



Carrie Eklund
Central Services Manager
Finance Department

**INVITATION TO BID
TELECOMMUNICATIONS SYSTEM
BID NO.: 113-IT-008**

1/25/2013

Name of Bidding Firm: _____

Address _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-Mail: _____

Bid Opening Time and Date 11:00 a.m. CST, Monday, March 11, 2013

Bids will be accepted until the specified opening time and date. Any bidder attempting to deliver after the opening time and date will be refused.

Bid Deposit/Bid Bond: NO
Prevailing Wage NO
Performance Bond: YES

PLEASE MARK THE RETURN SEALED ENVELOPE:

- 1. Bid Opening Date and Time
- 2. Title of Job
- 3. Bid Number

RETURN BIDS TO:

City of Rockford
Central Services Manager
425 East State Street, 4th Floor
Rockford, Illinois 61104
Telephone: (815) 987-5560

BIDS SUBMITTED BY FASCIMILE OR E-MAIL WILL NOT BE ACCEPTED

BID RESULTS:

Bid results may be obtained by telephone at (815) 987-5560, by fax at (800) 380-7174, or at www.rockfordil.gov

CITY OF ROCKFORD, ILLINOIS—BIDDING GENERAL CONDITIONS

1. Pricing. The bidder shall insert price for all bid items and all other information requested in these specifications. The price shall be the *full, delivered cost* to the City of Rockford with no additions.
2. Total versus "Per Item" Awards. The City generally awards contracts based on a lump sum basis to the lowest responsible and responsive bidder. However, the City may choose to award on a per item basis. Therefore, each bidder must submit pricing for each item indicated on the bid forms. Bidders must clearly indicate which items are bid and which are not.
3. Delivery of Merchandise. Delivery terms will always be Freight On Board (FOB)-Destination. The City of Rockford accepts no responsibility for the condition of any merchandise purchased prior to acceptance by City Personnel. Failure to comply with this requirement may constitute rejection of the bid.
4. Acceptance of Merchandise at Delivery. The City of Rockford reserves the right to refuse acceptance of delivered merchandise that differs substantially from the specifications in this invitation to bid or as otherwise permitted by Illinois law.
5. Prompt Payment Act. The City of Rockford intends to comply with the governmental prompt payment act. The awarded vendor will be paid upon submission of invoices to: City of Rockford Accounts Payable, 425 East State Street, Rockford, IL 61104.
6. W-9 Request for Taxpayer Identification Number. Prior to issuance of a purchase order, the successful bidder will be required to supply the City of Rockford with a federal W-9 Request for Taxpayer Identification Number and Certification. Failure to comply with this requirement will be considered a violation of contract terms, for which the City may bar the vendor from bidding for a period of up to three years.
7. Legal Compliance. The vendor awarded this contract will comply with all Federal, State, County, and City laws, ordinances, rules and regulations, which in any manner affect the product or service placed for bid herein. Lack of knowledge on the part of the awarded vendor of applicable law will in no way be cause for release of this obligation. If the City becomes aware of violation of any laws, ordinances, rules and regulations on the part of the awarded vendor, it reserves the right to reject any bid, cancel any contract, and pursue any other legal remedies deemed necessary.
8. Legal Requirements. This contract sets forth the entire final agreement between the City of Rockford and the bidder and shall govern the respective duties and obligations of the parties. The validity of this contract, and any disputes arising from the contract, shall be governed by the laws of the State of Illinois. Any litigation under this agreement shall be resolved in the trial courts of Winnebago County, State of Illinois. Should a provision of this contract be declared invalid by a court of competent jurisdiction, it shall not affect the validity of the remaining provisions of the contract.
9. Safety. Prevention of accidents at any project is the sole responsibility of the awarded vendor and its subcontractors, agents, and employees. The awarded vendor, its subcontractors, agents, and employees shall be fully and solely responsible for the safety of this project. The awarded vendor shall retain exclusive and direct control over the acts or omissions of its subcontractors, agents and employees, and any other persons performing portions of the work and not directly employed by the awarded vendor.

10. **Criminal Background Check.** When necessary for the protection of citizens and/or City staff, the City may require an awarded vendor to conduct a criminal background check on all of its personnel who will have direct contact with City facilities or residents/businesses served under this contract. Personnel are defined as representatives, agents, employees, subcontractors, or anyone else who will be utilized to fulfill obligations under this contract. Criminal background checks, at a minimum, shall consist of a county level felony and misdemeanor check for each county in which the personnel resided in the last 10 years. The awarded vendor shall notify the City of any of its personnel who have been convicted of a felony or misdemeanor prior to commencing any work under this contract. At the City's discretion, personnel with any felony or misdemeanor convictions which raise a concern about the safety of building, property, or City staff/resident's personal security, or is otherwise job related (as determined by the City) shall not perform work under this contract. Once given notice that a background check(s) will be required, it must be completed within 14 calendar days so as to not delay work to be completed.

11. **Control of the Work.** With respect to the awarded vendor's own work, the City shall not have contractual, operational, and/or supervisory control over and/or charge of the work and shall not be responsible for construction means, methods, techniques, sequences, procedures, and programs in connection with the awarded vendor's work, since these are solely the vendor's responsibility under the agreement. The City shall not be responsible for the awarded vendor's failure to carry out the work in accordance with the agreement's terms and conditions. The City shall not have control over and/or charge of acts or omissions of the awarded vendor, its subcontractors, and/or their agents or employees, or any other person performing portions of the work not directly employed by the awarded vendor. The awarded vendor shall be considered to be an "independent contractor" pursuant to Illinois law.

12. **Bid Bond.** When required on the cover sheet, a bid bond for not less than 5 percent of the bid amount must accompany all bids as a guarantee that if the bid is accepted, the bidder will execute and file the proper contract. A bank cashier's check, bank draft, or certified check equal to the amount specified is acceptable in lieu of a bid bond. Bid bonds of the two lowest firms will be retained until the contract is awarded.

13. **Performance Bond.** When required by the specifications herein, the awarded vendor shall furnish a performance bond equal to the amount of the contract, acceptable to the City, within 14 calendar days after notification of contract award. Failure to furnish the required bond within the time specified may be cause for rejection of the bid and any bid deposit may be retained by the City as liquidated damages and not as a penalty.

14. **Taxes.** No charge will be allowed for taxes from which the City of Rockford, Illinois is exempt. The City of Rockford, Illinois is not liable for the Illinois Retailers' Occupation Tax, the Service Occupation Tax or the Service Use Tax. The City is exempt from the Federal Excise and Transportation Tax.

15. **Withdrawal of Bids.** Firms may withdraw or cancel their bids at any time prior to the advertised invitation to bid opening. After the opening time, no bid shall be withdrawn or cancelled. All bids shall be firm and valid for a period of sixty (60) calendar days. If a bidder to whom a contract is awarded refuses to accept the award, the City may, at its discretion, suspend the bidder for a period of time up to three (3) years.

16. **Subcontracting.** The bidder shall provide information for all subcontractors, leased operators/equipment, and suppliers and all other information requested in the Subcontractor and Supplier Detail Forms attached. Requests for deviations from the

completed detail forms submitted must be made in writing, and reviewed and approved by the City's Diversity Procurement Officer and the Central Services Manager or designee. The awarded vendor may not subcontract any portion of the contract after award without written consent of the City of Rockford Central Services Manager. When subcontractors are used, the awarded vendor is required to pay subcontractors promptly after completion of work. Delay of payment is prohibited.

17. Termination of Contract. The City of Rockford reserves the right to terminate the contract in its entirety or in portions, upon written notice to the awarded vendor, if the Rockford City Council does not appropriate sufficient funds to complete the contract or in the event of default by the awarded vendor. Default is defined as failure of the awarded vendor to perform any of the provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default, the City may purchase the product(s) and/or service(s) from other sources and hold the defaulting company responsible for any excess costs occasioned thereby. The City may require payment of liquidated damages for non-performance. Should default be due to failure to perform or because of a request for a price increase, the City reserves the right to remove the firm from the City's bidder list for a period of up to three years.

18. Late Bids and Proposals. Regardless of cause, late bids and proposals will not be accepted and will automatically be disqualified from further consideration. It shall be solely the vendor's risk to ensure delivery at the designated office by the designated time. Late bids and proposals will not be opened and may be returned to the awarded vendor at their request and expense.

19. EEO Forms. Each firm shall be required to submit with its bid information all EEO forms included in the invitation to bid package. Any bid which fails to include the properly completed compliance items will not be read and will not be considered. All subcontractors shall also be required to comply with the same EEO forms as the firm.

20. Restrictive or Ambiguous Specifications. It is the responsibility of the bidding firm to review the invitation to bid specifications and to notify the Central Services Manager if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or invitation to bid procedures must be received by the Central Services Division not less than seventy-two hours prior to the time set for the opening. In the event a contract term is not defined within the contract document, the term will be given its ordinary dictionary definition.

2 21. Bid Protest. Firms wishing to protest bids or awards shall notify the Central Services Manager in writing within 7 days after the invitation to bid opening. The notification should include the bid number, the name of the firm protesting, and the reason why the firm is protesting the bid. The Central Services Manager will respond to the protest within seven (7) calendar days. A successful protest may result in the reversal of a previously awarded contract.

22. Disputes. In case of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Central Services Manager, or authorized representative shall be final and binding to all parties. The Central Services Manager has the right to waive technicalities as they see fit. The Central Services Manager may request a written recommendation from the head of the department using the equipment or service being procured.

23. Exceptions. Any deviations from these specifications shall be noted and submitted with the bid. Failure to address deviations from specifications may result in bid rejection.

24. Acceptance/Rejection of Bids. The City of Rockford reserves the right to accept or reject any or all bids or proposals at any time, for any reason, including but not limited to the Rockford City Council not appropriating sufficient funds to purchase equipment or complete the contract. The City may make awards in any manner deemed in the best interest of the City.

25. Prevailing Wage. When indicated on the cover page of this document, this contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 *et seq.* ("the Act"). The Act requires awarded vendors and subcontractors to pay laborers, workers, and mechanics performing services on public works projects no less than the "prevailing rate of wages" (hourly cash wages plus fringe benefits) in the county where the work is performed. When required, awarded vendors are responsible for paying current prevailing wage rates, as posted on the Illinois Department of Labor's website at: <http://www.state.il.us/agency/idol/rates/rates.HTM>. It is the awarded vendor's responsibility to verify current wage rates, as they are updated monthly. All awarded vendors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice, and record keeping duties.

26. Certified Payroll. All Certified Payroll reports required to be submitted under the Prevailing Wage Act, 820 ILCS 130, must be submitted monthly via email, in Excel or some format compatible with Excel, to certified.payroll@rockfordil.gov.

27. Substance Abuse Prevention. When required by Illinois State Statutes, awarded vendors must have in place and file with the City a written program for prevention of substance abuse among its employees. This program must include pre-hire, random, reasonable suspicion, and post-accident drug and alcohol testing, as required by the Substance Abuse Prevention on Public Works Projects Act.

28. Apprenticeship Requirement. For construction contracts over \$50,000, awarded vendors must participate in apprenticeship and training programs approved and registered with the United States Department of Labor's Bureau of Apprenticeship and Training for all Trades that will be in the awarded vendor's (or his subcontractor's) employment, with each worker receiving the required apprenticeship/training appropriate to his trade. Owners or work performed by owners is not exempt from the apprenticeship and training requirement.

29. Indemnification. To the fullest extent permitted by law, the awarded vendor shall indemnify and hold harmless the City, its officers, representatives, elected and appointed officials, agents, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the awarded vendor's performance of work under this agreement, and indemnifies and agrees to defend and hold harmless the City against any and all losses, claims, damages, and expenses arising from the work performed hereunder of the erection, construction, placement, or operation of any scaffold, hoist, crane, stay, ladder, support, or other mechanical contrivance in connection with such work including but not limited to losses, claims, damages, and expenses arising pursuant to claims asserted against the City pursuant to theories premised upon section 414 of the Restatement (Second) of Torts and section 343 of the Restatement (Second) of Torts.

This indemnification agreement shall not be limited in any way by any limitations on the amount or type of damages, compensation, or benefits payable by or for the awarded

vendor under Worker's Compensation Acts, disability benefit acts, or other employee benefit acts, and serves as an express agreement to waive the protection of *Kotecki v. Cyclops Welding Corp.*, 146 Ill.2d 155, 585 N.E.2d 1023 (1991) in Illinois.

Further, the awarded vendor agrees that it is solely responsible for compliance with all safety laws applicable to the work performed hereunder, including but not limited to the Occupational Safety and Health Act of 1970 and the Construction Safety Act of 1960 and all standards and regulations which have been or shall be promulgated by the agencies which administer the Acts.

Under no circumstances shall the awarded vendor, its subcontractors, agents, and employees be required to indemnify the City for its own negligence.

30. Officers. Each bidder affirms, by submission of a response to this bid or request for proposals, that no officer of the City of Rockford, Illinois, is directly or indirectly interested in the proposal for any reason of personal gain.

31. Non-Waiver. The failure by the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this contract constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

32. Professional Services Selection Act. The City of Rockford intends to comply with 50 ILCS 510/5 governing the selection of professional services. Any reference in these terms and conditions to supplying pricing or price as a determining factor in selection do not apply for services covered by said act.

33. The City of Rockford reserves the right to accept or reject any and all proposals and to waive technicalities in submitted bids.

CITY OF ROCKFORD, ILLINOIS—INSURANCE REQUIREMENTS

Insurance Requirements: Upon execution of the contract, and prior to the vendor commencing any work or services with regard to the project, the vendor shall carry commercial general liability insurance, umbrella liability insurance, and automobile liability insurance on ISO form CG 00 01 10 01 (or a substitute form providing equivalent coverage) and the vendor shall provide the City with a Certificate of Insurance and Additional Insured Endorsement on ISO form CG 20 10 11 85 (or substitute form providing equivalent coverage) or on the combination of ISO forms CG 20 10 10 01 and CG 20 37 10 01 (or substitute forms providing equivalent coverage) naming the City as Additional Insured there under. Additional insured coverage shall apply as primary insurance and be noncontributory with respect to any other insurance afforded to the City. All coverage shall be placed with an insurance company duly admitted in the State of Illinois and shall be reasonably acceptable to the City. All vendor insurance carriers must maintain an A.M. Best rating of "A-" or better. Coverage shall be afforded to the additional insured whether or not a claim is in litigation.

The insurance coverage required above shall be of sufficient type, scope and duration to ensure coverage for the City for liability related to any manifestation date within the applicable statutes of limitation and/or repose which pertain to any work performed by or on behalf of the City in relation to the contract. The following insurance requirements shall

apply to the successful firm for the duration of the contract unless explicitly waived by the Central Services Manager:

Commercial General Liability. The coverage available to the City, as Additional Insured, shall not be less than \$1 million each occurrence, \$2 million general aggregate (subject to a per project general aggregate provision applicable to the project), \$2 million products/completed operations aggregate and \$1 million personal and advertising injury limits. Such insurance shall cover liability arising from premises, operations, independent vendors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

Umbrella Liability. The coverage available to the City, as Additional Insured, shall not be less than \$2 million each occurrence, \$2 million generate aggregate. Such insurance shall cover liability arising from premises, operations, independent vendors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

Automobile Coverage. The coverage available to the City, as Additional Insured, shall include comprehensive automobile bodily injury and property damage liability coverage for a minimum amount of \$1 million each occurrence, \$2 million general aggregate.

Workers Compensation. Vendor shall maintain during the life of this contract statutory workmen's compensation and employer's liability insurance for all his employees engaged in work on the job site.

Insurance Certificates. Each Certificate of insurance shall provide that the insurer must give the City at least 30 days' prior written notice of cancellation and termination of the City's coverage there under. Not less than two weeks prior to the expiration, cancellation or termination of any such policy, the vendor shall supply the City with a new and replacement Certificate of Insurance and Additional Insured endorsement as proof of renewal of said original policy. Said new and replacement endorsements shall be similarly endorsed in favor of the City as set forth above.



Telecommunications System Selection

Request for Proposals

January 25, 2013

January 25, 2013

Re: REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

The City of Rockford is currently accepting proposals for a new Telecommunications System. The City may award the contract to a single contractor for the entire system. Specifications and RFP documents are available at City Hall.

City of Rockford
425 E. State Street
Rockford, IL 61104

Proposal instructions are contained in **Sections 3-4** of the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is a mandatory pre-proposal vendor conference scheduled for **1:00 p.m. CST, February 11, 2013, at the Regional Planning & Design Center, 315 N. Main Street, Rockford, IL 61101**. Vendors must RSVP to Xavier Whitford at xavier.whitford@rockfordil.gov. **Vendors are limited to three (3) attendees.**
- **Questions:** All questions must be received by **5:00 p.m. CST, February 25, 2013**. Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, Three (3) printed copies, and one (1) electronic copy on CD/Memory Stick of your Proposal must be received no later than **11:00 a.m. CST, March 11, 2013**.

Thank you for your participation. We look forward to reviewing your proposal.

Sincerely,

Glenn Trommels
Information Technology Director
City of Rockford

SECTION	PAGE
1 OBJECTIVES AND PROCESS SCHEDULE.....	11
Purpose	11
Objective.....	11
General Process and Schedule	12
Project Background.....	13
Information Technology Infrastructure.....	13
2 EVALUATION CRITERIA	14
Evaluation Criteria	14
3 PROPOSAL INSTRUCTIONS.....	15
General Proposal Instructions & Due Dates	15
Proposal Format	15
4 TELECOM SYSTEM SPECIFICATIONS	17
Telecommunications System RFP Specifications and Proposal Requirements	17
General Instructions.....	17

1 OBJECTIVES AND PROCESS SCHEDULE

Purpose

This information was developed in a format to facilitate the preparation of responses to this *Request for Proposals (RFP)* and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of system that The City requires, it is their desire to meet their future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets The City's needs.

Objective

The objective of The City of Rockford is to acquire a new telecommunications system to serve the citizens and administrative operations of The City. The City is seeking a state-of-the-art telecommunications system to serve their facilities.

The City would like proposals for VoIP telephone systems. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The existing telecommunications systems currently installed are obsolete. Timing is important.
- Some of the existing data network infrastructure will not support a VoIP to the desktop environment, as a result, we have listed the data network switching equipment needed.
- The existing cable plant appears to be able to provide the needed connectivity, vendors are encouraged to review the existing cable infrastructure to determine if their proposed products will operate using the existing cable.
- The City's budget for the project is limited.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for The City's operations, please quote them as options and include supporting justification and cost detail.

The City reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of The City,
- To reject the low price Proposal,
- To accept any item of any Proposal,
- To reject any and all Proposals,
- To waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

General Process and Schedule

During the selection process, The City will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, The City will then pick a final preferred vendor. The City will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by The City and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the <i>Request for Proposals</i> (RFP)	January 25, 2013
Pre-Proposal Vendor Conference	February 11, 2013
Final Date for Vendors to Submit Questions	February 25, 2013
Date for Publishing Answers to Vendors' Questions	March 4, 2013
Proposals Due	March 11, 2013
Vendor Demonstration Meetings	April 2013
Final Vendor Selection	May 2013
Estimated Approval	May 2013
Implementation Start	May, 2013

Table 1 – Estimated Selection Schedule

Project Background

The City currently has a total of 39 locations. 27 of these locations are included in the initial system design and installation. Many of the City's sites will be connected using a high speed Fiber Optic Network (see www.ifiber.org)

Today the current system uses a combination of various telecommunications lines, services, systems and equipment. The system has evolved over time to address the operational requirements of the City. Today the City locations utilize Centrex, Measured business lines, Nortel telecommunications systems and other key systems.

It is the intent of the City to replace all of the existing telecommunications equipment and system and to discontinue the use of the majority of the existing Centrex services using a unified communications system capable of serving all City sites with consistent high quality services.

The City will retain the telecommunications services and equipment at the existing Police Department. The City may be replacing this building in the coming years, but until there is a plan in place, the City will retain the existing equipment and services. The City will work with the selected vendor to provide alternative methods of connecting the existing Police system with the new equipment. Since the specific system has not yet been selected, we have not defined the specific connectivity for the Police Department.

The City would like a new telecommunications system that uses VoIP technology. The City would like proposals from vendors for VoIP allowing The City to integrate/converge voice and data communications together in the same WAN and LAN network.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system.

Information Technology Infrastructure

The City of Rockford's existing network infrastructure consists of a combination of cable services, wireless and fiber to connect remote sites back to its data center. The City is currently working with the iFiber regional broadband project to replace most building-to-building wireless and cable connections with fiber. It is anticipated that most sites will be connected with fiber by June, 2013.

Most LAN switches are Cisco PoE. Non-Cisco switches are currently being replaced and it is anticipated that this work will be completed over the next several months.

The City's data center is a highly virtualized environment, running VMware vSphere 4.1 on Dell servers. Guest Operating systems are a combination of Windows 2003, 2008, and 2008 R2. Active Directory Domain Services are running at 2008 R2 forest function level. The City employs a clustered NetApp 3240 SAN running CIFS, NFS, iSCSI, and FC protocols with Data ONTAP version 7.3.6P5. Core data center network switch is a Cisco 6509 with 1 GB Cu ports and 10 GB SFP ports.

The City's core application stack is Microsoft-centric: Exchange 2010, SharePoint 2010, Microsoft SQL Server 2008 R2, and Microsoft Office 2010.

Desktop environment is a combination of Microsoft XP and Windows 7.

For more information about The City, go to <http://www.rockfordil.gov>

2

EVALUATION CRITERIA

Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

Criteria
Technical Functionality
System Cost
References & Experience
Service and Support
Additional Criteria to be determined

Table 2 – Evaluation Criteria

The evaluation process will consist of review and evaluation of proposals received by a team consisting of City personnel and consultants.

Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over five years.

3

PROPOSAL INSTRUCTIONS

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Xavier Whitford at xavier.whitford@rockfordil.gov no later than **5:00 p.m. CST, February 25, 2013**. Questions received after this deadline will not be accepted.
- **Answers to submitted questions** will be provided via an RFP addendum via email on March 4, 2013 will be provided to all vendors that have confirmed their intent to propose.
- **Printed Proposals Due: One (1) original, three (3) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format** must be received no later than **11:00 a.m. CST, March 11, 2013** addressed to:

Central Services Manager
City of Rockford
425 East State Street, 4th Floor
Rockford, Illinois 61104

Requests for extension of the submission date will not be granted unless deemed in the best interests of The City. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

Proposal Format

Proposals should follow the *Request for Proposals* format provided in Section 4.

Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

Please provide the following sections, as a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices
- All Proposals must be signed by a duly authorized official representing the vendor

Only written communication from The City may be considered binding. The City reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of The City.

The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's Proposal to The City, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of 90 calendar days from the Proposal due date.

Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

The City of Rockford will require the vendor selected to agree to include the contents of this *Request for Proposals* and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.

The City will be awarding a contract to a single vendor.

4

TELECOM SYSTEM SPECIFICATIONS

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding The City's Telecommunications system requirements.

General Instructions

Written proposals are required by The City for a state-of-the-art telecommunications system as described in the sections below.

1. The proposal, estimated to be awarded in May 2013, will be confirmed by a purchase order issued to the successful vendor.
2. The proposal will be awarded based on the overall proposal and in the best interests of The City. Prices should be shown for each line item. The City reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of The City, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.
3. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, The City of Rockford, 425 E. State Street, Rockford, IL 61104
4. Freight should be included in the unit price. Inside delivery to The City. **Pallets must be broken down and boxes disposed of by the selected vendor.**
5. The City must comply with the Illinois Freedom of Information Act. The City cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If The City receives a request for any document submitted in response to the RFP, The City's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.
6. The proposal shall constitute a binding offer to sell the above-noted product(s) to The City and may not be withdrawn once The City has awarded the contract to the successful vendor.

1. Instructions to Proposer

- 1.1. General – The City of Rockford** (The City) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide The City with superior service at a reasonable cost.

Any proposal for a new telecommunications system must use survivable remote technology for all locations from the primary City telecommunications system.

- 1.2. System Proposals** - Under this procurement, The City will accept proposals for replacement equipment for the locations mentioned in this document.

- 1.3. Please list each location separately in your proposal showing proposed equipment and costs.**

- 1.4.** Vendors may propose Voice over Internet Protocol (VoIP) systems. The system is to provide the following high level features and applications:

- 1.4.1. Capable of supporting ISDN PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.
- 1.4.2. Capable of supporting analog PSTN services.
- 1.4.3. Capable of providing a single centralized voice mail system accessible to serve all users.
- 1.4.4. Capable of providing survivable systems to connect the City's locations. The systems must function as if they were one.
- 1.4.5. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by The City.
- 1.4.6. The City's IT Operations are currently virtualized using VMWare. The City is open to both virtualized and non virtualized solutions. Please provide detailed information regarding the proposed system regarding current or future plans to operate in a virtual environment using VMWare.
 - 1.4.6.1. The City would like you to propose your solution to include the needed hardware and servers.
 - 1.4.6.2. Please propose/explain your offerings regarding a virtualized environment as an option.
- 1.4.7. Vendors should assume that The City will be upgrading the data network as part of this procurement.
 - 1.4.7.1. Vendors should plan to review the existing cable infrastructure in the City sites as part of this RFP process to determine if the cable can be used with the proposed telephone system.
- 1.4.8. Capable of providing unified messaging services.
- 1.4.9. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.
- 1.4.10. Capable of providing auto-attendant and dial-directory functionality for all locations.
- 1.4.11. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The City is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, The City wishes to

manage the day-to-day adds, moves, and changes internally. The City may wish to manage the system remotely, please describe how this application would work and how you would address security.

1.5. Configuration

- 1.5.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed in Section 6. However, all proposers should note the following:
 - 1.5.1.1. The component quantities detailed in Sections 2 and 3 are not necessarily the final quantities The City will purchase. Exact quantities may increase or decrease subsequent to the release of this document.
 - 1.5.1.2. While the pricing information provided in response to Section 6 will be used to evaluate the various proposals received, The City will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.
 - 1.5.1.3. After the contract is awarded by The City to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:
 - 1.5.1.3.1. The type and quantity of all telephone stations, by City location, to be installed for City users during the implementation process.
 - 1.5.1.3.2. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.
 - 1.5.1.3.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in The City's environment.
 - 1.5.1.3.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.
 - 1.5.1.4. The information developed through the station review process will be provided to The City both electronically and in hard copy. The selected vendor will detail the design to The City and gain The City's acceptance before proceeding. Phased implementation will follow.
 - 1.5.1.5. The City will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

1.6. Intent of Request-for-Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of The City. The specifications provided herein are intended to facilitate the communications of the requirements of The City and are to be considered as the minimum requirements. These system details do not relieve

the vendor of any responsibility for providing a technically and operationally workable system.

1.7. Format of Response

- 1.7.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as "**read and understood and included**" or the pertinent information requested.
- 1.7.2. The proposer should address each point listed in the document directly below the numbered point. In this way, The City will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

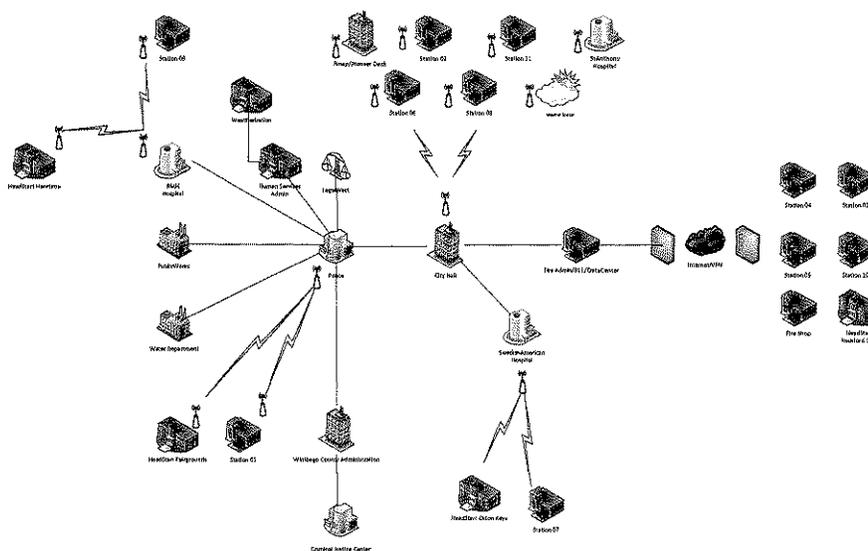
1.8. Vendor Company Information

- 1.8.1. Please provide a description of your company background to include the following:
 - 1.8.1.1. Company financial statements
 - 1.8.1.2. Age of company
 - 1.8.1.3. Length of time in the telecom industry
 - 1.8.1.4. Company ownership
 - 1.8.1.5. Relationship with the proposed system's manufacturer
 - 1.8.1.6. Number of employees
 - 1.8.1.7. Number of office locations
 - 1.8.1.8. Address of the nearest location to The City
 - 1.8.1.9. Address of your local office responding to the RFP
 - 1.8.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
 - 1.8.1.11. Has your company experienced a workforce reduction in the past 5 years?

2. Data Network Requirements

2.1. Overview

The City of Rockford wishes to implement a VoIP system and data network. Following is a drawing of the current data network for the City:



2.2. Network Description

As a part of the iFiber network (www.ifiber.org), the City is expanding the number of remote site fiber optic connections. Further in this document, we have included a table of connection types by location to assist in the planning process.

The City has been executing a plan to update their network infrastructure. The City currently has replaced all of their data switches with Cisco 3560/G PoE switches in preparation for this project.

The successful vendor will be responsible for configuration of all existing and replacement data networking equipment to industry standards for VoIP and the complete integration of all switches and routers into The City’s network.

The City has included a table for you to use to list the proposed data network equipment and their costs. Completing this table is required for the required bill of materials.

Proposed equipment should meet the following standards and requirements:

2.3. References

- 2.3.1. NEC “National Electric Code, “2005” or revision followed by the authority having jurisdiction at the project location
- 2.3.2. Local Electrical Codes enforced and followed by the authority having jurisdiction at the project location
- 2.3.3. NJATC “Configuring and Installing Local Area Networks” Latest Edition

- 2.3.4. TIA/EIA-568-B.1 "Commercial Building Telecommunications Cabling Standard Part 1: General Requirements", including all current addenda
- 2.3.5. TIA/EIA-568-B.2 "Commercial Building Telecommunications Cabling Standard Part 2: Balanced Twisted-Pair Cabling Components", including all current addenda
- 2.3.6. TIA/EIA-568-B.3 "Optical Fiber Cabling Components Standard", including all current addenda
- 2.3.7. ANSI/TIA/EIA-569-A "Commercial Building Standards for Telecommunications Pathways and Spaces"
- 2.3.8. ANSI/TIA/EIA-606 "The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings"
- 2.3.9. ANSI/TIA/EIA-607 "Commercial Building Grounding and Bonding Requirements for Telecommunications"
- 2.3.10. IEEE Standard 1100-1992 – Recommended Practice for Power and Grounding Sensitive Electronic Equipment in Industrial and Commercial Power Systems (The IEEE Emerald Book)
- 2.3.11. IEEE 802 Committees including:
 - 2.3.11.1. IEEE 802.1 – Higher Layer LAN Protocols
 - 2.3.11.2. IEEE 802.3 – Carrier Sense Multiple Access with Collision Detection (Ethernet)
 - 2.3.11.3. IEEE 802.8 – Fiber Optic Technology
- 2.3.12. BICSI TDMM "Telecommunications Distribution Methods Manual" 9th Edition
- 2.3.13. BICSI "LAN Design Manual" 3rd Edition
- 2.3.14. Cisco's Installation Manuals pertaining to each piece of equipment being installed
- 2.3.15. Federal, state, and local codes, rules, regulations, and ordinances governing the work, are as fully parts of the specifications as if herein repeated or hereto attached. If the contractor should note items in the drawings or the specifications, construction of which would be code violations, promptly call them to the attention of the owner's representative in writing. Where the requirements of other sections of the specifications are more stringent than applicable codes, rules, regulations, and ordinances, the specifications shall apply.

2.4. Power Requirements

- 2.4.1. 110VAC Power Supplies
- 2.4.2. 110VAC, 60 Hz power supplies with standard electrical cord/plug with NEMA 5-15P or 5-20P specifications, not to exceed 20-amp rating.

2.5. Safety and Emissions Requirements

The proposed equipment must meet the following safety standards and certifications:

- 2.5.1. UL1950 3rd Edition, electrical safety certification

- 2.5.2. EN60950/IEC 950 - ITE Safety
- 2.5.3. CSA 950 - ITE Safety
- 2.5.4. Compliant with FCC Class A EMI emission standards

2.6. Interfaces

- 2.6.1. Auto-negotiable 1 ports in the quantity shown in the table below.
- 2.6.2. 802.3x flow control on all interfaces.
- 2.6.3. Support for 10Base-T / 100Base -TX interface modules. 1000Base-TX can also be specified, but is not required.
- 2.6.4. Support for 1000Base-X 1 - Gigabit Private Ethernet interface module for Single Mode LC

2.7. Other Features - Layer 2 Features

- 2.7.1. Spanning Tree
- 2.7.2. Support for IEEE 802.1d Spanning Tree Protocol (STP).
- 2.7.3. Support for IEEE 802.1s Multiple Spanning Tree, or Per-VLAN Spanning Tree (PVST), when it is standardized.

2.8. VLAN Support

- 2.8.1. Support for a minimum of 256 IEEE 802.1q VLANs.
- 2.8.2. Support for port, protocol, and MAC-based VLANs.

2.9. Link Aggregation - Support for 802.3ad link aggregation to scale bandwidth and protect against link failure.

2.10. Port Mirroring/Spanning - Support for monitoring and troubleshooting of switch ports via port mirroring.

2.11. Network Assumptions - Responders to this RFP must provide specific specifications, but can assume The City will provide:

- 2.11.1. Sufficient power and power outlets for all equipment.
- 2.11.2. HVAC for all equipment.
 - 2.11.2.1. The successful vendor should plan on a two (2) hour routing, QoS and VLAN and QoS design and configuration review session with The City and its consultants.
 - 2.11.2.2. The City will be responsible for all VoIP related VLAN and QoS configurations on existing and replacement equipment.

3. Voice Requirements

3.1. System Locations – Overview - The City is replacing its existing telephone systems at the locations detailed in Table 3.1. To address The City’s needs.

3.2. Under this procurement The City will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

Table – 3.1 – The City Locations

Location	Street Address	Survivable	WAN Connection
Police	420 W. State	y	Fiber Network
City Hall	425 E. State	Y	Fiber Network
Fire Main	204 S. 1 st .	Y	Fiber Network
Public Works	500 S. Independence	Y	Fiber Network
Water Department	1100 Cedar Street	Y	Fiber Network
Human Services	555 N. Court	Y	Fiber Network
Human Services	612 N. Church	Y	Fiber Network
Metropolitan Planning	313 N. Main St	Y	Fiber Network
Streets	523 S. Central Av	Y	Fiber Network
Courthouse	400 W. State	Y	Fiber Network
Orton Keys Head Start	653 Ranger	Y	Fiber Network
Fairgrounds Head Start	902 Acorn	Y	Fiber Network
Fire Station 1	528 Woodlawn Ave	Y	Fiber Network
Fire Station 2	1004 7 th	Y	Cable Modem
Fire Station 3	1520 S. Main St	Y	Wireless (54Mbps)
Fire Station 4	2959 Shaw Woods Dr	Y	Fiber Network
Fire Station 5	391 N. Trainer Rd	Y	Fiber Network
Fire Station 6	3329 W. State	Y	Fiber Network
Fire Station 7	4979 Falcon Rd	Y	Fiber Network
Fire Station 8	505 Sherman	Y	Wireless (54Mbps)
Fire Station 9	2416 Halsted Rd	Y	Fiber Network
Fire Station 10	3407 Rural	Y	Fiber Network
Fire Station 11	2117 Calgary Ct	Y	Fiber Network
Fire Shop	2323 Sawyer Rd	Y	Cable Modem

3.3. System Configuration – Current - Voice communications services today for the facilities are primarily provided through analog and PRI service.

3.4. Redundant Operation – Please design the proposed system to provide the ability to terminate PRIs in both the Existing Data Center in the Fire Department building as well as a new back up data center to be determined at a later date. Both locations will be on the City’s fiber network. The system should be designed to provide the City with redundant operations allowing these locations to be fail-over sites for each other.

3.4.1. Vendors should assume the City will provide a Gig WAN Connections.

3.4.2. The system should also be configured to provide redundant power supplies, CPU’s and Disk/Drive Operation for the telephone and voicemail system.

3.4.3. Ideally the system should provide Hot Swappable Disk Drives

3.5. Police Department Operations – The City is evaluating building and location alternatives for the Police Department and may relocate in the near future. As a result, the City may or may not purchase the Police telephone equipment with this initial purchase.

3.5.1. Vendors should assume the Police is included in the initial purchase. The City will work with the selected vendor to determine the specific timing for the telephone system for this location.

3.6. System Configuration – Quantities for Purposes of the RFP

3.6.1. The proposed system must be configured to provide the quantities detailed in Table 3.3.1 below.

The City’s Telecommunications Requirements

	Station - Type 1	Station - Type 2	Station - Type 3	Station - Type 4	Station - Type 5	Paging Access	ACD Seats	PRI	Analog Trunks
Police	17 (9 Fax 7 Modem 1 TDD)	139	60	5	2	1	12		10
City Hall	8	113	48	20	6	1	25		10
Fire Main	3 (2 Fax 1 Modem)	24	9	5				2	10
Secondary Data Center (To be determined)								2	10
Public Works	12 (2 Fax 1 security 8 Modem 1 TDD)	24	10	3			5		2
Water Department	4 (1 Fax 3 Modem)	14	6				2		2
Human Services – 1	3 (3 Fax)	5	3	1					2
Human Services - 2	3 (2 Fax 1 fire)	30	12	4			12		2
Metropolitan Planning		4	2	1					2
Streets	3 (2 Fax 1 Modem)	3	2	1					2
Courthouse			3						1
Orton Keys Head Start	2 (1 Fax 1 Modem)	7	3	1		1			2
Fairgrounds Head	3	8	3	1		1			2

Start	(1 Fax 2 Alarm)								
Fire Station 1	1	5	3						2
Fire Station 2	1	7	3						2
Fire Station 3	1	4	1						2
Fire Station 4	1	4	2						2
Fire Station 5	1	5	3						2
Fire Station 6	1	5	3						2
Fire Station 7	1	6	3						2
Fire Station 8	1	3	2						2
Fire Station 9	1	2	2						2
Fire Station 10	1	4	2						2
Fire Station 11	1	4	2						2
Fire Shop	1	4	2						2
Spares									
Total	70	424	189	42	8	4	56	4	81

Table 3.3.1

3.7. Telephone station requirements

- 3.7.1. **Type 1** – A single-line analog station ports or instruments. XX Ports will terminate in existing Modems, Fax Machines, TDD and External Bell Activation.
- 3.7.2. **Type 2** – A minimum of 5-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.
- 3.7.3. **Type 3** – A single line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.
- 3.7.4. **Type 4** – Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality.
- 3.7.5. **Type 5** – Conference Room Station. High quality wireless IP speaker phone designed to provide communication services in conference rooms of various sizes throughout The City locations. Wireless application is preferred.
- 3.7.6. Telephone sets must be provided with a minimum of a 10/100 switch port.
- 3.7.7. State if 10/100/1000 switch port is available and the cost of these sets.
- 3.7.8. Section 6 will require pricing on all models of currently available station equipment.
- 3.7.9. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.
- 3.7.10. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in The City. Please describe the headset’s functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself.

- 3.7.11. Wireless Handset – The City is interested in the potential use of telephones that can provide wireless handset mobility. Please describe the capability and whether the proposed system can provide this capability.

3.8. PSTN Trunking Requirements

- 3.8.1. The proposed system must allow both T-1 and ISDN PRI circuits to terminate directly into proposed equipment. The intent is to utilize PRI as the primary inbound / outbound local service facility. The quantities and locations of PRI terminations are detailed in Table 3.3.1.
- 3.8.2. The systems must be configured to provide analog trunking, as detailed by location in Table 3.3.1. The analog trunks will provide back-up connectivity in the event of a PRI or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the PRI services such that the analog facilities are part of the normal inbound/outbound traffic pattern.
- 3.8.3. Each location as indicated in Table 3.3.1 will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The City is only interested in systems that can provide survivability using these lines.
- 3.8.4. All DSU/CSU hardware must be included under the itemized costs detailed in Section 6 of this proposal.
- 3.8.5. The City currently uses PC's with XP and Windows 7 operating systems. In a VoIP environment, please describe the operational impact on the attached PC if any one of the proposed telephone sets would fail.
- 3.8.5.1. The City will be migrating to Windows 8 in the future. Please provide an explanation of the estimated timing for the proposed manufacturer to offer integration to this platform.
- 3.8.5.2. What impact would this have on the network connection through the telephone set to a PC?
- 3.8.5.3. If the telephone set loses power, would there be an impact on an attached PC, given the City's current PC environment?
- 3.8.5.4. After a telephone set failure, please describe the restart process of telephone set.

3.9. Required Features – The City requires the proposed system to provide the following required features. **For each feature listed, indicate if the feature is "standard" or "optional"**. In a table, please provide a separate, detailed itemization of any feature listed as **"optional"** and the price to provide the feature. **Also, include any feature indicated as "optional" in the itemized pricing in Section 6, Table 6.1.5.** The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

- 3.9.1. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.
- 3.9.2. Account Codes
- 3.9.3. Alarm Indication on Attendant Console
- 3.9.4. Attendant Camp-on

- 3.9.5. Attendant Console Silent button
- 3.9.6. Attendant Console Join key
- 3.9.7. Automatic Attendant Recall – Describe the options available to The City.
- 3.9.8. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?
- 3.9.9. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.
- 3.9.10. Automatic Route Selection (ARS)
- 3.9.11. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the Optional Equipment table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:
 - 3.9.11.1. Describe the specific relationship with the manufacturer.
 - 3.9.11.2. Include the cost of the recommended product in Section 6 of the detailed pricing.
 - 3.9.11.3. Reports for the proposed call accounting system should provide the ability for The City to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling. etc. Please describe the functions of both the proposed system(s).
 - 3.9.11.4. The proposed telecommunications system and Call Accounting System should provide the ability for The City to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.
 - 3.9.11.5. The City would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.
 - 3.9.11.6. Please define if the proposed system is hosted and if so the specific operation, location and method of connectivity.
 - 3.9.11.6.1. Your description should also include any monthly costs. Please provide details.
- 3.9.12. Call Coverage – The Police Department has a unique operation for answering calls. The department has 3 stations that are located together and all ring at the same time when calls arrive. Please describe any limitations of the system to provide this feature.
- 3.9.13. Call Coverage – Some Departments have a single extension and DID number that ring at a number of stations simultaneously. Estimated number extension appearances is 10.
 - 3.9.13.1. Please define the number of times a specific extension can appear on phones throughout the system.
- 3.9.14. Call Forward-Busy
- 3.9.15. Call Forward-No Answer

- 3.9.16. Call Forward-Variable
- 3.9.17. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?
- 3.9.18. Call Forward-All Calls
- 3.9.19. Call Hold
- 3.9.20. Outbound Caller ID – Please describe the proposed system’s capabilities to allow the City to define the telephone number provided when individuals place calls outside the system.
- 3.9.21. Incoming Caller ID – Please define the proposed system’s capabilities to provide incoming caller ID.
- 3.9.22. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of time the number remains on the screen, how the parked call recalls if unanswered, etc.
- 3.9.23. Call Pickup (Directed and Group) Please describe any limitations regarding the number of telephones that can be included in a single pick up group. Please describe any limitations on the number of pick up groups the system can provide.
- 3.9.24. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?
- 3.9.24.1. Can routing to voicemail greetings be different for internal and external calls?
- 3.9.25. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.
- 3.9.26. Call Waiting Indication (Visual and Audible)
- 3.9.27. Camp-On (from Other Extensions)
- 3.9.28. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.
- 3.9.29. Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?
- 3.9.30. Conference Bridge – Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a

conference bridge to allow 8 to 10 conference participants. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

- 3.9.31. DNIS Compatibility
- 3.9.32. Distinctive Ringing – Is there a different ring tone for internal vs. external call?
- 3.9.33. Directory - Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?
- 3.9.34. Do Not Disturb
- 3.9.35. Executive Busy Override
- 3.9.36. Incoming Line Identification
- 3.9.37. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.
- 3.9.38. ISDN Capabilities (BRI & PRI)
 - 3.9.38.1. Describe the sequence of events necessary to convert from a T-1 common equipment card to a PRI common card. Does the PRI require additional space on the common equipment shelf? Is additional hardware or software required to make the conversion? If so, please include the price of the required hardware and /or software components.
- 3.9.39. Paging and Intercom Operation – The system should provide the ability for the City to define specific stations to be included in an intercom. This system should also provide the ability for the City to perform pages throughout the system. The page groups would be defined for each location. Please explain this operation and proposed system capabilities.
- 3.9.40. Last Number Redial
- 3.9.41. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.
- 3.9.42. Music on Hold - Can Music-on-hold be applied on a station selective basis?
- 3.9.43. Mute key
- 3.9.44. Night Answer Mode
- 3.9.45. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.
- 3.9.46. Paging Access
- 3.9.47. Priority Queuing
- 3.9.48. Remote Call Forwarding – Ability to invoke or change call forward target from a remote location. That location may be either another phone on the system or at a location not on the system.
- 3.9.49. Remote Diagnostics/Remote Maintenance
- 3.9.50. Save/Repeat Dialing
- 3.9.51. Speed Dialing (System, Group, and Station – specify quantities)

- 3.9.52. Station – to – Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.
- 3.9.53. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system’s ability to provide paging functionality through the speakers on the proposed phones.
- 3.9.54. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.
- 3.9.55. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.
- 3.9.56. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports covering:
- 3.9.56.1. CCS/hour per trunk
 - 3.9.56.2. Blockage per trunk
 - 3.9.56.3. CCS/hour per trunk group
 - 3.9.56.4. Blockage per trunk group
 - 3.9.56.5. Specific hunt group information
 - 3.9.56.6. Feature utilization
 - 3.9.56.7. Internal station to station calling
- For the traffic measurement information listed above, please answer the following questions:
- How is this information made available?
 - Can the customer develop customized reports? How long can the system store the information before customer retrieval?
 - If data storage is limited can the data be moved to another media type and archived?
 - Please describe the recommended solution to address this need.
 - What database or software tool format is used for this data?
- 3.9.57. Transfer Call back to Attendant
- 3.9.58. Twinning – Please include the ability for the system to provide twinning to interact with The City’s Smart Phones. The operation should allow City system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.
- 3.9.58.1. Please quote the cost for 15 **optional** twinning licenses. These will be used within various City locations.

- 3.9.58.2. Please provide a list of the Smart Phones the proposed system supports.
- 3.9.59. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.
- 3.9.60. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones?
- 3.9.60.1. Voice Announce Intercom - Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.
- 3.9.60.2. Variable Call Recording - Ideally, The City would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allows easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.
- 3.9.60.3. Please include the **OPTIONAL** costs for recording.
- 3.9.60.4. Please describe how the proposed system stores the recording, how they are indexed and how The City would retrieve various call recordings.
- 3.9.61. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?
- 3.9.62. **Required ACD Features** - the City requires the proposed telephone system to be equipped with the following required ACD features. It is anticipated that this feature will initially be used in the City Hall for the Customer Services Group and to provide a similar functionality for other departments as listed in Table 3.3.1.
- 3.9.62.1. The City would like to build a combination of potentially one person ACD queues or be able to deploy a group of telephones in the City Hall and/or various users throughout the system.
- 3.9.62.2. Please define what the proposed system will do when the agent in a single person ACD group is logged out. Will the system use an Automated Attendant to answer, will it forward or overflow? Please provide a review of the options for the City.
- 3.9.62.3. The City would like the proposed system to allow for the ACD to operate seamlessly throughout the City operation.
- 3.9.62.4. Agents/Staff logged on in at any site should be part of the same ACD Split allowing statistics to be combined.
- 3.9.62.5. For each feature listed, indicate if the feature is "standard" or "optional". Include any feature indicated as "optional" in the itemized pricing in Section 6. Due to the wide variety of system features, it is possible that the proposed system might not have all the features listed below. If this is the case, please provide an explanation on any alternatives available in the proposed system to provide similar functionality.
- 3.9.63. ACD Reporting - Include complete feature documentation including the following:
- 3.9.63.1. LAN compatibility information

- 3.9.63.2. ACD Queue Projected Hold Time Announcements
- 3.9.63.3. ACD Queue Caller in Queue Count
- 3.9.63.4. ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.
 - 3.9.63.4.1. Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.
- 3.9.63.5. Archiving capability
- 3.9.63.6. Average Speed of Answer
- 3.9.63.7. Report generation capability for a system to support 10 agents.
- 3.9.63.8. Real time agent status
- 3.9.63.9. "Wrap up" /"Reason" codes
- 3.9.63.10. Real time abandoned call report
- 3.9.63.11. Hold time for abandon calls (including short call abandon report)
- 3.9.63.12. Easy access to historical information
- 3.9.63.13. Customizable reports (i.e. Crystal Reports, etc)
 - 3.9.63.13.1. Automatic calculation of customized reports. (i.e. agent talk time + total available time added together or any combination (ACW, AUX, Ext call time, on hold time, etc.))
- 3.9.63.14. Real time group objective reports
- 3.9.63.15. Tracking of overflow calls
- 3.9.63.16. Report Graphing
- 3.9.63.17. Describe the proposed systems' ability to provide information regarding the number of calls each agent gets by split
- 3.9.63.18. Ability to track times when calls were in queue and how many there were and how long they were in queue
- 3.9.63.19. Status of each agent during times when calls were in queue
- 3.9.63.20. How many calls each agent receives from each queue type
- 3.9.63.21. Ability to provide reporting in 15, 30, and 60 minute intervals so the City can review and trend call data during specific times of day
- 3.9.63.22. Ability to provide reporting over a period of time, not less than 30 days so that the City can review and trend call data during specific days of the month
- 3.9.63.23. Ability to schedule reports that will run automatically at predefined times, such as daily, weekly, or monthly
- 3.9.63.24. Call transfer reporting – the ability to report on the number and destination of calls transferred outside of the call center group
- 3.9.63.25. Ability to provide reporting on inbound and outbound non-DID calls taken or made by ACD agent while logged in

- 3.9.63.26. Ability to prioritize call handling by a call center group based on criteria such as transferring party or DNIS
- 3.9.63.27. Remote Agents – The City may in the future require the ability to have remote telecom users log in and take calls just as if they were in City Hall on one system. These users may have DSL or broadband connectivity to the City network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.
- 3.9.63.28. Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in City Hall or any City locations or a remote agent. Please describe in detail any differences that apply for the three types of agents
- 3.9.64. Length of “hold time” for abandoned calls and Short Call Reports
- 3.9.65. **Advanced Call Center Tools - Cradle to Grave Reporting Information** – The City is interested in obtaining features or an adjunct system to provide advanced call center tools and reporting capabilities and cradle to grave call reporting. For your information – a comparable tool would be TASKE.
- 3.9.65.1. **Please include a quote for this system that integrates with your proposed telecommunications system.**
- 3.9.66. ACD Alerts
- 3.9.66.1. Agent Alerts – The City is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of various conditions that exceed certain City definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.
- 3.9.66.2. Supervisors Alerts – The City is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain City definable thresholds.
- 3.9.67. Agent Licenses – The proposed system should include licenses necessary to provide for agents, groups and supervisors as identified in Table 3.3.1.
- 3.9.68. ACD agents answer calls directed to personal DID while logged in as an agent. A call directed to an agent’s personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent’s display while on a call.
- 3.9.69. Dynamic Agent Assignment – Please describe the proposed systems’ ability to allow the City to dynamically control agent assignment to various splits.
- 3.9.70. Agents in Multiple Groups
- 3.9.70.1. Does the proposed system allow agents to be logged in, actively taking calls, in more than one split? If so, does this require multiple log-ins? Multiple lines?
- 3.9.70.2. Is the agent provided notification prior to answer of which split the call is coming from? If an agent is logged into two splits, does that count as two agents in determining system capacities?

- 3.9.70.3. The City is interested in having report statistics captured and stored at the agent level providing the capability to identify the agents' call volume by group and skill. Please describe how the proposed system provides this capability.
- 3.9.71. Announcements
- 3.9.71.1. A single ACD split must be able to answer for multiple caller and multiple applications. The City is interested in supplying customized caller announcements in queue, based on the called number.
- 3.9.72. Each ACD group must be provided with at least two (2) recorded individualized recorded announcements
- 3.9.73. Future 311 Call Center
- 3.9.73.1. In the future, the City of Rockford may implement a 311 System to provide services for the citizens and visitors to Rockford and surrounding community. While there is no time table for the implementation of this system, over the life of the new telecommunications system requested in this RFP, the City may use the system for the deployment and operation of 311.
- 3.9.73.2. In the event the City chooses to implement the 311 system, one of the options will be the integration of the 311 operation with the proposed telecommunications system.
- 3.9.73.3. While there is no requirement or evaluation of this feature for the system selection, the City is interested in obtaining information from you regarding how the proposed system may have been used elsewhere in a 311 application.
- 3.9.73.4. Please provide any details or general description that is possible. For discussion purposes, assume the 311 center would have 15-20 seats.

3.10. Video Conferencing Tools

- 3.10.1. Please describe the proposed system's capabilities to provide various video conferencing features. The City does not anticipate purchasing Video conferencing equipment or tools with this procurement, but may implement these features over the life of the proposed system.
- 3.10.1.1. The City is interested in internal – station to station video conferencing
- 3.10.1.2. The City is interested in external video conferencing with other agencies and vendors outside the City's network.

3.11. Disaster Recovery Issues

- 3.11.1. Overall Plan
- 3.11.1.1. The City currently has a single data center located at the existing Fire Department. The facility contains the City's data center, 911 operation as well as the 911 PBX and services.
- 3.11.1.2. It is the intent of the City to install the core of the new system in this data center and to use the iFiber network to connect all of the locations together.

- 3.11.1.3. The City is in the planning stages of selecting a back up Data Center site for their operations.
 - 3.11.1.3.1. Vendors should assume this location has a Gig WAN Connection from the iFiber Network.
- 3.11.1.4. Vendors should plan and design their system to allow the proposed system to be able to be failed over from one data center location to the other automatically.
- 3.11.1.5. The Proposed system should also have both back up power supplies, CPU technology and Disk Drives
 - 3.11.1.5.1. Ideally, the system should provide hot swappable power supplies and disk drives.
- 3.11.2. System Outages
 - 3.11.2.1. When software maintenance is performed on the system, is a restart required?
 - 3.11.2.2. Typically, what will the duration of a system restart be for a system of this size?
 - 3.11.2.3. What, if any manual intervention is required for a restart?
 - 3.11.2.4. In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure
- 3.11.3. Disaster Back-up Service
 - Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.
- 3.11.4. Software Back-up & Restoration
 - Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

3.12. 911 Compatibility

- 3.12.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility - required to accomplish this notification in Section 6. It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.
- 3.12.2. Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of Illinois. How can the proposed system provide for 911-location notification by station number? As an option in Section 6, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

3.13. E911 Operations Integration / Police Voice Recorder Integration**3.13.1. Interaction with 911 PBX**

The City is not going to be changing the telecommunications system in the Police Department until further decisions are made regarding the existing building. When these decisions are made, the City will likely require the proposed system to hand off analog lines from the proposed system to the 911 PBX. We will call these the "Dispatch Business Lines." At that time, the City may program these as button appearances on their 911 phone sets.

3.13.2. Emergency Recording Integration

The Police Department uses a Recording System to record the following:

- All calls on the 911 dispatch positions (analog)
- All radio traffic (analog)
- On demand recording from selected Nortel sets (digital)

When decisions are made regarding the Police Department's building, the City will likely need the proposed system to provide an inline tap at the punch panel.

3.14. System Management - The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.

3.14.1. Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

3.14.2. Printing Faceplates - If the proposed telephone sets necessitate faceplate changes to identified programmed changes, the system must provide the necessary software to allow the system to print the faceplate or button designation strips associated with all types of proposed telephone sets.

3.14.3. Inventory Information - The system must provide inventory information on the number and type of telephone stations.

3.14.4. Trunking Information - the system must provide access to the information required in Table 3.3.1.

3.14.5. Alarm Notification - System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.

3.14.6. Recent & Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

3.15. Handset and Base Cords, and Wall Mount Kits

3.15.1. The City may require the use of 25' handset, 25' base cords, and wall mount kits for some of the telephone sets.

3.15.2. Please indicate the pricing for these longer cords and wall mount kits in your proposal as an **OPTION.**

3.16. Training

- 3.16.1. Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.
- 3.16.2. The system pricing detailed in Section 6 must include:
 - 3.16.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at The City.
 - 3.16.2.2. System programming, reporting, management, and configuration training, led by vendor provided instructors, for 4 management personnel.
 - 3.16.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if The City's staff completes various levels.

3.17. Acceptance - The City requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

3.18. Financial Information - Detailed pricing information is needed on the system. Provide the following financial data:

- 3.18.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include **all activities necessary for a complete, turn-key system**, including, but not limited to:
 - 3.18.1.1. Complete installation of all system components and software
 - 3.18.1.2. Complete programming of all system components and software
 - 3.18.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing
 - 3.18.1.4. PSTN coordination including:
 - 3.18.1.4.1. Coordination of PRI and analog trunk installation with the PSTN service provider selected by The City
 - 3.18.1.4.2. Coordination of calling plan to allow for 4-digit dialing between stations
 - 3.18.1.5. On-site station reviews and determination of user requirements
 - 3.18.1.6. Full system configuration documentation provided to The City to include all station features and function, complete trunking
 - 3.18.1.7. configuration information, and complete call flow information by station

- 3.18.2. Cost detail for any non-standard features and optional items as detailed in the system specifications.
- 3.18.3. Any additional charges which apply for shipping and handling. Please specify dollar amounts.
- 3.18.4. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
- 3.18.5. Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included in Section 6. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.
- 3.18.6. Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.
- 3.18.7. Equipment Leasing Options – Provide the interest rate and monthly lease rate factor for 3, 5, and 7-year lease options in Section 6.

3.19. Estimated Implementation Plan – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded April or May 2013.

3.20. References

- 3.20.1. Provide at least 3 references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 150 telephone stations, and a centralized voice mail system.
- 3.20.2. While you are free to provide any references, ideally, the City would like to talk with other local government references.
- 3.20.3. The City may wish to conduct site visits with one or more of the references provided below.
- 3.20.4. Be advised, references are a major element of the customer’s selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	

Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #3	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

4. Voice Mail System

The City requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

The proposed system should allow The City to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow The City to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

4.1. System Configuration

4.1.1. The City estimates a requirement for 750 initial users of the voice system. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured. The number of users is greater than the proposed telephone station counts because there are a number of The City employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

4.1.2. The City provides Voicemail Boxes for many users throughout the City operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

4.1.3. The City requires no less than 40 simultaneous calls.

4.2. Specify the maximum capacity the proposed system provides.

4.3. **Features** - Specifically, the proposed system must have the following features:

4.3.1. Announcement Boxes

4.3.2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken. This message waiting indication must be noticeable.

4.3.3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

4.3.4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or any additional codes.

4.3.5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these "escape" calls. Does the proposed system have any limitation on the number of targets per system? Can the target be a telephone number outside the proposed system?

4.3.6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.

- 4.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.
- 4.3.8. Check Receipt of Delivered Messages
- 4.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?
- 4.3.10. Forms – The City has interest in potentially using Forms functions in voicemail to direct callers who leave a message to leave specific information.
- 4.3.11. Changeable Passwords
 - 4.3.11.1. Can the user change passwords?
 - 4.3.11.2. Can the user be forced to change passwords?
 - 4.3.11.3. If so, can the administrator establish the frequency of the change?
 - 4.3.11.4. If so, by system or by station?
 - 4.3.11.5. What is the minimum password length? Maximum?
 - 4.3.11.6. Will the system provide a “lock-out” after input of invalid passwords?
 - 4.3.11.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?
 - 4.3.11.8. Can the voice mail password be the same as the user’s network password?
- 4.3.12. Forward & Backward while Listening to a Message - Does the proposed system provide the capability to allow a user, when listening to a message, to skip ahead to a later part of the message, or backward to a past part of the message? Please be specific.
- 4.3.13. Guest Mailboxes
- 4.3.14. Group Mailboxes
- 4.3.15. Message Save
- 4.3.16. Message Delete
- 4.3.17. Message Pause
- 4.3.18. Message Privacy
- 4.3.19. Message Replay – explain the options available
- 4.3.20. Message Redirect and Comment
- 4.3.21. Message Respond
- 4.3.22. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?
- 4.3.23. Message Rewind
- 4.3.24. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?
- 4.3.25. Message Undelete
- 4.3.26. Mirrored Mailbox - Does the system provide the capability to store the same message in more than one mailbox?

- 4.3.27. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.
- 4.3.28. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.
- 4.3.29. Priority Queuing of Messages
- 4.3.30. Recent and Past Change History - Describe the capabilities of the proposed system to provide documentation on both recent changes to an element of the system (mailbox, port, etc.) and all past changes to an element of the system.
- 4.3.31. Skip Forward Through Messages
- 4.3.32. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.
- 4.3.32.1. Specifically, the City uses Temporary Absence Greetings throughout the operation. Please describe the proposed system's capabilities regarding this specific feature.
- 4.3.33. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user's greeting? For instance, "If your call is about A, press 1. If your call is personal matter, press 2." If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.
- 4.3.34. Scheduled Delivery of Message
- 4.3.35. Speech Recognition - Can the proposed system provide command access through user speech? If so, clearly describe the functionality, features, limitations, and as an option provide pricing for all required system hardware and software components to implement this feature.
- 4.3.36. Message Distribution Lists - Please provide a detailed explanation of the procedure for creating and broadcasting a voice mail message to voice mail users in a distribution list. Clearly define any limitations on the number of distribution lists per user and the number of users per distribution list. Can distribution list be "chained" to effectively increase the number of users per list? Is there a system-wide broadcast capability? If so, how is it controlled and managed for sending and receiving?
- 4.3.37. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.
- 4.3.38. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

The City requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.

Please indicate whether the proposed voicemail system will provide City with the ability to review voicemail box activity and when each box was accessed. This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

4.3.39. Variable Settings for Maximum Message Length

4.3.40. Time-of-Day Stamp

4.4. Training

4.4.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.

4.4.2. The system pricing detailed in Section 6 must include:

4.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for a minimum of 700 users.

4.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for 4 management personnel.

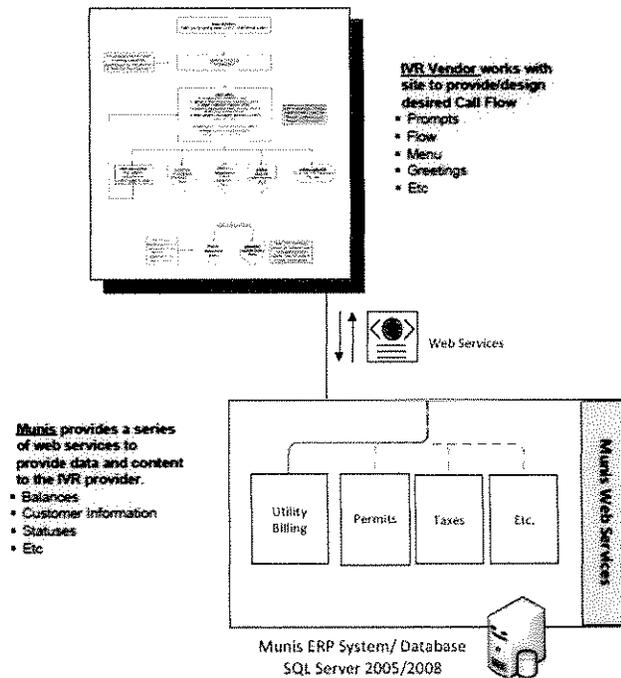
4.4.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if The City's staff completes various levels.

4.5. Interactive Voice Response –

4.5.1. Interactive voice response (IVR) is a technology that allows for automated interaction with a caller via keypad or voice. In the public sector, a common use for IVR is to facilitate citizen inquiry and actions. Such automation provides for off-hour availability and reduced need for direct staff involvement. Within Munis, IVR integration in the Citizen Services and Community Development areas provides the ability for a citizen to inquire on a bill balance, schedule an inspection, pay a bill, and more. Munis is supported by Selectron, Teleworks and Presidio.

4.5.2. The City has future plans to use the IVR module available within their ERP system from Munis. Please describe the proposed system’s capability to provide integration with this IVR application.

4.5.3. Following is diagram of the operation of the Munis IVR



4.6. Automated Attendant Function - The City will use various Automated Attendant functions for departments throughout The City to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

- 4.6.1. After Hours Announcement and options.
- 4.6.2. Preprogrammed Alternative for Holidays.
- 4.6.3. Custom greetings for special events.

4.6.3.1. The City’s personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

4.6.4. Provide various exits from the Automated Attendant.

- 4.6.5. The system must allow the caller to dial his or her choice at any time during the message.
- 4.6.6. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

4.7. Message Integration

- 4.7.1. Describe the proposed system's capability to provide for "unified messaging". The City utilizes Microsoft Exchange 2010 messaging system. Pricing for unified messaging for all voice mail users must be included in Section 6.
- 4.7.2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.
- 4.7.3. Does the proposed unified messaging software integrate directly with Microsoft Outlook 2010? If so, please describe how the products integrate and what mail protocol options are available.
- 4.7.4. Which electronic mail protocol(s) does the Unified Messaging system support?
 - 4.7.4.1. IMAP, POP3, SMTP, others?
 - 4.7.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server & Outlook clients.
- 4.7.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Exchange in addition to header information? If not, what will the user see in Outlook when they have received a voice message?
- 4.7.6. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?
- 4.7.7. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server. The City prefers that the messages be stored on a voicemail appliance.
 - 4.7.7.1. Ideally, the City would like to store the voicemail messages on their SAN without the separate appliance. Please describe the system's capabilities of the proposed system to provide this capability.
- 4.7.8. Will the user be able to listen to voice messages through Outlook Web Access 2010?
- 4.7.9. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?
- 4.7.10. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.
- 4.7.11. The City uses Citrix for remote access. Please describe how the proposed system operates with Citrix.
- 4.7.12. VMware View Compatibility – The proposed desktop client should be compatible with VMware View.

4.8. Financial Information - Please provide the following financial data:

- 4.8.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include:
 - 4.8.1.1. Complete installation of all system components and software
 - 4.8.1.2. Complete programming of all system components and software
 - 4.8.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing
 - 4.8.1.4. On-site station reviews and determination of user requirements
 - 4.8.1.5. Full system configuration documentation provided to The City to include all user features and function and complete call flow information by station
- 4.8.2. Any additional charges which apply for shipping and handling. Please specify dollar amount.
- 4.8.3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
- 4.8.4. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.
- 4.8.5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

5. Maintenance and Warranty

- 5.1. **Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.
- 5.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the local area factory-trained to maintain the proposed system, including the street address of the service location.
- 5.3. **Qualified Personnel** - Indicate the number of service personnel in the local area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.
- 5.4. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.
 - 5.4.1. The City may wish to conduct a site visit to the contractors' Service Center.
- 5.5. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.
- 5.6. **Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The City is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.
- 5.7. **Hourly Service Rates** - Indicate the hourly rate The City can expect for service not covered by warranty or service contract for each of the proposed systems.
- 5.8. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.
- 5.9. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.
- 5.10. **Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.
- 5.11. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.
- 5.12. **Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.
- 5.13. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The City will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

5.14. Remote Maintenance

- 5.14.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.
- 5.14.2. How does the system notify the RMC of a trouble?
- 5.14.3. What diagnostic capabilities does the RMC have?
- 5.14.4. Can the customer communicate directly with RMC personnel?
- 5.14.5. How frequent is the proposed system polled by the RMC for routine maintenance?

6. Pricing

6.1. Pricing - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.1.1. Telecommunications system as defined in Section 2, 3, & 4. Include all required components.

Table 6.1.1

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
(List all component parts of the system)					
Police					
City Hall					
Fire Main					
Fire Station 1					
Fire Station 2					
Fire Station 3					
Fire Station 4					
Fire Station 5					
Fire Station 6					
Fire Station 7					
Fire Station 8					
Fire Station 9					
Fire Station 10					
Fire Station 11					
Fire Shop					
Human Services - 1					
Human Services -2					
Orton Keys Head Start					
Fairgrounds Head Start					
Public Works					
Water Department					
Streets					
Metropolitan Planning					
Required Telephone Stations					
Voicemail System					
Unified Messaging					
Trade In of Existing System/Equipment					

Sub-total - Hardware / Software					
Shipping					
General Install & Training					
Taxes					
Total Purchase Price					

6.1.2. Telephone Stations – Provide individual unit and installation costs for all telephone sets available for the proposed system, consoles and soft consoles currently available, if not included in Section 6.1.1.

Table 6.1.2

Model Number	Unit Price	Install Unit Price	Total Installed Cost

6.1.3. E-911 Station Locator Capability (OPTIONAL COSTS)

Table 6.1.3

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
(List all component parts of the system)					
Sub-total - Hardware / Software					
Shipping					
General Install & Training					
Taxes					
Total Purchase Price					

6.1.4. Maintenance Pricing – Using the following table, please provide a detailed description of the following:

- 6.1.4.1. Upgrade Costs
- 6.1.4.2. Software Assurance Support

Table 6.1.4

Component - Name	Qty	First Year Maintenance Costs	Total Annual Second Year Maintenance Cost
(List all component parts of the system)			
Total Maintenance Price			

6.1.5. Optional Equipment

Table 6.1.5

Facility	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
(List all component parts of the system)					
Call Accounting System	1				
Conference Bridge	1				
Recording Device/System	1				
Twining Licenses	15				
Lan/WAN Equipment Management System	1				
Sub-total – Hardware / Software					
Shipping					
General Install & Training					
Taxes					
Total Purchase Price					

6.2. Lease Rates – Complete the following table for a \$1 buy-out municipal lease to finance the hardware/software costs of the proposed system.

Table 6.2 – Lease Rates

Term	Monthly Rate Factor	Effective Interest Rate
36-month term		
60-month term		
84-month term		

6.3 Data Network Pricing – Expand the following tables in 6.3.1 and 6.3.2 as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for The City. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

6.3.1 WAN Equipment – Total Install should include the cost of configuring devices, validating connectivity and completing test plans. The City will be responsible for rack mounting and connecting cables for new switches and routers. The City will be responsible for providing UPS power for all network equipment.

Table 6.3.1

Component - Name	Qty	Discounted Unit Price	Total Price	Install Unit Price	Total Install
Survivable Routers					
City Hall	1				
Fire Shop	1				
Fire Station 1	1				
Fire Station 2	1				
Fire Station 3	1				
Fire Station 4	1				
Fire Station 5	1				
Fire Station 6	1				
Fire Station 7	1				
Fire Station 8	1				
Fire Station 9	1				
Fire Station 10	1				
Fire Station 11	1				
Human Services - 1	1				
Human Services - 2	1				
Fairgrounds Head Start	1				
Orton Keys Head Start	1				
Public Works	1				
Water Department	1				
Metropolitan Planning	1				
Router including CSU/DSU (spare)	4				
(List all component parts of the system)					
Sub-total - Hardware / Software					
Shipping					
General Install & Training					
Taxes -					
Total Purchase Price					

6.3.2 LAN Equipment – Total Install should include the cost of validating connectivity, and completing test plans. The City will be responsible for rack mounting and connecting cables for new switches and routers. The City will be responsible for providing UPS power for all network equipment.

Table 6.3.2

Component – Name	Qty	Discounted Unit Price	Total Price
The City currently has POE switches in place and will not need to purchase any additional data switch equipment.			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

6.3.3 Equipment Configuration – Equipment configuration includes all required configuration of VoIP related services for all sites.

Table 6.3.3

Component - Name	Hours	Configuration Unit Price	Total Configuration
Initial configuration and design meeting	4		
VLAN configuration and testing (all sites)			
WAN QoS configuration and testing			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

6.3.4 Equipment Installation – Equipment installation includes mounting, basic configuration, testing and conversion to the replacement switches. NOTE: Patch cables to be supplied by The City.

Table 6.3.4

Component - Name	Hours	Configuration Unit Price	Total Configuration
Configuration and testing			
Conversion from existing switches to new switches			
Post conversion support (minimum 4 hours)			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

7. Delivery and Installation

The City anticipates cutover of all locations to be completed in August 2013 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that The City and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

- 7.1. Implementation Plan** - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of The City during the implementation process.
- 7.2. Risk of Loss** - Please state when the customer assumes risk of loss or damage.
- 7.3. System Physical Requirements** - Please indicate the requirements for each location, for:
 - 7.3.1. Floor Spacing
 - 7.3.2. Floor Loading
 - 7.3.3. Wall Space
 - 7.3.4. Environmental factors such as air condition and ventilation
 - 7.3.5. Minimum size door opening required for equipment movement
 - 7.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.
- 7.4. Equipment Reduction** - Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.
- 7.5. Equipment Delivery** - The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.
- 7.6. Manuals and Brochures** - Please provide hard copies and electronic versions the following as part of the proposal:
 - 7.6.1. Station user's manual
 - 7.6.2. Voice mail user's manual
 - 7.6.3. Any other pertinent reference information
 - 7.6.4. The City expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to The City's system design and selected feature group.
- 7.7. Manufacturer Relationship** - Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.). Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor

- arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.
- 7.8. Manufacturer's Commitment** - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. **If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.**
- 7.9. Warranty** - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to The City and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of The City and at no additional cost.
- 7.10. Software Assurance** – Maintenance and support quotes should include software assurance protection for The City. Please itemize this cost.
- 7.11. Software Updates** – Please describe the following regarding available software upgrades:
- 7.11.1. How is The City notified of new software upgrades and tools available for **ALL** the systems proposed?
 - 7.11.2. Does your company require software updates at these intervals or are they included/or optional?
 - 7.11.3. Are software updates included in the maintenance contract?
 - 7.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?
 - 7.11.5. Please provide typical frequency of software updates on an annual basis.
- 7.12. Test Plan** - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:
- 7.12.1. Testing of all connectivity between switches.
 - 7.12.2. Random testing of port connectivity.
 - 7.12.3. Verification of each VLAN.
 - 7.12.4. Verification of Internet access.
 - 7.12.5. Printed copies of all equipment configurations for The City's project manager review.
 - 7.12.6. Conducting a final walk through inspection of the installation with The City's project manager and the preparation of a punch list of items that need attention prior to final acceptance.
 - 7.12.7. Completion of the punch list items and the request for a final acceptance walk through with The City's project manager.
 - 7.12.8. Final acceptance of the installation.

**BID REQUIREMENTS FOR
EQUAL EMPLOYMENT OPPORTUNITY**

All bidders seeking to do business with the City of Rockford are **REQUIRED** to submit with any formal, sealed bid all of the following documents and information, attached herewith, completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan Statement of Policy.
2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities.
3. The Contractor or Vendor Workforce Data Form listing all current employees, by classification, directly employed by the bidder. All categories of information requested must be supplied.
Note: The number of employees must be entered under each category (no check marks)

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

4. Your State of Illinois Pre-Qualification Certification Number, issued by the Illinois Department of Human Rights for the Illinois Department of Human Rights Act, **must provide expiration date entered in the place provided therefore.**
5. Certificate of Non-Barred Bidding
6. All executed Subcontractor/Leased Operator and Supplier forms.

If you have not obtained your State of Illinois Pre-Qualification Number (item #4), by signing these documents you agree to make application for this number within 30 days from the date of bid opening.

ANY BID WHICH FAILS TO INCLUDE THE CITY OF ROCKFORD EEO PAGES 2, 4, AND 5, COMPLETED AND SIGNED WITH YOUR SEALED BID WILL NOT BE READ AND WILL NOT BE CONSIDERED – NO EXCEPTIONS.

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

Any questions pertaining to E.E.O. requirements should be addressed to Ron Moore, Diversity Procurement Officer, Legal Department, 425 East State Street, Rockford, Illinois 61104, Phone: (815) 987-5622 or ron.moore@rockfordil.gov

EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION PLAN
STATEMENT OF POLICY

It is the policy of this company, [REDACTED] to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, [REDACTED] % of our work force are minorities and [REDACTED] % of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Diversity Procurement Officer for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

[REDACTED] is the official who will be responsible for implementing this policy statement.

[REDACTED] will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents.

In addition, [REDACTED] is hereby authorized to sign payroll as well as this company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

STATEMENT OF NONCOMPLIANCE

If the equal employment opportunity hearing committee determines that a contractor, subcontractor/leased operator of equipment or bidder is not in compliance with this chapter, (also known as Chapter 11, Article III the City of Rockford Equal Opportunity Employment Ordinance), the hearing committee shall issue and serve upon such person a written statement of noncompliance setting forth the manner in which it finds such person has violated this chapter, and imposing and/or requiring appropriate sanctions, including, but not limited to any and/or all of the following:

- a. Denying, suspending or revoking qualifications, or declaring the contractor or subcontractor irresponsible and ineligible for future contracts or subcontracts until such time as the contractor or subcontractor shall demonstrate to the equal employment opportunity hearing committee that it is in compliance;
- b. Withholding or delaying payment on the contractor or;
- c. Suspending, avoiding or canceling contract work.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The bidder certifies that he/she does not maintain or provide for his/her employees any segregated facilities at any of his/her establishments, and that he/she does not permit his/her employees to perform their services at any location, under his/her control, where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this bid.

The bidder agrees that (except where he/she has obtained identical certification from proposed subcontractors/leased operators of equipment for specific time periods) he/she will obtain identical certification from proposed subcontractors/leased operators of equipment from the provisions of the Equal Opportunity clause, and that he/she will retain such certification in his/her files.

CERTIFICATE OF NON-BARRED BIDDING

The undersigned certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid rigging or bid rotating. The undersigned also certifies that current or prospective employees, contractors, and subcontractors/leased operators of equipment are not listed as Excluded Individuals/Entities with the US Government, as maintained by the US General Services Administration.

By signing below, the firm agrees that all information provided in the previous pages is accurate, and that if the firm below does not currently have a Department of Human Rights number they will apply for one within thirty days with the State of Illinois.

Authorized Signature

Title

Firm

Our firm is a:

Minority Business Enterprise _____
Women Business Enterprise _____
Neither _____

City-Certified? Yes ___ No ___
City Certified? Yes ___ No ___

(Revised 12/21/09)