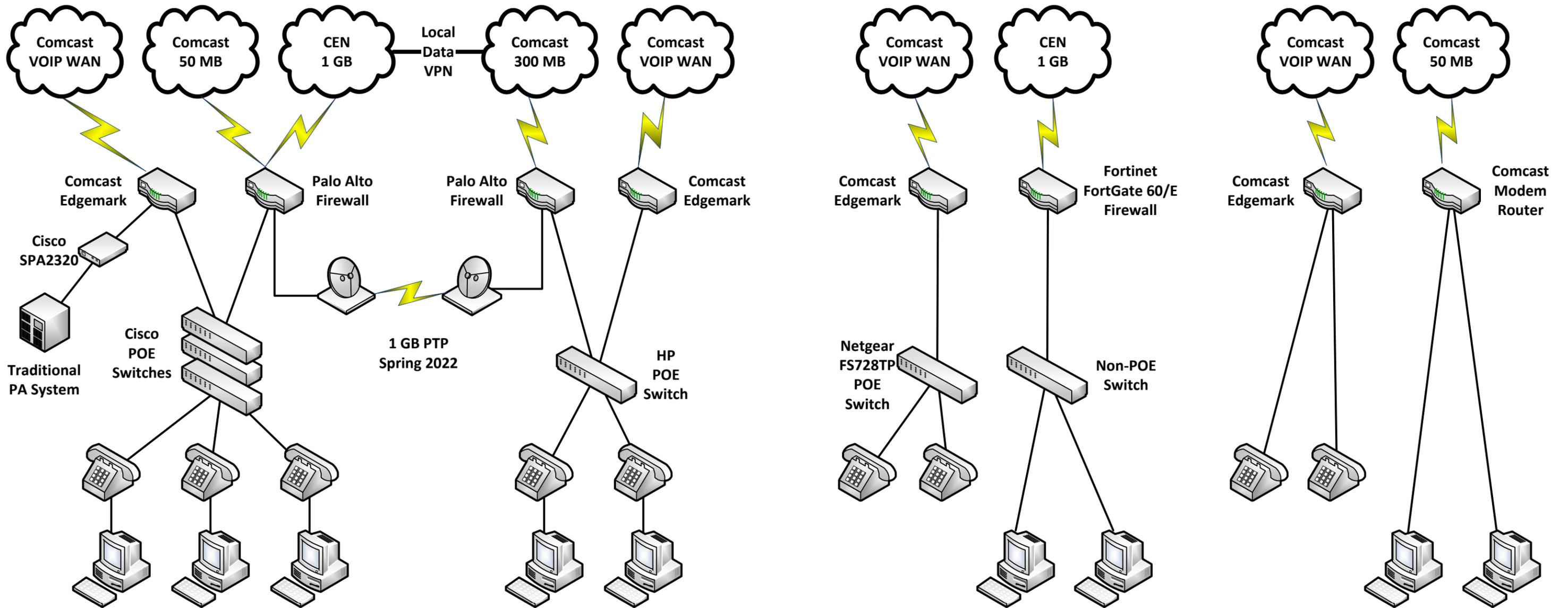
Attachment A – Existing Configuration

Town Hall
302 Main St

Family Services
322 Main St

Acton Library
60 Boston Post Rd

Town Garage
497 Middlesex Turnpike



2.8 - General Feature Requirements

2.8 - General Feature Requirements		Criticality	Vendor Response
2.8.1	Coordinated Dialing - The dialing scheme will facilitate calling among all extensions across multiple buildings/sites. The numbering plan will allow users at any extension to dial any other extension on the network by dialing a 4-digit extension number. The system will recognize the number dialed and route the call appropriately.	Required	
2.8.2	Feature Transparency - Traditional system features shall be able to be employed transparently across the network. Features such as call transfer, conference calling, call coverage, call forwarding, and others will be able to be employed among all facilities.	Required	
2.8.3	Calling number/name display on sets – Telephones with displays will have the ability to display the extension/telephone number and the name of the individual (based on the name entered in the system database or caller ID information sent by the carrier) of the originating extension/telephone number of any call placed between any extensions on the network, or incoming calls to the system. The feature will further apply to call routing information when calls are forwarded or transferred between	Required	
2.8.4	Number portability – Any extension number in Old Saybrook town hall complex numbering range must be able to operate at any building. There should be no requirement to dedicate certain number blocks to specific buildings/nodes.	Required	
2.8.5	Port existing numbers to new carrier/service - New system must keep existing telephone numbers.	Required	
2.8.6	Music on Hold	Desired	
2.8.7	Softphone (PC, iPhone, Android)	Desired	
2.8.8	Hot Desking (User login to alternate phone)	Desired	
2.8.9	System Directory – The system will include an easy to use internal directory function allowing users to search by name, extension number, or facility using either the functionality of the telephone display or desktop integration; and the ability to make a selection from the directory and click-to-dial.	Desired	

2.9 - Station Equipment Requirements		Criticality	Vendor Response
2.9.1	Basic Functionality - Capable of 2 simultaneous calls/sessions (call waiting), message waiting indicator, one-button access to features such as hold, transfer, conference, voice mail access, display, and speakerphone.	Required	
2.9.2	Handset Volume Adjustment - Ability to adjust handset speaker volume during a call.	Desired	
2.9.3	Handset Mute - Ability to disable handset microphone during a call.	Desired	
2.9.4	Ethernet Port - Ethernet ports on IP Phones to support connection of computer workstations to facilities local area network. (Required	
2.9.5	Speakerphone - Built in speakerphone with local volume adjustment capability.	Required	
2.9.6	Speakerphone Mute Capability - Ability to disable speakerphone microphone during a call.	Highly Desired	
2.9.7	Speakerphone Full Duplex Capability - Preferred over half-duplex for better user and constituent experience.	Highly Desired	
2.9.8	Speakerphone Volume Override during Paging - Allows local volume setting to be overridden during paging operation.	Highly Desired	
2.9.9	Last Number Redial	Required	
2.9.10	User Programmable/selectable ring/volume per line	Desired	
2.9.11	Voicemail Waiting Indicator	Required	
2.9.12	Missed Call Indicator	Desired	
2.9.13	Call History (Incoming) - Describe number of calls in history and/or retention parameters.	Highly Desired	
2.9.14	Call History (Outgoing)	Desired	
2.9.15	Call Waiting Caller ID Name and Number	Highly Desired	
2.9.16	Headset (wired) compatability	Desired	

2.10 - Voicemail/Messaging Requirements		Criticality	Vendor Response
2.10.1	Voicemail accesible from desk station	Required	
2.10.2	Voicemail accesible from external phone	Required	
2.10.3	Voicemail to email (attachment)	Required	
2.10.4	Voicemail to text	Required	
2.10.5	Manage/Delete voicemail from web	Desired	

2.11 - Call Routing Requirements

2.11 - Call Routing Requirements		Criticality	Vendor Response
2.11.1	Direct Inward Dialing	Required	
2.11.2	Programmable Forward No Answer (# or Voicemail)	Required	
2.11.3	Programmable Forward Busy (# or Voicemail)	Required	
2.11.4	Programmable Forward No Coverage or Equivalent (# or Voicemail)	Required	
2.11.5	Call forwarding to off-premise phones	Required	
2.11.6	Call Transfer direct to Voicemail	Required	
2.11.7	Adjustable No Answer Ring Duration	Desired	
2.11.8	Different Internal vs External Routing Options	Desired	
2.11.9	Different Open/Closed/Weekends Routing Options	Desired	

2.12 - Paging Requirements

2.12 - Paging Requirements		Criticality	Vendor Response
2.12.1	Paging (One to Many stations) – One to many broadcast paging capability, able to simultaneously broadcast to a minimum of 75 stations; with group paging capabilities.	Highly Desired	
2.12.2	Paging (One to All stations) – One to all broadcast paging capability, able to simultaneously broadcast to all stations.	Highly Desired	
2.12.3	Paging (Secure) - Ability to restrict paging functionality by either calling station or passcode. Describe security controls.	Highly Desired	
2.12.4	Paging (External) - Ability to initiate paging via call from external. Describe controls.	Desired	
2.12.5	Paging (to VOIP/SIP Speakers) - Ability to include VOIP speakers within paging groups.	Highly Desired	
2.12.6	Paging (to Facility) - Interface which enables output to traditional PA system.	Required	

2.13 - Mobility - Call Forward to External

2.13 - Mobility - Call Forward to External		Criticality	Vendor Response
2.13.1	Call Forward to External – Basic capability to forward calls to external phone numbers in simple “Forward No Answer” or “Forward Busy” scenarios.	Required	

2.14 - Mobility - Cellular Telephone Integration

2.14 - Mobility - Cellular Telephone Integration		Criticality	Vendor Response
2.14.1	System Extension – Ability of system to provide simultaneous ring between desktop and cell phones. Capability of dialing on external cell or home phone location while appearing to recipient as "at Town Hall" desktop number.	Required	

2.15 - Business Continuity / Disaster Recovery Features		Criticality	Vendor Response
2.15.1	Route to alternate phone (e.g. personal cell phone) when primary desk station is unavailable.	Required (for some users)	
2.15.2	Ability to force routing of all system calls to alternate phones (e.g. personal cell phone) via management console.	Required	
2.15.3	Redundent WAN network paths, auto switch-over	Desired	
2.15.5	On-premises calling when WAN is unavailable.	Highly Desired	

2.16 - Public Safety and Emergency Communications Requirements		Criticality	Vendor Response
2.16.1	Callers shall be able to dial 911 to make an emergency call. When any extension in the system dials 9-1-1, the accurate location identification of the location from which the call is initiated shall be displayed at the Public Safety Answering Point (PSAP), including address, building, floor and, where available, room number.	Required	
2.16.2	E-9-1-1 Dialing with Access Code - Callers shall be able to dial 911 to make an emergency call without the need for an access code for an outgoing call.	Highly Desired	

2.17 - Desktop Integration		Criticality	Vendor Response
2.17.1	Ability for users to manage telephone feature configuration from the desktop.	Highly Desired	
2.17.2	Ability for users to see voice mail messages and manage voice mailboxes from the desktop.	Desired	
2.17.3	Ability to dial from a desktop directory (click-to-dial).	Desired	
2.17.4	Ability to dial from Microsoft Outlook	Desired	
2.17.5	Ability to create Microsoft Outlook contacts from incoming Caller ID	Desired	
2.17.6	Ability to dial from web browser telephone references.	Desired	

2.18 - Carrier and Network Services		Criticality	Vendor Response
2.18.1	Proposed initial configuration replicates existing current call capacity	Required	
2.18.2	Ability to accept burst (excess over subscribed call paths / channels) incoming calls.	Highly Desired	
2.18.3	Call path / channel utilization reporting (summary).	Highly Desired	
2.18.4	Call path / channel utilization reporting (real time).	Desired	
2.18.5	Ability to adjust call path subscriptions based upon demonstrated utilization.	Desired	

1. Vendors, Submissions, Attendees

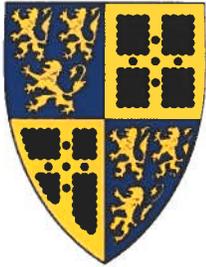
The session was opened at 2:00 PM EST on Friday June 24.

All submissions were opened and gross contents (3 copies, digital media, contact information) verified.

Vendor	Submission	Attended
Allied Communications	X	Virtual
AT&T Business	X	In Person
c e s o • Rethink Possible		
Carousel Industries		
CBTS		
CCI Voice		
Cherry Road Technologies	X	
Clarity Technologies	X	Virtual
Comcast		
Communication Square		
Connecticut Communications Inc	X	Virtual
Data Network Solutions		
Digital Back Office	X	Virtual
Epcomm World Industries	X	In Person
ESC Controls		Virtual
Granite Net		
INTLX Solutions, LLC	X	
K&M Communications		
Lumen (CenturyLink)		
Nextiva		
Nexus Dynamics		
Nutmeg Technologies		Virtual
Pilot House Communications	X	Virtual
Rhode Island Telephone	X	
Select Comm		
Total Comm		
Vanran Communications	X	
Verizon Wireless	X	
Vertical Communications	X	
Voice New England - Sonitrol	X	Virtual
VOXO		
Windstream Enterprise		

2. Selection Timeline and Posting

It is the Town’s intent to review all submissions in a timely manner. Due to the volume of submissions the selection schedule may be divided into phases and extended. Any updates to the schedule will be posted in the RFP communication section of the Town web site and vendors who have submitted proposals will be directly notified.



TOWN OF OLD SAYBROOK
INFORMATION TECHNOLOGY DEPARTMENT

302 Main Street • Old Saybrook, Connecticut 06475-2384
Telephone (860) 510-5000

NOTICE OF NON-AWARD OF CONTRACT

FOR

TOWN OF OLD SAYBROOK

TOWN HALL COMPLEX

HOSTED TELEPHONE SYSTEM

The Town of Old Saybrook ("Town") wishes to sincerely thank respondents for their time and effort in submitting a proposal in response to the Town of Old Saybrook Town Hall Complex Hosted Telephone System RFP.

After carefully reviewing the proposals in comparison to the features and costs of active services currently in place, the Town has decided not to award a contract to replace the incumbent vendor at this time.

The Town appreciates and understands the work responding firms have completed in preparing a response for the above-mentioned RFP. We have created a list of those firms who responded with interest and will include them in future considerations in the event that the Town's future requirements or our vendor circumstances change.

Thank you for your interest in doing business with the Town of Old Saybrook.

A handwritten signature in black ink, appearing to read "Larry Hayden".

Larry Hayden

Director, Information Technology
Town of Old Saybrook