

**TOWN OF ARLINGTON
MASSACHUSETTS
PURCHASING DEPARTMENT**

INVITATION FOR BID

BID #15-19

Sealed bids are invited and will be received by the Town Manager, Town of Arlington, Massachusetts until **10:00 AM, Tuesday, June 16, 2015** at the Town Manager's Office/Purchasing Department, Town Hall Arlington, Massachusetts, at which time and place they will be publicly opened and read for:

BID #15-19 VOIP TELEPHONE SYSTEM PROJECT

Pre-bid Meeting: Tuesday June 2, 2015 at 3:00 PM, Arlington High School, Main Entrance, 869 Mass Ave., Arlington, MA 02476.

Specifications and proposal forms may be obtained at the Town Manager's Office/Purchasing Department at the above mentioned address and can be downloaded from the Town Website: www.arlingtonma.gov/purchasing

TOWN OF ARLINGTON

Adam W. Chapdelaine
Town Manager

May 21, 2015

Part II – Bid Specifications

INDEX

VOIP Telephone System Project Town of Arlington

Page

Invitation to Bid.....	3
Timelines and Schedules.....	11
Instructions to Bidders.....	12
Bid Sheet(s).....	17
Contractor Questionnaire.....	19
Contractor Reference List.....	20

TOWN OF ARLINGTON MASSACHUSETTS

INVITATION TO BID – VOIP TELEPHONE SYSTEM PROJECT

Part I – System Specifications

BID#: 15-19

PROJECT TITLE: VOIP Telephone System Project

DUE DATE: June 16, 2015, 10:00 AM

Notice is hereby given that written bids will be received by the Town of Arlington, to provide and install a new phone system for the municipality. Signed bids may be delivered in a sealed envelope or emailed to Town of Arlington at: Town Managers Office, Town Hall Annex, 730 Massachusetts Ave., Arlington, MA 02476.

Project Description: The Town of Arlington seeks a certified telecommunications contractor to supply, provision, fully install, and test a unified Voice-over-Internet Protocol (VoIP), multi-site telephone system with 912 IP phones at 24 sites, replacing the municipality's aging phone system, to integrate the new system with an internet telephone service provider, and to provide appropriate administrative and user training.

The scope of work is as follows. Please see attached spreadsheet for quantities.

1. PROVIDE VOIP PHONE SYSTEM HARDWARE WITH THE FOLLOWING FUNCTIONALITY:

Unified System Architecture: The term 'Unified' as used in this document refers to the latest generation of telephone systems that are, at their core, 'pure VoIP', and do not contain traditional time-division multiplexing technology to switch calls within the system, do not use the classic phone system chassis with circuit cards, and do not require separate processors or servers to provide the system functionality described herein. Furthermore, this customer wishes to avoid phone systems based on servers which have operating systems that are managed and updated separate from the phone system application. Ideally this customer would prefer to invest in a phone system which is based on one or more purpose-built server appliances which are simple to maintain, yet offer all the sophistication one might expect in a fully-mature business-class solution. Conversely, systems that are very new to the market and have a short track record will not be readily considered. This system using unified architecture is the most important consideration.

Analog Phone Support: Although most analog phones will be replaced with IP phones, the system should retain limited capability to support at least three (3) plain old telephone service (POTS) lines per server and at least two (2) analog extensions per server for uses such as backup lines or analog cordless phones. The system shall have the capability to support classic foreign exchange office (FXO) and foreign exchange extension station (FXS) either directly or with an analog terminal adaptor.

Auto-Attendant and voice mail: Support for up to Sixteen (16) voicemail ports of concurrent auto-attendant and voicemail access for internal and or external callers per host site. System must allow for a minimum of 100 hours of voice mail recordings per host site.

Automatic System Backup: Support for the phone system to automatically backup its own configuration to a separate computer, server, or shared storage drive.

Call Accounting: Each phone server shall have the capacity to record, store, display via web GUI, and export historical and real-time Station Message Detail Records (SMDR) for system administrators. Station users shall also have the ability to review their own, and only their own, SMDR information via web GUI.

Call Accounting Option: Provide a separate, itemized price for an overall call accounting solution to compile and generate individual detailed and departmental summary call accounting reports from all phone servers. A costing feature such as that found in hospitality environments is not required, although the call accounting solution shall support PIN codes if needed.

Caller-ID Call Routing: Support for a pre-programmed separate call route that is dependent on the Caller ID of an incoming call (user extension). For example, when a user's spouse calls, the system will send the call to that user automatically, or when a repetitive political survey call is received, the system may hang up on that caller automatically.

Caller ID Outgoing Name and Number: Caller ID Name – The ability to send Caller ID Name externally to carrier over SIP or PRI trunks. Caller ID Number – The ability to send Caller ID number externally to carrier over SIP or PRI trunks. The system shall also be configured to send the site caller ID if desired but in all cases send the specific location's Caller Emergency Service ID for E-911 calls.

Caller ID Incoming Name and Number: Caller ID Name – The ability to receive and present caller line identification (CLID) or Caller ID, name and number from the carrier simultaneously on the Handset's display.

Call Park: Support for Call Park orbits, used to place a call on system wide hold via a specially designated extensions number that can be picked up by any other handset in the system. Support for Call Park and Call Park Retrieval Function Keys – used to place and pick up calls from park orbits.

Call Routing Schedules: The ability to route calls for Departments and Specific Extensions on the system based on the pre-defined schedules.

Custom Greetings for Auto-Attendant and Personal Voice Mail Boxes: Support the ability to load custom pre-recorded .wav auto-attendant or mailbox greetings via the system programming interface or file transfer protocol. Support for music-on-hold files in a similar manner.

DAY / NIGHT MODE: Different routes are followed when the system is in Day Mode vs. Night mode. The system will be required to support two modes of Day and Night mode operation, manual or automatic. Furthermore, Automatic Day/Night Mode is required – The ability for the system to automatically place the system into Day or Night mode based on a predetermined schedule.

Dialing Restrictions: The ability to block certain extensions from dialing long distance or international calls. Also, the ability to block all but local exchanges without a PIN code.

DIFFSERV (DSCP – RFC 2474) Support: Support for Differentiated Services Code Point for prioritizing routed packets.

Disaster Recovery: The system shall have the ability to automatically place and receive calls on backup POTS lines in the event of an Internet outage.

Emergency Alerts: The ability to alert users by providing an audible and visual indication on multiple extensions when 911 is called, showing the phones name and extension number that placed the call.

Flexible Numbering Plan: Support for flexible number plan to accommodate Town of Arlington's current extension number plan for internal, local, long-distance, and international calling.

Hot Desk: Support for Hot Desking – The ability of a system user to log onto any VoIP handset at any site, temporarily making that user the owner of that phone. When Hot Desking, the user's class of service

restriction, message waiting indicator, extension routing, and display name shall be maintained. Users' functions shall automatically revert back to their home phone overnight. Furthermore, The ability to specify the maximum amount of time a user will Hot Desk into a phone prior to being automatically logged out.

IP Precedence (L2P – RFC791) Support: Support for 802.1q (VLANs) with IP Precedence (levels 1-7) for prioritizing packets on the LAN.

Message Waiting Indicator Buttons: Support for Department or General Voice Mailbox Message Waiting Function Keys, in addition to the user's personal voicemail message button.

Multi-Site Capability: The ability for the system to be built with several server appliances supporting multiple sites or groups of sites in a distributed manner to avoid a single point of failure, but configured such that a single numbering plan is use for four or five-digit dialing between sites. System extensions shall be shared between sites, and the users shall enjoy a single operational experience irrespective of what sight they are at. For example, receptionists at four sights shall have the capability of providing call coverage for one another during peak call times or lunch breaks.

Paging Zones: The ability to page groups of phones via the handset's internal speaker. The system should support up to 9 paging zones with an all call zone that would include output to an external overhead paging zone. Zone paging shall also support interconnection to a bell tone generator for school classroom period chimes.

Power Fail Transfer: The installation shall allow an incoming POTS line to be connected to a single line telephone (SLT) in the event of a power failure.

Presence: The ability to select specific presence statuses (in office, at a meeting, on vacation, etc.) controlled from the users' handset, via a web page, and or via a mobile application. In each presence status if a caller is routed to voicemail the caller would be offered a different greeting based on the presence status that a user has enabled.

Presence-Defined Call Routing: The ability to program different call routes to both internal, external numbers based on which presence status the user has enabled. Presence call routes shall be able to support multiple simultaneous connection attempts to internal and/or external numbers.

Primary Rate Interface (PRI) SUPPORT: System should be capable of supporting up to (2) PRI trunks at all larger host sites. PRIs may be used initially during installation and cutover to SIP trunks.

Schedules System Upgrades: Support for pre-scheduled automatic system software upgrades. The ability to schedule a software upgrade to the phone systems base operating system (OS) in advance by choosing the date and time via the system programming interface.

SIP TRUNK and Extension Native CAPABILITY: Support for SIP Trunk service from Internet telephone service providers (ITSPs) without the need for additional integrated access devices (IADs) or border session controllers or gateways (BSC/BSG). Support for proprietary and generic SIP telephones, and support for SIP analog terminal adaptors to allow use of the occasional analog phone. This completed installation shall use SIP trunks as its primary public switched telephone network (PSTN) connection.

NOTE: SIP stands for Session Initiation Protocol, and is a subset of VoIP which began development in 1996. Today SIP is the predominant standard that is being used for Internet voice communications, as well as video communications, and is expected to succeed older communications technologies globally.

SMS Notification: Support for short message service notification to cell phone or smart device when a message is received by a user or department voicemail box.

SMS Notification Escalation: Support for up to 4 (four) escalation contacts for SMS notification with the ability to program alternating or staged intervals between each SMS notification.

TAPI Dialing Support: Support for TAPI dialing from Microsoft Outlook 2003, 2007, 2010 clients, or equivalent functionality.

Voicemail to Email: Support for simplified mail transfer protocol (SMTP) voicemail-to-Email delivery via email client or SMTP Smart Host integration.

Web-Based Administration: Support for complete system administration via a web GUI interface. Support for all extension user to change their personal settings via a web GUI interface.

2. PROVIDE AND INSTALL NEW IP PHONES WITH THE FOLLOWING FEATURES:

Phone Quantities: Please see master spreadsheet for phone quantities.

Phone Models: Generally, receptionists and school secretaries will use 24-button phones, some with expansion consoles to indicate each monitored phone on site. Executives, Town Officers, Principals, and Department Managers will use 12-button phones, and the remainder of the phones will be 4-button models. Please see the spreadsheet which accompanies this specification for phone quantities and power requirements.

Minimum Requirements:

Backlit LCD screen with a minimum 3 lines of display

Black in overall cover

Buttons, Fixed – 0 through 9, *, #, Conference, DND, Hold, Intercom, Mute, Park, Transfer, Release, Speaker, Voice Mail, Volume of which some may be programmable.

Buttons, Programmable - Four (4), Twelve (12), or Twenty-Four (24) buttons with labels

Buttons, Soft Keys - seven (7) dynamic for call features and functions

Call logs support

Day / Night mode button on console if needed

Direct Station Signal / Busy Lamp Field 24-Button expansion console option

Fast Ethernet switch built-in

Full-Duplex support for handset and speaker

G.729 minimum audio performance with high-definition or wide-band audio preferred

Group paging support

IP Precedent support for QOS

Headset port with internal amplifier with electronic 'lifter' built-in

LLDP-MED Support

Multi-color indicators for line in- use, DND

Multi-position adjustable phone base stand

Power-over-Ethernet built-in, with A/C power brick available as option for phones

Remote phone operation without VPN or VPN concentrators

System directory

Voice mail audible or visual menu

Wall mount without optional kit or wall mount kit supplied with one-third of the phones

3. PROVIDE SOFTWARE, LICENSES, AND WARRANTY FOR ALL SUPPLIED ITEMS

Firmware: The system shall be supplied complete with the latest generally-released software or firmware at the time of cutover.

Licenses: Contractor must provide and install all required licenses and software for supplied equipment. All licenses shall be perpetual and shall not be required to be renewed. System licensing shall have the capability of being transferred from one platform to another free of charge in the event of hardware failure, provided the hardware is under warranty with a support contract in place

Warranty: Contractor must provide information on equipment and installation warranties for all provided elements of the bid. A minimum of a 1-year hardware and software warranty shall be included.

Extended Warranty: Contractor must also provide pricing for the phone system manufacturer's 5-year extended warranty, a 5-year software assurance program and any other license renewals covering the five years after installation. Pricing shall be itemized, and renewal pricing shall be fixed for 5 years.

Software Applications: Optionally recommend conferencing, desktop call manager, and other available applications, including any mobility applications for smartphones.

4. PROVIDE PROFESSIONAL INSTALLATION SERVICES FOR VOIP PHONE SYSTEM

Data Network: All phone servers will be installed on this customer's business-class fully managed Ethernet network with Power-over-Ethernet, Gigabit backplane, municipal fiber interconnections between sites, and enterprise-class Internet access from the local ISP. Finished system shall include complete set-up, initialization, and testing of installed PBX system and its associated components to ensure proper functionality. Improvements to the customer's data network are not within the scope of this phone project.

Phone VLANs: Phones will run on their own town-wide VLAN, or VLAN for each server appliance. In the latter case inter-VLAN routing will be provided. VPNs will not be established for VoIP phone support.

Network Readiness Assessment: As mentioned above, improvements to the customer's data network are not within the scope of this phone system project. However, the phone system contractor shall survey all sites and perform a complete VoIP network readiness assessment, and provide, in writing, a list of any deficiencies that would negatively impact VoIP call quality, and make written recommendation to this customer as to recommended improvements. The Town of Arlington may, at its discretion, address the deficiencies internally, offer to hire the phone contractor to execute their recommendations, hire a third party to address the situation, or issue a change order to bypass the deficiency.

Phased Installation: This customer will opt for a phased installation, consisting of a prototype installation on a single site, followed by installations at subsequent sites over the course of several months. The specific installation schedule shall be at the customer's discretion and dependent on any network improvements required.

System Topography: A network diagram will be provided by this customer's information technology department. It is expected that, considering the data network layout and phone system specifications mentioned above, the most efficient phone system installation shall consist of several VoIP server appliances, each handling calls for large sites or groups of smaller sites, or a combination thereof, configured in a distributed manner with no single point of failure. Each VoIP server appliance shall have its own primary Internet SIP trunk connection to the ITSP, as well as a municipal SIP connection to every other server in the VoIP network. Connection of up to three (3) analog POTS lines shall be made per VoIP server appliance for system redundancy. As-built diagrams shall be provided during installation.

Moves, Adds, and Changes (MACs) during installation: It is expected that the phone contractor, as part of their installation service, will confirm all work detail in writing before commencing the work, but will

allow for minor MACs during the course of installation, provided that the equipment or phone quantities are not increased as a result of the MAC.

5. PROVIDE PARTNER SUPPORT SERVICES.

Training: Contractor shall provide Town of Arlington personnel with a minimum of 8 hours of on-site, in-person training on the installed systems and administration software to ensure staff proficiency. If the contractor expects additional training time to be required for staff proficiency, those costs must be included within the bid.

Initial Support: Provide technical support on all new phone system equipment and phones during the new installation on any sites, plus provide technical support on all new phone system equipment and phones for a period of 30 days following the final installation at the last site. Provide extended, unconditional support on any unresolved technical problems until completely resolved.

Annual Support: Provide itemized pricing on annual partner support options for the 5-year period following installation. Include pricing for annual or biannual system upgrades.

Support Policies: Provide details on partner support policies, response times, travel and labor rates for MACs after installation, and any other information that would affect this customers ongoing system costs. State if a manufacturer support plan or a partner support plan is mandatory in order to receive escalation services from the manufacturer, and if escalated support is available on a pay-as-you-go basis.

Spare Parts: Provide a priced option for one of each type of equipment and phone provided with this project to be stores at one of the customer's sites as stand-by for same-day replacement in the event of component failure. Alternatively, provide certification that such equipment will remain readily available at the phone contractor's local site, specify the site address, and typical response time.

6. ADDITIONAL PROVISIONS

Pre-Bid Meeting and Site Visit: The Town of Arlington will host a pre-bid meeting at 3:00 pm Tuesday June 2, 2015 at Arlington High School, 869 Mass Ave., Arlington, MA, Main Entrance. This meeting will provide an opportunity for potential bidders to ask questions and tour a typical site.

Insurance: The awarded Contractor shall provide evidence of insurance as described herein. This includes Workers' Compensation, Liability, and Property Damage Insurance. Town of Arlington shall be named as an Additional Insured on each policy.

Bonds: No bid bond is required. Town of Arlington reserves the right to reject any or all bids, waive informalities, and make the award in the best interest of Town of Arlington. Questions pertaining to this project contact Domenic R. Lanzillotti via e-mail only at dlanzillotti@town.arlington.ma.us

7. GENERAL TIMELINES AND SCHEDULES

Phone System Replacement

BID# 15-19

Timelines and schedules: These are estimates only, although not guaranteed by Town of Arlington, and are provided for background information.

Town of Arlington Issues Bid: May 20, 2015

Pre-Bid Meeting: Tuesday June 2, 2015 at 3:00 PM

Interested bidders can meet at the Town of Arlington at the project site.

Last day on which questions can be submitted regarding the project: 12:00 PM Friday June 5, 2015

Bid Due Date: June 16, 2015, 10:00 AM

Town of Arlington Award: Within ninety (90) days from bid opening.

After Award:

Mandatory Contract Return Date: Awarded Contractor must return signed contract and insurance documents within 10 (ten) business days after receipt of materials from Town of Arlington.

Failure to return could result in rejection of award, and Town of Arlington would proceed to the next acceptable bidder for award.

Town of Arlington will return contractors signed contract with purchase order.

Start Date: Contract will begin on the date of the issuance of the purchase order.

Completion Date: The contract will end with the successful completion of the scope of work outlined in the bid.

End of Part I – System Specifications

INSTRUCTIONS TO BIDDERS

1. **SUBMITTAL DEADLINES:** Submit your Bid on or before 10:00 a.m. on June 16, 2015, to Town of Arlington.

MAIL

Attention: Town Manager
Town of Arlington
730 Mass Ave., Arlington, MA 02476

It is the bidder's responsibility to make sure that bids are received by the deadline. Bids received after the deadline **will not be considered**.

Contractors should allow normal mail delivery time to ensure timely receipt by Town of Arlington Town Manager. Contractors assume the risk for the method of delivery chosen. Town of Arlington assumes no responsibility for delays caused by delivery.

2. **BONDS AND RETAINAGE:** No bid bond is required.

3. **COMMUNICATION RESTRICTIONS:** All communications regarding this Quotation must be directed to the Purchasing Officer via email. dlanzillotti@town.arlington.ma.us

Unless authorized by the Town Manager, no other Town of Arlington official or employee can speak for Town of Arlington regarding this Bid. Town of Arlington is not bound by information, clarification, or interpretations from other Town of Arlington officials or employees. Submitters should not contact Town of Arlington officials or employees, other than the Town Manager. Failure to observe this requirement may be grounds for rejection of the Contractor's Bid.

4. **INTERPRETATION OF BID AND PURCHASE DOCUMENTS:** Town of Arlington will not provide binding oral interpretations to Bidders as to meaning of Bid or Contract documents; oral communication is not binding upon Town of Arlington. Requests for interpretation shall be made to the Purchasing Officer no later than 12:00 PM Friday June 5, 2015. Town of Arlington will provide Addendum for any substantial interpretation or change, which will be sent promptly to parties who received the Bid. All addenda shall become part of the Bid package.

5. **ADDENDA:** If Town of Arlington issues Addenda to these instructions, bidders must acknowledge receipt of the Addenda on the Bid Form. It is the Bidders responsibility to insure that they have received all Addenda, although Town of Arlington will make reasonable effort to provide Addenda to all invited bidders. If receipt of Addenda (if any) is not indicated on the Bid Form, Town of Arlington may assume the Bid considers all Addenda **OR** the Town Manager may reject the Bid.

6. **ALL OR NONE BIDS:** "All or none" Bids are required. No major exceptions or alteration will be accepted. Acceptable alternates shall be specified and requested by Town of Arlington, if any. Bidders who system functionality may vary slightly from that which is specified herein will be considered, provided the delivered solution meets the architectural and performance requirements, and the minor exceptions are noted in writing along with the bid response.

7. **BID FORM:** Bid sheet, Contractor Questionnaire and Reference List must be completed. Information and price breakdown under separate cover can accompany the bid sheet.

8. **BID PRICE:** The Bid shall include everything necessary for the prosecution and completion of the Contract including, but not limited to, furnishing all material, labor, equipment and Subcontractors, and other facilities and all management, superintendent's labor and service, except as may be provided otherwise in the Contract Documents.

Bidders must include a fully itemized price breakdown of the equipment and services offered in the bid. In the event of a discrepancy between the unit price and the total price, the unit price will govern and Town of Arlington will correct total price accordingly. The Town of Arlington tax rate shall prevail over any calculated tax provided on the Bid Form. If tax is calculated improperly, Town of Arlington shall utilize the appropriate tax rate and calculate accordingly.

9. EXAMINATION OF BID AND CONTRACT DOCUMENTS, SITE AND SITE CONDITIONS: Bid submission constitutes acknowledgement upon which Town of Arlington may rely, that Bidder thoroughly examined and is familiar with the Bid, specifications and Contract documents, familiar with all worksites, reviewed and inspected all applicable statutes, regulations, ordinances and resolutions dealing with or related to the work and services to be provided, and received and considered all Addenda. Failure or neglect of Bidder to examine such documents work site(s), statutes, regulations, ordinances, or resolutions shall in no way relieve the Bidder from any obligations with respect to the Bidder's offer or to the contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge of any Contract documents, work site(s), specifications, delivery requirements, statutes, regulations, ordinances or resolutions. A signed Contract furnished to the successful Contractor results in a binding Contract without further action by either party.

10. NEW OR USED: All equipment utilized shall be of new manufacture, unless otherwise specifically stated or called for in the Bid Documents.

11. SIGNATURES: Bids shall be signed by one of the legally authorized officers of said corporation. If awarded the contract, the Contract shall also be so executed. If a Bid or Contract is signed by an agent, the agent shall provide satisfactory evidence of authority to sign as legal representative of bidder, upon request of Town of Arlington. An authorized partner of a co-partnership may sign the contract, subject to the approval of the attorney, who may at his discretion, require each and every member of the co-partnership to sign the contract.

12. INCURRED COSTS: Town of Arlington is not liable in any way for any costs incurred by respondents in replying to this request.

13. WITHDRAWAL OF BID: Bidders may withdraw Bids before the Bid submittal deadline. No Bidder may withdraw its Bid within fourteen (14) days after the actual date of the Bid Opening.

14. ALTERATION OF BID: A Bid already submitted to Town of Arlington may be changed in writing, if the notice of change is received before the Bid submittal deadline. Such changes need to be signed by an individual authorized to submit Bids on behalf of the firm.

15. ERRORS AND OMISSIONS: Town of Arlington will not consider a claim of an error in a Bid unless the claim is presented in writing within 24 hours after the Bids are opened. Additionally, Bidders claiming error must present supporting evidence, including but not limited to cost breakdown sheets, no later than 48 hours after the Bids are opened.

16. BID OPENINGS: Bids are not publicly opened. Award information will be made available as soon as practical following opening at the time and date specified. All bidders will be informed in writing of the outcome.

17. EXPIRATION: Submittal of a Bid certifies that Bid remains valid until Town of Arlington completes award and enters a Contract with a winning Contractor.

18. RIGHT TO REJECT BIDS: Town of Arlington reserves the right to reject any or all bids, waive technicalities or irregularities, and to accept any bid if such action is believed to be in the best interest of Town of Arlington. Bids may be rejected by Town of Arlington, with or without cause, in the best interest of Town of Arlington and/or in the discretion of the Town of Arlington General Manager or Executive Director. Causes for rejection may include, but are not limited to: (a) if prices are excessively unbalanced

in the opinion of Town of Arlington, (b) if Bids are not in ink; (c) if unit prices are not evident; (d) if an addendum is not acknowledged.

19. **NONRESPONSIVE BID:** Any Bid that does not comply with these instructions is not signed, supplements or deviates from the specifications herein, or is incomplete, may be declared non-responsive by the Town Manager and not further considered.

20. **RESPONSIBLE BIDDERS:** Town of Arlington shall consider only responsible Contractors. The invitation to Bid guarantees that Town of Arlington has found the firm responsible. The Town of Arlington may reject Bids from Bidders that are not considered responsible, in the opinion of Town of Arlington. Responsible Contractors are those that have, in the sole judgment of Town of Arlington, the financial ability, experience, resources, skills, capability, reliability, and business integrity necessary to perform Contract work. Town of Arlington may also consider references and quality to determine responsibility. Contractors are ineligible to submit a Bid if any owner has been convicted within the past ten years of a crime that impugns honest or integrity, or if the Contractor has unsatisfied tax or judgment liens. Contractors shall have the required insurance at time of award, a valid and current Massachusetts State Contractor's license, appropriate to the work at time of Bid, and satisfactory business experience. Other factors, including but not limited to, delivery, materials, quality, and equipment may also be considered by Town of Arlington to determine responsibility. Town of Arlington reserves the right to use any information, whether supplied through the Bid or otherwise obtained, in determining responsibility. In addition, Town of Arlington reserves the right to determine responsibility under the guidelines of Standard Specification 1-02.14.

21. **BID AWARD:** If an award is made as a result of this solicitation, Town of Arlington shall award to the responsive and responsible Bidder.

22. **PUBLIC INFORMATION:** All Bids are public information once quotations are tabulated and available upon request following the award of the contract.

23. **CONTRACT RETURN:** The successful Bidder will receive an award package from Town of Arlington that includes the purchase order and successful bidders signed contract. The successful Bidder must immediately sign and return all requested documents to Town of Arlington. These must be received by Town of Arlington within 10 working days after your receipt of the materials from Town of Arlington. If materials are not returned within 10 business days, Town of Arlington retains the right to cancel the award and go to the next lowest responsive and responsible Bidder.

24. **FAILURE TO EXECUTE CONTRACT:** Should the awarded Contractor fail to execute a Contract within the terms and conditions herein, Contractor may be removed from the eligible bidder's list.

25. **NON-COLLUSION:** Submittal and signature of an Bid swears that the Bid is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the Contractor has not induced or solicited others to submit a sham offer, or to refrain from proposing.

26. **NON-SEGREGATED FACILITIES:** Contractor agrees that the company does not maintain or provide for employees any segregated facilities, and that the Contractor does not allow employees to perform services at any such facility. Contractors agree that a breach of this shall constitute a Contract violation.

27. **BUSINESS LICENSE AND PERMITS:** Contractors awarded a Town of Arlington Contract are responsible for compliance with appropriate business license and work permit.

28. **PROTESTS:** Town of Arlington shall respond to all formal, written protests made against Town of Arlington for bid and contract awards.

Any actual or prospective bidder, including subcontractors and suppliers showing a substantial economic interest in the contract, who is aggrieved in connection with a Town of Arlington solicitation or award of a contract may protest to Town of Arlington in accordance with procedures herein.

PROCEDURE: The protesting party must submit a formal written statement to Town of Arlington General Manager (unless directed to another individual by the bid solicitation document) signed by the protesting party and submitted in a timely manner. The written protest statement must state the (1) name, address and phone number of the aggrieved person; (2) the bid number and title for which the protest is submitted; (3) the grounds for protest with specific and complete statement of the action(s) being protested; (4) a specific relief or ruling requested.

In no event shall a protest be considered if all bids are rejected, or after the contract in dispute has been executed by Town of Arlington. In no case shall a bidder or protestor contact the Town of Arlington Board of Directors or other Town of Arlington officials regarding the protest or a possible protest action, or the protest will be considered void. This criteria is to insure the ability of Town of Arlington to respond appropriately and independently to the protest action without undue influence to the protest review.

PRIOR TO BID OPENING OR DUE DATE: Parties with a potential economic interest in the outcome of a bid may submit a formal written protest to any condition known or that should reasonably have been known prior to bid opening. This includes conditions and information stated or provided in the solicitation documents, conditions occurring as a result of distribution of the solicitation documents, conditions occurring during the solicitation process, conditions occurring during any pre-bid meetings or conferences, and related matters prior to bid opening.

Town of Arlington General Manager receive such written protest at least five (5) full business days prior to the bid submittal deadline. After that time, interested parties shall be considered to have waived their right to protest such issues.

AWARD: Town of Arlington may award and sign a contract at any time according to normal Town of Arlington procedures. Once Town of Arlington has signed a contract.

**Attached are four pages that are the formal Bid Offer Document
Complete all pages and return to Town of Arlington
Bids must be completed. Additional information and price breakdowns may be attached under
separate cover.
Submit no later than June 16, 2015, 10:00 AM**

BID SHEET

VOIP Telephone System Project BID #15-19

BID DUE ON June 16, 2015, 10:00 AM

Having carefully examined all documents enclosed herein, the undersigned proposes to perform all Work in strict compliance with all documents, for the amount set forth below.

- Bid form must be signed.
- Contractor Questionnaire Responses attached
- Contractor References Listed
- Use ink and print legibly.
- Initial and date any changes, erasures or crossouts
- Contract Agreement included.
- Undersigned acknowledges that Addenda numbers _____ through _____ have been received, examined, and taken into account as part of the bid.

SCHEDULE: Contract shall begin on the date of the issuance of a Purchase order by the Town of Arlington

An itemized price breakdown should be included on a separate page.

Description	Price (\$)
Cost for PBX replacement Project Equipment	\$
Installation Labor	\$
Software/Licensees	\$
Training/Warranties	\$
Total Cost	\$
Total Bid	\$

Are you on Comptroller General's list of Ineligible Contractors or list of parties excluded from Federal procurement or non-procurement programs?

Yes No

Company Name:

Type of Business

- Corporation
- Partnership (general)
- Partnership (limited)
- Sole Proprietorship Limited Liability

Company
FID #:
Company Address:
City/State/Zip:
Phone: Fax:
E-Mail:

Print Name of Signatory:

Print Title of Signatory:

CONTRACTOR SIGNATURE:

CONTRACTOR QUESTIONNAIRE

Please provide typed responses on a separate sheet

1 Demonstration of Product and Software

If requested, are you able to provide a demonstration of the PBX system and administration software to the Town of Arlington?

2 Operational Lifespan

How long has your proposed PBX configuration been on the market? What is the life expectancy of the proposed configuration before technical and/or functional obsolescence?

3 Lead Time

If your firm is awarded the bid for this project, what would be the lead time for installation, training and full integration of the system?

4 Challenges

What challenges do you anticipate for this project? What are your plans to mitigate those challenges?

5 Compatibility

Please list any known compatibility issues that exist with any SIP trunking or PRI service vendors.

6 Switching Systems – Down Time

Describe the process for switching the Town of Arlington phone system from the current PBX to your proposed system. How much down time is expected to complete the switch?

7 Upgrade Process

List the steps required to upgrade the proposed system to new software and/or firmware.

8 Maintenance

Describe the regular maintenance required to maintain functionality of your proposed system. Can this maintenance be completed by individuals with limited PBX knowledge?

9 Technician Training Program

Explain the relevant certification/training process that you employ for your installation service technicians. What certifications do they have with the specified equipment included in your bid?

10 Service Contract

Does your company offer a maintenance contract on your specified equipment? What is the annual cost and scope of service?

BUSINESS REFERENCES

List a minimum of three current business references you have provided similar services for a minimum of one year.

1.)	NAME:
ADDRESS	
PHONE:	CONTACT:
2.)	NAME:
ADDRESS	
PHONE:	CONTACT:
3.)	NAME:
ADDRESS	
PHONE:	CONTACT:
4.)	NAME:
ADDRESS	
PHONE:	CONTACT:
5.)	NAME:
ADDRESS	
PHONE:	CONTACT:

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

(Signature of individual submitting bid or proposal)

(Name of individual submitting bid or proposal)

Name of Business

Date

Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under the penalties of perjury that I have complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Social Security Number or
Federal Identification Number

Signature of Individual or Responsible
Corporate Officer and Title

***NON-COLLUSION FORMS
MUST BE SIGNED AND
SUBMITTED WITH BID***

Phone Count by Building

Bishop School	35
Brackett School	51
Central Fire Station	13
Central School	9
Comm Safety Bldg	63
Dallin School	62
Fox Library	8
Hardy School	50
Highland Fire Station	7
Jarvis House	7
High School	169
O'Hara Bldg	49
Ottosson Middle School	129
Park Circle Fire Station	8
Peirce School	41
Robbins Library	44
Senior Center	37
Skating Rink	10
Stratton School	16
Thompson School	49
Town Hall	48
Town Hall Annex	27
Whitemore Robbins House	20
Other	4
Total	<hr/> 956