

**City of Jonesboro
Request for Proposal**



**Voice over IP Phone Solution
RFP #2005:___**

1.0 Introduction

The City of Jonesboro is requesting proposals for a unified Voice over Internet Protocol (VoIP) telephone solution. This is a best value source selection, and price is not necessarily the determining factor.

Bids should be submitted by **2:00pm CDT, October 27, 2005** to:

Steve Kent
Purchasing Agent
515 W. Washington Ave.
Jonesboro, AR 72401

Questions regarding this RFP should be directed to:

Alan Young
Director of Information Systems
515 W. Washington Ave.
Jonesboro, AR 72401
(870) 933-4611
ayoung@jonesboro.org

The City reserves the right to reject any or all proposals without justification. Digital copies of this RFP are available upon request.

2.0 Compliance of Bidder

Each submission should contain the following items:

- 2.1. Documentation explaining the functionality of the proposed solution. **See Attached**
- 2.2. Explanation of any optional functionality available at additional cost, along with the associated cost. **See Attached; Cost upon Request**
- 2.3. Explanation of post-sale service (both emergency and non-emergency) and maintenance. **See Attached SLA**
- 2.4. Timetable for implementation. **See Ritter Attachment 1**
- 2.5. A copy of Attachment 1 of this RFP, filled out appropriately. **Included**
- 2.6. Three references from other customers who use the proposed VoIP hardware. Please provide the customer's business name, contact name, address, and telephone number, as well as a brief description of the installed system (i.e. area covered, number of phone sets, etc.). **See Ritter Attachment 1**
- 2.7. Three references from other customers of the bidding vendor, not necessarily using the proposed VoIP solution. These may be the same references as above if appropriate. **See Ritter Attachment 1**
- 2.8. Two paper copies and one digital copy (in .doc or .pdf format) of the proposal. **Attached**

3.0 System Requirements

3.1 Proposal Requirements

- 3.1.1. The city will accept two types of proposals. Vendors may submit a proposal of either type or both: **Concurred**
 - Hosted solution. The vendor will host and maintain the VoIP base system(s) in its own facility, providing data lines to the city buildings as necessary for phone service. In this case, it should be noted that the city is in the middle of a 5-year contract with SBC for phone service. If the vendor is not satisfied with using SBC phone lines, the vendor will be responsible for providing a plan for paying off or otherwise exiting the contract with SBC.
 - Self-hosted solution. The city will host the VoIP base system(s) and have phone lines relocated as necessary.
- 3.1.2. The proposed system shall provide phone service for the following buildings. However, depending on the cost of the proposal, the city may decide to exclude one or more of the buildings:
 - Justice Complex, 410 W. Washington Ave. **Concurred**

- Police Patrol Division/Fire Station 2, 314 W. Washington Ave.
 - City Hall, 515 W. Washington Ave./Community Development, 519 W. Washington Ave.
 - Huntington Building, 900 W. Monroe Ave.
 - Earl Bell Community Center, 1212 S. Church St.
 - Central Fire Station, 3215 Johnson Ave.
- 3.1.3. Attachment 2 contains an inventory of the phone sets in each of the buildings. The proposal should include an equal number of phone sets that are functionally comparable to the existing phones. **Concurred**
- 3.1.4. Extra phone sets should also be included in the proposal in the following quantities:
Concurred
- 1 phone comparable to a large (88 button) phone
 - 3 phones comparable to a medium-sized (20 button) phone
 - 5 phones comparable to a smaller (10 button) phone
- 3.2.2. Under optional additions, please include pricing for 6 speaker phones suitable for holding a conference call with a group of people in a typical conference room. The desk phones that the city currently has are not loud enough to be heard in a larger room. **Attached**
- 3.1.5. Attachment 4 contains diagrams of the relevant portions of the city's computer network, including model numbers of switches, hubs, and routers. **These network diagrams are not public information and should be considered confidential.** Proposals should include replacement equipment for any network components that are not suitable for the VoIP solution. Any replaced network equipment shall have capacity and expandability equal to or greater than the existing equipment. **Concurred**
- 3.1.6. The vendor will make note of any data connections that are insufficient and recommend replacements. **None Identified**
- 3.1.7. Proposals should include system maintenance for 5 years, to be paid annually. Maintenance shall include non-emergency tech support and emergency repair/replacement of any vendor-provided components that fail. Maintenance shall also include all software upgrades that affect the system. Maintenance on individual phone sets is not required but can be included as an optional item in the proposal. Because public safety departments will be relying on this system, emergency support shall be available at all times (including nights, weekends, and holidays), with a callback time of no longer than 15 minutes and an on-site response time of no longer than one hour. If these time requirements cannot be guaranteed, please specify the support times that can be guaranteed. **See Attached SLA**
- 3.1.8. Refurbished equipment is acceptable, but only if the equipment is still being manufactured, is not considered obsolete, and carries a warranty. If refurbished equipment is being proposed, it should clearly be stated in the proposal. **Concurred**
- 3.1.9. The District Court, located in the Justice Complex, is not directly connected to the city's network. Some provision should be made to allow only VoIP traffic to traverse from their network to ours. Alternatively, their phone sets could be connected to the city's network without their computers. **See Concurred**
- 3.1.10. The Task Force, located in the 2nd floor of the Patrol Division building, will not be utilizing this VoIP system. However, they are directly connected to the city's network. **Concurred**
- 3.1.11. The proposal shall include uninterruptible power supplies that will sustain the base unit(s)/server(s) for at least one hour in the case of power loss. The city has power backups for network equipment. **See Ritter Attachment 2**
- 3.1.12. Information Systems can arrange a tour of any or all sites in advance of proposal submissions. **Concurred**
- 3.1.13. Any of the existing phone systems and phone sets, with the exception of the Starplus DHE system in the Huntington Building, will be available for trade-in. **Based on product condition after removal as well as market value and product demand**
- 3.1.14. Any network components replaced by the vendor will be available for trade-in. **Based on product condition after removal as well as market value and product demand**

3.2 Implementation Requirements

- 3.2.1. The vendor will work closely with the Information Systems department during the installation of the VoIP solution. The vendor will train Information Systems staff to handle routine network configuration related to VoIP. The vendor will also train the Information Systems staff in phone and system programming and configuration. **Concurred**
- 3.2.2. The vendor will hold sessions for the phone users in each building to train them to use the system's standard features. **Concurred**
- 3.2.3. System implementation will be scheduled such that users are interrupted as little as possible. This may require work to be done evenings and/or weekends. The vendor will work with Information Systems and city departments to schedule changeovers. **Concurred**
- 3.2.4. The vendor will be responsible for removing any existing equipment taken for trade-in. **Concurred**
- 3.2.5. Information Systems will be responsible for running any additional cables. However, if a large number of new cable runs are necessary, this should be specified in the proposal. **All new IP telephony equipment is required to be on a minimum of Cat5 cable. The City in conjunction with Ritter Communications will concur that existing Cat5 cable meets industry installation standards to insure quality delivery.**

3.3 Functional Requirements

- 3.3.1. The system shall provide individual voice mail for all extensions. **Concurred**
- 3.3.2. Voice mail shall allow departmental message-taking as well as individual. That is, if an incoming call on a line goes unanswered, the voice mail shall pick up with a general departmental message rather than an individual-specific message. Departmental mail boxes will be accessed by more than a single individual. **Concurred**
- 3.3.3. The system shall be capable of supporting at least 200 extensions and 70 voice lines without further upgrades, and shall be upgradeable to support more. **Concurred**
- 3.3.4. The Justice Complex, Central Fire Station, and Fire Station 2 each have an overhead one-way paging system. The system shall either support or replace these pagers. **Concurred**
- 3.3.5. The system shall be capable of one-way group paging through phone sets. **Concurred**
- 3.3.6. The system shall be capable of providing auto attendant, with different menus available for different lines, or a single menu available for multiple lines. **Concurred**
- 3.3.7. Currently, all fax lines bypass phone systems and are connected directly to phone jacks. The city is satisfied with this solution but will consider alternatives. Alternatives may be included as optional pricing if not included in standard pricing. **N/A at this time**
- 3.3.8. All phone sets shall be two-way speaker phones. **Concurred**
- 3.3.9. All phones shall have the ability to transfer a call from one Plexar line to another. **Concurred**
- 3.3.10. The system shall be able to utilize two-way paging modules with talkback speakers, though none are needed at this time. **Concurred**
- 3.3.11. The system shall have the ability to log all incoming and outgoing calls. This should include the ability to run queries and reports on the logs. **Concurred; To log all calls dynamically requires additional software and hardware**
- 3.3.12. The phone sets shall be able to interact with the desktop to display incoming call information and dial from a stored directory (preferably within Microsoft Outlook). However, a computer shall not be necessary to use typical standard phone features. **Concurred**
- 3.3.13. Programming of the system and phone sets shall be centralized through an intuitive user interface, preferably within a web browser. **Concurred**
- 3.3.14. Any extension shall be able to directly dial any other extension. **Concurred**
- 3.3.15. Users shall have the ability to log off a phone and log onto another, so their extension number follows them. **Concurred**
- 3.3.16. The system shall be able to automatically forward calls to an outside number, such as a cell phone, if a user is away from his desk. **Concurred**
- 3.3.17. The system shall be able to record phone calls, preferably with at least 30 seconds of pre-recording buffer. **Concurred**

3.4 Questions for the Vendor

Please answer the following questions in your proposal.

- 3.4.1. Do you refurbish/repair the phone sets you are proposing? If so, what is the approximate cost to refurbish each type of phone? **No**
- 3.4.2. Are the phone sets proprietary, or can phone sets from other manufacturers work on this VoIP system? **Yes**
- 3.4.3. Can you provide one or more demonstrations of the system before the city commits to a purchase? **Yes**
- 3.4.4. What is your estimated on-site emergency response time? **See Attached SLA**

Attachment 1
Price List

Please fill out this worksheet and attach it to your proposal. All required costs should be represented on this form. Optional items should be priced and attached separately. Explanations and itemizations may be included separately. Do not include sales tax.

	Price
Base Unit(s) or Server(s)	
Network Equipment	
Phone Sets (including extras)	
Software	
Other Requirements	
Total Equipment	
Installation	
Training	
Other Implementation Costs	
Total Implementation	
Maintenance - Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Total Maintenance (5 years)	
Subtract Equipment Trade-In	
Total First Year Cost	
Total Five-Year Cost	

Attachment 2
Phone Inventory

Building	Type	Buttons	LCD Display	Count
CENTRAL FIRE	BIS	10	N	18
CENTRAL FIRE	BIS	34	N	1
CENTRAL FIRE	BIS	74	Y	1
CENTRAL FIRE	BIS	84	N	1
CENTRAL FIRE	HFAI	5	N	1
CENTRAL FIRE	HFAI	10	N	3
CENTRAL FIRE	HFAI	34	N	1
CENTRAL FIRE	HFAI	36	N	1
CITY HALL	TOSHIBA	10	N	14
CITY HALL	TOSHIBA	10	Y	6
CITY HALL	TOSHIBA	20	N	1
CITY HALL	TOSHIBA	20	Y	22
CITY HALL	TOSHIBA	80	Y	1
CITY HALL	TOSHIBA INTERCOM ONLY	0	N	1
EARL BELL	BIS	5	N	1
EARL BELL	BIS	10	N	5
EARL BELL	HFAI	5	N	1
EARL BELL	HFAI	10	N	1
HUNTINGTON	STARPLUS	20	N	12
HUNTINGTON	STARPLUS	20	Y	8
JUSTICE COMPLEX	BIS	10	N	33
JUSTICE COMPLEX	BIS	22	N	1
JUSTICE COMPLEX	HFAI	5	N	4
JUSTICE COMPLEX	HFAI	10	N	12
JUSTICE COMPLEX	HFAI	34	N	1
JUSTICE COMPLEX	MLX-16DP	16	Y	11
JUSTICE COMPLEX	MLX-28D	28	Y	2
JUSTICE COMPLEX	MLX-28D	88	Y	2
PATROL	MLX-5D	5	Y	10
STATION 2	MLX-5D	5	Y	4

Attachment 3
Current Phone System Overview

Justice Complex

410 W. Washington Ave.

- Merlin Legend 7.0 phone system
- Cat-5 phone/network working
- 25 voice lines
- 7 fax lines
- Overhead paging: Bogen model TPU-100B 100 Watt amplifier; Lucent Universal Paging Access Module
- Only system with voice mail

Patrol Division/Fire Station 2

314 W. Washington Ave.

- 50-pair Cat-3 cable feeds phones from Justice Complex phone system
- Overhead paging: Bogen model CTS 1100 amplifier accepts input from both phone (currently disconnected) and radio

City Hall

515 W. Washington Ave.

- Toshiba Strata DK280 phone system
- Cat-3 phone wiring
- Cat-5e network wiring
- 20 voice lines
- 6 fax lines

Huntington Building

900 W. Monroe Ave.

- Starplus DHS phone system (rented)
- Cat-5e phone and network wiring
- 5 voice lines
- 3 fax lines

Earl Bell Community Center

1212 S. Church St.

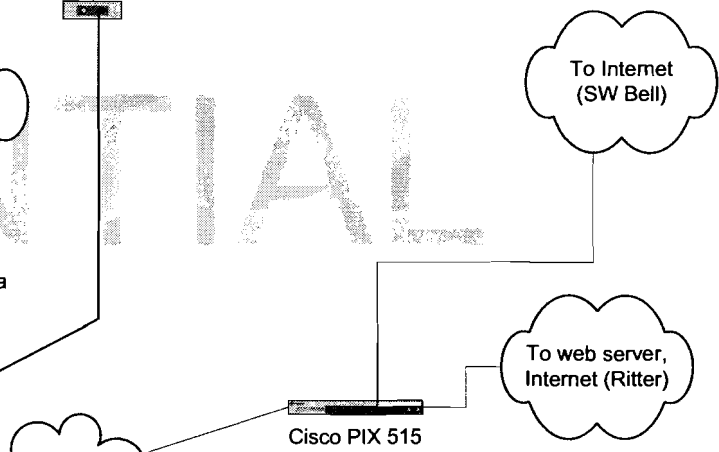
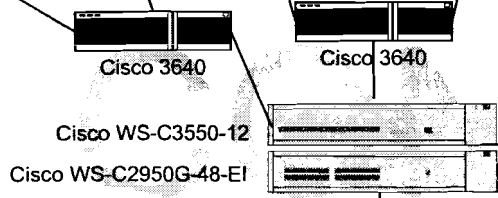
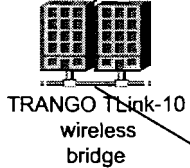
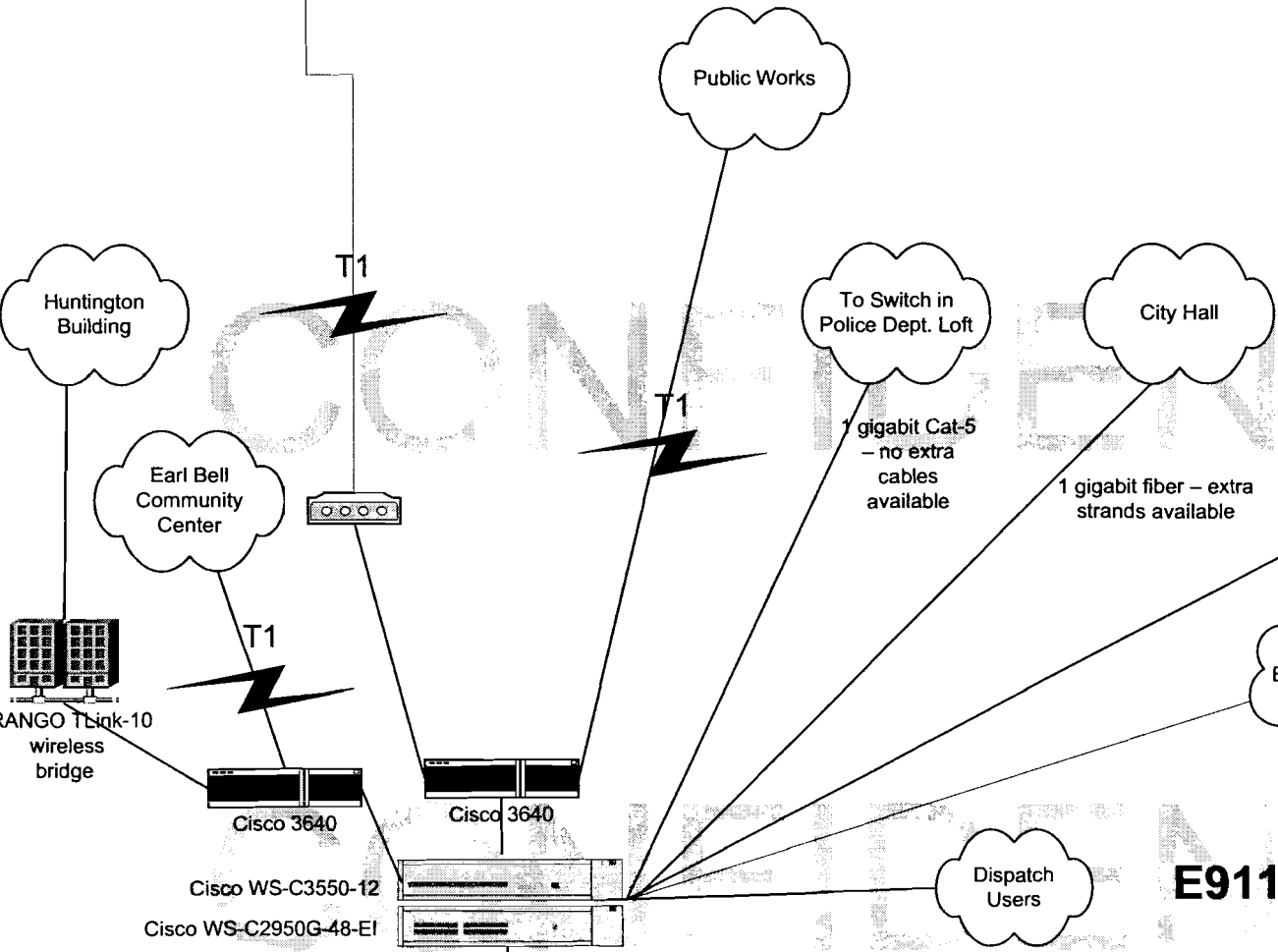
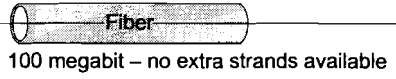
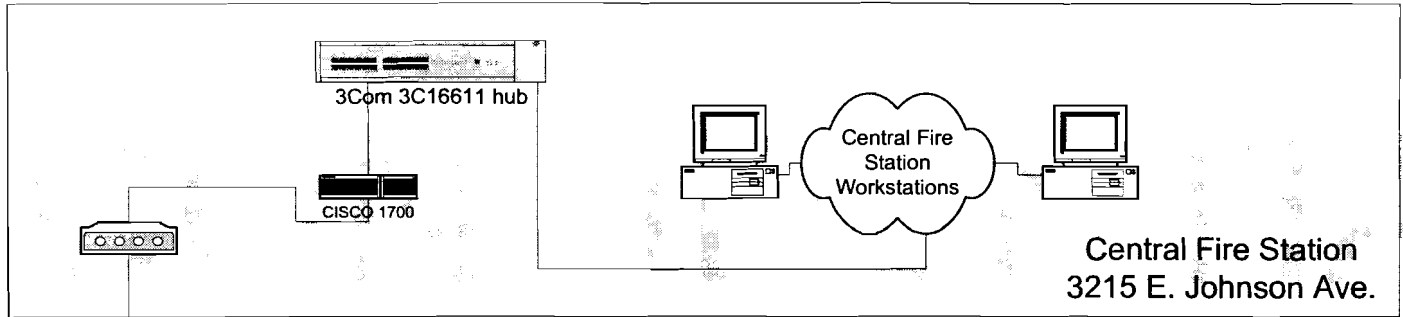
- Old Merlin phone system
- Cat-3 phone wiring
- Cat-5 network wiring
- 5 voice lines
- 1 fax line

Central Fire Station

3215 Johnson Ave.

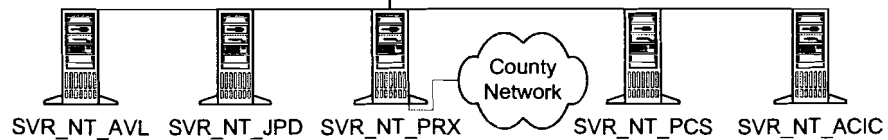
- Old Merlin phone system
- Cat-5e phone and network wiring
- 6 voice lines
- 1 fax line
- Overhead paging: Sound Tech PL1204; 2 Davis Amplifiers, model DA-120A; accepts input from both phone and radio

Attachment 4
Network Diagrams



**Jonesboro
E911 Dispatch Center**

Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

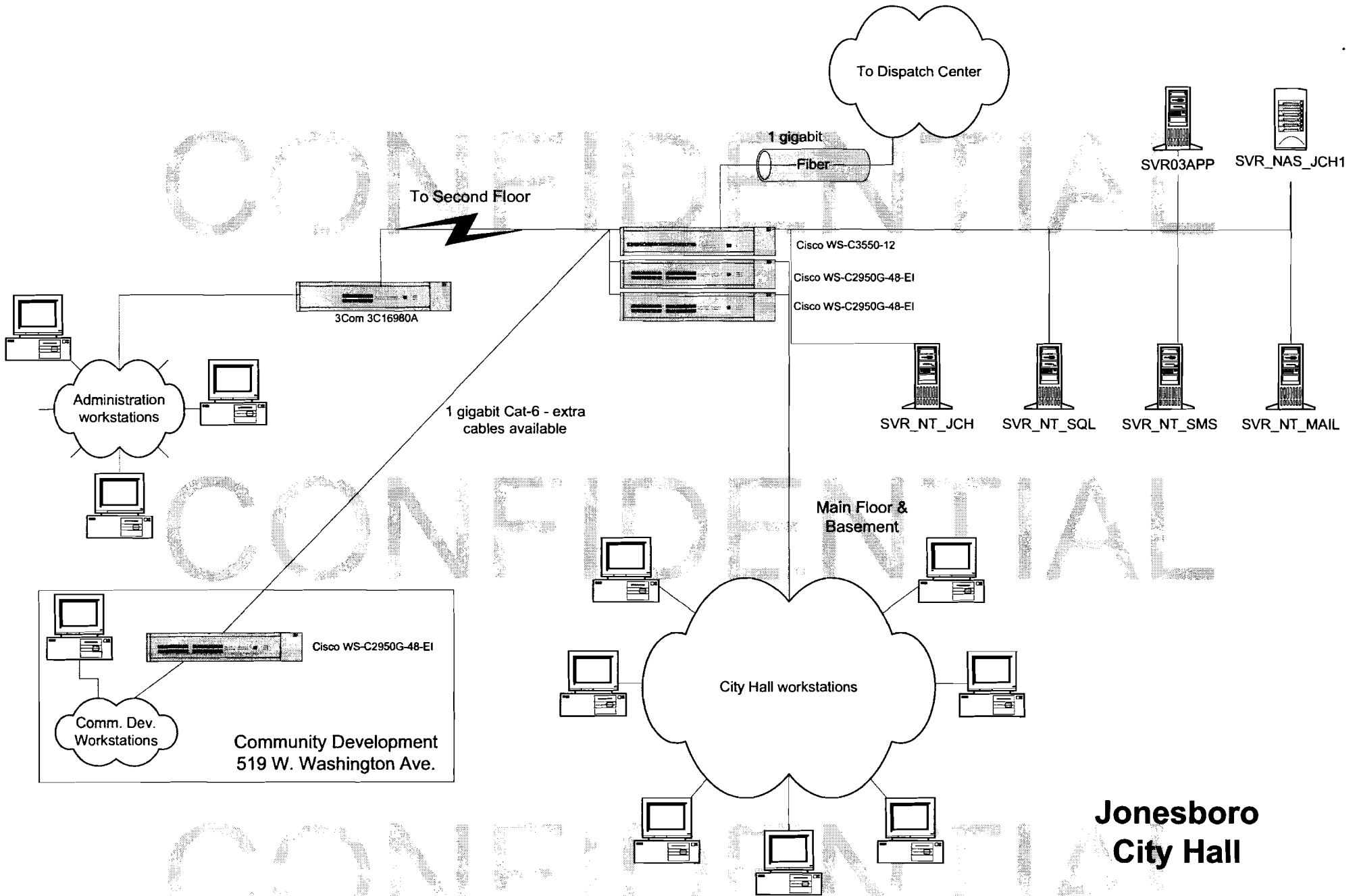


(All connections are CAT-5 unless otherwise noted)

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

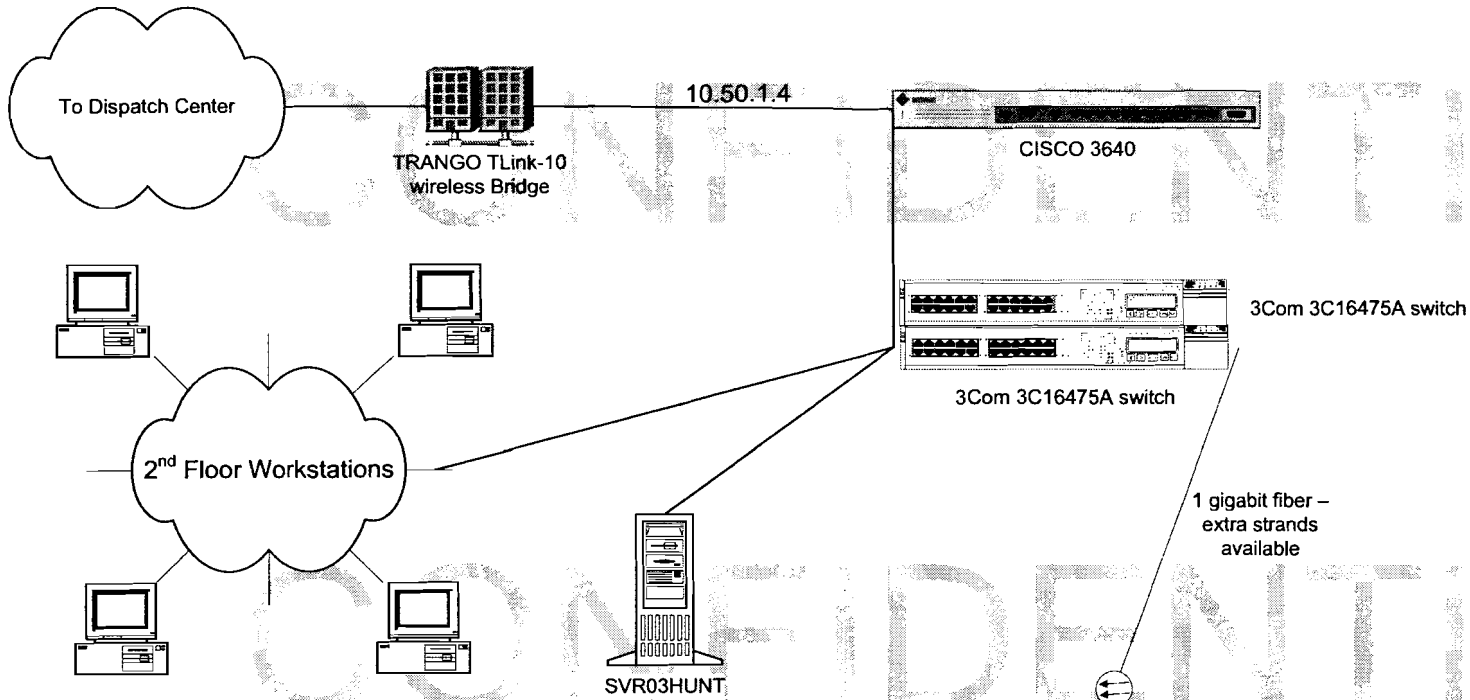


Jonesboro City Hall

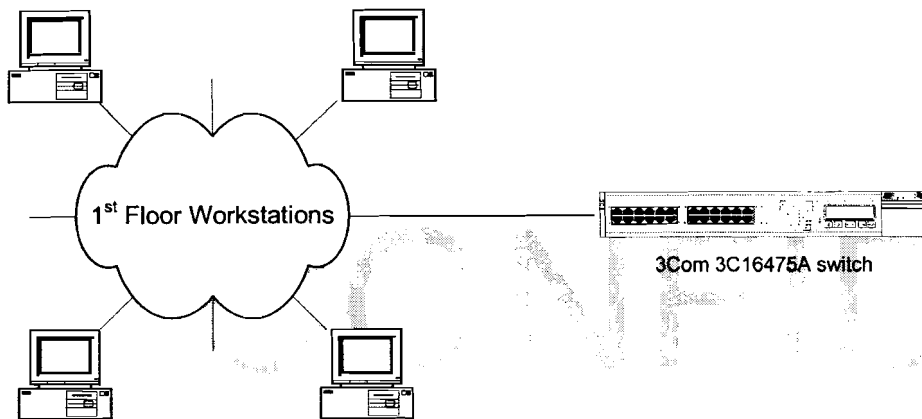
Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

(All connections are CAT-5e unless otherwise noted)

2nd FLOOR



1st FLOOR

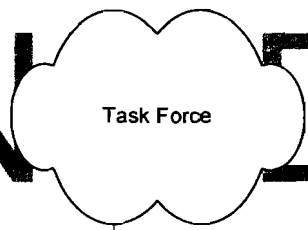


Jonesboro Huntington Building

Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

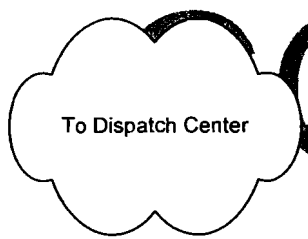
(All connections are CAT-5e unless otherwise noted)

CONFIDENTIAL



3Com 3C16611 hub

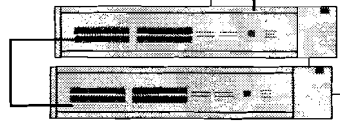
2nd Floor



100 Mb

1st Floor

CONFIDENTIAL



3Com 3C16981 switch

3Com 3C16611 hub



Old City Hall / Fire Station 2 workstations

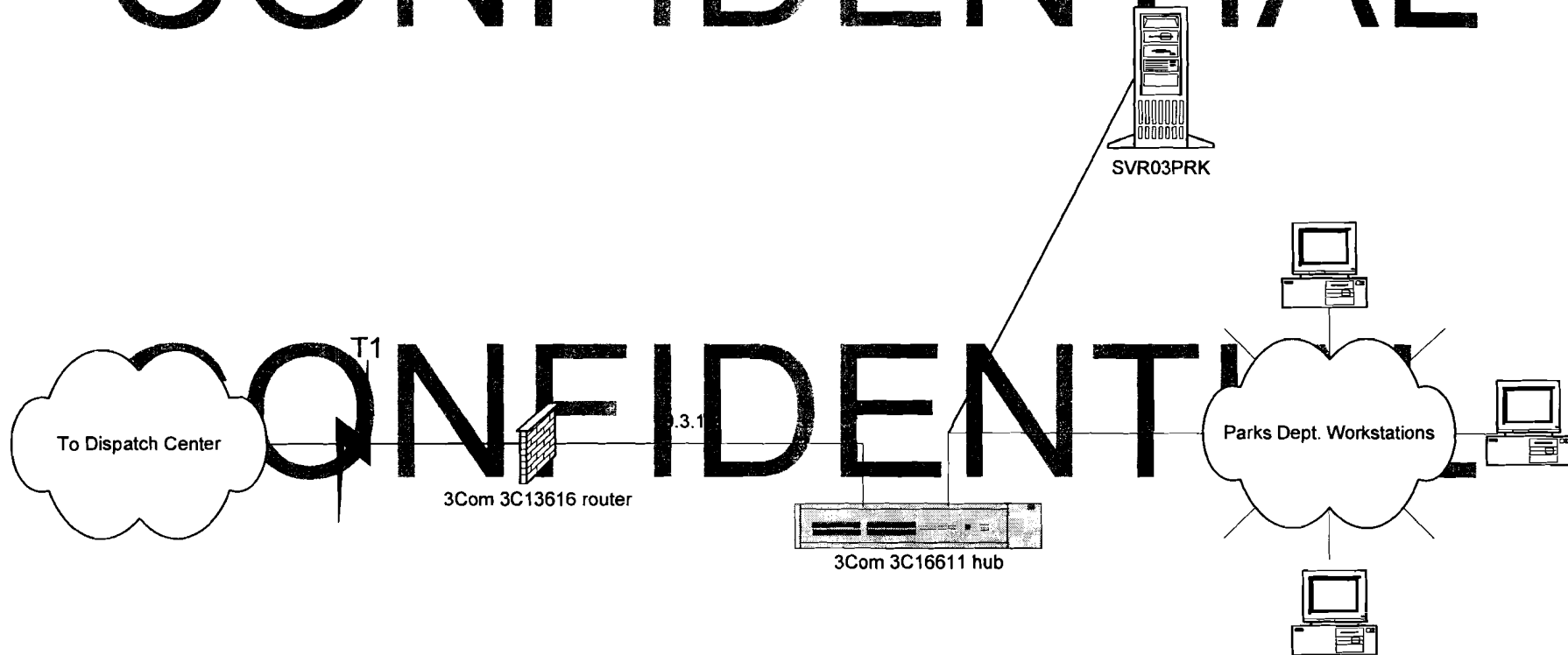
CONFIDENTIAL

Jonesboro
Patrol Division / Fire
Station 2

Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

(All connections are CAT-5e unless otherwise no

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**Jonesboro
Earl Bell Center**
Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

(All connections are CAT-5 unless otherwise noted)

CONFIDENTIAL

3Com 3C16611 hub



Cisco WS-C2950G-48EI



Cisco WS-C2950G-48EI



1gigabit
Cat-5

To Switch in
Dispatch



Municipal Court

Dispatch

To Switch
(County) in
Dispatch



To Main
Floor

CONFIDENTIAL

To Main Floor



Police Department workstations



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**Jonesboro
Police Department
(Justice Complex)**

Information Systems
515 W. Washington Avenue
Jonesboro, Arkansas 72401

(All connections are CAT-5 unless otherwise noted)

Price

Base Unit(s) or Server(s)	\$81,436.00
Network Equipment	\$32,649.92
Phone Sets (including extras)	\$49,335.00
Software	(included)
Other Requirements (UPS as needed)	\$600.00
Total Equipment	\$188,451.72
Installation	\$37,125.00
Training	(included)
Other Implementation Costs	N/A
Total Implementation	\$37,125.00
Maintenance - Year 1	N/A
Year 2	\$9,000.00
Year 3	\$9,000.00
Year 4	\$9,000.00
Year 5	\$9,000.00
Total Maintenance (5 years)	\$36,000.00
Subtract Equipment Trade-In	Undetermined at this time
Total First Year Cost	\$225,576.72
Total Five-Year Cost	\$261,576.22